

# PIONEER

## SAFEGUARDING POLICY

---

**Name of Author:** Elaine Davidson

**Person Responsible:** Designated Safeguarding Lead

**Approved:** November 2024

**Review:** November 2026

**Designated Safeguarding Lead:** Elaine Davidson

**Deputy Safeguarding Lead:** John Heasley

**Safeguarding Services Consultants:** ThirtyOne:Eight

# Contents

The policy and procedures have been divided into five sections covering all 10 ThirtyOne:Eight safeguarding standards.

Along with details of the organisation and a statement of intent and commitment to safeguarding, the policy covers the following sections:

**SECTION 1 Organisation details – Standard 1**

**SECTION 2 Understanding abuse and neglect – Standards 2, 3 and 4**

**SECTION 3 Practice guidelines – Standards 5, 6 and 10**

**SECTION 4 Responding to allegations of abuse – Standards 7**

**SECTION 5 Pastoral care – Standards 8 and 9**

## Appendices

**Appendix 1: Leadership safeguarding statement.**

**Appendix 2: Indicators of abuse and self-neglect for adults**

**Appendix 3: Signs and symptoms of possible abuse in children**

**Appendix 4: Listening to an Adult Disclose and managing the concern**

**Appendix 5: How to listen and respond to a child disclosing abuse**

**Appendix 6: Pioneer Staff Safeguarding Code of Conduct**

**Appendix 7: Flowchart - Reporting concerns of an adult at risk**

**Appendix 8: Flowchart - Reporting concerns or disclosures about a child**

**Appendix 9: Whistleblowing Policy**

**Appendix 10: Reporting Safeguarding Complaints Policy**

**Appendix 11: Becoming a member of Pioneer – Initial Safeguarding Support Checklist & Safeguarding Support Review**

**Appendix 12: Pioneer Code of Conduct for churches (optional)**

# Section 1 Organisation Details

**Organisation Name:**

Pioneer Trust / Pioneer Network

**Address:**

St Peters' Centre, Storer Road, Loughborough, LE11 5EQ

**Tel No:**

08452 410 020

**General Email address**

admin@pioneer.org.uk

**Pioneer UK Leader:**

Ness Wilson

**Safeguarding Lead Name:**

Elaine Davidson

**Safeguarding Lead Contact Email:**

elaine.davidson@pioneer.org.uk

**Membership of Organisation:**

Evangelical Alliance; Churches Together in England

**Safeguarding Advisors:**

ThirtyOne:Eight

**Contact Details for Safeguarding enquiries:**

safeguarding@pioneer.org.uk

**Charity Number:**

1118766

**Company Number:**

06037849

**Trustees:**

Jo Musgrove - Safeguarding Lead

Steve Clifford - Chair of Trustees

## About Pioneer

Pioneer is a relational network that connects, inspires and equips churches in the UK and globally. Pioneer churches work in partnership with a wide variety of churches and organisations in the UK and overseas. We recognise the breadth, richness and diversity that exists within the Body of Christ and welcome connection with, and input from, other ministries and networks.

Although we rarely provide activities directly for children or adults with care and support needs, we recognise our responsibility to promote safeguarding best practice to our member churches and offer safeguarding resources and support to those in our network. We also carry out a Safeguarding Support Survey every 2 years of all member churches to promote the importance of safeguarding in Pioneer churches. We encourage churches to check their safeguarding policies and practices are up to date and appropriately following best practice wherever possible.

For clarification, a 'Pioneer Church' is not a legal entity of Pioneer. Whenever stated in this policy or on our website, a 'Pioneer Church' is considered a third-party affiliate. Please refer to each church's Safeguarding Policy when visiting their church or communicating with them.

## Our commitment

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect and other forms of harm, exploitation, and oppression. 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”.

We also concur 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 we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance.

We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight.

This policy is based on a foundation of UK Law and follows guidance from:

- The Care Act 2014
- The Children Act 1989 and government guidance documents including,
- Working Together to Safeguard Children 2018/2024 updates

[Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/working-together-to-safeguard-children) also lays out responsibilities for the voluntary, charity and faith-based organisations to have appropriate safeguarding arrangements in place.

Pioneer also follows Charity Commission guidance for safeguarding and other legal duties under The Charity Act.

As of April 2022 it is illegal (England and Wales) 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. The Police, Crime, Sentencing and Courts Act 2022, has been broadened to include “sport” and “religion”. This includes anyone who: ‘coaches, teaches, trains, supervises or instructs someone under 18, on a regular basis, in a sport or a religion’.

## **Pioneer Trust Leadership undertakes to:**

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- ensure that safeguarding is led from the most senior level in the organisation and that everyone who acts for the charity is able to recognise and respond to concerns.
- ensure policies, procedures and systems are in place.
- ensure a Designated Safeguarding Lead (DSL) (and ideally at least one deputy) are appointed, supported and resourced.
- ensure that staff and volunteers are suitable and competent.
- ensure that the arrangements are effective and regularly reviewed.
- ensure all staff and volunteers within Pioneer Trust are safely recruited.
- provide on-going safeguarding training for all Pioneer Trust staff and volunteers and will regularly review the operational guidelines attached.
- provide free resources and regular safeguarding training for all member churches' staff and volunteers.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Team in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- create procedures designed to ensure staff and volunteers can raise concerns about wrongdoings without fear of victimisation or dismissal in correspondence with the Public Interest Disclosure Act 1998.

## Section 2 Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

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

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

We also uphold all legislation and guidance for children's safeguarding across the UK, including Working Together Guidance 2018 (updated 2024).

**For adults** the UN Universal Declaration of Human Rights with particular reference to Article 5: *No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

Under the Care Act 2014 statutory safeguarding duties apply to an adult who:

- Has needs for care and support, (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse and 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.

Each UK Local Authority has a duty to 'make enquiries' if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect and if so, by who.

There is further information on types of child and adult abuse at **Appendix 2 & 3**

## Section 3 Practice Guidelines

As an organisation supporting churches working with children, young people and adults with care and support needs, we wish to operate and promote good working practice across our team. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusations.

Churches who are a part of Pioneer Network need to have their own Safeguarding Policy, one which does not contradict this policy. Activities organised by individual churches will operate under the provisions of their own Safeguarding Policy.

However, where there are activities which are organised, coordinated or carried out under the name of Pioneer, workers/volunteers will be subject to this policy. Additionally, references and DBS checks will be required, and need to be provided from the church which each individual worker/volunteer comes from.

### Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regard to our expectations of those organisations with whom we work in partnership, whether in the UK or not. This will include background checks to ensure they have appropriate policies and procedures in place.

### Working with Member Pioneer Churches

We will discuss with all of our churches our safeguarding expectations and issue an introduction Safeguarding Support Checklist for each church to review. Please refer to **Appendix 11**.

It is our expectation that any church joining our network will have their own policy that meets thirtyone:eight's safeguarding standards, and which does not contradict this policy, and other policies and procedures in action to ensure safeguarding is taken seriously.

Although Pioneer carries no legal or fiscal responsibility for individual churches, we would want to satisfy ourselves that sound governance and accounting procedures, and up-to-date safeguarding policies and training are in place. This will take the form of an bi-annual Safeguarding Support Survey.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.



