



**Safeguarding Policy for Children, Youth and Adults at Risk**  
**South West London Vineyard**

**March 2024**

# Table of Contents

<b>Section 1: Policy Overview</b>	<b>4</b>
1.1 Purpose	4
1.2 Scope	4
1.3 Positions of Trust	4
1.4 Our Commitment	5
<b>Section 2: Church Details and Key Contacts</b>	<b>6</b>
2.1 Church Details	6
2.2 Key Contacts	6
<b>Section 3: SWLV'S work and activities with Children, Youth and Adults at Risk</b>	<b>8</b>
3.1 Children	8
3.2 Youth	8
3.3 Adults at Risk	9
3.4 Other vulnerable adults	10
<b>Section 4: Recognising and responding appropriately to an allegation or suspicion of abuse or neglect</b>	<b>11</b>
4.1 Recognising abuse and neglect	11
4.2 Responding to allegations or suspicions of abuse	11
4.3 Detailed procedures where there is a concern about a Child or Youth	15
4.4 Detailed procedures where there is a concern about an Adult at Risk	16
4.5 Spiritual Abuse of a Child, Youth or Adult at Risk	17
4.6 Procedures for responding to an allegation of abuse against a person who works with Children/Youth	18
4.7 Procedures for responding to an allegation of abuse against a person who works with Adults at Risk	19
4.8 Procedures for responding to an allegation of abuse or neglect against a person who attends the church	19
<b>Section 5: Safe Recruitment</b>	<b>20</b>
<b>Section 6: Safeguarding Training</b>	<b>21</b>
<b>Section 7: Management of workers (Staff, Volunteers and Trustees)</b>	<b>22</b>
7.1 Codes of Conduct	22
7.2 Practice Guidelines	23
<b>Section 8: Working in partnership</b>	<b>23</b>
<b>Section 9: Pastoral Care and Ongoing Monitoring</b>	<b>23</b>
9.1 Supporting those affected by abuse	23
9.2 Working with offenders, those under investigation or thought to be a risk to Children, Youth or Adults at Risk	24
<b>Appendices</b>	<b>27</b>
Appendix 1: Thirtyone:eight Ten Safeguarding Standards	27
Appendix 2: Safeguarding for Children, Youth and Adults at Risk Statement	29

<b>Appendix 3: Definitions</b>	<b>31</b>
Definitions of Abuse for Adults at Risk	36
Children and Youth	42
Adults at Risk	45
<b>Appendix 4 - Local Authority Contact Information</b>	<b>50</b>
<b>Appendix 5: Reporting form for Safeguarding Incidents or Concerns, for use by Staff/Volunteer/Individual with Concerns</b>	<b>53</b>
<b>Appendix 6: Flowchart for Actions to be taken when concerned for the welfare of a Child or Youth</b>	<b>56</b>
<b>Appendix 7: When to report a safeguarding incident to Vineyard Churches UK and Ireland (VCUKI)</b>	<b>57</b>
<b>Appendix 8: Support Organisations</b>	<b>59</b>
<b>Appendix 9: Online Safety Policy</b>	<b>61</b>
9.1 Electronic Communication Guidelines for Workers	61
9.2 Use of video calling and online meeting rooms, such as Zoom	62
9.3 Use of Photographic Images and Videos Online, including Broadcasting activities	63
9.4 Use of Social Media and Messaging Apps, such as WhatsApp	63
9.5 Acceptable Use Policy	64
9.6 Suggested wording for consent from parents, carers and Youth	65
9.7 Specific Guidance for all Participants of a Video Call, to be included with the invite or link to the video call or advertised with the link if publicly available on the South West London Vineyard website	67
9.8 Useful Websites for Keeping Safe Online	69
9.9 Online Safety Flowchart: Thirtyone:eight	70
	70

## **Section 1: Policy Overview**

### **1.1 Purpose**

- To keep the Children, Youth and Adults at Risk to whom we provide care and support safe, free from abuse and neglect and to promote their welfare
- To ensure that South West London Vineyard (SWLV) staff, volunteers and Trustees know what to do if abuse or neglect is suspected or disclosed; are able to see and identify the issue, think about what they need to do, who they must report this to and that they then take appropriate action
- To raise awareness of safeguarding in order to make a significant contribution to the prevention of abuse

### **1.2 Scope**

This policy applies to all staff, volunteers and Trustees at SWLV who may come into contact with Children, Youth or Adults at Risk on SWLV premises or through SWLV associated activities. All staff, volunteers and Trustees have a duty of care to act on and report any suspicions, knowledge or reports of abuse or neglect.

For the avoidance of doubt, this policy does not apply to safeguarding matters that arise outside of SWLV premises or during activities that are not directly linked to SWLV. However, if such matters are reported directly to the Safeguarding Coordinator, Deputy Safeguarding Coordinator, Designated Safeguarding Trustee or Senior Pastors, the procedures within this policy will be triggered.

We recognise that situations may arise which do not meet the threshold for safeguarding, but that need to be handled under other SWLV policies – for example, Whistleblowing, Complaints or Pastoral Care. Other such policies will be triggered as required.

### **1.3 Positions of Trust**

SWLV recognises that all adults who work with Children, Youth or Adults at Risk are in a position of trust. All those in positions of trust must understand the power this can give them over those they care for and the responsibility they have because of this relationship. It is vital that all workers ensure

they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted. As of April 2022, it is illegal for those in positions of trust in a faith setting to engage in sexual activity with a 16- or 17-year-old under their care or supervision.

## 1.4 Our Commitment

As a Leadership team, we recognise the need to provide a safe and caring environment for everyone, including Children, Youth and Adults at Risk. We acknowledge that Children, Youth and Adults can be survivors of numerous types of abuse and neglect.

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex\*, language, religion, political or other opinion, national or social origin, property, birth or other status”.

*\* SWLV does not discriminate on the grounds of either gender or sexual orientation.*

We also agree with the Convention on the Rights of the Child which states that Children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the Child.”

As a Leadership Team, we have adopted the procedures set out in this safeguarding policy for Children, Youth and Adults at Risk in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding. We are committed to providing a safe environment in which vulnerable individuals will be empowered, supported and given priority in accessing services and pastoral care.

This policy is based on ten **Safe and Secure** standards published by Thirtyone:eight, details of which can be found in **Appendix 1**.

Finally, the Leadership Team will:

- Endorse and follow all national and local safeguarding legislation and

procedures, in addition to the international conventions outlined above;

- Provide ongoing safeguarding training for all its staff, volunteers and Trustees;
- Ensure that SWLV's premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that they are welcoming and inclusive;
- Support the Safeguarding Coordinators in their work and in any action they may need to take in order to protect Children, Youth and Adults at Risk and;
- Review this policy, and Safeguarding Risk Statement (**Appendix 2**) on an annual basis

## Section 2: Church Details and Key Contacts

### 2.1 Church Details

<b>Name of church</b>	South West London Vineyard (SWLV)
<b>Office address</b>	Heston Court, Camp Road, Wimbledon, London SW19 4UW
<b>Tel no</b>	020 8785 9530
<b>General email address</b>	mail@swlv.org.uk
<b>Membership of denomination/organisation</b>	Affiliated to Vineyard Churches UK & Ireland (VCUKI) and a member of the Evangelical Alliance
<b>Charity number</b>	1045257
<b>Company number</b>	3020873
<b>Regulators details</b>	Charity Commission, Registrar of Companies
<b>Insurance company</b>	Public Liability Insurance with Ansvar

### 2.2 Key Contacts

<b>Name</b>	<b>Neil &amp; Kate Woodward</b>
<b>Role</b>	Senior Pastors
<b>Email</b>	neilandkate@swlv.org.uk
<b>Tel</b>	020 8785 9530

<b>Name</b>	<b>Manny Garcia</b>
-------------	---------------------

<b>Role</b>	Safeguarding Coordinator
<b>Email</b>	<a href="mailto:manny@swlv.org.uk">manny@swlv.org.uk</a>
<b>Tel</b>	020 8785 9530

<b>Name</b>	<b>Ella Read</b>
<b>Role</b>	Deputy Safeguarding Coordinator
<b>Email</b>	<a href="mailto:ella@swlv.org.uk">ella@swlv.org.uk</a>
<b>Tel</b>	020 8785 9530

<b>Name</b>	<b>Stephanie Bell</b>
<b>Role</b>	Safeguarding Trustee
<b>Email</b>	<a href="mailto:steph@swlv.org.uk">steph@swlv.org.uk</a>
<b>Tel</b>	020 8785 9530

<b>Name</b>	<b>Penny Finn</b>
<b>Role</b>	Vineyard Churches National Safeguarding Advisor
<b>Email</b>	<a href="mailto:safeguarding@vcuki.org.uk">safeguarding@vcuki.org.uk</a>
<b>Tel</b>	01482 462690

<b>Name</b>	<b>Gwyn Mitchell</b>
<b>Role</b>	Vineyard Churches Safeguarding Coordinator
<b>Email</b>	<a href="mailto:gwyn.mitchell@vcuki.org.uk">gwyn.mitchell@vcuki.org.uk</a>
<b>Tel</b>	01482 462690

<b>Name</b>	<b>Tom Bell</b>
<b>Role</b>	Vineyard Churches Deputy Safeguarding Coordinator
<b>Email</b>	<a href="mailto:tom.bell@vcuki.org.uk">tom.bell@vcuki.org.uk</a>
<b>Tel</b>	01482 462690

<b>Name</b>	<b>Safeguarding Team @ VCUKI</b>
<b>Role</b>	Vineyard Churches General Communication and Reporting
<b>Email</b>	<a href="mailto:safeguarding@vcuki.org.uk">safeguarding@vcuki.org.uk</a> / <a href="mailto:finance.legal@vcuki.org.uk">finance.legal@vcuki.org.uk</a>
<b>Tel</b>	01482 462690

<b>Name</b>	<b>Thirtyone:eight</b>
<b>Role</b>	Independent Safeguarding Advisors

Email	<a href="mailto:helpline@thirtyoneeight.org">helpline@thirtyoneeight.org</a>
Tel	0303 003 1111

## Section 3: SWLV’S work and activities with Children, Youth and Adults at Risk

SWLV is an established Church having been planted in 1987. We are a family of followers of Jesus who: love and serve God, one another and the world in which we live.

Our Vision is that:

- God has called us to make, train and equip disciples who love and serve Jesus, who love and serve one another, and who love and serve their neighbours;
- God has called us to be the church across South West London through central celebration and local mission;

God has called us to plant churches across the capital by training and equipping potential church planters and sending and nurturing those called by God.

### 3.1 Children

SWLV’s children’s ministries support those aged 0-11 years. We run a programme of activities during the Sunday morning service at the Ark Putney Academy (Pullman Gardens, London, SW15 3DG) which includes: a Baby Room (0 – 12 months old), Preschool Room (12 months – 4 years), and Primary school room (4 – 11 years old). Each of these ministry areas offers a range of age-appropriate activities, which are led and run by both staff and volunteers across the church. Children also attend trips away to a range of other venues (for example they may attend a newcomers weekend away with their parents), where a programme of activities may be offered for children. All of these ministry areas are overseen by SWLV’s Children and Families Pastor.

SWLV also has a dedicated community hub called The Yard (401 – 403 Tildesley Road, Putney, London SW15 3BD). From the Yard we run a ministry called Growbaby; providing second-hand clothing and equipment for 0-5 year olds, which parents and children from the local community, and from within the church, attend.

### 3.2 Youth



SWLV's youth ministry supports those aged 11-18 years. Youth meet during the Sunday morning service at the Ark Putney Academy and engage in a programme of activities which are led by staff and volunteers across the church. Youth also meet on an ad hoc basis throughout the month for various activities, such as youth club, other ad hoc events, and attend a national youth event called 'Dreaming the Impossible', which VCUKI run on an annual basis. All of these ministry areas are overseen by SWLV's Youth Pastor.

SWLV also has a number of mid-week small groups meeting in church members' homes and various venues. At any of these small groups, Children or Youth may be present, for example they may live at the home or have accompanied their parents/carers to the group.

