

ALLSAINTS

WOODFORD WELLS

Title of Policy	Safeguarding Policy and Procedures (Comprising of CofE Safeguarding policy & ASwSA Procedures for those working with children & vulnerable adults)
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Owner	Fiona Green - Director of Children, Youth and Family Ministry
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The All Saints' with St Andrew's SAFEGUARDING POLICY PROMOTING A SAFER CHURCH

The following policy was agreed at the Parochial Church Council (PCC) meeting held on Monday 1st March 2026.

All Saints' with St Andrew's safeguarding commitment

In accordance with the Church of England Safeguarding Policy our church is committed to:

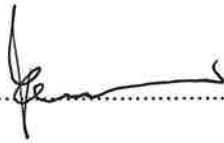
- promoting a safer environment and culture
- safely recruiting all those whose roles involve substantial contact with children, young people and adults at risk within the church
- supporting all those with any responsibility for children, young people and adults at risk within the church
- responding promptly to every safeguarding concern or allegation
- caring pastorally for victims/survivors of abuse and other affected persons
- caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons
- responding to those that may pose a present risk to others

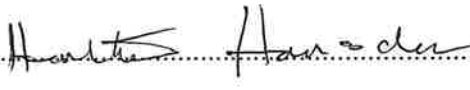

The parish will:

- create a safe and caring place for all
- have a named Parish Safeguarding Officer (PSO) to work with the incumbent and the PCC to implement policy and procedures
- recruit, train and support all those with any responsibility for children, young people and adults at risk to have the confidence and skills to recognise and respond to abuse
- ensure that there is appropriate insurance cover for all activities involving children and adults undertaken in the name of the parish
- display in church premises and on the parish website the details of who to contact if there are safeguarding concerns or support needs
- listen to and take seriously all those who disclose abuse
- take steps to protect children and adults when a safeguarding concern of any kind arises, following House of Bishops guidance, including notifying the Diocesan Safeguarding Adviser (DSA) and statutory agencies immediately
- offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred
- care for and monitor any member of the church community who may pose a risk to children and adults whilst maintaining appropriate confidentiality and the safety of all parties
- ensure that the health and safety policy, procedures and risk assessments are in place and that these are reviewed annually
- review the implementation of the Safeguarding Policy, Procedures and Practices at least annually

Each person who works within this church community will agree to abide by this policy and the guidelines established by this church.

This church appoints Fiona Green as the Parish Safeguarding Officer.

Incumbent 

Churchwardens  

Date: 17th MARCH - 2026

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Note on terminology for 'adults at risk' and 'vulnerable adults'

In safeguarding spheres, and in online safeguarding training you undertake, you may come across any of the following terms - 'adult at risk', 'vulnerable adult' and 'adult with safeguarding needs'. The term 'vulnerable adult' has largely replaced the term 'adult at risk'.

The church e-manual for safeguarding children, young people and vulnerable adults chose to proceed with 'vulnerable adult' because the 'limitations' of the definition of 'adult at risk' 'could adversely impact on the realities of safeguarding in the Church context'. This document will therefore use the term 'vulnerable adult'.

The following definitions may be helpful.

Church law (2016) defines a vulnerable adult as

- "a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability or illness, old age, emotional fragility or distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired"

The Care Act 2014 states that an adult at risk

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- and is experiencing, or at risk of, abuse or neglect
- and as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

The Social Care Institute of Excellence SCIE, 2017 writes

'Adult with safeguarding needs' is a term that covers a wide range of people, from those with a learning disability to those experiencing dementia - and may also include adults whose mental capacity fluctuates, such as those with mental health or substance misuse difficulties. Some adults with safeguarding needs may be living in special accommodation and others will be living in the community on their own or with family members.

If you have reason to believe that an adult who meets any of the above definitions is at risk of harm, it is your duty to raise it with Paul Harcourt (Incumbent) or Fiona Green (PSO) in accordance with this policy.