## Safer recruitment

The Leadership will ensure all Pioneer Trust staff, workers and volunteers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post.
- Those applying have completed an application form and a self-declaration form.
- Those shortlisted have been interviewed.
- Safeguarding has been discussed at interview.
- Written references have been obtained, and followed up where appropriate.
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information).
- Qualifications where relevant have been verified.
- A suitable training programme is provided for the successful applicant as appropriate.
- The applicant has completed a probationary period.
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

## Safeguarding training

The Leadership is committed to on-going safeguarding training and development opportunities for all staff and volunteers of Pioneer Trust who require it, developing a culture of awareness of safeguarding issues to help protect everyone. All who have safeguarding responsibilities will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership will also ensure that children and adults with care and support needs attending any Pioneer activities are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Pioneer also commits to providing churches in the network with a variety of accessible safeguarding courses for their staff, trustees and volunteers throughout the year, free of charge.

## Code of Conduct

As a Leadership we are committed to ensuring all staff and volunteers receive support and supervision. All workers must be issued with a code of conduct towards children, young people and adults with care and support needs. This is available at **Appendix 6**.

Should there be a breach of this Code of Conduct or a concern about any persons conduct within Pioneer Trust, we will follow our safeguarding and HR practices for managing a staff/volunteer concern, or accusations/allegations against a member of staff. **We also provide our member churches with a Code of Conduct should they need one. This is at Appendix 12.**

## **Section 4 Responding to allegations of abuse in activities managed by Pioneer**

All churches in our network should have policies to respond to allegations of abuse. Pioneer Trust also has procedures in place for the leadership team and Pioneer activities to manage any concerns that could be raised. Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse and should follow procedures as below.

If there is a concern that a safeguarding issue has arisen through actions of the Pioneer National Leadership team within their Pioneer role, or network staff then this should be reported to the Pioneer Designated Safeguarding Lead, Elaine Davidson or the Deputy Safeguarding Lead, who is the current Operations Manager, John Heasley.

If there is a safeguarding concern regarding a church in the Pioneer Network of churches then this should be raised directly with the church concerned, following their safeguarding policy.

### **Documenting a concern in Pioneer**

The worker or volunteer should make a report of the concern by contacting: **saferguarding@pioneer.org.uk** or contact one of the Designated Safeguarding Leads.

#### **Designated Safeguarding Lead**

**Name:** Elaine Davidson

**Email:** elaine.davidson@pioneer.org.uk

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

#### **Deputy Safeguarding Lead**

**Name:** John Heasley, Operations Manager (hereafter the "Deputy")

**Email:** john.heasley@pioneer.org.uk

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

If the suspicions implicate both the Designated Safeguarding Lead and the Deputy, then the report should be made to our Safeguarding Trustee Jo Musgrove

jo.musgrove@pioneer.org.uk.

Alternatively contact Social Services or the police.

The Safeguarding Lead or Deputy should contact the appropriate agency, or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

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

- Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
- Pioneer UK Leader and NLT Safeguarding Champion if a small team needs to be formed to manage the concern/complaint.
- 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. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Lead, the absence of the Safeguarding Lead or Deputy should not delay referral to Social Services, the Police, trustees, or taking advice from thirtyone:eight.
- The Leadership will support the Safeguarding Lead/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Leadership hope that anyone with a concern regarding Pioneer Trust activities will use this procedure.

If, however, the individual with the concern feels that the Designated Safeguarding Lead or Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Team as to the appropriateness of a referral, they are free to contact an outside agency directly. We hope by making this statement that the Leadership demonstrates its commitment to effective safeguarding and the protection of all those who are vulnerable.

## **Detailed procedures where there is a concern about a child in Pioneer activities**

### **Allegations of physical injury, neglect or emotional abuse.**

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Designated Safeguarding Lead/Deputy will:

- Contact Children's Social Services (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.

- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services 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.

### **Allegations of sexual abuse**

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

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

### **Detailed procedures where there is concern an adult is in need of protection:**

Suspicions or allegations of abuse or harm including physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

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

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

### **Allegations of abuse against a person who works with children/young people**

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Designated Safeguarding Lead, in accordance with Local Safeguarding Children Board or Safeguarding Partnership procedures will:

#### **If the allegation concerns a Pioneer staff member or volunteer**

For any concerns relating to children, the Local Authority Designated Officer (LADO) will be contacted. The timing and method of any action to be taken will be discussed and agreed with the LADO. This will cover communication with the worker, suspension, investigation and possible strategy meetings. A decision will be taken by the LADO about when to inform the worker and Pioneer Trust will follow this advice.

In accordance with the law, a referral will be made to the Disclosure and Barring Service (DBS) if the church withdraws permission for an individual to engage in work with children / adults at risk OR would have done so had that individual not resigned, retired, been made

redundant or been transferred to a different position because the employer believes that the individual has engaged in relevant conduct, satisfied the harm test, or committed an offence that would lead to automatic inclusion on a barred list.

In such cases, a report will also be made to the Charity Commission, as they deem such a referral to be a 'serious incident' and therefore require notification.

- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

### **Allegations of abuse against a Pioneer staff member or volunteer who works with adults with care and support needs**

The Designated Safeguarding Lead will:

- Liaise with Adult Social Services in regard to the suspension of the worker.
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide, not the Trust.

## **Section 5 Pastoral Care**

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

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the organisation.

### **Working with offenders and those who may pose a risk**

When someone attending the organisation is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person in the form of a Behaviour Contract, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties such as police and probation services.

## **Appendix 1: Pioneer Safeguarding Statement**

Safeguarding children and adults is everyone's business.

The Trustees and Leaders of Pioneer Network, recognise the importance of the support, service and ministry it provides to its member churches across the UK and internationally.

They further recognise other children, young people and adults who engage with its services and many projects, both in the UK and abroad, may be in need of support or protection. Therefore, Trustees and Leaders understand the responsibility to safeguard across the organisation and to uphold the key message that safeguarding is 'everyone's responsibility'.

We believe that every individual who accesses our services should be treated with dignity and respect. We are committed to safeguarding all adults and children coming into contact with the charity, regardless of gender, ethnicity, disability, sexuality or beliefs.

### **We will carry out our safeguarding commitment by:**

- Following the requirements for UK legislation in relation to safeguarding children and adults at risk, and good practice recommendations.
- Following all appropriate international law in the countries we serve in, ensuring that we protect and uphold the rights of children and adults we come into contact with.
- Updating our safeguarding practice and information at national, international and local levels as required.
- Carrying out rigorous safer recruitment practices when employing paid staff, or appointing volunteers.
- Supporting our Designated Safeguarding Leads in their duties, and any action they may need to take in order to protect children / adults at risk.
- Supporting, resourcing, training, monitoring and providing supervision to all staff or volunteers who have safeguarding responsibilities.

### **We will provide a service that:**

- Recognises the personal dignity and rights of children and adults and empowers them to voice any concerns they may have.
- Provides a safe environment where all are valued, and their wellbeing is at the centre of all we do.
- Diligently works to prevent the physical, sexual, emotional, psychological and discriminatory abuse and neglect of children and adults at risk, and to report any abuse that is discovered or suspected.

### **We recognise and partner with:**

- Children's Social Services who have lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child.
- Adult Social Care who has the lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult at risk.

- Law enforcement agencies such as the police and other government or regulatory agencies where an allegation suggests that a criminal offence may have been committed.
- All appropriate agencies in the country in which we operate and follow their procedures.



## Appendix 2 Definitions of abuse and self-neglect for adults

Abuse of adults may be perpetrated by a wide range of people, including spouses/partners, relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit people who might be at risk, strangers or the elderly.

There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person. Abuse can occur in any setting. Abuse and crimes against adults may occur in different contexts. Actual or suspected abuse of persons at risk will trigger a safeguarding response in accordance with this policy.

### Adults can experience:

**Physical abuse**, including but not limited to: assault, hitting, punching and slapping, physical punishments, inappropriate or unlawful restraint, misuse of medication and withholding food.