### **3.3 Adults at Risk**

SWLV runs various ministries and activities that Adults at Risk may attend. We run a Sunday service at The Ark Putney Academy (Pullman Gardens, London, SW15 3DG). Adults meet in the main hall for coffee before the service, which includes worship, notices, a sermon and ministry time.

The adult ministries that run from The Yard include:

- Foodbank (operating in partnership with The Trussell Trust);
- Job Club which helps people find employment;
- Growbaby, as outlined above;
- Exploring Faith, which provides space for people to consider what they think about the Christian faith;
- Other small groups, such as 'Tea & Toast', which provides a warm and welcoming environment for adults to meet and build relationship, and;
- Ad hoc community events.

Adults may also attend a number of small groups in person and online, ranging from house groups in homes of members of the church to specific interest groups such as bible studies, prayer groups, football and walking groups in various locations.

In addition to the above activities, the church is sometimes contacted by agencies and local schools looking for help for people in the local communities needing furniture, homes decorated, or some other sort of practical help and we will work with them to provide such help where we are able.

### **3.4 Other vulnerable adults**

We also recognise that within SWLV, there are adults who may not meet the statutory definition for an 'Adult at Risk', but may identify themselves as a vulnerable adult nonetheless, or be particularly vulnerable to being abused by individuals in positions of leadership and responsibility within the church. The following examples of vulnerabilities is by no means an exhaustive list, but these are the sorts of circumstances that may make an individual vulnerable to abuse:

- Being a survivor of domestic abuse (not being a victim i.e. currently experiencing abuse)
- Being a survivor of childhood abuse (historical/not current abuse)Th
- Experiencing a short term reduction in physical, mental or emotional capacity brought about by life events, for example bereavement, trauma or chronic illness
- Old age
- Homelessness
- Mental or physical illness
- Refugee families or individuals, or asylum seekers
- Alcohol/drug dependency
- Individuals transitioning from one gender to another
- Members of the LGBTQ+ community

There may be times where such concerns are raised with the Leadership at SWLV, who will take each situation on a case-by-case basis to determine whether this policy in full, or certain elements of this policy, should be triggered. This decision will be made in partnership with Thirtyone:eight and, if appropriate, with the relevant local authority.

## **Section 4: Recognising and responding appropriately to an allegation or suspicion of abuse or neglect**

### **4.1 Recognising abuse and neglect**

Recognising abuse against a Child, Youth or an Adult at Risk can be challenging. A person may abuse by inflicting harm, or failing to prevent harm. Children, Youths and Adults at Risk in need of protection may be abused within a family, an institution or a community setting. Often, the abuser is known or in a trusted relationship with the Child, Youth or Adult at Risk.

In order to safeguard those in our places of worship, we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

*Parties shall take all appropriate legislative, administrative, social and educational measures to protect the Child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has care of the child. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the Child and for those who have care of the Child, as well as for other forms of prevention and identification, reporting, referral, investigation, treatment and follow-up of instances of Child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also for Adults at Risk, the UN Universal Declaration of Human Rights – with particular reference to Article 5 which states:

*No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

Detailed definitions, signs and indicators of abuse are included in **Appendix 3**.

### **4.2 Responding to allegations or suspicions of abuse**

The following procedures will be adhered to if a staff member, volunteer, Trustee or any other person affiliated with SWLV has a concern for a Child, Youth or Adult at Risk. All concerns will be referred to the Safeguarding Coordinator, Deputy Safeguarding Coordinator, Designated Safeguarding Trustee or

Senior Pastors, who will determine whether to make a referral to statutory agencies for investigation. The Safeguarding Coordinator, Deputy Safeguarding Coordinator or Senior Pastors will notify the Designated Safeguarding Trustee, who will report to other Trustees as appropriate. Under no circumstances should a volunteer or staff member carry out their own investigation into an allegation or suspicion of abuse.

If a person has a concern for a Child, Youth or Adult at Risk:

- The person in receipt of allegations, suspicions or concerns of abuse or neglect must report these concerns as soon as possible to:
  - **Manny Garcia (Safeguarding Coordinator / 020 8785 9530 / 07584 329398 / [manny@swlv.org.uk](mailto:manny@swlv.org.uk)) OR**
  - **Ella Read (Deputy Safeguarding Coordinator / 020 8785 9530 / 07902 371297 / [ella@swlv.org.uk](mailto:ella@swlv.org.uk)) OR**
  - *Stephanie Bell (Designated Safeguarding Trustee / 020 8785 9530 / [safeguarding@swlv.org.uk](mailto:safeguarding@swlv.org.uk)) OR*
  - **Neil and Kate Woodward (Senior Pastors / 020 8785 9530 / [neilandkate@swlv.org.uk](mailto:neilandkate@swlv.org.uk))**
- The Safeguarding Coordinator, Deputy Safeguarding Coordinator or Senior Pastors will contact the appropriate agency, and will first take advice from Thirtyone:eight. The Safeguarding Coordinator, Deputy Safeguarding Coordinator and/or Senior Pastors will contact the relevant statutory body in the area in which the Child, Youth or Adult at Risk lives, if this is required

In the absence of the Safeguarding Coordinator/Deputy Safeguarding Coordinator or, if the suspicions in any way involve the Safeguarding Coordinator/Deputy Safeguarding Coordinator, then the report must be made in the first instance to the Senior Pastors or the Designated Safeguarding Trustee or, failing that, to Thirtyone:eight ([www.thirtyoneeight.org](http://www.thirtyoneeight.org)/0303 003 1111). The Senior Pastors will contact Social Services in the area in which the Child, Youth or Adult at Risk lives to seek advice, if required. Details of relevant local services can be found in **Appendix 4**.

The role of the Safeguarding Coordinator/Deputy Safeguarding Coordinator (or, in their absence, the Senior Pastors) is to collate and clarify the precise details of the allegation or suspicion and, if advised

to do so by Thirtyone:eight, pass this information onto statutory agencies who have a legal duty to investigate.

When hearing a disclosure, the Safeguarding Coordinator/Deputy Safeguarding Coordinator/Designated Safeguarding Trustee/Senior Pastors must:

- Stay calm
- Actively listen to what the individual is saying, taking brief notes of what is said
- Reflect back to the individual and try to get as clear a picture as possible, whilst avoiding asking too many questions. For example, “can I summarise what I am hearing back to you”...”to ensure that I am clear, can I check that”
- Use open questions e.g., “please tell me more about...”
- Give the individual time to finish their account
- Reassure the individual, confirming that this information is being taken seriously
- Advise the individual that confidentiality cannot be guaranteed and that what they are disclosing will need to be shared appropriately – for example with Senior Pastors, the local authority etc.
- Ensure the immediate safety of the Child, Youth and/or Adult at Risk, and contact the relevant emergency services as required
- Record the disclosure concisely yet comprehensively, factually and non-judgementally

The Safeguarding Coordinator/Deputy Safeguarding Coordinator will inform the Senior Pastors who will take advice from statutory services and/or Thirtyone:eight as to who else should be informed, such as:

- Other Leadership Staff of the church or workers of the church;
- The Trustee responsible for Safeguarding;
- Trustees of the church, who may need to liaise with any of: VCUKI, the church’s insurance company and/or the Charity Commission to report a serious incident. In considering whether to report to the Charity Commission, the Trustees should consider whether it is an adverse event, whether actual or alleged, which results in or risks significant harm to the church’s beneficiaries, staff, volunteers or others

who come into contact with the church through its work; loss of the charity's money or assets; damage to the charity's property; harm to the charity's work or reputation ("significant" means significant in the context of the church, taking account of its staff, operations, finances and/or reputation). For further detail, the Trustees should refer to the relevant guidance on when to report issued by the Charity Commission (<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>);

- Relevant statutory agencies including the Police and social services; or
  - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18
- Suspicions must not be discussed with anyone other than those nominated above, other than on a need-to-know basis and on advice from the relevant statutory agencies. A written record of the concerns will be made in accordance with these procedures and kept in a secure place. Example forms to be used to make a written record are included at **Appendix 5**
  - Whilst allegations or suspicions of abuse or neglect will normally be reported to the Safeguarding Coordinator/Deputy Safeguarding Coordinator and in their absence, the Senior Pastors, the absence of these relevant people should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight
  - The Leadership will support the Safeguarding Coordinator/Deputy Safeguarding 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
  - At any time, the Safeguarding Coordinator/Deputy Safeguarding Coordinator, Senior Pastors or Leadership Staff or any of the Trustees of the Church are able to take advice from the Thirtyone:eight helpline or other nominated advisors

It is, of course, the right of any individual as a citizen to make a direct referral to safeguarding agencies or seek advice from Thirtyone:eight, although where allegations are made relating to church-based activities, the Leadership hope that members of the church will use this procedure. If, however, the individual raising the concern feels that the Safeguarding Coordinator/Deputy Safeguarding Coordinator/Designated Safeguarding Trustee/Senior Pastors has not responded appropriately, or where they have a disagreement with the Safeguarding Coordinator/Deputy Safeguarding

Coordinator/Designated Safeguarding Trustee/Senior Pastors as to the appropriateness of a referral, in the first instance they should talk to the Senior Pastors. They are nevertheless free to contact an outside agency directly. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of Children, Youth and Adults at Risk.

### **4.3 Detailed procedures where there is a concern about a Child or Youth**

The wishes and feelings of Children or Youth will be taken into account when dealing with safeguarding matters. However, consent is not required from a Child or Youth to make referrals to statutory authorities or share allegations of abuse with their parents/caregivers. **Appendix 6** includes some helpful steps of actions to take when concerned for a Child/Youth.

#### **Allegations or suspicions of abuse or neglect**

In the event of allegations or suspicions of abuse being raised by the child or youth themselves, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will:

- Reassure the Child or Youth that their concerns are being taken seriously
- Actively listen, taking brief notes and reflecting back to the child to clarify the concerns, trying to get as clear a picture as possible but avoiding asking too many questions. For example, “can I summarise what I am hearing back to you” or “to ensure that I am clear, can I check that...”
- Offer reassurance about how the Child or Youth will be kept safe
- Explain what actions will be taken and in what timeframe
- The Child must not be pressed for information, led or cross-examined, or be given assurances of confidentiality
- Take advice from the Senior Pastors of the church, if available, about contacting Children’s Services in the area that the Child or Youth lives for advice in cases of deliberate injury, if concerned about a Child or Youth’s safety or if the Child or Youth is afraid to return home. Thirtyone:eight will also be contacted
- It will be explained to the Child or Youth that whilst their view will be taken into account, staff have a responsibility to take whatever action is required to ensure their safety, and the safety of others including other children or youth
- Not tell the parents or carers about the disclosure or suspicion of abuse unless advised to

do so by Children's Social Services

- Seek medical help if needed urgently, informing the medical professional(s) of any suspicions
- If possible/appropriate, encourage the parent(s)/carer(s) to seek help, but only if this does not place the Child or Youth at risk of significant harm
- Where the parent(s)/carer(s) is unwilling to seek help, offer to support them, for example by accompanying them to any relevant meetings/appointments etc. In cases of serious concern, if they still fail to act, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will contact Children's Social Services in the area that the Child or Youth lives directly for advice
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services
- Escalate the concern to VCUKI if it is categorised as a Level 2 or 3 safeguarding incident, outlined in **Appendix 7**

#### **4.4 Detailed procedures where there is a concern about an Adult at Risk**

The wishes and feelings of Adults at Risk will be taken into account when dealing with matters of safeguarding. If the Adult at Risk concerned does not have the mental capacity to give consent, or withholds consent for a safeguarding referral to statutory authorities, but there is a genuine risk to their safety or the safety of others, the referral will be made without their consent. If in doubt about whether someone over 18 has the mental capacity to make a decision of this kind, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will seek advice from Adult Social Care or Thirtyone:eight, without disclosing the identity of the person.