All Saints' with St Andrew's briefing for those working with children and vulnerable adults

The PCC has adopted and will have due regard to the House of Bishops' Safeguarding Guidance and Safeguarding Codes of Practice, as set out in the Church of England Safeguarding e-Manual

The PCC is determined to develop a safeguarding culture that:

- creates an environment where there is awareness and vigilance about the signs, symptoms and impacts of abuse
- enables and encourages all concerns or allegations to be raised, in order to protect children and adults from harm
- Responds well to victims and survivors of abuse
- ensures all those who work or volunteer on behalf of the church with children and adults, achieve the standards required by the policy
- holds to account those in the church community who disregard the safety and well-being of children and adults

Paul Harcourt as incumbent is the Parish Safeguarding Representative, assisted by **Fiona Green** as Parish Safeguarding Officer (PSO) and **Colette Vickers** as Parish Safeguarding Administrator.

Paul Harcourt: paul@asww.org.uk

Fiona Green: fionagreen@asww.org.uk 07918 464804

Colette Vickers: safeguarding@asww.org.uk

Diocesan Duty Number; 01245 294444

SECTION A:

- Types of abuse, signs and symptoms
- Procedures for raising a concern or responding to an allegation

SECTION B:

- Policies and procedures for all who work on behalf of the church to achieve the standards required by the policy

The policy provides detailed advice which should be referred to when required.

MOST IMPORTANTLY, IF YOU receive a disclosure or SUSPECT THAT A CHILD OR VULNERABLE ADULT IS BEING ABUSED, NEGLECTED OR SUFFERING DOMESTIC ABUSE, DO NOT IGNORE IT. If there is an immediate risk of harm or urgent medical intervention is needed, report the matter to the police or other emergency services without delay. Otherwise, make a written record and **REPORT IT IMMEDIATELY TO FIONA GREEN OR PAUL HARCOURT WHO WILL REFER IT TO THE DIOCESAN SAFEGUARDING TEAM.**

Any concerns should be documented as soon as possible. The policy provides guidance on how to do this.

SECTION A: Types of abuse, signs and symptoms

There are many different forms of abuse. Within the Care Act 2014 there are 10 elements of Abuse:

Physical abuse - This can include assault, hitting, slapping, pushing, and misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – This is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members-regardless of gender or sexuality. It includes psychological, physical, sexual, financial, emotional abuse or so-called 'honour' based violence.

Sexual abuse - This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or acts to which the adult has not consented freely.

Psychological abuse – This includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – This includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.

Modern slavery and human trafficking - This involves men, women and children being brought into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will. People can be trafficked for different forms of exploitation such as forced prostitution, forced labour, forced begging, forced criminality, domestic servitude, forced marriage, forced organ removal. When children are trafficked, simply bringing them into exploitative conditions constitutes trafficking, even if no violence, deception or coercion is used.

Discriminatory abuse – This includes forms of harassment, slurs or similar treatment, because of race, gender, gender identity, age, disability, sexual orientation or religion.

Organisational abuse – This includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home, whether one-off or ongoing ill-treatment. It can be through neglect or poor professional practice within an organisation.

Neglect and acts of omission – This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect - This covers a wide range of behaviours neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

N.B. Spiritual abuse is not a separate category by law, but you should be aware that spiritual abuse is often an integral element of other experiences of abuse within Christian and other faith contexts. Where abuse has involved use of scripture or prayer, think carefully about whether it is appropriate to use this as a first response to a disclosure.

Recognise - Signs to look out for

Although not an exhaustive list, some signs to look for in contact with individuals at risk of harm of abuse include

- unusual injuries, including bruises, burns, fractures, bite marks or signs of self-harm
- consistently poor hygiene, poor living conditions or inappropriate clothing
- communicating aggressively or using sexual language
- appearing withdrawn, guarded, anxious or frightened, particularly around a certain individual(s)
- hearing or seeing shouting, violence or intimidation
- adults keeping children from view
- unsupervised children visiting a house where only adults live

For more detailed information on signs and symptoms of abuse, please view:

<https://www.churchofengland.org/safeguarding/safeguarding-e-manual/safeguarding-children-young-people-and-vulnerable-adults/2>

Do not jump to any conclusions. There could be other explanations. Contact our PSO if you have any concerns. Confidentiality is of utmost importance. Do NOT discuss concerns or disclosures with anybody else.