**Sexual abuse**, including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting or does not have the mental capacity to consent.

**Psychological or emotional abuse**, including but not limited to: Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse, enforced isolation including preventing someone from accessing services and cyber bullying.

We recognise that the term spiritual abuse has become more common. We recognise that those in positions of spiritual leadership and authority have a particular responsibility to be mindful of power imbalances. However, we understand the term spiritual abuse to be covered by other existing definitions of abuse eg. Psychological or emotional abuse

**Financial or material abuse**, including but not limited to: theft of money or possessions, fraud, scamming and preventing a person from accessing their own money, benefits or assets.

**Domestic abuse and coercive control**, including psychological, physical, sexual, financial, emotional abuse; 'honour' based violence. Anyone can be a victim of domestic abuse, regardless of sex, gender reassignment, age, ethnicity, socio-economic status, sexuality, or background. The prevention of domestic abuse and the protection of all victims lies at the heart of the [Domestic Abuse Act 2021](#) which came into effect in 2023 and its wider programme of work. The Act removed the 'living together' requirement for the controlling or coercive behaviour offence, which means that the offence applies to partners, ex-partners or family members, regardless of whether the victim and perpetrator live together.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence,

resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim. This became illegal under the Serious Crime Act 2015.

**Modern slavery or human trafficking, forced labour, domestic servitude, sexual exploitation such as escort work, prostitution and pornography and debt bondage,** being forced to work to pay off debts that realistically they never will be able to. This encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters 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,** unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010). Including verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic and harassment or deliberate exclusion on the grounds of a protected characteristic.

**Organisational or institutional abuse,** including but not limited to: ignoring or isolating the person, preventing the person from making their own decisions, preventing access to glasses, hearing aids, dentures, etc, failure to ensure privacy and dignity, failure to respond to abuse appropriately and a failure to respond to complaints. including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person's own home. This may be a one-off incident or on-going ill-treatment. It can refer to neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect** or acts of omission, ignoring or isolating the person, preventing the person from making their own decisions and a failure to ensure privacy and dignity.

**Self-neglect,** including but not limited to: lack of self-care to an extent that it threatens personal health and safety, inability to avoid self-harm and a failure to seek help or access services to meet health and social care needs. This includes a broad spectrum of behaviour. The Care Act 2014 statutory guidance defines self-neglect as: "a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding". Self neglect is recognised as the failure or unwillingness to meet their own basic care needs required to maintain health.

**Hate crime** is defined as any crime that is perceived by the victim, or any other person, to be racist, homophobic, trans-phobic or due to a person's religion, belief, gender identity or disability. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence.

**Mate crime** happens when someone is faking a friendship in order to take advantage of a vulnerable person. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a 'friend', family member, supporter, paid staff or another person with a disability.

**Cuckooing**, also known as 'home invasion', is where a criminal befriends an individual who lives on their own. The criminal then moves in and uses the property to operate unlawful activity. Victims are often lonely, isolated and vulnerable. Once residency is established often drug dealers and others have a discreet location out of sight of police of which to conduct their criminal activity. An example of controlling activity could be pacifying victims using drugs. Once the high wears off and the victim wants the criminals to leave, intimidation levels can escalate to the use of threats and violence. If you are concerned about someone you can call Crimestoppers – Anonymously report any concerns Call: 0800 555 111 or Police. It is a crime so it needs reporting.

**Abuse between Adults at Risk:** Any organisations supporting these individuals have a responsibility to protect them from abuse as well as preventing them from causing harm to other adults. It is important the needs of the adult causing the harm are taken into consideration in the safeguarding responses for both parties.

**Carers at Risk of Harm:** Carers experiencing abuse by the person they offer care to can expect the same response as any person at risk of abuse. Carers also have a legal right to an assessment of their needs. A carer's assessment should be seen as part of the overall assessment process. Sometimes both the carer and the supported person may be at risk of harm.

## **Appendix 3 Definitions of harm of children - from Working Together Guidance 2018/ updated 2024**

### **Abuse**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children..

### **Physical abuse**

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

### **Emotional abuse**

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

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

### **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (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.

## Neglect

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

Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (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's basic emotional needs.

## Other forms of abuse to consider:

**Extra-familial harm** - Children may be at risk of or experiencing physical, sexual, or emotional abuse and exploitation in contexts outside their families. This is often referred to as "extra-familial harm". While there is no legal definition for the term extra-familial harm, it is widely used to describe different forms of harm that occur outside the home. Children can be vulnerable to multiple forms of extra-familial harm from both adults and/or other children. Examples of extra-familial harm may include (but are not limited to): criminal exploitation (such as county lines and financial exploitation), serious violence, modern slavery and trafficking, online harm, sexual exploitation, child-on-child (non familial) sexual abuse and other forms of harmful sexual behaviour displayed by children towards their peers, abuse, and/or coercive control, children may experience in their own intimate relationships (sometimes called teenage relationship abuse), and the influences of extremism which could lead to radicalisation.

**Honour Based Abuse:** is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community. It is a collection of practices, which are used to control behavior within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.

**Forced Marriage:** is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties' consent to the assistance of their parents or a third party in identifying a spouse. Forced marriage can be a particular risk for people with learning difficulties and people lacking capacity.

Although forcing someone into a marriage and/or luring someone overseas for the purpose of marriage is a criminal offence the civil route and the use of **Forced Marriage Protection Orders** is still available and can be used as an alternative to entering the criminal justice system. It may be that perpetrators will automatically be prosecuted where it is

overwhelmingly in the public interest to do so, however victims should be able to choose how they want to be assisted.

**Female Genital Mutilation (FGM):** involves procedures that include the partial or total removal of the external female genital organs 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 later in life. The age at which the girls undergo FGM varies enormously, from newborn through to marriage and first pregnancy. FGM constitutes a form of child abuse and violence against women and girls. It is illegal under the Female Genital Mutilation Act 2003.

**Human Trafficking:** is defined as “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of giving or receiving of payments or benefits to achieve consent of a person having control of another person for the purpose of exploitation”.

**Sexual exploitation:** The term “sexual exploitation” means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

**Exploitation by radicalisation:** The Home Office leads on the anti-terrorism PREVENT strategy, of which CHANNEL is part (refer to [www.gov.uk](http://www.gov.uk) for information). This aims to stop people becoming terrorists or supporting extremism. All local organisations have a role to play in safeguarding people who meet the criteria. Contact should be made with Police regarding any individuals identified that present concern regarding violent extremism.

**Internet/cyberbullying:** can be defined as the use of technology, and particularly mobile phones and the internet, to deliberately hurt, upset, harass or embarrass someone else. It can be an extension of face-to-face bullying, with the technology offering the bully another route for harassing their victim or can be simply without motive. Cyberbullying can occur using practically any form of connected media, from nasty text and image messages using mobile phones, to unkind blog and social networking posts, or emails and instant messages, to malicious websites created solely for the purpose of intimidating an individual or virtual abuse during an online multiplayer game.

**Abuse of Trust:** A relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity. There is a particular concern when abuse is caused by the actions or omissions of someone who is in a position of power or authority and uses their position to the detriment of the health and well-being of a person at risk, who could be dependent on their care. There is always a power imbalance in a relationship of trust.