##### **Allegations or suspicions of abuse or neglect**

If there is a concern about any of the above, for an Adult at Risk, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will:

- Discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and right to lead an independent life
- Not tell the person's family unless advised to do so, having contacted Adult Social



Care/Thirtyone:eight

- Contact Thirtyone:eight for advice, plus Adult Social Care who have responsibility under the Care Act 2014, to investigate allegations of abuse
- If the Adult at Risk is in immediate danger or has sustained a serious injury, contact the Emergency Services
- Follow up with the individual in writing after the discussion to confirm what was said and by whom, and what to expect in terms of next steps with clear timeframes
- Escalate the concern to VCUKI if it is categorised as a Level 2 or 3 safeguarding incident, outlined in **Appendix 7**

## **4.5 Spiritual Abuse of a Child, Youth or Adult at Risk**

Spiritual abuse is a relatively new term, and whilst it is not currently widely recognised as its own category of abuse, for the purpose of this policy it is defined as a form of emotional and psychological abuse characterised by a systematic pattern of coercive and controlling behaviour in a religious context.

It is important to recognise that spiritual abuse can be experienced by anyone irrespective of position. It can be perpetrated by someone in a leadership position to a member of a congregation, but also from the congregation to someone in a leadership position as well as by people in equal positions of power.

Spiritual abuse can lead to severe and lasting damage, which can often seriously impact our ability to trust our relationships with others. This betrayal of trust can lead to feeling fearful and unsafe and the depth of its impact should not be underestimated. The Church has a duty of responsibility to guard against the dangers of spiritual abuse and the harm it can bring to individuals and communities. Spiritual abuse may occur on its own, or alongside other forms of abuse, such as physical, sexual or domestic abuse. It may be used to 'legitimise' or facilitate other forms of abuse. It is often an integral element of other experiences of abuse within the Christian Church and other faith contexts and it is important that when investigating disclosures of other forms of abuse, spiritual abuse is also considered.

It is important to note that when referring cases of spiritual abuse to statutory authorities, it must be made clear that spiritual abuse is a form of psychological/emotional abuse within a religious context, and therefore should be investigated in the same way and treated with the same level of care.

More details about the definitions of spiritual abuse and can be found in **Appendix 3**.

If there is a concern regarding spiritual abuse, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will:

- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of concern
- Identify support services for the survivor i.e. counselling or other pastoral support
- Escalate the concern to VCUKI if it is categorised as a Level 2 or 3 safeguarding incident, outlined in **Appendix 7**

#### **4.6 Procedures for responding to an allegation of abuse against a person who works with Children/Youth**

If a disclosure of abuse or neglect is made against a worker (whether a volunteer, staff member or Trustee) whilst following the procedure outlined above, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will:

- Follow, with the Leadership, the procedure in Section 9.2 of the policy (Working with offenders, those under investigation or thought to be a risk); and
- In accordance with Local Safeguarding Children Board (LSCB) procedures will:
- In consultation with Thirtyone:eight or Children's Social Services, decide whether the worker should be suspended
- Make a referral to a Designated Officer or LADO, whose role is to handle all allegations against adults who work with Children and Youth whether in a paid or voluntary capacity, and
- A referral should be made to the Disclosure and Barring Service for consideration of the person being placed on the barred list for working with Children or Adults at Risk. This decision will be

made by the Designated Officer or LADO if they are involved

- Escalate the concern to VCUKI if it is categorised as a Level 2 or 3 safeguarding incident, outlined in **Appendix 7**

#### **4.7 Procedures for responding to an allegation of abuse against a person who works with Adults at Risk**

If a disclosure of abuse or neglect is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined in the rest of Section 4 of this policy, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will:

- Follow, with the Leadership, the procedure in Section 9.2 of this policy (Working with offenders, those under investigation or known to be a risk)
- In consultation with Thirtyone:eight and Adult Social Care, decide whether the worker should be suspended
- A referral should be made to the Disclosure and Barring Service for consideration of the person being placed on the barred list for working with Children or Adults at Risk. This decision should be informed by the Designated Officer or LADO if they are involved
- Escalate the concern to VCUKI if it is categorised as a Level 2 or 3 incident, outlined in **Appendix 7**

#### **4.8 Procedures for responding to an allegation of abuse or neglect against a person who attends the church**

If an accusation is made against someone attending the church who is not a worker (neither a volunteer, staff member or Trustee ), the Safeguarding Coordinator/Deputy Safeguarding Coordinator will follow the procedure outlined in the rest of Section 4 of this policy in responding to the allegation. The Safeguarding Coordinator/Deputy Safeguarding Coordinator will also follow the procedure in Section 9.2 of the policy (Working with offenders, those under investigation or thought to be a risk).

The Safeguarding Coordinator/Deputy Safeguarding Coordinator will also escalate the concern to VCUKI if it is categorised as a Level 2 or 3 safeguarding incident, outlined in **Appendix 7**.

## **4.9 Reflective Incident Management**

Following the investigation of any safeguarding incident, a Reflective Incident Management meeting will take place. The purpose of this meeting is to reflect on what happened, how the incident was dealt with and to discuss whether any steps can be taken to mitigate the risk of a similar safeguarding incident occurring in the future. This meeting will be arranged by the Safeguarding Coordinator/Deputy Safeguarding Coordinator who will ensure relevant parties, including the Senior Pastors, attend the meeting and engage in this process. If criminal charges are being brought, the Safeguarding Coordinator/Deputy Safeguarding Coordinator will wait until the case has been resolved before initiating this process. The scope of the meeting will include an overview of:

- What happened, where and when
- What made the incident a safeguarding incident
- What actions were taken, and an overview of whether any ongoing actions/monitoring is required
- How the incident has been resolved (if, indeed, it has been fully resolved)
- Learning from the incident, including any changes to practice or policy that need to be implemented to promote the safety of Children, Youth and Adults at Risk at SWLV

## **Section 5: Safe Recruitment**

The Leadership will ensure all workers (including volunteers) with Children, Youth or Adults at Risk will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description/person specification for the post (issued to all volunteers before appointment)
- Those applying have completed an application form and a self-declaration form (held by the Church office)
- Those shortlisted have been interviewed
- Safeguarding has been discussed at interview

- Written or verbal (and written-up) references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where appropriate (and will be updated every year)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant, including specific safeguarding training
- The applicant has been given a copy of the church's safeguarding policy for Children, Youth and Adults at Risk and knows how to report concerns
- As and when an applicant has onboarded, they will undergo regular performance reviews to check the suitability and training requirements of volunteers after their appointment

## Section 6: Safeguarding Training

The Leadership is committed to providing ongoing safeguarding training and development opportunities for all workers; developing a culture of awareness of safeguarding issues to help protect everyone.

Position	Training	Frequency of training refresher
- Leadership Staff plus Designated Safeguarding Trustee	Foundational safeguarding training, such as the Introduction to Safeguarding Children/Adult modules on the Astute E-Learning platform selected by SWLV for online training  Appropriate ongoing safeguarding training	Annual
- Administration Staff	Foundational safeguarding training, such as the Introduction	Every three years

<ul style="list-style-type: none"> <li>- Trustees</li> <li>- Leaders of Children, Youth and Adult ministries</li> <li>- Volunteers of Children, Youth and Adult ministries</li> <li>- Volunteers of all other ministries</li> </ul>	<p>to Safeguarding Children/Adult modules on the Astute E-Learning platform selected by SWLV for online training</p> <p>Appropriate ongoing safeguarding training</p>	
---	---	--

## Section 7: Management of workers (Staff, Volunteers and Trustees)

### 7.1 Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers are issued with a Code of Conduct either applying to Children, Youth or Adults at Risk, as relevant.

It is unacceptable for any worker to engage in any behaviour which might allow a sexual relationship or other forms of inappropriate relationships to develop with Children, Youth or Adults at Risk with whom they are engaging.

As a place of worship, we follow the principles contained in the Public Interest Disclosure Act 1998. Therefore, we expect that all workers will report improper actions, including suspicions of abuse, to the Safeguarding Coordinator/Deputy Safeguarding Coordinator.

The following Codes of Conduct and guidance documents are supplemental to this Safeguarding Policy:

- Codes of Conduct and Safeguarding Guidelines towards Children, Youth and Adults at Risk
- Guidelines on Relationship Building and Boundaries
- Effective Listening and Responding to a Disclosure of Abuse
- Online Safety Policy
- Whistleblowing Policy
- Position of Trust Statement

- Pastoral Care Policies
- Complaints Handling Policy
- Spiritual Abuse

All Codes of Conduct and Policies are available from the church office.

## **7.2 Practice Guidelines**

As a church working with Children, Youth and Adults at Risk we wish to operate and promote good working practice. This will enable workers to run activities safely and develop healthy relationships.

As well as a general code of conduct for workers we have also developed specific good practice guidelines, consent forms and logs for activities we are involved in.

## **Section 8: Working in partnership**

As a church, SWLV works in partnership with a range of organisations. SWLV acknowledges that other organisations have different policies and practice guidelines for supporting Children, Youth and Adults at Risk, and managing safeguarding concerns. SWLV works with partner organisations to outline safeguarding expectations and develop safeguarding partnership agreements. Any organisation that uses SWLV's premises must have their own Safeguarding Policy that meets the standards set out in this Safeguarding Policy.

## **Section 9: Pastoral Care and Ongoing Monitoring**

### **9.1 Supporting those affected by abuse**

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and supporting all those who have been affected by abuse or neglect who have contact with or are part of the church. We will prioritise the support offered to survivors, enabling them as far as possible, to access all our services in a safe way.

Whilst SWLV's response to safeguarding matters will be consistent, the pastoral care offered in response may vary. Every person, and safeguarding incident, will be unique and therefore each situation that arises must be dealt with on an individual basis. The specific care provided is outlined the Church's Pastoral Care Policy, a copy of which can be requested from the church office. SWLV's pastoral care is provided through

small group leaders and where deemed necessary through the Leadership Staff of the church. If required, care may also be sought from other professionals, for example recommending that survivors discuss their concerns with a doctor, counsellor, or specialist support organisation – examples of which can be found in ***Appendix 8.***

## **9.2 Working with offenders, those under investigation or thought to be a risk to Children, Youth or Adults at Risk**

When someone attending the church is under investigation under this Safeguarding Policy, or is thought to be a risk to Children, Youth or Adults at Risk, the Safeguarding Coordinator/Deputy Safeguarding Coordinator and/or Senior Pastors will seek advice from 31:8 and the relevant LADO regarding implementing appropriate restrictions for that person to ensure the safety of others. This could include barring that individual from serving on the Children's/Youth ministry teams, or not permitting them to attend activities where Adults at Risk or alleged victims may be present.

This may include the offer of pastoral care, which will be determined by the Safeguarding Coordinator/Deputy Safeguarding Coordinator and/or Senior Pastors. The Leadership will ensure that the situation is kept under review for as long as deemed necessary by the Senior Pastors.

SWLV is committed to supporting everyone in the church, but survivors of abuse or neglect will be given priority in being protected and enabled to participate in the life of the church. SWLV recognises that there may be circumstances where the alleged perpetrator also wishes to join, or continue participating in, the church alongside the survivor(s). In such circumstances, arrangements to restrict and monitor the alleged perpetrator must be entered into between the Church and the alleged perpetrator. If the alleged perpetrator does not consent to these arrangements, they will not be permitted to attend SWLV or any associated activities. It is acknowledged that there may be particular difficulties if the alleged perpetrator denies allegations or has not been prosecuted.

Depending on the specific circumstances, the Safeguarding Coordinator/Deputy Safeguarding Coordinator and/or Senior Pastors may need to consult and/or inform others. Where necessary, the Safeguarding Coordinator/Deputy Safeguarding Coordinator and/or Senior Pastors will take advice from the relevant statutory agencies and/or Thirtyone:eight, or another nominated advisor on who



to consult/inform. These persons and organisations may include:

- Statutory agencies, including the Police
- The person concerned
- Persons nominated by the Leadership to take on a pastoral or monitoring role in relation to the person concerned – e.g. their House Group Leader
- Leadership Staff of the church and/or workers of the church
- Trustee responsible for Safeguarding
- Trustees of the church, who may need to liaise with VCUKI and/or the church's insurance company; and
- Designated officer or LADO

The situation must not be discussed with anyone other than those nominated above, other than on a need-to-know basis and on advice from the relevant statutory agencies.

Written records will be made in accordance with these procedures and kept in a secure place. Example forms to be used to make a written record are listed below and are supplemental to this safeguarding policy.

At any time, the Safeguarding Coordinator/Deputy Safeguarding Coordinator, Senior Pastors, Leadership Staff, any of the and Trustees of the Church are able to take advice on the situation from the Thirtyone:eight helpline or other nominated advisors.