Respond - What to do if someone makes a disclosure to you

If someone discloses abuse, information about a safeguarding concern or makes an allegation

Do

- Listen
- Remain calm
- Take what is said seriously
- Only use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no')
- Take into account the person's age and level of understanding

- Check, if face to face, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly. If the person disagrees with the record, the person recording it should make a note of those disagreements and retain them with the notes of the conversation. A copy of the record may be provided to the person who raised the allegation, should they request it
- Offer reassurance that disclosing is the right thing to do
- Establish only as much information as is needed to be able to tell your activity leader, PSO or DSA and statutory authorities what is believed to have happened, when and where
- Establish whether there are other individuals or dependants that may be at risk, for instance children and young people
- Ask what the person hopes to result from the disclosure
- Tell the child or adult what you are going to do next

Do not

- Make promises that cannot be kept (e.g. that you won't share the information)
- Make assumptions or offer alternative explanations
- Investigate
- Contact the person about whom allegations have been made
- Do a physical or medical examination

Record

- Make notes at the time, if appropriate, and write them up in detail as soon as possible
- Do not destroy your original notes in case they are required by the DSA or the statutory authorities
- Record the actual words used, including any swear words or slang
- Record facts and observable things, not your interpretations or assumptions
- Don't speculate or jump to conclusions
- Include contact details for the person reporting the concern or allegation
- Include information on whether there are other individuals or dependants that may be at risk, for instance children and young people
- Record the date, time, place, means (in person, online, phone call), words used and how they appeared to you. Sign, date and the record

Refer

- If there is an immediate risk of harm to any individual or urgent medical intervention is needed, report the matter to the police or other emergency services without delay
- Otherwise report to your activity leader, PSO or incumbent immediately
- Within 24 hours the PSO or incumbent should report the concerns to the DSA.
- The DSA will advise regarding reporting to statutory agencies within 24 hours
- Note that if a criminal offence may have been committed, investigation must be passed to the police
- If there is any doubt seek advice from the Local Authority Designated Officer, social services or the police

SECTION B: Procedures

Recruitment, vetting and training of staff and volunteers

All those whose roles involve substantial contact with children, young people and vulnerable adults within the church, whether staff or volunteers, will

- know which staff member is responsible for oversight of the relevant ministry
- be provided with a written role description and person specification
- make a written application for the role
- be subject to an interview relevant to the ministry setting
- be subject to pre-appointment checks, including DBS where relevant to the role
- complete a confidential declaration where a DBS is relevant to the role
- have an induction and settling in period
- receive ongoing support, accountability and oversight in their role
- be required to undergo safeguarding training, as outlined by the Diocese
- be required to read and follow this procedure document
- not allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person

Code of safer working practice

All those working on behalf of the parish with children, young people and adults must

- treat all individuals with respect and dignity
- respect people's rights to personal privacy
- ensure that their own language, tone of voice and body language are respectful
- ensure that children, young people and adults know who they can talk to about a personal concern
- respond warmly to a child who needs comforting but make sure there are other adults around
- ensure that the child and parents are aware of any planned activity that requires physical contact and of its nature before the activity takes place

All those working on behalf of the parish with children, young people and adults must not

- use any form of physical punishment
- be sexually suggestive about or to an individual
- scapegoat, ridicule or reject an individual or group
- permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying
- show favouritism to any one individual or group
- allow an individual to involve them in excessive attention seeking
- smoke or drink alcohol in the presence of children and young people, except when this is a social situation with family members or /carers present, e.g. a parish party
- arrange social occasions with children and young people (other than events which also include family members or carers) outside organised group occasions