## Signs and symptoms of possible abuse in children

### Recognising physical abuse

The following are often regarded as indicators of concern:

- An explanation which is inconsistent with an injury.
- Several different explanations provided for an injury.
- Unexplained delay in seeking treatment.
- The parents / carers are uninterested or undisturbed by an accident or injury.
- Parents are absent without good reason when their child is presented for treatment.
- Repeated presentation of minor injuries (which may represent a 'cry for help' and if ignored could lead to a more serious injury).
- Family use of different doctors and A&E departments.
- Reluctance to give information or mention previous injuries.
- **All bruising** in non-mobile children should be non-accidental and should be referred for an assessment.
- **Bite marks, scars and fractures** are all indicators of concern.
- **Burns and scalds** can be difficult to distinguish between accidental and nonaccidental and will always require experienced medical opinion. Any burn with a clear outline may be suspicious e.g.:
  - Circular burns from cigarettes (but may be friction burns if along the bony protuberance of the spine).
  - Linear burns from hot metal rods or electrical fire elements.
  - Burns of uniform depth over a large area.
  - Scalds that have a line indicating immersion or poured liquid (a child getting into hot water of its own accord will struggle to get out and cause splash marks).
  - Old scars indicating previous burns/scalds which did not have appropriate treatment or adequate explanation.
  - Scalds to the buttocks of a small child, particularly in the absence of burns to the feet, are indicative of dipping into a hot liquid or bath.

### Recognising emotional abuse

Emotional abuse may be difficult to recognise, as the signs are usually behavioural rather than physical. The manifestations of emotional abuse might also indicate the presence of other kinds of abuse. The indicators of emotional abuse are often also associated with other forms of abuse.

The following may be indicators of emotional abuse:

- Developmental delay.
- Abnormal attachment between a child and parent/carer e.g. anxious, indiscriminate or no attachment.
- Indiscriminate attachment or failure to attach.
- Aggressive behaviour towards others.
- Scapegoated within the family.
- Frozen watchfulness, particularly in preschool children.
- Low self-esteem and lack of confidence.
- Withdrawn or seen as a 'loner' - difficulty relating to others.

## Recognising sexual abuse and exploitation

Boys and girls of all ages may be sexually abused and exploited and are frequently scared to say anything due to guilt and/or fear. This is particularly difficult for a child to talk about, and a full account should be taken of the cultural sensitivities of any individual child / family.

Recognition can be difficult, unless the child discloses and is believed. There may be no physical signs and indications are likely to be emotional / behavioural.

### **Some behavioural indicators associated with this form of abuse are:**

- Inappropriate sexual conduct.
- Sexually explicit behaviour, play or conversation, inappropriate to the child's age.
- Self-harm (including eating disorder), self-mutilation and suicide attempts.
- Indiscriminate choice of sexual partners.
- Children who associate with other young people involved in exploitation.
- Children who have older boyfriends or girlfriends.
- An anxious unwillingness to remove clothes for - e.g. sports events (but this may be related to cultural norms or physical difficulties).
- Children who go missing for periods of time or regularly come home late.
- Children who regularly miss school or education or do not take part in education.
- Children who appear with unexplained gifts or new possessions.
- Children who misuse drugs and alcohol.

### **Some physical indicators associated with this form of abuse are:**

- Pain or itching of genital area.
- Blood on underclothes.
- Pregnancy in a younger girl where the identity of the father is not disclosed.
- Physical symptoms such as injuries to the genital or anal area, bruising to buttocks, abdomen and thighs, sexually transmitted infections, presence of semen on vagina, anus, external genitalia or clothing.

**A child under 13 years** is not legally capable of consenting to sexual activity. Any offence under the Sexual Offences Act 2003 involving a child aged under 13 years is very serious and should be taken to indicate that the child is suffering, or is likely to suffer, Significant Harm. Cases involving children under 13 years old will always be discussed with the Designated Safeguarding Lead.

Under the Sexual Offences Act 2003, penetrative sex with a child under 13 years old is classed as rape. Where the allegation concerns penetrative sex, or other intimate sexual activity occurs, there would always be reasonable cause to suspect that a child, whether girl or boy, is suffering, or is likely to suffer, Significant Harm. There should be a presumption that the case will be reported to Children's Services/MASH.

Sexual activity with a child aged **under 16 years** is also an offence. Where it is consensual it may be less serious than if the child were aged under 13 years but may, nevertheless, have serious consequences for the welfare of the young person. Consideration should be given in every case of sexual activity involving a child aged 13-15 as to whether there should be a discussion with other agencies and whether a referral should be made to Children's Services/MASH.



Sexual activity involving a **16 or 17 year old**, even if it does not involve an offence, may still involve harm or the likelihood of harm being suffered. It is an offence for a person to have a sexual relationship with a 16 or 17 year old if they hold a position of trust or authority in relation to them.

## **Appendix 4 Listening to an Adult Disclose and managing the concern**

- Accept what the person is saying – do not question the person or get them to justify what they are saying – reassure the person that you take what they have said seriously.
- Don't 'interview' the person; just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, let them. Try to remember what the person is saying in their own words so that you can make a record.
- You can ask questions to establish the basic facts but try to avoid asking the same questions more than once or asking the person to repeat what they have said- this can make them feel they are not being believed.
- Don't promise the person or others that you'll keep what they tell you confidential or "secret". Explain that you will need to tell another person, but you'll only tell people who need to know so that they can help.
- Reassure the person that they will be involved in decisions about what will happen.
- Do not be judgmental or jump to conclusions.
- If the person has specific communication needs, provide support and information in a way that is most appropriate to them.
- There must be an assumption that the individual has capacity. Where there is doubt it may be necessary to undertake a full capacity assessment including issues of duress and coercion.
- Careful consideration will need to be given regarding who else needs to know about the concern. The concern must/should not be discussed with the person alleged to have caused harm.

### **Supporting Immediate Needs**

In line with information sharing considerations, Pioneer Trust may need to take the following actions:

- Make an immediate evaluation of the risk to the person at risk and any others who may be at risk.
- Take reasonable and practical steps to safeguard the person at risk as appropriate.
- Consider referring to the Police if the abuse suspected is a crime.
- If the matter is to be referred to the Police, discuss risk management and any potential forensic considerations.
- Consider the support needs of the person alleged to have caused harm if they are also an adult 'at risk'.
- Arrange any necessary emergency medical treatment; note that offences of a sexual nature will require expert advice from the Police.
- If there is a need for an immediate Safeguarding Plan, we will refer to the relevant Adult Services or Emergency Duty Services if out of hours.
- Consider appropriate action in line with our reporting/referral procedures if a staff member is suspected to have caused harm.

## Making a Written Record

As soon as possible on the same day, a chronological written record of what has been seen, been told or there are concerns about will be written down. Anyone else who saw or heard anything relating to the concern will also make a written record.

The written record will need to include:

- the date and time of the disclosure, or when you were told about or witnessed the incident/s.
- who was involved, any other witnesses including service-users and other staff exactly what happened or what you were told, in the person's own words, keeping it factual and not interpreting what you saw or were told.
- the views and wishes of the adult.
- the appearance and behaviour of the adult and/or the person making the disclosure.
- any injuries observed.
- any actions and decisions taken at this point.
- any other relevant information, e.g. previous incidents that have caused you concern.

### **Remember to:**

Wherever possible and practicable seek the person's consent to raise the concern. Where the person raises objections and there are significant risks, or if other adults or children may be at risk, it may be necessary to override their expressed wish not to consent.

- include as much detail as possible.
- make sure the written record is legible if written, or printed in black ink, and is of a quality that can be photocopied.
- make sure you have printed your name on the record and that it is signed and dated.
- keep the record factual as far as possible. However, if it contains your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them.
- keep the record/s confidential, storing them in a safe and secure place until needed.