The following is a list of practice guidance, template letters, example forms, agreements and written records which are supplemental to this safeguarding policy and for use when working with offenders, those under investigation or thought to be a risk to Children, Youth/or Adults at Risk:

- Notification to Follow Safeguarding Policy and Procedure
- Initial Case Summary
- Interim Safeguarding Agreement
- Case Management Update Tool
- Ongoing Safeguarding Agreement

This policy was agreed by the Senior Pastors and Trustees (the "Leadership") and will be reviewed annually.

Signed by Neil Woodward, Senior Pastor

***NEIL WOODWARD***

Signed by Kate Woodward, Senior Pastor

***KATE WOODWARD***

Signed by Stephanie Bell, Designated Safeguarding Trustee

***STEPHANIE BELL***

Signed by Manny Garcia, Safeguarding Coordinator

***MANNY GARCIA***

Signed by Ella Read, Deputy Safeguarding Coordinator

***ELLA READ***

Date: 18<sup>th</sup> March 2024

# Appendices

## Appendix 1: Thirtyone:eight Ten Safeguarding Standards

Thirtyone:eight have developed a framework of ten safeguarding standards to support organizations in ensuring they have in place everything they need to make their environment safe.

### 1. Governance

- Good governance helps an organisation prevent abuse and means it can respond quickly and with integrity when concerns arise

### 2. Culture

- Having a safe and open culture creates good attitudes towards safeguarding and ensures it is taken seriously by all

### 3. Safeguarding policy

- A working policy document sets the standards and expectations an organization has around safeguarding

### 4. Safer recruitment

- Recruiting your workers safely creates a barrier to those who may pose a risk from getting access to vulnerable groups

### 5. Training and awareness

- Raising awareness of safeguarding equips workers and service users to identify, prevent and respond to abuse

### 6. Working safely

- Agreeing ways to work and communicate safely helps people keep themselves and others safe

### 7. Managing workers

- All workers, paid and voluntary, should be appropriately managed, supervised and supported

#### **8. Partnership working**

- It's important to make sure partners you work with hold the same safeguarding standards as your organisation

#### **9. Responding to concerns**

- Responding well to concerns means people can be protected from harm and action taken to stop abuse

#### **10. Working with those who may pose a risk**

- Organisations that are open to all can support and work safely with those who may pose a risk

## Appendix 2: Safeguarding for Children, Youth and Adults at Risk Statement

The following statement was agreed by the Safeguarding Coordinator, Deputy Safeguarding Coordinator, Senior Pastors (the “Leadership”) and Trustees on 18<sup>th</sup> March 2024:

- This church is committed to the safeguarding of Children, Youth and Adults at Risk and working to ensure their wellbeing
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of Children, Youth and Adults at Risk and to report any such abuse that we discover or suspect
- We recognise the personal dignity and rights of Children, Youth and Adults at Risk and will ensure all our policies and procedures reflect this
- We believe all Children, Youth and Adults at Risk should enjoy and have access to every aspect of the life of the church, unless they pose a risk to the safety of those we serve
- We undertake to exercise proper care in the appointment and selection of all those who will work with Children, Youth and Adults at Risk
- We believe every Child, Youth and Adult at Risk should be valued, safe and happy. We want to make sure that Children, Youth and Adults at Risk we have contact with know this and are empowered to tell us if they are experiencing significant harm

We are committed to:

- Following the statutory, denominational and specialist guidelines in relation to Safeguarding Children and Adults at Risk and will ensure that as a church all workers with Children, Youth and Adults at Risk will work within the agreed procedure of our safeguarding policy for Children, Youth and Adults at Risk
- Implementing the requirements of the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and all other relevant legislation
- Supporting, resourcing and training those who undertake this work. Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this church
- Supporting all in the church affected by abuse with survivors being prioritised, protected and enabled to participate in the life of the church as far as possible

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a Child or Youth. Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an Adult at Risk
- Where an allegation suggests that a criminal offence may have been committed then the Police should be contacted as a matter of urgency unless that is against the advice of Thirtyone:eight or a statutory agency
- Safeguarding is everyone's responsibility

We will review this statement and our policy and procedures annually. A copy of South West London Vineyard's Safeguarding policy of Children, Youth and Adults at Risk is available from the church office.

Signed by Neil Woodward, Senior Pastor

***NEIL WOODWARD***

Signed by Kate Woodward, Senior Pastor

***KATE WOODWARD***

Signed by Steph Bell, Designated Safeguarding Trustee

***STEPH BELL***

Signed by Manny Garcia, Safeguarding Coordinator

***MANNY GARCIA***

Signed by Ella Read, Deputy Safeguarding Coordinator

***ELLA READ***

Date: 18<sup>th</sup> March 2024

## **Appendix 3: Definitions**

### **Safeguarding**

Safeguarding means protecting people's right to live in safety, free from abuse and neglect. It is about individuals and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure the individual's wellbeing is promoted including, where appropriate, having regard for their views, wishes, feelings and beliefs in deciding on any action.

### **Children**

The legal definition of a Child is someone under the age of 18, according to the Children Act 1989.

### **Youth**

For the purposes of this policy, we will use the term Youth for an individual between the ages of 11 - 18 years old.

### **Adults at Risk**

For the purpose of this policy, the term Adults at Risk is used for 'adults with care and support needs' as defined by the Care Act 2014; adults to which local authority safeguarding duties apply in the Care Act 2014; persons who are 18 years old and over and:

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

### **SWLV**

South West London Vineyard Church.

### **Leadership Team**

This refers to the pastoral staff team at SWLV.

### **Safeguarding Coordinator/Deputy Safeguarding Coordinator**

SWLV has an appointed Safeguarding Coordinator and Deputy Safeguarding Coordinator, who are responsible for reporting concerns of abuse to statutory authorities and can act as advocates who speak for and on behalf of Children, Youth and Adults at Risk.

### **Thirtyone:eight**

Thirtyone:eight is an independent Christian charity which equips organisations, including churches, with safeguarding tools to protect vulnerable people. Along with thousands of other organisations, SWLV is a member of Thirtyone:eight and is therefore able to access specialist support to ensure its safeguarding response is robust and comprehensive. Thirtyone:eight were consulted as part of the 2024 safeguarding policy review, and reviewed this document in full.

## **Definitions: Children and Youth**

### **Abuse and neglect**

Abuse and neglect are forms of maltreatment of a Child or Youth. Somebody may abuse or neglect a Child or Youth by inflicting harm, or by failing to act to prevent harm. Children or Youth may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet or online. They may be abused by an adult or adults, or another Child or Children. Child abuse or neglect is not always obvious, and there are many reasons why Children or Youth may not tell anyone that they are being abused. They might not even realise that what is happening to them is abusive.

### **Physical abuse**

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

### **Emotional abuse**

Emotional abuse is the persistent emotional maltreatment of a Child or Youth such as to cause severe and persistent adverse effects on the Child or Youth's emotional development. It may involve conveying to them that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving them opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on Children or Youths.



These may include interactions that are beyond the Child or Youth's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing participation in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing them to feel frightened or in danger, or the exploitation. Some level of emotional abuse is involved in all types of maltreatment of a Child or Youth, though it may occur alone.

### **Domestic abuse**

For the first time, children and young people are deemed to be victims of domestic abuse under the Domestic Abuse Act 2021, where they see, hear or experience the effects of abuse.

### **Sexual abuse**

Sexual abuse involves forcing or enticing a Child or Youth to take part in sexual activities, not necessarily involving a high level of violence, whether or not the Child or Youth is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving Children or Youth in looking at, or in the production of, sexual images, watching sexual activities, encouraging Children or Youth to behave in sexually inappropriate ways, or grooming a Child or Youth in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse, as can other Children or Youths.

### **Spiritual abuse**

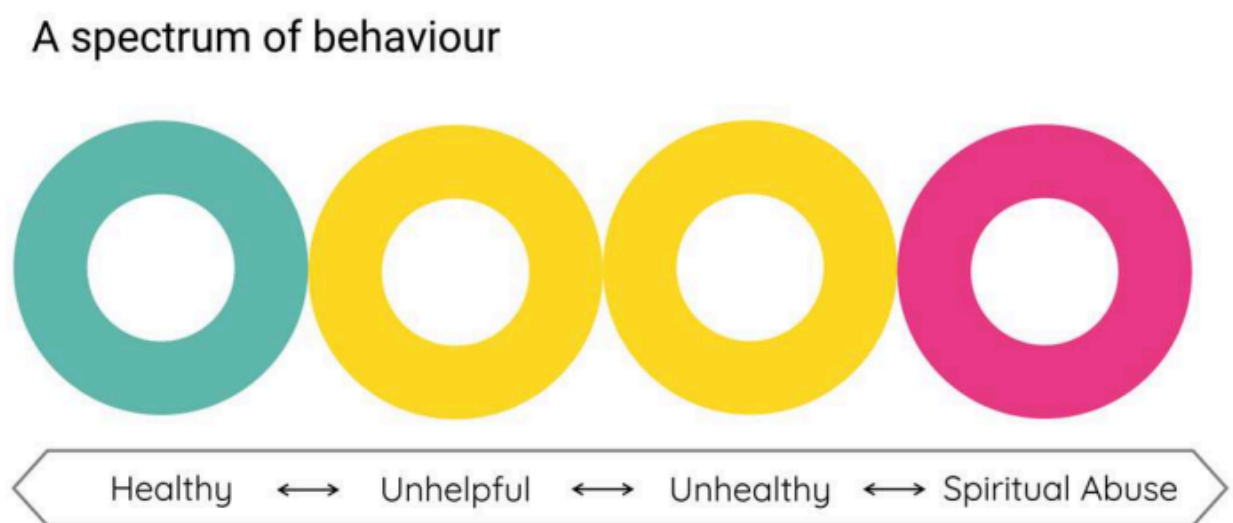
Spiritual abuse is a form of psychological and emotional abuse characterised by a systematic pattern of coercive and controlling behaviour in a religious context. In relation to Youth or Children, this may involve coercive control through the use of scripture, biblical messages of submission, sacrifice, obedience and forgiveness used to manipulate and control. Youth and Children may be pressured into secrecy and silence, feel unable to ask questions, disagree or raise issues. Youth and Children may be required to be unquestionably obedient to the abuser, with an implicit or explicit suggestion that this equates to obedience to God. They may feel unable to make their own choices and feel pressured into providing financial, emotional and psychological support, service, or even sexual activity in order to please their abuser and, it may be implied, to please God.

Abusers may use a sense of divine position to exert pressure to conform, suggesting this position is

unchallengeable, may enforce accountability without the Child/Youth's consent, may exclude or isolate Children/Youth for non-compliance.

Abusers may apply extreme pressure for children/youth to conform, for example requiring a degree of commitment to the church or the abuser that exceeds what is required to others in the church, which may be equated to an individual's loyalty to the abuser or to God. Abusers may publicly shame or humiliate Children/Youth in order to control their behaviour, threaten them with spiritual consequences for non-compliance with personal directives, and may establish inappropriate mentoring relationships, justifying this with theology, scripture, or by claiming special spiritual insight or divine sanction.

As spiritual abuse is a relatively new and emerging area of understanding, the diagram below (**Oakley 2021**) shows examples of the spectrum of behaviour to show where something can be considered to cross the threshold into spiritual abuse.



### **Neglect**

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

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a Child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate caregivers); or
- Ensure access to appropriate medical care or treatment.

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

### **Child on child abuse**

Child-on-child abuse is another safeguarding issue for staff, volunteers and Trustees to be aware of. Such abuse can include: abuse in intimate personal relationships between children, bullying (including cyber bullying), physical abuse (hitting, kicking, shaking, biting, hair pulling or otherwise causing physical harm) and harmful sexual behaviour (including inappropriate sexual language, the sharing of nude or semi-nude images or videos, accessing age-inappropriate sexual material online, sexual activity without consent, sexual violence such as rape, sexual assault or upskirting, and initiation or hazing type violence and rituals).

