

Safeguarding Policy and Guidance

Contents	Page
1. Child Protection Policy Statements	2
2. Roles and responsibilities within the church	4
3. Safeguarding requirements - ensuring safe recruitment	6
4. Safeguarding requirements - providing safe activities	9
5. Safeguarding requirements - meeting external body requirements	11
6. Responding to a concern, an incident or an allegation	12
7. Contact details	20

Agreed by PCC July 2021

Copies of this policy guidance are available on the parish website

Hope Church Hounslow Parish Office

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1. Introduction

This document is the safeguarding policy guidance for Hope Church Hounslow. It relates to any church activity relating to children, young people and (potentially) vulnerable adults.

The following policy statements are recommended by the Diocese of London for child protection. This policy guidance also incorporates our concern for the vulnerable adults within our care.

Safeguarding Policy Statements

Every person has a value and dignity which comes directly from the creation of male and female in God's own image and likeness. Christians see this potential as fulfilled by God's re-creation of us in Christ. Among other things this implies a duty to value all people as bearing the image of God and therefore to protect them from harm.

We accept and endorse the principles of the **House of Bishops' Policy Statements 'Promoting a Safer Church' (2017)** and **'Protecting All God's Children' (2010)** and the **Diocesan Safeguarding Policy 'Promoting a Safer Diocese' (2018)**.

- We commit ourselves to nurture, protect and safeguard all our members, particularly children, young people and adults at risk.
- We recognise that safeguarding is the responsibility of the whole parish community.
- We undertake to exercise proper care in the selection, appointment, training and support of those working in a paid or voluntary position with children or adults at risk, including the use of Criminal Records disclosures and making appropriate referrals to the Independent Safeguarding Authority.
- We will respond without delay to concerns or allegations that a child or adult at risk may have been harmed, cooperating with the police and social care services in any investigation.
- We will challenge any abuse of power by anyone in a position of trust.
- We will seek to offer pastoral care and support to anyone who has suffered abuse, developing with them an appropriate healing ministry.
- We will seek to offer pastoral care and support, including supervision and referral to the proper authorities, to any member of our church community known to have offended against a child, young person or adult at risk.

The PCC appoints advocates for children and young people and vulnerable adults to be a voice and a supporter of these groups within the business, activity and development of the parish, with a particular emphasis on their safety and well-being. The role of the Advocate is described on pages 3 and 4. Those currently (March 2020) appointed are:

- Children's and young people's advocates: Mr David Pearmain, Mr Jordan Ferrier & Mr Chris Kettel
- Vulnerable adult's advocates: Mrs Myra Fulford & Mrs Henny Pearmain

As part of the mission of the parish, the PCC are committed to:

- listening to, relating with, and valuing children, young people and vulnerable adults, whilst ensuring their protection and well-being within parish activities;
- encouraging and supporting parents, families and carers; and
- ensuring that those working with these groups are given support and training.

Hope Church Hounslow takes seriously its responsibility to protect the welfare of children, young people and vulnerable adults entrusted to the church's care. This policy guidance aims to help the parish, its staff, volunteers and members to promote the wellbeing of these groups, to protect them from harm and to ensure that the correct action is taken should a safeguarding concern arise. All who work with children, young people and vulnerable adults will be encouraged to read this document. The PCC are committed to providing safeguarding training for all who work with children, young people and vulnerable adults within the parish.

Review

This Policy Guidance will be reviewed and revised every year, or sooner if required.

2. Roles and responsibilities within the church

Safeguarding officer/s

The safeguarding officers are the people nominated by the PCC to whom all serious concerns or allegations of abuse will be reported. These people will act on the PCC's behalf in referring all such allegations or suspicions of abuse to the most appropriate authorities. Where possible, the role should be shared between a man and a woman.