Acceptable touch

Sympathetic attention, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, can be wholly appropriate. Those working on behalf of church must

- ask permission before you touch someone
- allow the other person to determine the degree of touch except in exceptional circumstances (e.g. when they need medical attention)
- avoid any physical contact that is or could be construed as sexual, abusive or offensive
- keep everything public. A hug in the context of a group is very different from a hug behind closed doors
- only touch a person in response to that person's needs and not in relation to the worker's needs
- ensure that touch is age appropriate, welcome and generally initiated by the child, not the worker

Registration of children and youth and parental consent

- Before any child joins a children's or youth group, their parent or guardian will be asked to fill in a form, providing their contact details, any relevant medical details and their consent to the child's involvement in the group. Where appropriate, this will also include consent to photographs being taken for the church's purposes
- Parents or /guardians will be responsible for keeping their personal details up to date through 'ChurchSuite' and asked to check their data annually
- Each child in the children's groups and youth groups will be registered when they arrive for the group. For children in primary school, parents will receive a wristband with the child's name on, which they will need to present to the leader of the group at the end of the session in order to pick up their child(ren)
- Registers are retained for future reference

Running the children's and youth groups

- Additional risk assessments will be completed for any unusual or off-site activities
- Ratios of supervising adults to children for all children's groups will be maintained in line with the policy as follows

Supervising Adults (minimum)	Age of Children	Maximum Number of Children	Ratio
2	0-2 years	6	1:3
2	2-3 years	8	1:4
2	3-8 years	12	1:6
2	9-12 years	16	1:8
2	13-18 years	20	1:10

If on any occasion these ratios cannot be met during a service time, the congregation will be asked whether any of the volunteers who would not normally be on the rota that

week would be willing to help. In the absence of that, or at any other time, parents with children in the groups will be asked to stay with their children to bring the ratios into line, where safe to do so.

Some regular ministry groups take place in homes of carefully selected youth and children's ministry team members. Hosts are selected by the Director of Children, Youth and Family Ministry. All adults who live in the property require an enhanced DBS check and we risk assess each property. Ratios are observed at all times, noting when it comes to ratios that married couples count only as one DBS checked adult.

Lone working

Lone working is working with children and young people in isolation or seclusion away from other people. Youth and children's ministry team members should avoid lone working with young people and children. There are opportunities for one-to-one or one-to-two pastoral ministry, which should only be undertaken by team members specifically designated by the Director of Children, Youth and Family Ministry.

Where team members are meeting up one-to-one or one-to-two, they should

- meet only in public places, thereby avoiding lone working
- only meet children or young people where parental consent has been specifically given
- record the date, time and location of their meeting with one of the Raising Generations Pastors or the Director of Children, Youth and Family Ministry ahead of time
- note that married couples count as one DBS checked adult.

Team members should also note that one-to-one communication via phone is considered 'lone working'.

Photos

The Church of England's guidance on using photographic images of children and adults at risk will be taken into account. In particular consent, consistent with the Diocesan safeguarding and digital communications guidance, will be obtained from parents or guardians and where appropriate from young people and the images will only be used for the purposes for which they were taken.

- All images will respect the dignity of the person being photographed
- Pictures will not be taken without another adult present
- Images will reflect the diversity of the group
- Images should not be stored on volunteers' mobile phones or digital cameras. They must always be passed on to Raising Generations Team who will store them securely. Once passed on, images must be deleted from volunteers' personal devices
- When parents wish to take photographs of activities in the children's or youth work, they will be reminded that the images must be for their personal use only and should not be published or uploaded to social media sites

Mobile phones

Communication with young people via mobile phone will only be used where parental consent has been given. Church officers tend to use their personal mobile phones for work purposes. However, there will be three designated 'youth phones'. Youth phone 1 will be allocated to the Director of Children, Youth and Family Ministry, youth phone 2 will be allocated to the Raising Generations Pastor (Sunday Lead) and youth phone 3 will be allocated to the Raising Generations Pastor (Midweek Lead).