## Appendix 5: How to listen and respond to a child disclosing abuse

### Effective Listening

- Ensure the physical environment is welcoming, giving opportunity for the child to talk in private but making sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the person to talk.
- Above everything else, listen without interrupting.
- Be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used.
- Try to remain calm, even if on the inside you are feeling something different.
- Be honest and don't make promises you can't keep regarding confidentiality.
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.
- Tell them you will let somebody know – don't promise confidentiality.
- Even when the person has broken a rule, they are not to blame for the abuse.
- Be aware they may have been threatened or bribed.
- As soon as possible write down what has been shared.

### Helpful responses

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

### Don't say

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

### Concluding:

- Reassure, show acceptance, let the person know what you are going to do next and you will let them know what happens.
- Contact the Designated Safeguarding Lead.
- Make notes (preferably within one hour) of: times, dates, what they said, what you said, what was said in reply. Detail is key.

## **Appendix 6: Pioneer Staff & Volunteers Safeguarding Code of Conduct**

Pioneer takes the safeguarding of children and adults who may be 'at risk' seriously. Although the governance and responsibility lie with individual churches, Pioneer is committed to provide as safe an environment as possible for those using our services across the network.

All leaders, trustees, staff and volunteers have a duty of care to adults who might be 'at risk', and any child that they serve or work with. This includes taking responsibility for your own behaviour and attitude at all times. Remember, as a leader, trustee, staff or volunteer this gives you a position of power and trust, so you need to be transparent and accountable in all that you do.

Alongside the practical issues of making sure your church or project provide safe activities and ministry, you also need to ensure your behaviour and actions are reflecting safe practice too. The suggested code of conduct below is based on thirtyone:eight guidance and goes some way to outline practical examples of what we would expect to see in place as a minimum. However, this list is not exhaustive and needs to be applied to each organisation's ministry or project.

### **Purpose**

This behaviour code outlines the conduct expected of all workers (staff and volunteers). The code of conduct aims to help protect adults at risk of harm, children and young people from abuse and inappropriate behaviour from those in positions of trust, and to reduce the risk of unfounded allegations of abuse being made.

### **The role of workers (staff and volunteers)**

When working with children and young people or adults at risk of harm in any ministry practice, you are acting in a position of trust for Pioneer or the church or project you are serving. You will be seen as a role model and must act appropriately. This will also include any ministry practices where you will need to observe best practice guidelines.

### **Good practice**

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare.
- Work in a responsible, transparent and accountable way.
- Be prepared to challenge unacceptable behaviour or to be challenged.
- Listen carefully to those you are supporting.
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, 'spiritual' abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures)
- Seek advice from someone with greater experience when necessary.
- Work in an open environment – avoid private or unobserved situations.
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the appropriate Designated Safeguarding Lead.

- Don't make inappropriate promises particularly in relation to confidentiality.
- Do explain to the individual what you intend to do and don't delay taking action.

### **Unacceptable behaviour**

- Not reporting concerns or delaying reporting concerns.
- Taking unnecessary risks.
- Any behaviour that is or may be perceived as threatening or abusive in any way.
- Passing on your personal and/or social media contact details and any contact that breaches social media policies.
- Developing inappropriate relationships.
- Smoking and consuming alcohol or illegal substances.
- Favouritism/exclusion – all people should be equally supported and encouraged.

### **Breaching the Code of Conduct**

If you have behaved inappropriately, you will be subject to disciplinary procedures (particularly in the case of paid staff where your line manager will consult the Designated Safeguarding Lead as appropriate). Depending on the seriousness of the situation, you may be asked to leave your position whether paid or voluntary.

We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or DBS. If you become aware of a breach of this code, you should escalate your concerns to the Designated Safeguarding Lead or deputy (in the case of a paid staff member).

### **Declaration**

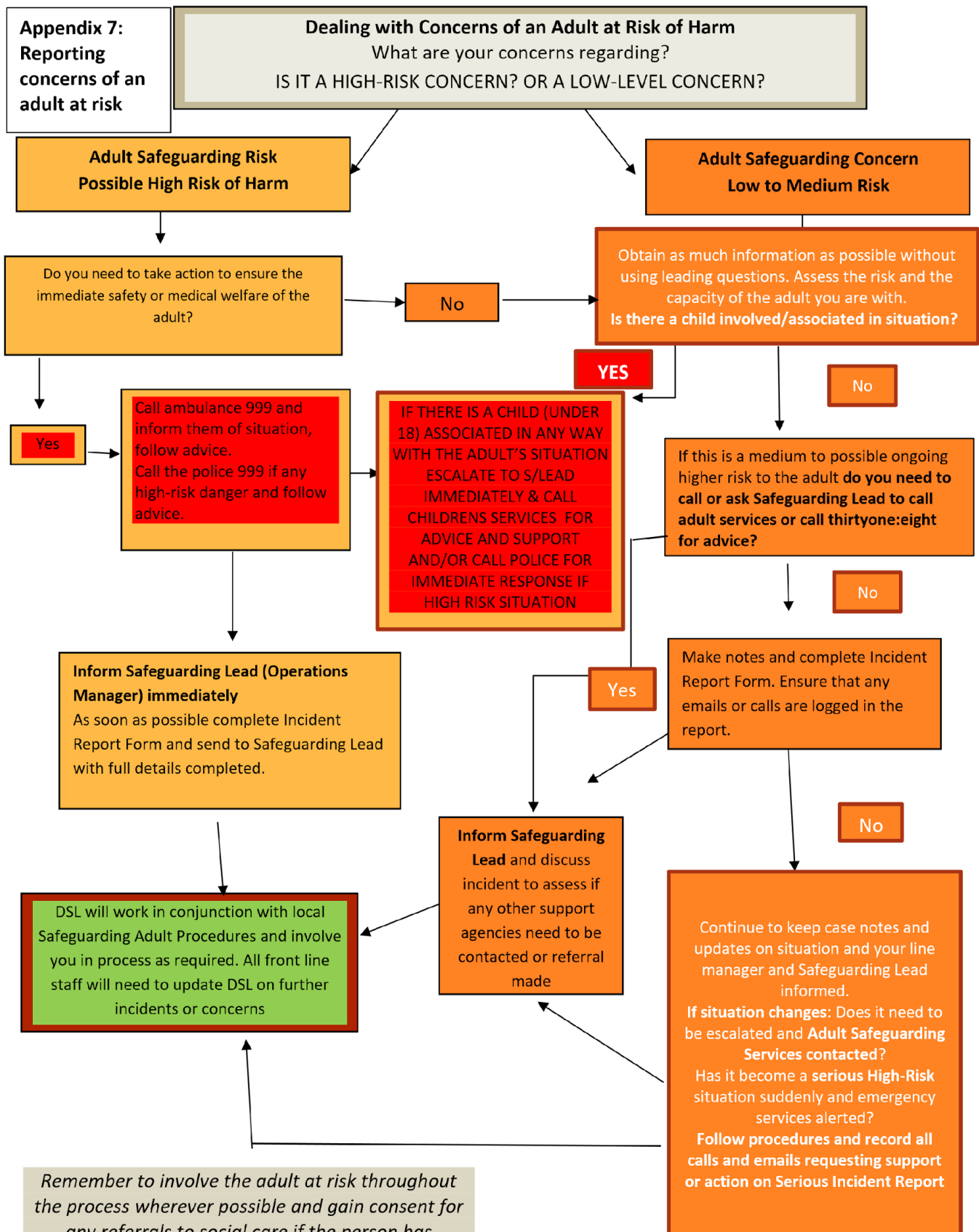
I agree to abide by the expectations outlined in this document and confirm that I have read the relevant policies issued by my team leader or line manager.