These officers will:

- actively support the safeguarding principles of the parish;
- know what the safeguarding policy says and endorse it;
- be aware of the correct action to take if a concern or allegations of abuse is reported;
- be responsible for referring all allegations or suspicions of abuse to the appropriate authorities;
- work with the statutory authorities as they investigate any allegations or suspicions of abuse;
- maintain confidentiality in any allegations or suspicions of abuse;
- seek advice or help when they require further knowledge or experience;
- support those within the organisation who hold safeguarding roles; and
- ensure that all legal obligations and requirements are adhered to where these may have an effect on the safety of children or vulnerable adults, e.g. fire, health and safety, entertainment licenses, insurance etc.

Where one safeguarding officer is absent, or when it is inappropriate for him/her to be involved, the alternate will hold all responsibility to carry out this role. They will carry out these responsibilities when:

- the first safeguarding officer is absent or unable to carry out his/her responsibilities for any reason;
- an accusation is made against the first officer or someone close to them, making it inappropriate for them to deal with the issue; or
- an individual involved in an allegation or suspicion of abuse would prefer a safeguarding officer of particular gender.

The role of Safeguarding Officer at St Paul's Location is shared between Rev Claire Clarke, Rev David Thomas and Mrs Sue Wood.

The role of Safeguarding Officer at the Good Shepherd Location is shared between Rev Claire Clarke, Rev David Thomas and Mrs Wendy Fay.

Advocates for children and youth, and vulnerable adults

The role of advocate is an active one. They are there to be a voice and a supporter of these groups within the business, activity and development of the parish, with a particular emphasis on the safety and well-being of these groups. The advocate needs to ensure that the question 'How does this impact our children/young people/vulnerable adults?' is always asked.

The advocates will be people who can represent children, youth or vulnerable adults in that context. The term advocate is not used in a legal sense, but as one who speaks up for, and has concern for their particular group within the parish setting. Appointments to this post are made for a maximum of three years in the first instance. After that they may be renewed after review by the PCC.

The advocate role is to promote the wellbeing and care of these groups within the parish's work and to ensure correct implementation of safeguarding procedures and guidelines.

The advocates will be people known within the church congregation, recognised by their particular group members and their families/carers, so they have the opportunity to speak, or raise concerns, with them if they wish. Advocates should be people who have experience that is relevant to the role. They may be trained teachers, care workers, volunteers with these groups, or simply people who have cared for children, young people or vulnerable adults. They will need wisdom and maturity to bring compassion and sensitivity to this role.

People may raise general concerns with the advocates, which they may then pass on to the relevant member of staff, or to the PCC if appropriate. Although not a requirement of the role, the advocates may also act as an independent person for group members to talk to if they have a personal concern, but this will depend very much on the particular skills of the person appointed and the trust that group members have in him or her. If an advocate should be made aware of, or suspect, an abusive situation, they should follow the procedure as described in this policy.

Our Advocates are:

Children & Youth – Mr David Pearmain, Mr Jordan Ferrier, Mr Chris Kettel
Vulnerable Adults – Mrs Myra Fulford & Mrs Henny Pearmain

3. Safeguarding requirements - ensuring safe recruitment

Appointments of Clergy and others holding the Bishop's Licence

All necessary checks on these appointments are undertaken by the Bishop's office.

Appointments of paid staff (excluding clergy) as well as volunteers whose work will allow access to children, young people and vulnerable adults

The recruiting process will include:

- an Application/Self Declaration Form;
- at least two references;
- an interview for formal roles and a less formal discussion for volunteers;
- DBS Disclosure
- Ensuring the individual has read the safeguarding policy
- A volunteer agreement

A volunteer under the age of 18 does not need a DBS disclosure, but must complete a self declaration form and provide two references. Those under 18 must always be accompanied by an adult with a full DBS disclosure and should be counted as children in any adult: child ratio.

It is recommended that volunteers are not appointed to any work involving children, young people or vulnerable adults until they have been regular members of the congregation, or familiar to the lead worker, for a sufficient length of time for them to become known and trusted.

A person will not be employed as a paid worker or volunteer if:

- they have previous offences against children, young people or vulnerable adults;
- where it is known that an individual has a record of violent or inappropriate behaviour and/or
- where references do not support the applicant's suitability for such an appointment.