Only church officers who are 'safely recruited' and appointed to the youth team by the Director of Children, Youth and Family Ministry are permitted to use their phones to communicate with young people. All church officers, with the exception of those operating the youth phones, are prohibited from using their phones to engage in one-to-one communication with a child or young person known to them through the ministry.

Those operating the youth phones should avoid one-to-one communication, or where such communication is necessary, ensure that a record is kept of all such communications. A third party will be given access to the youth phones and, at any time, will be able to supervise all communications that take place on those phones. Parents and carers will be advised, through registration forms, that any communication via mobile phone with a young person that does not include a youth phone should immediately be reported to the PSO.

Texts or conversations that raise concerns should be saved and passed on to the named person, PSO or incumbent or, if they are unavailable, the DSA.

The youth team should avoid communication online with young people after 10pm and before 8am.

Use of social media

Social media sites enable users to create and share content and keep in touch with other users. They include

- maintaining a profile page on a networking site such as TikTok, Facebook, X, Instagram
- WhatsApp
- LinkedIn
- writing or commenting on a blog, irrespective of ownership
- taking part in discussions on web forums or message boards.

For many, especially young people, using social media is an extension of physical face to face relationships. It is therefore important that churches engage with their community and worshippers through these platforms.

However, this must be done safely to avoid the risk of

- forming inappropriate relationships

- saying inappropriate things, such as offensive, sexual or suggestive comments
- blurring the boundaries between public work or ministry and your private life
- grooming and impersonation
- bullying and harassment

Social Media - The Role of the PCC

The PCC must approve the use of social media on behalf of the church. Where there are Facebook or similar online groups set up on the church's behalf, the PCC must ensure there is a named person to whom all workers are accountable.

The named person must be a church officer, who should be a colleague or supervisor, and should be aware of the account name and password so that they can, at any time, log on to the account to monitor communications. The named person should be proactive in fulfilling this duty.

Communications must be shared with the named person. Church officers remain bound by professional rules of confidentiality. Where there is concern that a young person or adult is at risk of abuse, or they themselves pose a risk of abuse to others, safeguarding procedures must always be followed.

Social Media - Guidance

DO

- Maintain the upmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children, young people and adults as you would face to face communication. Always maintain the same level of confidentiality
- Report any safeguarding concerns that arise on social media to the PSO or the incumbent
- Always assume that everything you write is permanent and may be viewed by anyone at any time, that everything can be traced back to you personally as well as to your colleagues or the church. Always think before you post
- Draw clear boundaries around your social media usage associated with your private life and your use of different social media for public ministry. Keep church account(s) and profiles separate from your personal social media account(s) e.g. only use an All Saints' or St Andrew's Facebook page, X account or blog for public ministry, while keeping separate profiles for your private life
- Always ask parents/carers for written consent to
 - use and store photographs of children or young people from activities or events in official church publications, or on the church's social media, website and displays
 - use telephone, text message, email, Whatsapp, social media and other messaging services to communicate with young people. Written consent should emphasise that it is the responsibility of the parent or carer to implement boundaries regarding age restrictions for each different social media platform and decide for themselves whether the young person is permitted to engage with the youth phones on these platforms
- It is the responsibility of church officers to ensure that all the youth and children's ministry programmes are published widely, e.g. through the website and by contacting parents where consent is given, thereby not excluding those without

access to specific forms of communication (e.g. no parental consent given for using Instagram)

- Only use an approved church or ministry account, which can be monitored and reviewed, to communicate with children and young people. The named person should be able to access this and review conversations. Young people must be made aware that any communication will be viewed by all users.
- Save any messages and threads through social networking sites, so that you can provide evidence to the named person of your exchange when required
- Avoid one-to-one communication with a child or young person known to you through the ministry, or where such communication is necessary to ensure that a record is kept of all such communications
- Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted
- Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person, PSO, incumbent or, if appropriate, DSA
- Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you