Name:

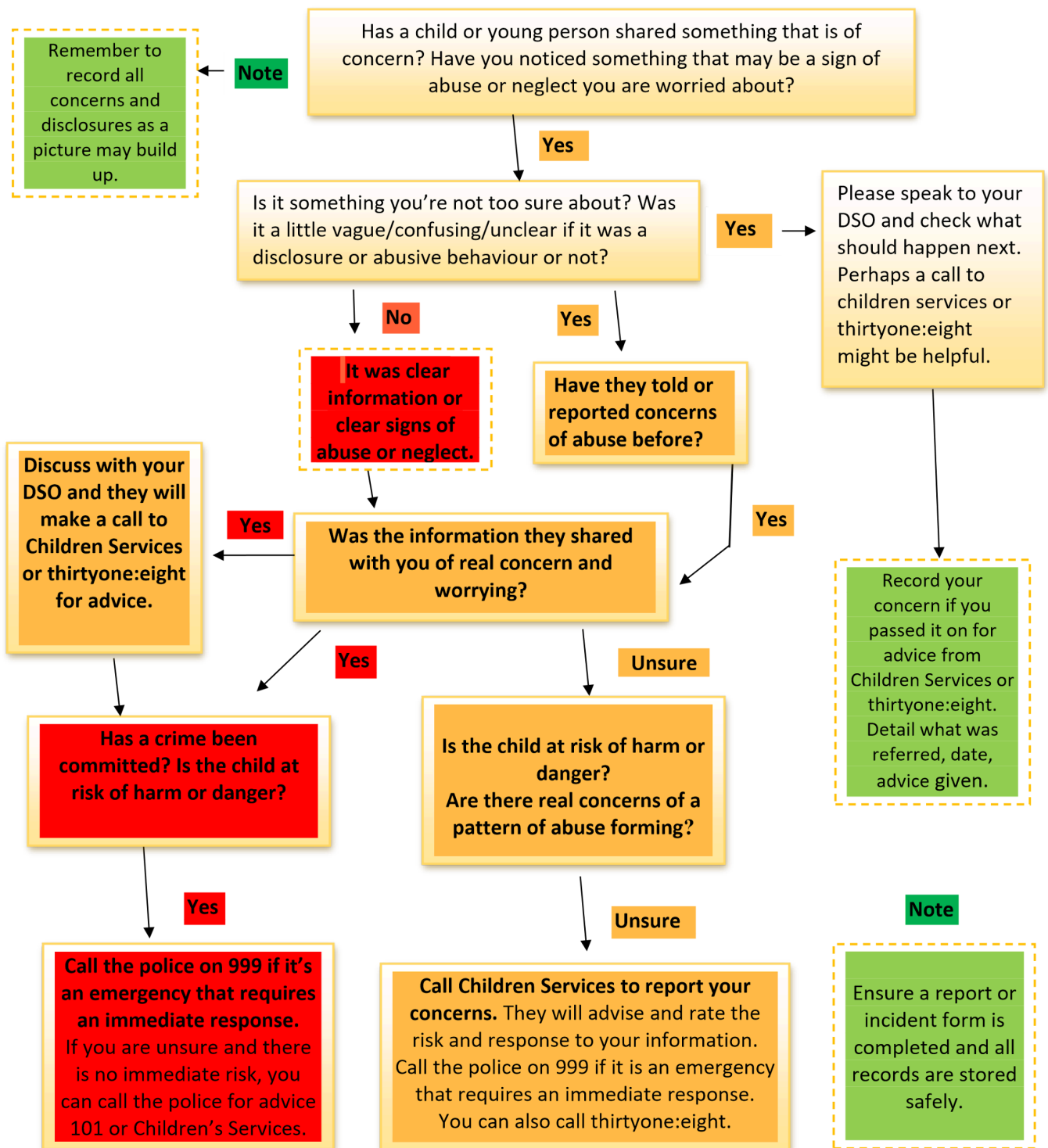
Signature:

Date:

## Appendix 7: Flowchart for Reporting a Concern or Disclosure about an adult at risk



## Appendix 8: Flowchart for Reporting a Concern or Disclosure about a child at risk





## Appendix 9 Whistleblowing Policy

It is the duty of every member of staff or volunteer, to speak up about genuine concerns in relation to criminal activity, breach of a legal obligation (including negligence, breach of contract, breach of administrative law), miscarriage of justice, danger to health and safety or the environment, and the cover up of any of these in the workplace. It applies whether or not the information is confidential.

Pioneer is committed to ensuring that any member of staff or volunteer who has concerns of this nature will be taken seriously and investigated. A disclosure to Pioneer will be protected if the person bringing the concern has an honest and reasonable suspicion that the malpractice has occurred, is occurring, or is likely to occur. Any person raising concerns reasonably and responsibly will not be penalised in any way.

### Who this policy is for

This policy is for people employed by Pioneer and for those who volunteer. For the purposes of this policy only, this is someone who is:

- Employed on a permanent or fixed term contract of employment.
- On secondment to Pioneer.
- On a temporary contract or employed through an agency to work for Pioneer.
- An independent consultant for Pioneer.
- A volunteer with Pioneer.
- Contractors and suppliers of services to Pioneer.

### Procedure

Any individual who has reasonable suspicions of malpractice should initially take their concerns to their line manager, supervisor, or group leader. If they do not feel that this is the appropriate person, they should approach one of the leadership team, or if their concern is related to a leader, they should contact a trustee of Pioneer.

It is recognised that for some individuals, raising a concern under this procedure may be a daunting and difficult experience. An individual may choose to be accompanied by a colleague at any stage of this procedure. All reported incidents will be investigated. All reports will be dealt with in confidence, with only staff or trustees who need to know, being informed.

The Leader or Trustee will establish and record the basis of the concerns that have been raised and establish what further actions are required. The individual raising the concern will be advised of the outcome of the investigation as soon as possible, normally within two weeks of the date of their disclosure. Where a longer period is needed for investigation, the member of staff, or volunteer will be informed in writing.

If an individual is not satisfied with the response received and any subsequent action taken, they should put their concerns in writing to the Chair of Trustees (or another appropriate trustee/committee member) who will arrange any further investigation as he/she thinks appropriate. The Chair will send a written response to the individual concerned.

## Guiding Principles

To ensure that this policy is adhered to, and to assure staff that the concern will be taken seriously, Pioneer will:

- Not allow the person raising the concern to be victimised for doing so.
- Treat victimisation of whistleblowers as a serious matter that may lead to disciplinary action that may include dismissal.
- Not attempt to conceal evidence of poor or unacceptable practice.
- Take disciplinary action if an employee destroys or conceals evidence of poor or unacceptable practice or misconduct.
- Ensure confidentiality clauses in employment contracts do not restrict, forbid or penalise whistle blowing.
- Liaise with the other organisations to whom staff/volunteers report malpractice.
- Seek independent advice and further reading.

Further Information for charitable organisations can be found on the Charity Commission's website: [Report serious wrongdoing at a charity as a worker or volunteer - GOV.UK](#) or call The Charity Commission - Telephone: 0300 066 9197

Employees who feel unsure about whether or how to raise a concern or want confidential advice can contact the independent charity '**Protect - speak up, stop harm**' (formally Public Concern at Work) who support whistleblowing. You can visit their website here [Protect - Speak up stop harm - Whistleblowing Homepage](#) or call their helpline on 020 3117 2520. You can also use their webform [Contact Our Advisors](#). Their lawyers can give free confidential advice on how to raise a concern about serious malpractice at work.