Application/declaration form

A declaration form will be completed by any applicant of any age, whether paid or voluntary, who is likely to be in contact with children, young people and/or vulnerable adults, requesting information relevant to their application and asking for references.

Completion of this form requires the subject to declare details of any convictions, cautions and investigations, along with any court orders or actions related to children and young people. It obviously requires honesty by the applicant, but provides a useful starting point at which pertinent matters can be brought up.

To maintain proper confidentiality, declaration forms will only be seen by a limited number of

people including the incumbent. They will be kept in a secure place and retained indefinitely in case an allegation is made at some time in the future.

References

Two references will be collected. These will be from people who are 18 and over, not members of parish staff and not members of the applicant's family. For a paid employee, where the applicant has worked in another setting, one reference will be from that employer. Reference requests include quite specific questions that the referee has to address. Where replies seem unclear or vague, they will be followed up.

Disclosure & Barring Service (DBS) disclosure

The Diocese requires all those who work/volunteer on a regular basis who have positioned themselves in a position of trust (ie in a position to gain the trust of a child or adult at risk) should undergo a DBS disclosure. Hope Church Hounslow will make all DBS applications according to the Diocesan guidelines.

The London Diocese is our Registered Body through which Hope Church Hounslow processes all its DBS applications (Registered Body number 20540700005). All volunteer applications are processed for free, but the parish would be required to pay for employed staff who need to undergo a check. This includes any member of staff who is paid in any way, even if living costs only.

A volunteer is 'a person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than, or in addition to, a close relative.' (The Police Act 1997 (Criminal Records) Regulations 2002)

The responsibility for making sure that individuals are checked will rest with the PCC. The church must consider each of its regular activities, as to whether its staff or volunteers need to be checked.

If the church is recruiting people from overseas or people who have lived overseas for more than a year, a check will still be carried out, but it may not provide a complete picture of any criminal record history. The DBS check cannot currently access overseas criminal records or other relevant information as part of its disclosure service. The PCC have the legal duty to check that any paid employees have the right to be in the UK or to undertake the work in question.

The Church of England House of Bishops currently required DBS checks to be renewed every 5 years. It also states that DBS certificates from external organisations are not portable into the church (Practice Guidance: Safer Recruitment CoE 2016).

Disclosure & Barring Service

The barring side of the DBS provides expert caseworkers who process referrals about individuals who have harmed or pose a risk of harm to children and/or vulnerable groups. They

make decisions about who should be placed on the child barred list and/or adults barred list and are prevented by law from working with children or vulnerable groups.

The parish has a duty to refer to DBS when it believes a person has caused harm or poses a future risk of harm to vulnerable groups, including children.

The parish would be breaking the law if they knowingly employ someone in an activity with a group from which they are barred from working. A barred person is breaking the law if they seek, offer or engage in an activity with a group from which they are barred from working, be it paid or voluntary.

Information and training

All paid staff and volunteers who are recruited will be asked to read the safeguarding policy and will be informed of the reporting procedure for concerns or incidents. They will be asked to complete appropriate training made available through the church.

Volunteers will be given regular opportunities to meet together with a leader to discuss work programmes and areas of concern

Information storage

Application and self declaration forms and the outcome of DBS checks, recorded on the parish log sheets, will be kept indefinitely.

All these files will be kept securely and will not be used for any other than their original purpose. Information will not be disclosed to other parties without the consent of the individual whom it is about, unless there is legislation or other overriding legitimate reason to share the information (for example, the prevention or detection of crime). In accordance with the General Data Protection Regulations (GDPR) we will collect, process and store some personal data. If you require details regarding the types of data, purpose and legal basis for processing the data, please ask the Church Office for the General Privacy Notice. Any volunteer or worker has the right to see the records held about them, subject to certain conditions.

4. Safeguarding requirements – advice for providing safe activities

The parish provides numerous activities involving contact with children, young people and vulnerable adults where staff and volunteers are in a position to gain the trust of a child or vulnerable adult.