### **Child sexual exploitation**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a Child or Youth under the age of 18 into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

### **Child criminal exploitation**

Child criminal exploitation is when someone uses a child to commit crimes for them. It includes things like forcing a child to work on a cannabis farm, or targeting, grooming, coercing and exploiting a child to sell drugs in county lines operations. Child criminal exploitation can include bribery, intimidation, violence and/or threats. The child does not need to have met whoever is exploiting them in person, they can be exploited via the internet or using mobile phones, or may be targeted via social media platforms and gaming forums. A child may have been exploited even if it looks as if they have been a willing participant, and they may be exploited by individuals or groups, men or women, and adults or young people. Many children do not see themselves as victims.

### **County lines**

County lines is a form of criminal exploitation. It is a violent and exploitative form of drug distribution, and children may be exploited and instructed to deliver and/or store drugs, and associated money or weapons, to dealers or drug users, locally or in other counties. Children may

be trafficked away from their home area, stay in accommodation and sell or manufacture drugs.

## **Extremism**

Extremism goes beyond terrorism and includes people who target the vulnerable – including Children and Youths – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

## **Definitions of Abuse for Adults at Risk**

### **Abuse and neglect**

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

The Safeguarding duties apply to a person aged 18 or over who:

- Has need 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

Organisations should always promote the Adult at Risk's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the Adult at Risk to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

The following information is taken from Thirtyone:eight's guidance and relates to the Safeguarding of Adults at Risk as defined in the Care Act 2014, Chapter 14.

The information considers the different types and patterns of abuse and neglect and the different

circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

### **Physical Abuse**

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

### **Domestic Abuse**

Including psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

### **Sexual Abuse**

Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teaching or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault or sexual acts to which the Adult at Risk has not consented or was pressured into consenting.

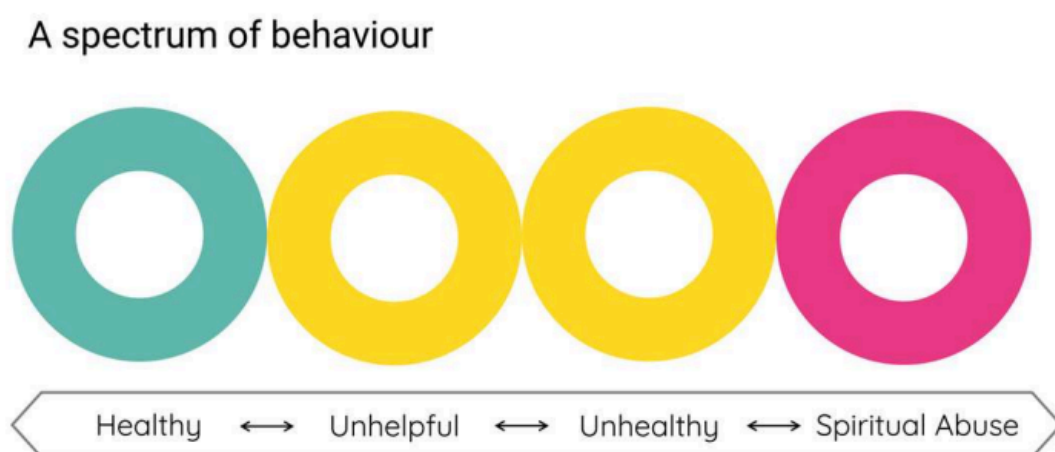
### **Spiritual Abuse**

Spiritual abuse is a form of psychological and emotional abuse characterised by a systematic pattern of coercive and controlling behaviour in a religious context. In relation to Adults at Risk, this may involve coercive control through the use of scripture, biblical messages of submission, sacrifice, obedience and forgiveness used to manipulate and control. Adults at Risk may be pressured into secrecy and silence, feel unable to ask questions, disagree or raise issues. Adults at Risk may be required to be unquestionably obedient to the abuser, with an implicit or explicit suggestion that this equates to obedience to God. They may feel unable to make their own choices and feel pressured into providing financial, emotional and psychological support, service, or even sexual activity in order to please their abuser and, it may be implied, to please God. Abusers may use a sense of divine position to exert pressure to conform, suggesting this position is unchallengeable, may enforce accountability without the Adult at Risk's consent, may exclude or isolate Adults at Risk for non-compliance. Abusers may apply extreme pressure for Adults at Risk to conform, for example requiring a degree of commitment to the church or the abuser that exceeds what is required to others in the church, which may be equated to an individual's loyalty to the abuser or to God. Abusers may publicly shame or humiliate Adults at Risk in order to control their behaviour, threaten them with spiritual consequences for non-compliance with personal directives, and may establish inappropriate

mentoring relationships, justifying this with theology, scripture, or by claiming special spiritual insight or divine sanction.

It is also worth noting that adults who would not normally be considered as 'At Risk' could be considered so within the church context. In particular, a religious context may create a power imbalance between a church member who is considered more spiritually powerful or experienced, and a member who is less spiritually confident. The former may thus be able to exert a disproportionate influence on another who would normally be able to resist pressure, but in a religious context, may feel unable to do so.

As spiritual abuse is a relatively new and emerging area of understanding, the diagram below (**Oakley 2021**) shows examples of the spectrum of behaviour to show where something can be considered to cross the threshold into spiritual abuse.



### **Psychological Abuse**

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the Adult at Risk. It is also behaviour that has a harmful effect on the Adult at Risk's emotional health and development or any other form of mental cruelty. This includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks. More recently, coercive control has been recognised as a form of abuse "Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim."

### **Financial or Material Abuse**

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions. This includes theft, fraud, internet scanning, coercion in relation to an Adult at Risk's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

### **Modern Slavery**

This is slavery, human trafficking, forced labour and domestic servitude. Traffickers will use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

### **Discriminatory Abuse**

This is the inappropriate treatment of Adults at Risk including forms of harassment, slurs or similar treatment because of their age, gender and gender identity, race, religion, cultural background, sexuality, sexual orientation, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals.

### **Institutional or Organisational Abuse**

This is the mistreatment or abuse of an Adult at Risk by a regime or individuals 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. It may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

### **Neglect or Act of Omission**

This is the repeated deprivation of assistance that the Adult at Risk needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the Adult at Risk or to others. A person may be suffering from neglect when their general well-being or development is impaired. This includes ignoring medical, emotional or physical needs, failure to provide access to appropriate health, care and support or educational services and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

### **Self-neglect**

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

### **Criminal exploitation**

Criminal exploitation occurs when an individual is manipulated or coerced into committing a crime – for example, growing cannabis or committing theft on another person’s behalf.

### **County lines**

County lines is a form of criminal exploitation. It is a violent and exploitative form of drug distribution, and Adults at Risk may be exploited and instructed to deliver and/or store drugs, and associated money or weapons, to dealers or drug users, locally or in other counties.

## **Further Definitions of Abuse: Applicable to Children, Youth and Adults at Risk**

### **Significant Harm**

This relates to the degree of harm that triggers statutory action to protect a Child or Youth. It is based on the individual Child or Youth’s health or development compared to that which could reasonably be expected of a similar Child or Youth. e.g., severity of ill treatment, degree and extent of physical harm, duration and frequency of abuse and neglect, premeditation. Department of Health guidance suggests that 'significant' means 'considerable, noteworthy or important’.

### **Children in Whom Illness is Fabricated or Induced (formerly known as Munchausen’s Syndrome By Proxy)**

This is a form of child abuse in which the parents or carers give false accounts of symptoms in their children and may fake signs of illness (to draw attention to themselves). They seek repeated medical investigations and needless treatment for their children. The government guidance on this is found in 'Safeguarding Children in whom Illness is Fabricated or Induced' (2002).

### **Spiritual Abuse**

Spiritual abuse is a form of emotional and psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. Spiritual abuse can have a deeply damaging impact on those who experience it. However, holding a theological position is not in itself inherently spiritually abusive, but misuse of scripture, applied theology and doctrine is often a component of spiritually abusive behaviour. Other components may include intimidating or imposing leaders who manipulate or control others, misusing scripture to coerce behaviour, requiring unquestioning obedience, coercing through censorship, using a sense of divine position to exert pressure to conform and suggesting this position is unchallengeable, enforced accountability,



exclusion or isolation of individuals as a punishment for non-compliance, coercing behaviour through exploitation and manipulation, publicly shaming and humiliating individuals in order to control their behaviour, threats of spiritual consequences and inappropriate mentoring relationships.

### **Domestic Abuse**

The cross-government definition of domestic violence and abuse (as stated in the statutory guidance for the Care Act 2014) is: 'any incident or pattern of incidents of controlling, coercive, 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'. The abuse can encompass, but is not limited to psychological, sexual, financial or emotional abuse. Domestic abuse can include Children witnessing violence between adult family members, or being subjected to coercion or violence in an intimate relationship in the same way as an older person. In 2004 the Government's definition of domestic abuse and abuse was extended to include acts perpetrated by extended family members as well as intimate partners. Consequently, acts such as forced marriage and other so-called 'honour crimes', which can include abduction and homicide, now come under the definition of domestic abuse.

### **Investigating complex (organised or multiple) abuse**

This abuse may be defined as abuse involving one or more abusers and a number of victims. The abusers concerned may be acting together to abuse children or youths and may use an institutional framework or position of authority to recruit victims for abuse. Complex abuse occurs both as part of a network of abuse across a family or community, and within institutions such as residential homes or schools. Its investigation is time-consuming and demanding, requiring specialist skills from both Police and social workers. Some investigations become extremely complex because of the number of places and people involved, and the timescale over which abuse is alleged to have occurred. The complexity is heightened where, as in historical cases, the alleged survivor is no longer living in the setting where the incidents occurred or where the alleged perpetrators are also no longer linked to the setting or employment role (Working Together 2010 Sections 6.10-6.11).

### **Sexually exploited children and youth**

The Sexual Offences Act 2003 introduced a number of new offences to deal with those who sexually exploit Children and Youth. The offences protect Children up to the age of 18 and can attract tough penalties. They include:

- Paying for the sexual services of a Child;
- Causing or inciting child prostitution;
- Arranging or facilitating child prostitution; and

- Controlling a child prostitute.

### **Children who are forced into prostitution**

Working Together to Safeguard Children' (2006) Section 6.2 states: children involved in prostitution and other forms of commercial sexual exploitation should be treated primarily as the victims of abuse, and their needs require careful assessment. See also 'Safeguarding Children Involved in Prostitution (2000).

### **Female Genital Mutilation (FGM)**

The World Health Organization defined FGM as all procedures involving partial or total removal or stitching up of the female genitalia or other injury to the female genital organs whether for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The procedure is typically performed on girls aged between four and thirteen, but in some cases FGM is performed on new-born infants or on young women before marriage or pregnancy. A number of girls die as a direct result of the procedure from blood loss or infection, either following the procedure or subsequently in Childbirth. FGM has been a criminal offence in the UK since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and made it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

FGM is much more common than most people realise, both worldwide and in the UK. There are substantial populations from countries where FGM is endemic in London, Liverpool, Birmingham, Sheffield and Cardiff but it is likely that communities in which FGM is practised reside throughout the UK.

## **Signs and Symptoms of Abuse**

### **Children and Youth**

Signs that indicate abuse can also be caused by other issues, and agencies frequently need to build up a picture of a child or youth's life, by piecing together information held by different agencies.

It is also important to point out that Children and Youth can experience various types of abuse at the same time. For example, all abuse involves an element of emotional abuse, and neglect often occurs in contexts where Children and Youth are also being subjected to physical or sexual abuse.

The following signs could be indicators that abuse has taken place but should be considered in the context of the Child or Youth's whole life.