DO NOT

- Use a personal social media account in your work with children, young people or adults at risk
- In your work do not add children, young people or adults at risk as friends on your personal accounts
- Facebook stalk (i.e. dig through people's Facebook pages to find out about them)
- Say anything on social media that you would not be happy saying in a public meeting, to someone's face, writing in a local newspaper or on headed notepaper
- While on the church account comment on photos or posts, or share content, unless appropriate to your church role
- Use video calling (e.g. Zoom, Facetime) for one-to-one conversations with young people you know through your role, only use it in group settings, following diocesan safeguarding guidance
- Allow content to contain or share links to other sites that contain
 - libellous, defamatory, bullying or harassing statements
 - breaches of copyright and data protection
 - material of an illegal nature
 - offensive sexual or abusive references
 - inappropriate language
 - anything which may be harmful to a child, young person or adult at risk, or which may bring the church into disrepute or compromise its reputation

Trips

For any off-site trips

- Parental consent will be obtained from the parent or guardian of each child
- Risk assessments will be carried out
- All Saints' Transport Policy will be followed at all times

Transport

All those working on behalf of the parish with children and young people must not give lifts to children or young people they are supervising, on their own unless there are exceptional circumstances e.g. in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and the worker's decision must be recorded and shared with an appropriate person at the earliest opportunity.

Health & Safety and Hygiene

- The site is used by many different groups of people. It is important not to leave doors on the latch as this could allow unauthorised access
- All staff have access to the emergency plan. Volunteer leaders will be informed about the plan as part of their induction
- First Aid
 - There are first aid kits in each area where children, young people and groups of vulnerable adults meet
 - If there is an accident or incident, details should be entered on a form which should be sealed inside an envelope and posted beneath the Operations Manager's office door. The office should be informed if anything from a first aid kit or the last incident form is used
 - There will be at least one qualified first aider on site during activities
 - There is a list of qualified first aiders on every noticeboard. In the case of an emergency, an ambulance should be called
- The mobile phone signal on the site is poor. There are telephones located in the lift which have an outside line. There is an internal phone in the basement library and in the sensory room

Toileting

We recognise that all children should be treated with respect and that their welfare and dignity are paramount. As a basic principle, children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Another adult must always be informed if a child needs to be taken to the toilet.

Crèche and Scramblers: Leaders will come and get parents or carers to come and change a child's nappy if they need it. For children out of nappies, children's toilets are to be used.

A child should be accompanied by a DBS checked leader. The leader should inform another leader that they are taking a child to the toilet and wait in the main entrance to the toilets. Leaders are to assist children in toileting only if required and should allow the child to be as independent as possible. Where assistance is required, the door into the cubicle should not be shut or locked. On return to the room, the leader should make a brief record of date, name of leader and name of child on the form included into the Crèche and Scramblers file. Leaders are to remind the child of hand hygiene when they have finished.

There will be an A4 notice on the registration desk in Crèche and Scramblers each week for parents and carers to read, with this toileting policy on it. Where parents or carers offer a handover to leaders about those who require support (e.g. newly potty-trained children), the leader should draw their attention to the notice explaining the policy. A note should be made of any parent or carer who is not in agreement with this policy. In that case, the leader should explain that while team will make every attempt to bring parents back into the group before a child has a toileting accident, this is not always possible. Parents or carers should be asked to sign a record of this conversation.

Climbers and Explorers: There is a toilet just outside the meeting room. Leaders should stand in the meeting room doorway and keep an eye on the toilet door so that when the child is finished, they are seen safely back into the meeting room. When in the hall, leaders should direct children to the disabled toilet immediately outside the hall. The door to this can be seen through the glass in the hall door and leaders should keep an eye to make sure the child comes back immediately into the session.

Home visiting

Visiting adults at home can be a valuable aspect of pastoral care. This will often be done on an informal, neighbourly basis. Such arrangements fall outside the scope of this guidance, which only applies to 'formal' visiting done in the name of All Saints and St Andrew's.