Activities outside the church

Where possible those who represent or go from the parish churches to activities outside the buildings, who may be spending significant time with children, young people and/or vulnerable adults, will undergo the same safe recruitment checks.

Volunteers for one-off events do not require DBS checks, but should observe good and safe working practice. Good practice guidance will be given where participants are entering the homes of people in the community.

Church groups that involve children need to ensure good practice standards across a wider range of areas including: recruitment of activity leaders; DBS checking for staff and regular volunteers; staffing ratios; suitability of premises; health and safety arrangements; and facilities for children with additional needs. The minimum staffing levels for groups can be found on this link to the [London Diocese Website – Guidance on Staffing Levels](#).

Obtaining and using digital or photographic images of children and young people

Consent to take specific digital or photographic images of children and young people must be gained. A form is available for this purpose. At a parish event it is suggested that it is made clear to those attending that photography or filming will be occurring and that those who do not wish their image to be taken, keep themselves away from the camera.

For specific events where photographs are wanted and attendees may not be church families, e.g. holiday clubs, permission will be obtained from all people (children and adults) who can be clearly identified in a photograph, video, or web cam image. It will be made clear why that person's image is being used, what it will be used for, and who might want to look at the pictures. In the case of children and young people under the age of 18, permission will be sought from a parent/guardian.

Photographs or recordings taken at events attended by large crowds do not require permission for publication as permission from a crowd in a public area is not necessary.

Good practice guidance for going into people's homes or other community locations

During this activity you may be working with children, young people and/or vulnerable adults.

Staff/volunteers should be aware of any possible risks in terms of safeguarding, for their own

protection and for those they are serving. They should:

- never let themselves be alone in a room with a child, young person or vulnerable adult, unless there is no alternative;
- if visiting someone in their room in a care home, they should try to go with another person if possible. If this isn't possible, they should tell someone where they are going and keep the door/s open;
- if asked to accompany a child to the cloakroom, they should always go in threes – never go on their own with the child;
- be aware of how others might interpret their actions, e.g. touch – avoid hugs, a hand on an arm or a shoulder is enough;
- watch over colleagues. Don't allow them to get into situations that may make them open to any kind of blame;
- report any incident or concern immediately, making an accurate and objective record of anything that was said or done.

5. Safeguarding requirements – meeting external body requirements

Charity Commission

Hope Church Hounslow (The Parish of St Paul's and the Good Shepherd Hounslow) is a registered charity, no:1164343, with named trustees (PCC).

Charity trustees are responsible for ensuring that those benefiting from, or working with, a charity are not harmed in any way through contact with it. They have a legal duty to take all reasonable steps within their power to ensure that this does not happen.

As Hope Church Hounslow works with children or adults at risk it will:

- establish good safeguarding policies and procedures that all trustees, staff and volunteers follow, which fit with the policies and procedures of your local authority safeguarding partner or safeguarding children or adults board
- make sure all staff and volunteers receive regular training on child protection or working with adults at risk
- appoint a safeguarding lead to work with your local authority safeguarding boards and/or create a plan for responding to concerns overseas
- manage concerns, complaints, whistleblowing and allegations relating to child protection or adults at risk effectively
- have clear policies when DBS checks are required, how you assess the level of check needed and how you handle the information

Hope Church Hounslow will DBS check those trustees who have direct roles and responsibilities for children, young people or vulnerable adults within the work of the church.

'Under Charity Commission regulations a Serious Incident occurs where a result has, or could, entail '...a significant loss of funds or a significant risk to the charity's property, work, beneficiaries or reputation. They should be reported as soon as possible.

If a serious incident takes place within Hope Church Hounslow, a prompt, full and frank disclosure will be made to the Commission. This will happen if:

- There has been an incident where the beneficiaries of Hope Church Hounslow have been or are being abused or mistreated whilst under the care of the church, or by someone connected with your charity such as a trustee, member of staff or volunteer
- There has been an incident where someone has been abused or mistreated and this is connected with the activities of the church.
- Allegations have been made that such an incident may have happened regardless of when the alleged abuse or mistreatment took place
- There are grounds to suspect that such an incident may have occurred.