### **Physical**

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation
- Cuts/scratches/substance abuse
- Any signs that a Child is at risk of being subjected into forced marriage or female genital mutilation

### **Sexual**

- Pregnancy, sexually transmitted infections or anal/vaginal soreness
- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child or Youth who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia

### **Emotional**

- Changes or regression in mood or behaviour, particularly where a Child withdraws or becomes clingy
- 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
- Withdrawn
- Nightmares
- Problems sleeping
- Eating disorders/change in eating habits
- Wets the bed
- Soils clothes
- Takes risks
- Misses school

### **Neglect**

- Under nourishment, failure to grow, constant hunger, stealing or gorging food
- Untreated illnesses
- Young Children not meeting their developmental milestones (particularly if there is no disability)
- Poor appearance or hygiene
- Being left alone
- An unsuitable home environment e.g., cold, dirty, physically unsafe
- Drugs, alcohol, self-harm
- Thoughts about suicide
- Inadequate care, etc

### **Spiritual abuse**

- Child or Youth discloses that their religious or spiritual beliefs has been ridiculed, or that they have experienced coercive control through the use of scripture
- Child or Youth may suddenly become much quieter and feel unable to ask questions or raise issues they may previously have raised
- Child or Youth is suddenly prevented from attending church related activities
- Child or Youth discloses shame in relation to their religious or spiritual beliefs
- Child or Youth becomes isolated from others, for example their peers at church
- Child or Youth may disclose being publicly shamed or humiliated
- Child or Youth may disclose threats of spiritual consequences

- Child or Youth may disclose an inappropriate mentoring relationship

### **Female Genital Mutilation**

- A relative visiting from abroad
- A special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage'
- A female relative, like a mother or sister, has undergone FGM
- A family arranges a long holiday overseas or visits a family abroad during the summer holidays
- A girl has an unexpected or long absence from school
- A girl struggles to keep up in school
- A girl runs away, or plans to run away, from home
- A girl has difficulty walking, standing or sitting
- A girl spends longer in the bathroom or toilet
- Presents as quiet, anxious or depressed
- Acts differently after an absence from school or college
- Reluctance to go to the doctors or have routine medical examinations
- Asking for help – though they might not be explicit about the problem because they are scared or embarrassed

### **Adults at Risk**

Factors which can lead to some Adults at Risk being abused or at risk of abuse include:

- Physical or mental health issues
- Physical or learning disability
- Drug or alcohol use
- History or domestic violence or other abuse in an intimate relationship
- Sexual and/or financial exploitation
- Asylum seeking or refugee status
- Homelessness
- History of offending
- Disrupted care history
- Being a carer of someone else who is vulnerable or dependent
- Radicalisation

- Forced marriage
- Human trafficking
- Serial abusing (whereby perpetrators seek out and groom individuals for sexual or financial abuse)
- Long-term abuse in the context of family relationships (such as domestic abuse between spouses or generations)
- Opportunistic abuse such as theft because money or jewellery has been left lying around

### **Physical**

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or medical problems unattended
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather
- Person appears frightened or subdued in the presence of a particular person or people

### **Domestic abuse**

- Unexplained injuries or 'excuses' for marks or scars
- Coercive, controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation
- Age range extended to 16 yrs

### **Sexual**

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

## **Psychological Abuse**

- Alteration in psychological state e.g., withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

## **Financial or Material**

- Change in living conditions
- Lack of heating, clothing or food
- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills, unexplained shortage of money
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of will or deeds or title to property or other financial documents
- Recent addition of authorised signers or a client or donor's signature
- Missing personal belongings
- Inappropriate granting and/or use of Power of Attorney

## **Neglect or Omission**

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care
- No callers or visitors

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support
- Lack of medication or medical intervention

### **Spiritual abuse**

- Adult discloses that their religious or spiritual beliefs has been ridiculed, or that they have experienced coercive control through the use of scripture
- Adult may suddenly become much quieter and feel unable to ask questions or raise issues they may previously have raised
- Adult is suddenly prevented from attending church related activities
- Adult discloses shame in relation to their religious or spiritual beliefs
- Adult becomes isolated from others, for example their peers at church
- Adult may disclose being publicly shamed or humiliated
- Adult may disclose threats of spiritual consequences
- Adult may disclose an inappropriate mentoring relationship
- Adult discloses that their child/ren are being forced to be raised with/without a certain religion

### **Modern Slavery**

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours
- Few personal possessions or ID documents
- Fear of seeking help or trusting people

### **Discriminatory Abuse**

- Inappropriate remarks, comments, hurtful teasing or jokes or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

### **Institutional Abuse**

- Low self-esteem



- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice

### **Self-neglect**

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example not heating or lighting)
- Depression

## Appendix 4 - Local Authority Contact Information

Agency	Office Numb er	Email	Online referral forms	Out of hours number (after 5pm on weekdays/wee kends)
Wandsworth				
Children's Social Services  (Multi- Agency Safeguarding Hub (MASH))	020 8871 7899	<a href="mailto:mash@wandsworth.gov.uk">mash@wandsworth.gov.uk</a>	<a href="https://www.wandsworth.gov.uk/health-and-social-care/children-and-families/make_a_referral_to_the_multi_agency_safeguarding_hub/">https://www.wandsworth.gov.uk/health-and-social-care/children-and-families/make_a_referral_to_the_multi_agency_safeguarding_hub/</a>	020 8871 6000

Adult Social Care	020 8871 7707	accessteam@wandsworth.gov.uk	<a href="https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-referral/">https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-referral/</a>	020 8871 8999
Merton				
Children's Social Services  (Multi-Agency Safeguarding Hub (MASH))	020 8545 4226 or 020 8545 4227	candfhub@merton.gov.uk	<a href="https://www.mertonscp.org.uk/documents/children-and-families-hub-request-for-service-form/">https://www.mertonscp.org.uk/documents/children-and-families-hub-request-for-service-form/</a>	020 8770 5000
Adult Social Care	0208 545 4388 (9am-1:30pm) / 07903 235 383 (1:30pm-5pm)	<a href="mailto:Safeguarding.adults@merton.gov.uk">Safeguarding.adults@merton.gov.uk</a>	<a href="https://www.merton.gov.uk/social-care/adult-social-care/safeguarding/report">https://www.merton.gov.uk/social-care/adult-social-care/safeguarding/report</a>	020 8770 5000
Richmond				

Children's social services	020 8547 5008	N/A	<a href="https://www.richmond.gov.uk/make_a_referral_to_spa">https://www.richmond.gov.uk/make_a_referral_to_spa</a>	020 8744 2442
Adult social care	020 8891 7971	adultsocialservices@richmond.gov.uk	<a href="https://www.richmond.gov.uk/services/adult_social_care/adult_social_care_information_and_advice/who_we_can_help/adult_social_care_referral">https://www.richmond.gov.uk/services/adult_social_care/adult_social_care_information_and_advice/who_we_can_help/adult_social_care_referral</a>	020 8770 5000
<u>Kingston</u>				
<u>Children's social services</u>	020 8547 5008	N/A	<a href="https://www.richmond.gov.uk/services/children_and_family_care/single_point_of_access/single_point_of_access_for_professionals/make_a_referral_to_spa">https://www.richmond.gov.uk/services/children_and_family_care/single_point_of_access/single_point_of_access_for_professionals/make_a_referral_to_spa</a>	020 8770 5000
<u>Adult social care</u>	020 8547 5005	N/A	<a href="https://www.kingston.gov.uk/adult-safeguarding/safeguarding-adults-mean">https://www.kingston.gov.uk/adult-safeguarding/safeguarding-adults-mean</a>	020 8770 5000
<u>Surrey</u>				
Children's social services	0300 470 9100	cspa@surreycc.gov.uk	N/A	01483 517898
Adult social care	0300 200 1005	asc.infoandadvice@surreycc.gov.uk	N/A	01483 517898
<u>Sutton</u>				
Children's social services	020 8770 6001	<a href="mailto:CFCS@sutton.gov.uk">CFCS@sutton.gov.uk</a>	<a href="https://docs.google.com/forms/d/e/1FAIpQLSePLWJRIkTCD3AmrZGi6bC_gQZ00L7KYgZcS5wckrFm4ok8bg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSePLWJRIkTCD3AmrZGi6bC_gQZ00L7KYgZcS5wckrFm4ok8bg/viewform</a>	020 8770 5000
Adult social care	020 8770 6770	referralpoint@sutton.gov.uk	<a href="https://docs.google.com/forms/d/e/1FAIpQLSflKBb0V0BpUyNjuffj_ly_DPlnjjNxhKSntTtRwml087mfzPA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSflKBb0V0BpUyNjuffj_ly_DPlnjjNxhKSntTtRwml087mfzPA/viewform</a>	020 8770 5000

## Appendix 5: Reporting form for Safeguarding Incidents or Concerns, for use by Staff/Volunteer/Individual with Concerns

### *What constitutes a safeguarding concern?*

Any incident that has caused or likely to cause significant harm to a child can be classed as a safeguarding concern. Abuse is classified under four different categories (with regards to children) as already stated within the safeguarding policy for Children, Youth and Adults at Risk (physical, sexual, emotional, neglect). With regards to Adults at Risk there are 6 further categorisations. Whilst it may be helpful to record a specific category in the above form, if possible, this may not always be the case. Therefore, it is important to seek advice from the Safeguarding Co-ordinator/Deputy Safeguarding Coordinator or Thirtyone:eight at this stage.

Name of Child/ Adult at Risk (subject of concern):		
Contact Details of Child/ Adult at Risk (Address/Email Address/Phone Number), If known:		
Gender	Age, if known:	Date of birth, if known:
Your Signature:  Your Name (print):  Your Employment or Voluntary Position with SW London Vineyard, if applicable:		
Other members of the Child or Adult at Risk's household:		

<p>Record the following factually:</p> <p>Nature of concern, e.g., disclosures, change in behaviour, demeanour, appearance, injury, witnesses etc. <i>(please include as much detail in this section as possible and attach additional sheets if necessary.)</i></p>	
<p>How did the concern come to light?</p>	
<p>What is the Child/Adult at Risk saying about what has happened?</p>	
<p>Any other relevant information. Previous concerns etc.</p>	
<p>Date and time of discussion with Safeguarding Coordinator/Deputy Safeguarding Coordinator:</p>	

Please check to make sure your report is clear to someone else reading it. Please pass this form to the Safeguarding Coordinator/Deputy Safeguarding Coordinator without delay. Following are some helpful pointers in completing the above form:

1. As a registered body the church/charitable organisation is required to ensure that its duty of care towards its beneficiaries is carried out in line with the principles enshrined within the Working together to safeguard Children and Young people, 2018 and the Care Act, 2014. (Refer to your own church's/organisation's Safeguarding Policy for Children, Youth and Adults

at Risk at this point too).

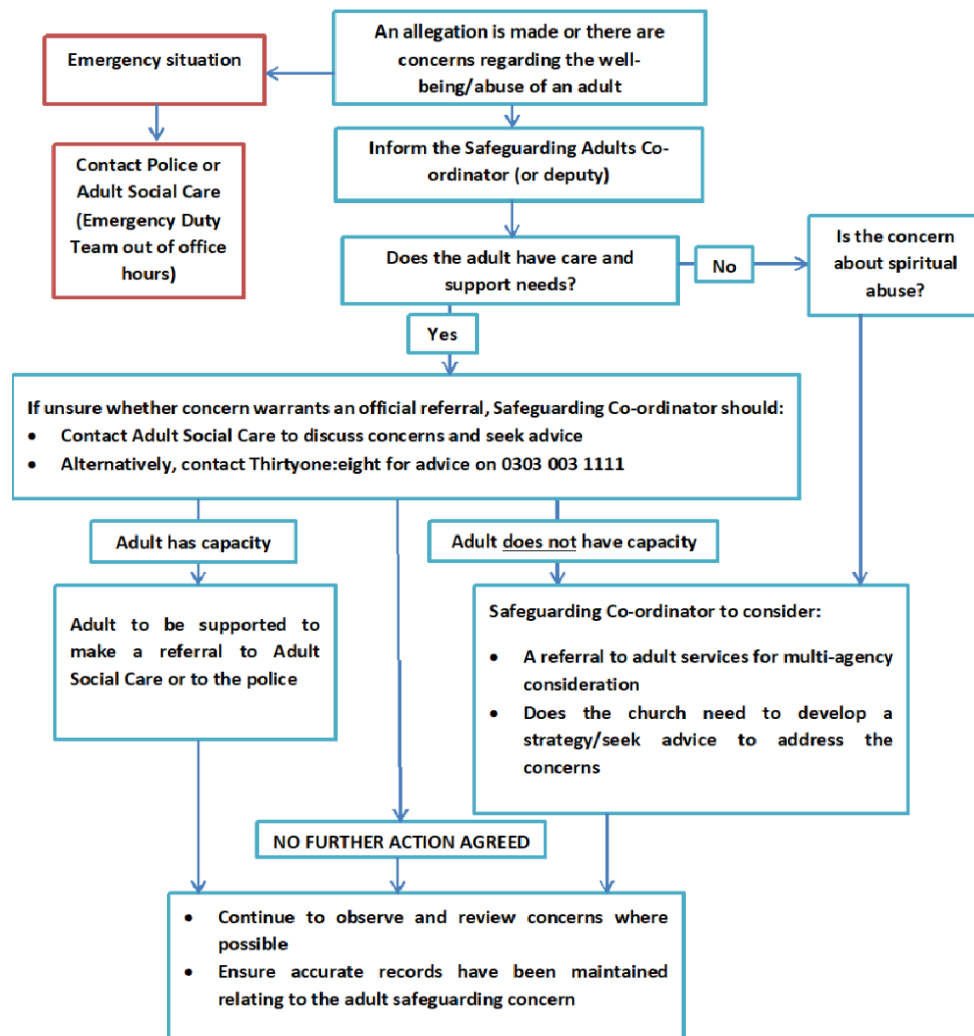
2. Essential principles of recording the information received/disclosed/observed:
  - a. Remember: do not investigate or ask any leading questions
  - b. Make notes within the first one hour of receiving the disclosure or observing the incident
  - c. Be clear and factual in your recording of the incident or disclosure
  - d. Avoid giving your opinion or feelings on the matter
  - e. Aim to record using the 4 W's and 1 H: When, where, what, why and how
  - f. Do not share this information with anyone else except the Safeguarding Coordinator/Deputy Safeguarding Coordinator in the first instance and they will advise on who else will need to be informed, how and when.
  - g. Make use of the additional information section to add any other relevant information regarding the child/adult/ family that you may be aware of.
  