Visiting at home is especially important for adults who are home-bound, for instance through disability or illness, and can contribute greatly to the quality of their lives. Care must be taken, however, both for the protection of those being visited and for those doing the visiting.

Good practice when visiting people at home

- Ideally let people you are visiting know in advance that you are going to visit, particularly if it is your first visit
- If this is a first visit, or if the conversation is likely to move onto sensitive pastoral matters, ensure that the person is aware that the conversation is confidential, but also what the boundaries of confidentiality are
- If possible, visit in pairs. However, it is recognised that much pastoral visiting, particularly by clergy, is done alone and this guidance does not place a restriction on that, as long as the other aspects of safer working practice in this guidance are followed
- Carry some identification on the first visit and be proactive in letting the person see it. This is particularly important for elderly people living alone
- Consider the risks of the visit. Is the person, or another occupant, volatile or unpredictable? Do they have a dog who does not like visitors?
- If you are asked to make any purchases on behalf of the person, always retain receipts and return both them and any change to the person immediately. Keep a record of any transactions and the reason for them
- Set appropriate boundaries, be wary of over-promising

- Take care regarding accepting any gifts other than token items, to avoid misunderstandings or subsequent accusations from the person or their family. If courtesy demands that you accept a small gift, declare it to someone at church, for instance a churchwarden or the PCC Treasurer, to ensure transparency. If someone wants to make a donation to the church, put it in an envelope, mark it on the outside as a donation and obtain a receipt from the church office.

Helplines

- NSPCC for adults concerned about a child - 0808 800 5000
- Childline for children and young people - 0800 1111
- Action on Elder Abuse helpline - 0808 808 8141
- 24-hour National Domestic Violence helpline - 0808 2000 247
- NAPAC offer support and advice to adult survivors of childhood abuse – 0808 8010 331
- Stop It Now preventing child sexual abuse - 0808 1000 900
- Cruse bereavement helpline - 0808 808 1677
- Family Lives support and advice on family issues - 0808 800 222
- MACSAS for people who have been abused by church officers - 0808 801 0340
- Samaritans for people struggling to cope and needing someone to talk to - 116 123

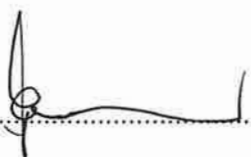
Some sources of support for victims and families of abuse

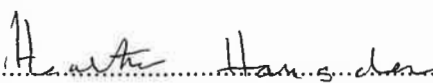

- There is a local authority run women's refuge in Ilford
- THE SURVIVORS TRUST <http://thesurvivorstrust.org>
- SAFELINE <https://www.safeline.org.uk/what-can-friends-and-family-members-do-to-support-survivors-of-sexual-abuse/>
- SUPPORT LINE http://www.supportline.org.uk/problems/rape_sexual-assault.php
- VICTIM SUPPORT <https://www.victimsupport.org.uk/crime-info/types-crime/childhood-abuse>
- www.nspcc.org.uk
- www.womensaid.org.uk
- www.restoredrelationships.org
- www.stopitnow.org.uk
- www.scie.org.uk
- www.ceop.police.uk
- www.elderabuse.org.uk
- www.ageuk.org.uk
- www.barnardos.org.uk
- www.spiritualabuse.com
- www.modernslavery.co.uk
- <https://carers.org>

Links to further safeguarding resources

- Church of England e-manual for safeguarding children, young people and vulnerable adults can be found here: <https://www.churchofengland.org/safeguarding/safeguarding-e-manual/safeguarding-children-young-people-and-vulnerable-adults/1>
- More information on safeguarding in Chelmsford Diocese can be found here: <https://www.chelmsford.anglican.org/safeguarding>
- More information on adult and child services in the London Borough of Redbridge, including 'what to do if you think a child or young person is being abused' can be found here: <https://www.redbridge.gov.uk/adult-and-childrens-services/child-protection/>

Adopted by the PCC on 1st March 2026

Incumbent 

Churchwardens  

Date: 17th March - 2026