Free information and advice can also be obtained from the Advice, Conciliation and Arbitration Service (ACAS) – Telephone: 0300 123 1100

# Appendix 10 Procedure for dealing with complaints regarding the management of safeguarding concerns

## 1. Introduction

- 1.1. Pioneer Trust are committed to ensuring that we respond promptly to every safeguarding concern or allegation and to ensure that those who are the subject of safeguarding concerns are treated with respect and dignity and receive appropriate care and support, and that we respond well to those who may pose a present risk to others.
- 1.2. We take complaints about our work and quality of service in all aspects of safeguarding seriously. We view complaints as an opportunity to learn and improve the support that we offer. If you are not satisfied with the handling of a safeguarding concern or allegation, please follow the procedure below.

## 2. Aims of the procedure

- 2.1. The procedure laid out below aims to:
  - provide a fair procedure which is clear and easy to use.
  - be open and transparent about how complaints will be dealt with.
  - ensure that all complaints are investigated appropriately.
  - ensure that complaints are dealt with in a way that is timely and proportionate.
  - ensures that lessons are learned and enable the improvement of safeguarding within Pioneer.

## 3. Guiding Principles

- 3.1. For the purposes of this procedure, a complaint is an expression of dissatisfaction or concern about the way in which a safeguarding matter has been dealt with by Pioneer Trust.
- 3.2. **Should you have a complaint regarding one of our affiliated churches, then your safeguarding concern or complaint should be addressed to them in the first instance.** If you have followed their complaint process and have further concerns, or a complaint regarding the way in which safeguarding was managed, then please follow our complaints process below.
- 3.3. The complainant must be the person directly affected by the issue or an interested party to the person affected (e.g. a close relative), and not an unrelated third party or wider observer.
- 3.4. All information will be handled sensitively, sharing information on a 'need to know' basis only and with due regard to our obligations under the General Data Protection Regulations.
- 3.5. This policy will be reviewed periodically as required.

## 4. Complaints procedure

- 4.1. In many cases, a complaint is best resolved by the person responsible for the issue that is being complained about or at the closest level to the person or organisation being complained about. For example, in the case of an issue regarding Pioneer Trust staff, concerns at one of our conferences which we are responsible for and hosting, this should be raised with the Operations Manager. If your complaint relates to safeguarding managed in one of the Pioneer Network churches, that is best dealt with by their church safeguarding team directly.
- 4.2. We expect that all reasonable efforts will have been made to resolve a concern swiftly and informally if possible and appropriate. However, we appreciate that this may not always be possible or appropriate and therefore have the following process in order to deal formally with all complaints raised.

### Stage One

- 4.3. In the first instance, the complaint should be made to the Operations Manager. This can be in writing, email or by telephone. All telephone conversations will be recorded in writing and shared with the complainant to ensure accuracy. The Operations Manager or his deputies will confirm that they have received the complaint within 2 weeks, and they will respond fully within three - four working weeks. A copy of this complaint's procedure will be supplied.
- 4.4. Within this timescale, the Operations Manager will implement the following:
  - consult with the Designated Safeguarding Lead and discuss the way forward.
  - action the DSL to consult with Thirtyone:eight, an independent safeguarding advisory body.
  - with other relevant members of the Pioneer team, make all necessary and appropriate enquiries to establish the substance of the safeguarding complaint and any attempts already made to resolve the matter informally.
  - initiate further discussions or meetings with the complainant if required, alongside the DSL, to fully understand their issue, seek clarity and be clear on what would constitute a resolution for them.
  - speak with any other parties such as may be required in order to ensure that they have the necessary information available to respond to the complaint.
  - If it is not possible to respond to the complainants' concerns within two working weeks, they will advise them when a response can be expected.
- 4.5. If possible and in conjunction with senior management, enact any actions to formally resolve the complaint at this point and If necessary, arrange mediation between the parties concerned using an external mediator, for instance, FlowMediation/Bridge Builders.
- 4.6. It is hoped that an acceptable resolution will be found, and that the complaint can be resolved to the complainant's satisfaction at this level.

### Stage Two

- 4.7. If the complainant is not happy with the proposed resolution of their complaint at stage one, then within two weeks of being notified of the proposed

resolution they must inform the Chair of Trustees / Pioneer UK Leader of their decision to initiate stage two.

- 4.8. The Chair of Trustees/Pioneer UK Leader will:
- acknowledge receipt of the stage two complaint.
  - confirm when a response can be expected. The aim will be for complainants to receive a definitive reply within four working weeks. If this is not possible because, for example, an investigation has not been fully completed, a further letter or email will be sent indicating when a full reply will be given.
  - review all documentation and actions taken. Discuss with the complainant the situation from their perspective and why resolution could not be reached. All conversations will be recorded in writing and shared with the complainant for accuracy.
  - discuss with the Safeguarding Designated Lead and Operations Manager (where appropriate) and consider what an appropriate response and resolution might be, including the appointment of an independent investigator to review the complaint.
  - where necessary, take advice from other legal and professional advice such as may be required.
- 4.9. The reply to the complainant within four weeks, where possible, will inform them of the action taken to investigate the complaint, the conclusions from the investigation, and any action to be taken as a result of the complaint.

## **5. Involvement of other parties in handling the resolution of complaints**

- 5.1. The above process identifies the person who will usually be best placed to deal with complaints about the way in which safeguarding concerns or allegations have been dealt with. Where a complaint is in connection with the Operations Manager or Designated Safeguarding Lead, your complaint should be sent to the Chair of Trustees in the first instance who will seek guidance and such other legal and professional advice as may be required to ensure that we deal with your complaint well. This may involve an independent investigation by thirtyone:eight, or other safeguarding specialists.

## **6. Monitoring complaints and lessons learned**

- 6.1. The Operations Manager and Designated Safeguarding Lead will ensure that a log is kept of all complaints received, the timescale of the resolution process and the lessons learned. This will be shared with the Pioneer Trustees at board meetings on a regular basis.

## **7. Referral of serious concerns to the Charity Commission**

- 7.1. If you do not feel that the resolution of your complaint has resolved your concerns, you may refer your complaint to the Charity Commission. Information about the kind of complaints the Commission will consider can be found on their website:  
<https://www.gov.uk/government/publications/complaints-about-charities>.



## Appendix 11: Becoming a member of Pioneer – Initial Safeguarding Support Checklist & Safeguarding Support Review

At Pioneer we take safeguarding very seriously and want to ensure all churches affiliated to our network are working towards best practice across their church activities.

Becoming a member of Pioneer will require an ‘**Initial Safeguarding Support Checklist**’ that gives a quick overview of key areas of your safeguarding provision that are in action across your church. This is on the following page, a checklist of 10 questions, which you need to complete as an overview for us. This first form needs to be emailed over to Pioneer Trust, along with your safeguarding children policy, and adults, if you have them.

We would then encourage you to have a visit from our Designated Safeguarding Lead to receive a ‘**Safeguarding Support Review**’, which will celebrate all you are doing well and can offer support and resources for any areas which may need a little more work.

The Safeguarding Support Review can be used with our Designated Safeguarding Lead for a day’s visit or used by yourselves as a church team to review and prepare. We need to look at key areas Pioneer Trust would want to see in place, or at least working towards in those areas.

The Safeguarding Support Review is based on Section 11 audits from local Children Services and has the following section with several sets of questions related to each section.

- **Section A:** Safeguarding Essentials – Policies and Procedures
- **Section B:** Awareness Raising & Training
- **Section C:** Wider safeguarding issues
- **Section D:** Management & Designated Lead responsibilities around safeguarding

A useful guide will be used to score your activity as shown below along with a **Safeguarding Action Plan**.