3. *Why do you need information regarding 'other household members'?* – It has been demonstrated as important to include information about significant adults in the household especially when concerns relate to children as this has been a recurrent risk factor in several serious case reviews.
  
4. *Why is the view of the Child/Youth/Adult at Risk significant?* It is important to give whatever detail is available of the Child, Youth or Adult at Risk's explanation (or verbatim) of the matter to help ascertain if it is plausible and to help offer a context to the concern identified.
  
5. *Passing information to the Safeguarding Coordinator/Deputy Safeguarding Coordinator –* Your safeguarding coordinator holds ultimate responsibility in responding to any safeguarding concerns within the church/organisation and therefore it is important that they have oversight of the actions being taken and make relevant and appropriate contact with statutory agencies if required. They will remain the most appropriate link between the organisation and external agencies.

## Appendix 6: Flowchart for Actions to be taken when concerned for the welfare of a Child or Youth

### Flowchart for Action Adults at risk



This flow chart provides an overview of action to be taken when concerned about the welfare of an adult at risk. It is to be used in conjunction with written procedures.



“The legal definition says that someone who lacks capacity cannot, due to an illness or disability such as a mental health problem, dementia or a learning disability, do the following:

- understand information given to them to make a particular decision
- retain that information long enough to be able to make the decision
- use or weigh up the information to make the decision
- communicate their decision.

©Thirtyone: eight 2018 Flowchart for Action Adults at Risk



## Appendix 7: When to report a safeguarding incident to Vineyard Churches UK and Ireland (VCUKI)

Incident type	VCUKI reporting requirement	VCUKI involvement
<p><b>Level 1 incidents</b></p> <p>Suspected neglect of an individual, taking place outside of the church environment</p> <p>Bullying, violence or sexually inappropriate behaviour identified amongst the attendees of a church child or youth group</p> <p>An allegation of abuse against a congregation member (with no leadership responsibilities) which has taken place outside of church premises or church organized activities</p>	<p>No requirement to report to VCUKI, but can contact for advice or support</p>	<p>On hand to offer advice and support if requested</p>
<p><b>Level 2 incidents</b></p> <p>An allegation of abuse against a congregation member (with leadership responsibilities) which has taken place outside of church premises or church organized activities</p> <p>An allegation made against a member of staff (non-pastoral) about abuse that has taken place outside of church premises or church organized activities</p>	<p>Report to VCUKI as soon as possible</p>	<p>VCUKI will offer clear help and guidance to support the church's Safeguarding lead in the role that they need to perform</p>
<p><b>Level 3 incidents</b></p>	<p>Report to VCUKU as an immediate priority</p>	<p>VCUKI will offer comprehensive guidance and direction on the action that needs to be taken.</p>

<p>Allegation of abuse made against a Senior Pastor or senior/pastoral member of staff</p> <p>Allegation of abuse taking place on church premises or within church organized activities</p>		<p>Members of the NST will come alongside the church's Safeguarding Lead to help with the safeguarding process</p>
---	--	--

## Appendix 8: Support Organisations

### **31:8**

0303 003 1111

<https://thirtyoneeight.org/>

### **Age UK**

0800 055 6112

<https://www.ageuk.org.uk/>

### **Association of Christian Counsellors**

02476 449694

<https://www.acc-uk.org/>

### **Childline**

0800 1111

<https://www.childline.org.uk/>

### **Hourglass**

0808 808 8141

<https://wearehourglass.org/>

### **Mind**

0300 123 3393

<https://www.mind.org.uk/>

### **Minister & Clergy Sexual Abuse Service**

08088 010340

<https://www.macsas.org.uk/>

### **NSPCC**

0808 800 5000

<https://www.nspcc.org.uk/>

### **Papyrus**

0800 068 4141

<https://www.papyrus-uk.org/>

### **Refuge (National Domestic Abuse Helpline)**

0808 2000 247

<https://refuge.org.uk/>

### **Safe Spaces**

0300 303 1056

<https://www.safespacesenglandandwales.org.uk/>

### **Salvation Army (Modern Slavery Helpline)**

0800 808 3733

<https://www.salvationarmy.org.uk/modern-slavery>

**Samaritans**

116 123

<https://www.samaritans.org/>

**Sane**

0300 304 7000

<https://www.sane.org.uk/>

**Stop it Now**

0808 1000 900

<https://www.stopitnow.org.uk/>

**Switchboard**

<https://switchboard.lgbt/>

0800 0119 100

**Through the Roof**

01372 749955

<https://throughtheroof.org/>

**Unseen (Modern Slavery Helpline)**

08000 121 700

<https://www.modernslaveryhelpline.org/>

**Young Minds**

020 7089 5050

<https://www.youngminds.org.uk/>

## Appendix 9: Online Safety Policy

This Online Safety Policy is to be read in conjunction with South West London Vineyard's Safeguarding Policy for Children, Youth and Adults at Risk.

**This Online Safety Policy has been adopted and adapted to reflect all communications between South West London Vineyard workers (which includes volunteers) and those attending a small group, service or other activity run by South West London Vineyard and includes an Acceptable Use Policy.**

South West London Vineyard will not interact with Children or Youth via electronic means, including: social media, text or email, without the permission or presence of their parents or carers. Please see the appendix for suggested wording when seeking agreement between any youth, parent and carers.

Any electronic interaction between workers and Children, Youth or Adults at Risk at South West London Vineyard will be agreed between workers, parents/carers and Children, Youth or Adults at Risk (as applicable and appropriate) before any electronic interaction takes place.

The Online Safety Flowchart outlines actions that may be taken if an online safety incident occurs.

### 9.1 Electronic Communication Guidelines for Workers

- Generally maintain good and open relationships with parents and carers regarding communication with them and their Children, Youth or Adults at Risk
- Use an appropriate tone: friendly, but not overly familiar or personal
- Be warm and friendly, but do not suggest or offer a special relationship
- Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications
- Be careful in your communications with Children, Youth or Adults at Risk to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming
- Do not share any personal information with Children, Youth or Adults at Risk, or request or respond to any personal information from Children, Youth or Adults at Risk other than that which might be appropriate as part of your role
- Workers must not add a Child, Youth or Adult at Risk to their personal social networking page if that Child or Youth is involved with our Children's/Youth work activity or adult

ministries

- Only give personal contact details to Children, Youth or Adults at Risk that are within the public domain of South West London Vineyard, including your mobile telephone number. Workers should seek to ensure that their personal profiles on any social networking sites should be set to the highest form of security to avoid children accessing personal information or seeing any pictures of a personal nature. If Children, Youth or Adults at Risk want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents or carers know and have agreed
- Only make contact with Children, Youth or Adults at Risk for reasons related to the work of the church and maintain a log of all electronic contact with individuals or groups including messaging and texting
- Workers should only use an agreed social networking account for contact with a Child, Youth or Adult at Risk with whom they are working. This should normally be an account set up specifically for this purpose on behalf of the church / organisation rather than an individual
- Where possible only use equipment, social network or video call profiles provided by the church to communicate with Children, Youth or Adults at Risk
- Respect a Children, Youth or Adults at Risk's right to confidentiality unless abuse/harm is suspected or disclosed
- Ensure the church domain name/logo appears with every Internet post made by a church computer user. Any user may thus be viewed as a representative of the church while conducting business on the Internet
- Email should only be used to communicate specific information. (e.g., times and dates of events). It should not be used as a relationship building tool
- Email, messages, chat on social networks and video call history should be kept and dated
- When using email/internet for communication with Children, Youth or Adults at Risk, it is advised that it should take place between the hours of 9am-5pm. Where working with Children, Youth or Adults at Risk outside normal office hours workers should seek advice from their leader but there should be no email communication after 9pm

## **9.2 Use of video calling and online meeting rooms, such as Zoom**

- Group video calling can be used for services, Youth and Children sessions and small group meetings where it is considered appropriate and has clear aims and objectives for its use

- Our usual Codes of Conduct and Safeguarding Guidelines for Children, Youth and Adults at Risk apply to all video calls, including respectful modes of behaviour and speech and attended by two workers at all times, unless with express permission from South West London Vineyard
- Any worker organising a group video call must have the ability to screen participants before they join a call and mute/block participants in the event that they display or share anything unsuitable or illegal during the call

**Specific guidance for all participants of a group video call should be included when a worker sends out any invite or link to a group video call or advertised with the link if the link is publicly available on the South West London Vineyard's website. Example guidance is set out in section 9.7 of this Appendix**

### **9.3 Use of Photographic Images and Videos Online, including Broadcasting activities**

- Photographs that include Child, Youth or Adult at Risk will be selected carefully and will endeavour to prevent any individual from being easily identified
- Child, Youth or Adult at Risk's full names will not be used on the website in association with their photographs
- Permission will be sought from an individual, their parent or carer (as appropriate) before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated
- Use of images will reflect the diversity of age, ethnicity and gender of the activity
- Live streaming of events must be clearly advertised in advance and where Children, Youth or Adults at Risk are involved permission should be sought in line with the photographic guidelines

### **9.4 Use of Social Media and Messaging Apps, such as WhatsApp**

- All interaction on social media and messaging apps between workers, paid or voluntary, and Children, Youth or Adults at Risk shall be limited to monitored/administrated groups
- Permission should be given by each individual (and in the case of a Child, Youth of Adult at Risk, their carer or parent) who is added to any social media or messaging app group or chat, suggested wording is included in the Appendix
- Text and any other media posted shall be subject to the Acceptable Use Policy (Below)

- All interaction on social media or messaging groups or chats shall be recorded for safeguarding purposes
- Any private messages shall be recorded for safeguarding purposes
- Any safeguarding concerns/allegations arising from social media or messaging apps shall be referred onto the relevant Safeguarding Coordinator
- All users of social media or messaging apps must be above the minimum age limit for that application/platform (please see example list in the appendix)
- Workers should ensure their privacy setting is set to the highest levels of security in order to restrict Youth being able to see any more than what is relevant to communication within the group

**All social media or messaging apps groups should provide links to statutory authorities, such as CEOP - <https://www.ceop.police.uk/Safety-Centre/>, to enable Children, Youth or Adults at Risk to report online abuse**

### **9.5 Acceptable Use Policy**

- Where access to the internet is provided on South West London Vineyard's devices or devices owned by an individual via South West London Vineyard's Wi-Fi, we will exercise our right to monitor usage which includes access to websites, interception and deletion of inappropriate or criminal material or unlawfully copied text, video, images or sound
- South West London Vineyard's Wi-Fi or that which South West London Vineyard have access to will be via a secure password
- When using the internet provided on South West London Vineyard's devices, South West London Vineyard's Wi-Fi or that which South West London Vineyard has access to or when using any Social Media Groups or Video Calling, no individual should:
  - Search for or download pornographic, racist or hate motivated content;
  - Illegally copy or play copyrighted content where permission has not been given;
  - Send, request or display offensive messages or pictures;
  - Harass, insult or bully others;
  - Access the internet using another person's login details;
  - Access, download, upload, send or receive any data (including images), which South West London Vineyard considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.
- Sanctions for violating the Acceptable Use Policy in the opinion of South West London Vineyard may result in:



- a temporary or permanent ban on internet use or use of devices, where access to the internet is provided on South West London Vineyard's devices or devices owned by an individual via South West London Vineyard's Wi-Fi or a Wi-Fi it has access to,
- a temporary or permanent ban on or access to social media or messaging app groups or chat set up and run by South West London Vineyard;
- a temporary or permanent ban on or access to video calls set up specifically for the work of South West London Vineyard;
- additional disciplinary action in line with existing practice on inappropriate language or behaviour. This could include the exclusion from small groups, ministries or services and /or the suspension of workers from working at South West London Vineyard.
- where applicable, Police or statutory authorities may be involved.