6. Responding to a concern, an incident or an allegation

Not all concerns will be related to possible abuse, but maybe more related to the person's general well-being. The parish seeks to support all its members, both spiritually and practically. The nature of the concern and its degree of seriousness will dictate the action to be taken.

In any circumstance only people who need to know should be involved. This is usually the witness/reporting person and the group lead, and possibly the person leading the event/activity at which the concern was raised or incident occurred, if different from above.

Under no circumstances should a worker or volunteer carry out their own investigation into an allegation or suspicion of abuse. The correct procedure must be followed.

All incidents and accidents that cause concern **must** be recorded. Any action taken, conversations held, telephone calls made **must** all be recorded. Completed records should be given to the Church Office to store securely.

If a child, young person or a vulnerable adult is in immediate danger or has sustained a serious injury you must call the emergency services on 999.

If you are concerned about a child, young person or vulnerable adult, or if an allegation has been made to you:

- Make notes as soon as possible, writing down exactly what was said to you, when it was said, and details of any activity which was taking place at the time. Record dates and times of these events, and when you made the record. If you see signs of injury, record what you see. You may find it easier to do this by a simple diagram. Keep all handwritten notes, even if these have been typed subsequently.
- You must report serious concerns as soon as possible to the nominated **Safeguarding Officers**. Pass on your notes so that they are fully informed.

It is then the Safeguarding Officer's responsibility to clarify the precise details of the concern or allegation and to consider if it warrants further action. If it does, they will report* the concern to thirtyone:eight (formerly CCPAS) and the relevant team at Social Services if necessary, see contact details on page 14. The Duty Officer at Social Services will advise as to whether the Child Protection Police should be informed.

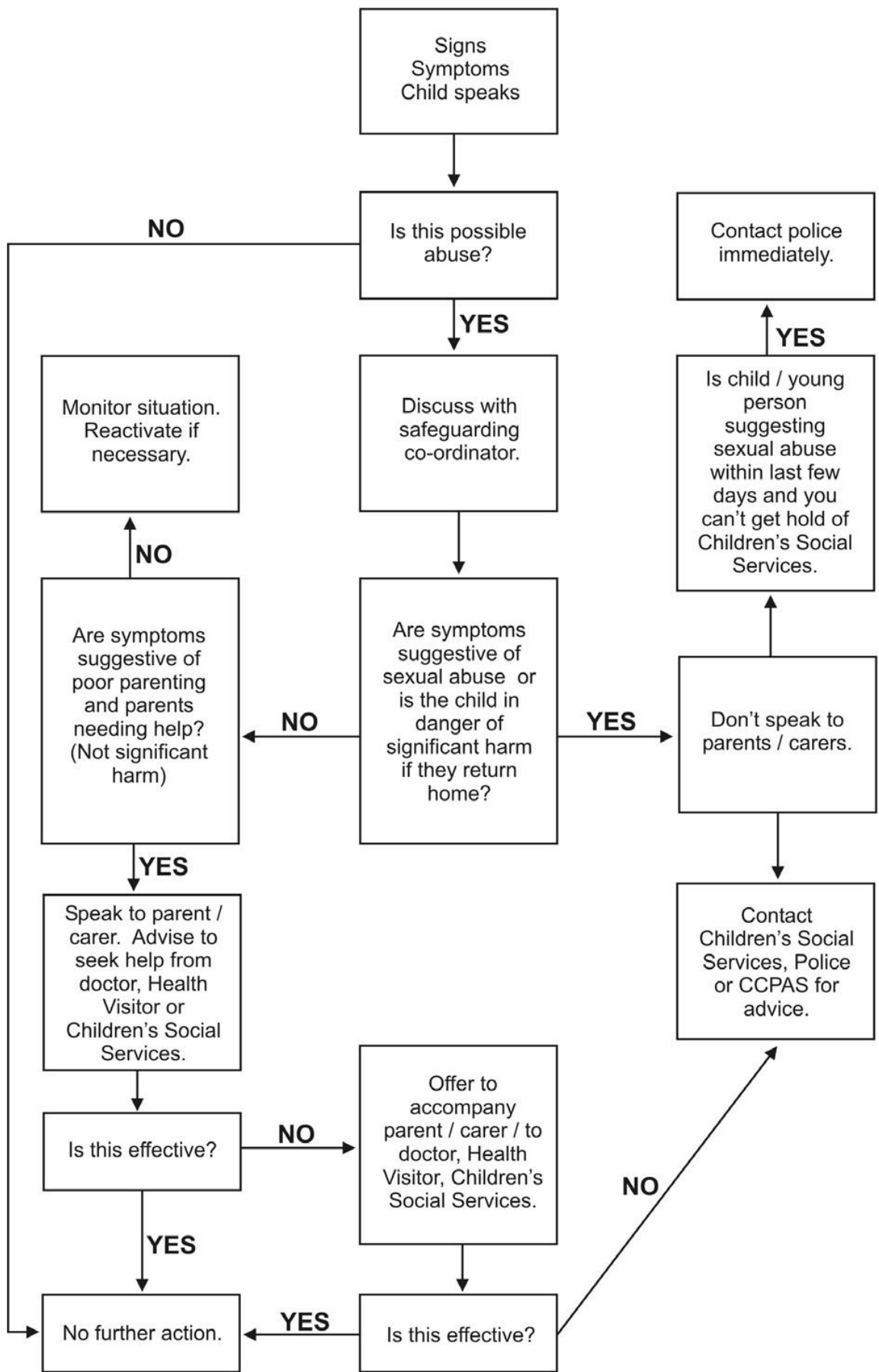
**Where the concern involves an adult, the Safeguarding Officer must talk to the individual concerned first, considering that they have the right to consent or withhold consent to the concern being reported. Where an individual does not have the capacity to give consent, the action taken must always be in the individual's best interest.*