<b>0</b>	• No evidence in this area and is of urgent concern – NEEDS IMMEDIATE / URGENT ACTION
<b>1</b>	• Some evidence in this area and is ongoing concern – NEEDS ACTION IN NEXT WEEKS/MONTHS
<b>2</b>	• Has good evidence in this area and is not a concern – NEEDS NO ACTION, JUST ONGOING REVIEW
<b>3</b>	• Excellent evidence of providing over and above in this area – NEEDS NO ACTION, JUST ONGOING REVIEW

## INITIAL SAFEGUARDING SUPPORT CHECKLIST

**CHURCH NAME:**

KEY AREA 1: Leadership	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
1: Is there a <b>senior named person at trustee level</b> who is responsible for safeguarding arrangements?		Named trustee:	Safeguarding is promoted and reviewed at meetings?	
2: Is there a <b>named, designated safeguarding officer/lead</b> who is appropriately trained and has a clear role description, supported by the trustee and leadership? Please name your Deputy also.		Designated Safeguarding Lead named contact:	Last attended training? Role description?	Deputy name:
KEY AREA 2: Policies	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
3: Is there a Safeguarding statement and Safeguarding policy that reflects requirements from your Local Safeguarding Partnership, Working Together Guidance 2024, and Children's Act 1989/2004? If 'yes' please attach your policy.		Safeguarding Statement. Is this on your website?	Safeguarding Children Policy. What year was this reviewed?	
4: Is everyone in the organisation responsible for children or adults at risk trained and clear about how to report a disclosure or concern and the procedure clearly promoted to all?				
5: Are children, parents, visitors able to understand where to report a concern, and the culture is one that puts the interests of the child first?		Is this clearly advertised?		
6: Are there key policies available on behaviour and conduct, whistleblowing, anti-bullying, e-safety and social media, complaints policy?		Procedures for taking children away on trips?	Health & Safety policy, and a range of risk assessments?	
KEY AREA 3: Safer Recruitment	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
7: Are there application forms filed for volunteers/staff, 2 references, interview notes, probation period discussed, and DBS checks carried out where eligible?		Are there role descriptions for staff, volunteers serving children?	Can this information be produced if requested by Children's Services, LADO	
KEY AREA 4: Safeguarding Training across all volunteers/staff	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
8: Are you able to provide a record of training for your key staff and all volunteers that reflect the roles they carry out?		Does your safeguarding lead have further training?	Do Trustees have training on governance and risk management for the charity?	
KEY AREA 5: Refer staff/volunteers who are a concern	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
9: Are there clear policies in line with those from your Safeguarding Partnership, for dealing with allegations against a member of staff, or a volunteer?		Do you know the process to refer to Disclosure & Barring Service?	Do you have LADO or Local Authority contact to refer to?	
KEY AREA 6: Manage offenders in church activities	Y/N	DETAILS	FURTHER DETAILS	COMMENTS
10. Are you able to manage offenders and provide behaviour contracts under MAPPA guidance, and also manage vulnerable adult behaviour if it impacts on others?		Do you have any current offenders on contract?	Do you have a relationship built with local police for adult concerns?	



## Appendix 12: Pioneer Code of Conduct example for church networks (optional)

Pioneer takes the safeguarding of children and adults who may be 'at risk' seriously. Although the governance and responsibility lies with individual churches, Pioneer is committed to provide as safe an environment as possible for those using our services across the network.

All leaders, trustees, staff and volunteers have a duty of care to adults who might be 'at risk', and any child that they serve or work with. This includes taking responsibility for your own behaviour and attitude at all times. Remember, as a leader, trustee, staff or volunteer this gives you a position of power and trust, so you need to be transparent and accountable in all that you do.

Alongside the practical issues of making sure your church or project provide safe activities and ministry, you also need to ensure your behaviour and actions are reflecting safe practice too. Our suggested code of conduct goes some way to outline practical examples of what we would expect to see in place as a minimum. However, this list is not exhaustive and needs to be applied to each organisation's ministry or project.

- |              |   |
|--------------|---|
| <b>DO:</b>   | <ul style="list-style-type: none"><li>● Treat all people with respect. Some adults 'at risk' may need different help at times, but all of it should be respectful, and value them as adults with choice and capability wherever possible.</li><li>● Ensure wherever possible there is more than one member of staff or volunteer present during activities and ministry, or that you are in the sight or hearing of other staff or volunteers.</li><li>● Try to avoid lone working where possible. If this is unavoidable due to the nature of your project work then follow the guidelines for lone working and take advice. Pioneer or Thirtyone:eight. can help you with this.</li><li>● Take care to avoid your actions and words being misinterpreted. You may not know the background of all people you work or minister to.</li><li>● Be conscious of the appropriateness of any physical contact and verbal comments you may make. Their experiences may make them vulnerable without you knowing why, either wanting more attention or feeling threatened by too much. Be age and gender appropriate and sensitive to ethnic/cultural boundaries.</li><li>● If you are in any doubt as to the appropriateness of your actions, ask a colleague or the person responsible for your supervision.</li><li>● Be fair in all your dealings with everyone and do not show favouritism to any particular child or adult.</li><li>● Support and encourage adults who may be more vulnerable at times, to be independent and to make their own choices.</li><li>● Challenge unacceptable behaviour and report all concerns, allegations or suspicions of abuse.</li></ul> |
| <b>DON'T</b> | <ul style="list-style-type: none"><li>● Permit abusive activities such as ridiculing or bullying. Challenge those that do, educate where you can, report where you need to.</li><li>● Make suggestive, aggressive or derogatory remarks or gestures to any person yourself. Model best practice of respect, choice and empowerment of individuals.</li><li>● Allow boundaries to blur or be broken as a leader, trustee, staff or volunteer when ministering or serving children, or adults who may be vulnerable.</li></ul>  |

- Message individuals privately on social media or mobiles unless there is a policy stating otherwise, or full accountability to another leader.
- Offer your private contact details to individuals that cannot be tracked by others in an accountable way.
- Enter into an intimate relationship with anyone you have a position of trust over. Intimacy can be emotional as well as physical.
- Address the personal care issues of members such as toileting or dressing them. If this type of help is needed someone else will be responsible for supporting them in this area, i.e. their parent/carer.
- Accept any type of financial reward or gift of any kind for any service or ministry provided or enter into any agreement to handle money on behalf of the service user.
- Discuss the financial situation of service users with others. Pass them details of local advice centres that can do that properly.
- Let suspicions, disclosures or allegations of abuse go unrecorded or reported.
- Rely on the organisation's good name or yours to protect you.

### **What to do . . .**

If you are in any doubt about your behaviour or conduct not meeting guidelines, or you feel inexperienced in your position, please chat to someone on your team to check or receive training.

### **Accountability is key.**

If you have a concern about someone else's behaviour on team do 'go to them' and ask if they realise that their behaviour may be misconstrued. They may not have realised how it could look, or have not received training on policies or safeguarding best practice. If you don't feel able to, please talk to your team leader and discuss your concern. You must not ignore a concern and dismiss it as nothing. Passing on a concern is key.

If the behaviour of a team member is clearly breaking guidelines and is of a high concern, please report this to your team leader at once, they will be able to respond to this appropriately and must take immediate action. Reporting risky behaviour is key.

If you have a concern about a child or adult, or they share a concern, or disclose abuse, you must pass on that information to the team leader or designated safeguarding lead immediately. Follow your reporting a safeguarding concern policy. Reporting a concern or a disclosure of abuse is key.

**Declaration:** I agree to abide by the expectations outlined in this document and confirm that I have read the relevant policies issued by my team leader or line manager.

**Name:**

**Signature:**

**Date:**