### **\*Children**

The legal definition of a Child is someone under the age of 18 according to The Children Act 1989.

### **\*\*Adults at Risk**

For the purposes of this safeguarding policy for Children, Youth and Adults at Risk, the term Adults at Risk is used for 'adults with care and support needs' as defined by the Care Act 2014: adults to which local authority safeguarding duties apply in the Care Act 2014: persons who are 18 years old and over and:

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

### **\*\*\*Youth**

The legal definition of a Child or Youth is someone under the age of 18 according to The Children Act 1989. For the purposes of these principles and guidelines, we will use the term Youth for a Child or Children between the ages of 11 - 18 years old.

## **South West London Vineyard, 2023**

### **9.6 Suggested wording for consent from parents, carers and Youth**

As the parent/carers of \_\_\_\_\_ I declare that I have read and understood

South West London Vineyard's Online Safety Policy and that my Youth will be held accountable for their own actions. I understand that it is my responsibility to set standards for my Youth when selecting, sharing and exploring online information and media.

### **Youth Agreement**

I understand the importance of safety online and South West London Vineyard's Online Safety Policy.

I will share any concerns, where I or another person may be at risk of harm with the Safeguarding Coordinator or a trusted adult.

<b>Youth Name</b> (Please print)	<b>Youth Signature</b>	<b>Date</b>
<b>Parent/Carer</b> (Please print)	<b>Parent/Carer Signature</b>	<b>Date</b>

**9.7 Specific Guidance for all Participants of a Video Call, to be included with the invite or link to the video call or advertised with the link if publicly available on the South West London Vineyard website**

A video call which is specifically for or will include Children and or Youth:

- These are invite-only meetings, only for [INSERT NAME OF GROUP]. Please do not forward this email, if you know of another family that would like to be involved, please get in touch with us
- Parents/Carers must join with their children, and children are not allowed to be part of the meetings on their own
- Please make sure your screen name is your name. If we do not recognise the name we will not be able to let you in
- Everyone in the household should be wearing suitable clothing
- The device being used should be in an appropriate communal area, not a bedroom
- We will have privacy settings set up, so there will be a password and waiting room to enter, there will be no chat function (except to the hosts), name or virtual background changing, filters or screen sharing (other than by us). Please speak to your children about this in advance of the meetings
- No-one is permitted to record or take photos or screenshots of the meeting
- As always, please do speak to your children about what they share online and do not share sensitive personal information such as where you live
- Please only share what is appropriate on these meetings. We would love this to be a point of positive connection as we join together as families
- We reserve the right to mute/remove participants in the event that they display or share anything inappropriate or illegal during the call
- Should Parents/Carers, Children or Youth have any concerns related to this call, they should contact either the leader on the call or SWLV's Safeguarding Coordinator Manny Garcia (020 8785 9530 / 07584 329398 / [manny@swlv.org.uk](mailto:manny@swlv.org.uk))

A video call which is specifically for or will include Youth:

- These are invite-only meetings, only for [INSERT NAME OF GROUP]. Please do not forward this email, if you know of another young person that would like to be involved, please get in touch with us
- You must only join with your Parents or Carers permission

- Please make sure your screen name is your name. If we do not recognise the name, we will not be able to let you in
- You and everyone in the household should be wearing suitable clothing
- The device being used should be in an appropriate communal area, not a bedroom
- We will have privacy settings set up, so there will be a password and waiting room to enter, there will be no chat function (except to the hosts), name or virtual background changing, filters or screen sharing (other than by us)
- No-one is permitted to record or take photos or screenshots of the meeting
- As always, please be conscious of what you share online and do not share sensitive personal information such as where you live
- Please only share what is appropriate on these meetings. We would love this to be a point of positive connection as we join together
- We reserve the right to mute/remove participants in the event that they display or share anything inappropriate or illegal during the call
- Should Parents/Carers or Youth have any concerns related to this call, they should contact either the leader on the call or SWLV's Safeguarding Coordinator Manny Garcia (020 8785 9530 / 07584 329398 / [manny@swlv.org.uk](mailto:manny@swlv.org.uk))

A video call which is specifically for adults but may include Children, Youth or Adults as Risk (either as part of the video call or as part of the household):

- These are invite-only meetings, only for [INSERT NAME OF GROUP]. Please do not forward this email, if you know of another person that would like to be involved, please get in touch with us
- Please make sure your screen name is your name. If we do not recognise the name, we will not be able to let you in
- You and everyone in the household should be wearing suitable clothing
- The device being used should be in an appropriate communal area, not a bedroom
- We will have privacy settings set up, so there will be a password and waiting room to enter, there will be no chat function (except to the hosts), name or virtual background changing, filters or screen sharing (other than by us)
- No-one is permitted to record or take photos or screenshots of the meeting
- As always, please be conscious of what you share online and do not share sensitive

personal information such as where you live

- Please only share what is appropriate on these meetings. We would love this to be a point of positive connection as we join together
- We reserve the right to mute/remove participants in the event that they display or share anything inappropriate or illegal during the call
- Should Parents/Carers, Children or Youth have any concerns related to this call, they should contact either the leader on the call or SWLV's Safeguarding Coordinator Manny Garcia (020 8785 9530 / 07584 329398 / [manny@swlv.org.uk](mailto:manny@swlv.org.uk))

### Age-restrictions on Social Media and Messaging Apps

<b>18 +</b>	PlayStation Messages
<b>16 +</b>	Telegram, Flickr
<b>13 +</b>	WhatsApp, Facebook, Twitter, Snapchat, Instagram, Reddit, Tumblr, Google Hangouts, Pinterest, Discord, TikTok, Houseparty, YouTube
<b>&lt; 13</b>	Among Us

(NB: Not all the social media and messaging apps are considered appropriate for use by SWLV – SWLV does operate a Youth WhatsApp Group which sits under an umbrella SWLV Community Group, and is overseen and monitored by the Youth Pastor)

### 9.8 Useful Websites for Keeping Safe Online

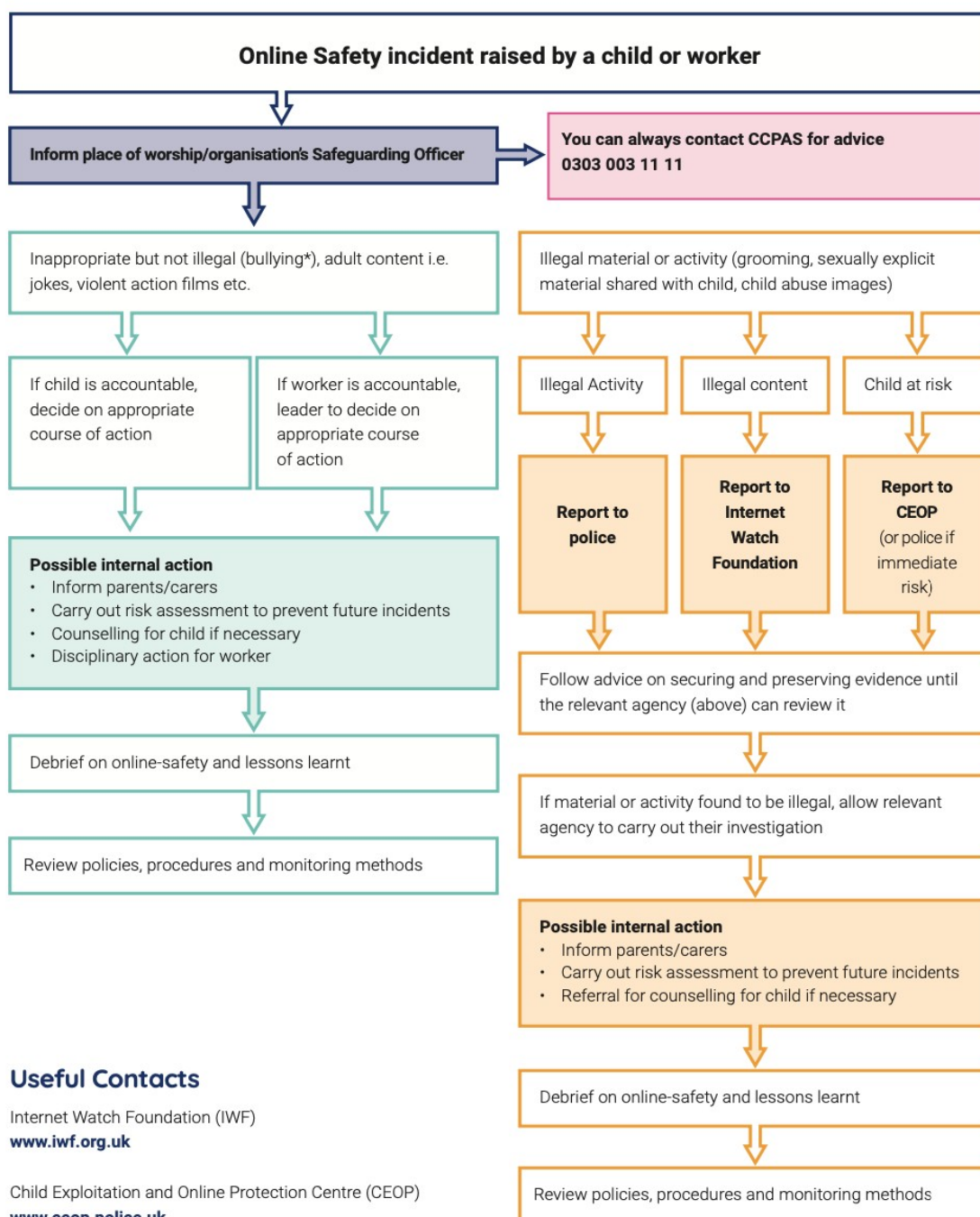
- [www.internetmatters.org](http://www.internetmatters.org)
- [www.childnet.com](http://www.childnet.com)
- [www.vodafone.co.uk/mobile/digital-parenting](http://www.vodafone.co.uk/mobile/digital-parenting)
- [www.saferinternet.org.uk](http://www.saferinternet.org.uk)
- [www.nspcc.org.uk/preventing-abuse/keeping-Children-safe/online-safety/](http://www.nspcc.org.uk/preventing-abuse/keeping-Children-safe/online-safety/)
- [www.net-aware.org.uk/networks/?page=2](http://www.net-aware.org.uk/networks/?page=2) (List of Social Media, Apps and Games - review of safety and official age and suggested age restrictions)

## 9.9 Online Safety Flowchart: Thirtyone:eight

### Online Safety Flowchart



Creating safer places. Together.



### Useful Contacts

Internet Watch Foundation (IWF)  
[www.iwf.org.uk](http://www.iwf.org.uk)

Child Exploitation and Online Protection Centre (CEOP)  
[www.ceop.police.uk](http://www.ceop.police.uk)

(\*) Some forms of bullying or content may be illegal – see Malicious Communications Act 1988, Obscene Publications Act.  
For extreme pornography – Criminal Justice and Immigration Act 2008, etc.