- The Safeguarding Officer should contact social services and/or thirtyone:eight if there is any concern about a child's safety or if, for example, a child is afraid to return home.
- If abuse is suspected, the child's parents or adult's carers **should not** be told, unless this is advised by Social Services.

- Medical help should be sought if needed, advising the doctor of any concerns or suspicions.
- Where there is less concern and the child or adult is not at risk of significant harm, the Safeguarding Officer may need to consider, along with relevant staff, how the situation should be handled. This might involve speaking to parents or family/carers and offering support. It is important to take older children's wishes into account when deciding whether to talk to parents/carers unless other children are potentially at risk.
- If the Safeguarding Officer is unsure about the seriousness of the concern, or what action should be taken, he/she should ring thirtyone:eight for advice. thirtyone:eight can also advise on adult protection concerns.
- If an allegation of abuse or harm is made against a parish worker or volunteer, the Safeguarding Officer may need to suspend the worker or volunteer whilst any reporting or investigation is being carried out. The priority is to protect children, young people and vulnerable adults from possible further abuse or from being influenced in any way by the alleged perpetrator. Again, advice should be sought from thirtyone:eight or from social services as soon as possible.
- If both Safeguarding Officers are unavailable you should report your concern to the thirtyone:eight or the local Social Services. The absence of the Safeguarding Officer/s should not delay any action being taken.
- **Suspicious must not be discussed with anyone other than those nominated above.** However, if you are unsure whether to report the concern, advice can be sought anonymously from the Safeguarding Administrator, thirtyone:eight or the NSPCC. thirtyone:eight can also advise on adult protection concerns.
- It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies or to seek their advice, although we encourage members of the parish to follow the procedure details here. If, however, you feel that the parish officers have not responded appropriately to your concerns, then it is open to you to contact the relevant organisation direct.

All documentation must be signed, dated and kept for an indefinite period in a secure place.

What to do if you suspect that abuse may have occurred.



Recognising and Responding to Abuse

The following signs may be indications of abuse, but they should not be taken in isolation. They may or may not be indicators that abuse has taken place, but the possibility should always be considered. **NB: Be careful not to jump to conclusions.** There might be other explanations. Many symptoms of distress can point to abuse but there are other explanations too– bullying, self-harm. This (together with conflicting medical opinion) has sometimes been the reason for falsely accusing people of sexual abuse.

Remember racial, cultural and religious factors. We need to understand the people with whom we work and their backgrounds. However, everyone has the right to be protected from harm.

Physical

- Injuries not consistent with explanation
- Bruises on a baby
- Injuries to unexposed parts of the body
- Lack of medical attention/untreated illnesses
- Repeated urinary infections/unexplained tummy pains
- Eating disorders - anorexia, bulimia
- Neglect - under nourishment, failure to grow, constant hunger, gorging food, inadequate care
- Cuts/scratches/burns/substance abuse

Emotional

- Stands on his/her own
- Abusive/condemnatory language
- Domestic abuse
- Parents/carers with health issues, psychiatric/addictive conditions
- Changes/regression in mood or behaviour, eg where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety, attention-seeking behaviour.
- Nervousness, frozen watchfulness.
- Obsessions or phobias.
- Sudden under achievement or lack of concentration.
- Inappropriate relationships with peers and/or adults.
- Persistent tiredness.
- Running away, stealing, lying.

- Emotional affects of physical or sexual abuse

Sexual

- Any allegations made by a person concerning sexual abuse.
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age- inappropriate sexual play.
- Sexual activity through words, play or drawing.
- Child who is sexually provocative or seductive with adults.
- Inappropriate bed-sharing arrangements at home.
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations.
- Eating disorders - anorexia, bulimia.

(Ref thirtyone:eight (formerly CCPAS))

Listening to a child's story of abuse

Precise guidance is not easy, but the following may help.

General Points:

- Listen to the child – give your full attention to what they say.
- Accept what the child says (however unlikely the story may sound).
- Keep calm and look at the child directly.
- Be honest. Tell them that you will always need to tell someone else – Don't promise confidentiality.
- The child may think that you are able to stop the abuse without anything else happening. This may not be possible, so do not make promises or reassurances that can't be kept.
- Remember that the child may want the abuse to stop, but may still love the abuser
- Even when a child has broken a rule, they are not to blame for abuse.
- Be aware that the child may have been threatened for telling their story to anyone.
- Never push for information or ask leading questions. This will invalidate what they say.
- If possible, try to have another adult present whilst the child speaks, but don't insist on this if it would inhibit him/her.
- Reassure the child that they were right to tell you and that you will support them in whatever may happen next.
- As soon as you can, record as carefully as possible what the child has said, how they said it, and how they appeared emotionally. Write down what you said.
- Keep these records securely and indefinitely.

Helpful things to say or show:

- 'I believe you.' (or showing acceptance of what the child says).
- 'I'm glad you have told me.'
- 'It's not your fault.'
- 'I will help you.'

Avoid saying:

- 'Why didn't you tell anyone before?'
- 'I can't believe it!'
- 'Are you sure this is true?'
- 'Why? How? When? Who? Where?'

- Never make false promises.
- Never make statements such as “I am shocked, don’t tell anyone else”.

Concluding:

- Again, reassure the child they were right to tell you, and that you believe them.

Let the child know what you propose to do next, and that you will let them know what happens. You may have to consider referring to Social Services/Police to prevent a child/young person returning home if you consider them to be seriously at risk of further abuse. You cannot make the decision to keep the child with you.

Immediately refer to the Child Protection Officer/s or, in their absence talk to thirtyone:eight, or Social Services.

See the back of this policy for contact details.

Action for the Safeguarding Officer/s

If a serious concern is raised about a child, young person or vulnerable adult, if there are signs of physical injury or symptom of neglect: the Safeguarding Officer will:-

1. gather together and clarify the information that is available in a form that can be handed over to the appropriate authorities. Copies should be taken of any written reports before they are handed over.
2. consider whether the signs and symptoms are indicative of abuse, or whether the individual is in danger of significant harm. The Safeguarding Officer may contact thirtyone:eight, (formerly CCPAS) for advice at this stage. thirtyone:eight will confirm its advice in writing for church records.
3. seek emergency medical attention where necessary, informing medical staff of any concerns, declarations or suspicions of abuse.
4. **NOT**, under any circumstances, carry out his/her own investigation into an allegation or suspicion of abuse.
5. will contact thirtyone:eight if the signs and symptoms do indicate abuse, providing all the details available. thirtyone:eight may recommend that the Safeguarding Officer contacts the relevant team at Social Services. NB: Where the concern involves an adult, the Safeguarding Officer must talk to the individual concerned first, considering that they have the right to consent or withhold consent to the concern being reported. Where an individual does not have the capacity to give consent, the action taken must always be in the individual's best interest.
6. **NOT** contact the parents/carers of the individual where abuse is suspected.
7. may consider contacting the parents/carers if the signs and symptoms do not indicate abuse. He/she may describe the concerns raised and encourage them to seek medical or social support. An offer of support from the church may be made if it is appropriate and possible to fulfil.
8. keep under review any situation that has not been reported to the Social Services or the police. If there is no improvement in the person's circumstances, or further concerns are raised, the Safeguarding Officer will contact thirtyone:eight and/or Social Services.
9. seek and follow the advice of the thirtyone:eight where he/she is unsure whether or not to refer a case to Social Services. thirtyone:eight will confirm its advice in writing for church records.

If it is still unclear, or there is disagreement as to the appropriateness of a referral to Social Services, those involved still retain a responsibility as members of the public to report serious matters to Social Services and should do so without hesitation.

10. record the actions, conversations and events which have taken place and keep records in a secure place.

The PCC will support the Safeguarding Officer/s 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.

If there is any uncertainty, contact thirtyone:eight Tel: 0303 003 1111

Web site: <https://thirtyoneeight.org/>

7. Contact details:

London Diocese

Safeguarding concerns can be raised by phone or by email. Concerns raised via email should be sent to our Safeguarding Inbox in the first instance: safeguarding@london.anglican.org. Alternatively, to speak to a member of the DST, please call our Safeguarding Helpline on 020 7932 1224.

If you wish to speak to a specific member of the team, please find their contact details on the London Diocese website <https://www.london.anglican.org/support/safeguarding/>

NSPCC

If you're worried about a child, or you work with children and need advice or information, call the NSPCC helpline on **0808 800 5000**, available Monday to Friday 8am – 10pm or 9am – 6pm at the weekends.

An extension of the NSPCC helpline service offers advice and statutory referrals for the Church of England.. Information will only be shared if the referrer gives express permission.

Call [0800 80 20 20](tel:0800802020) or via help@nspcc.org.uk.

thirtyone:eight (formerly CCPAS)

PO Box 133, Swanley, Kent, BR8 7UQ

Helpline **0303 003 1111** hours/day, 7 days/week

info@thirtyoneeight.org

<https://thirtyoneeight.org/>

Hounslow Local Authority

If you are worried about a child: Telephone: 020 8583 6600 option 2

Email: childrensocialcare@hounslow.gov.uk

Out of hours: After 5pm weekdays or weekends Telephone 020 8583 2222 and ask to speak to the duty social worker

If you are concerned about a vulnerable adult:

Telephone: 020 8583 3100 Monday to Friday from 9am to 5pm.

Out of hours telephone: 020 8583 2222.

If someone is in immediate danger, call the police on 999

For general advice about safeguarding

Telephone 020 8583 4515 or [Email the safeguarding adults team](#)

Local Police:

Hounslow Police Station5

Montague Road

Hounslow

TW3 1LB

Opening hours: 24 hours a day

Emergency - always dial 999 textphone 18000 Non-

emergency - dial 101 textphone 18001 101

<http://content.met.police.uk/Site/ContactUs>

Childline: 0800 1111

NSPCC Helpline: 0808 800 5000