



Safeguarding

Children, Young People and Adults at Risk

November 2016

Original (Signed)

OSA Safeguarding Policy

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SECTION 1

The Safeguarding Policy

Details of the organisation

Name of Organisation: Operation South America (OSA)

Registered UK Address: 26 Weston Crescent
Aldridge
Walsall
West Midlands, WS9 0HB

Charity Based at: OSA House & El Puente
Quyquyhó
Paraguay

Tel. No: +44 (0)1922 448678

E-mail address: admin@operationsouthamerica.org

Membership of Denomination/Organisation: Church of England

Charity Number: 1121411 (UK)

82250320 (Paraguay)

Company Number: N/A

Regulators details (if any): N/A

Insurance Company: N/A

The following is a brief description of our organisation and the type of work / activities we undertake with children / vulnerable adults:

In short we do the following:

- Run El Puente, a residential home for 20+ girls aged 3-18
- Own our own property with a purpose built Comedor (Canteen) volunteers' house and multi-use education centre
- Grow vegetables and keep pigs and chickens for meat
- Provide accommodation for volunteers
- Feed children from very poor families most schooldays, in addition to El Puente girls
- Support learning to ensure the less able girls from the home do well at school
- Support our more able girls as they move into higher education and live more independently in shared accommodation
- Teach basic skills in needlework art, music, English language and ICT related activities
- Run a Toy Library for children in the local area
- Show the children of the local area how to play and have fun
- Outreach in local towns and villages

In More Detail:

Most of our efforts focus on the young people of Quyuquyhó. Here, as in many Paraguayan settlements, wealth and poverty coexist side by side and the more remote the location the more likely the latter. Many children from Quyuquyhó and its environs come from poor families and the OSA Comedor (Canteen) was set up to provide a free nutritious meal for those in greatest need. Numbers have reduced drastically in recent months to just a few, in addition to the girls at El Puente. The Comedor is based on OSA property which we also use to grow crops and animals to supplement our income, and to provide accommodation for our visiting volunteers.

The Recalde family own a large house just a few hundred metres from the OSA property. For several years now, with OSA support, this has been devoted to accommodating the needs of 20+ girls. Known locally as El Puente (The Bridge) this foster home provides a safe and loving environment for girls who have known the worst excesses of poverty and abuse. They are shown that they are loved and valued whilst being taught the responsibilities of Christian family life.

Operation South America is supported by Aldridge Parish Church which, in turn, is under the umbrella of the Diocese of Lichfield and an Annual Return is made to the Charity Commission.

Overall responsibility for all aspects of the work of the charity, including safeguarding, lies with the trustees rather than the church. It is the trustees who are accountable to the Charity Commission for their decisions and actions.

Our Commitment

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and adults who may be at risk¹ to protect them from harm and exploitation and protect their rights. The work of the charity centres on the care of children predominantly. However, it is recognised by the Leadership that some children may reach the age of 18 and continue to live within the home. For this reason, this policy extends to apply to adults at risk as well as children and young people. The scope of the policy also extends to safeguarding paid workers and volunteers. [N.B. at the time of approval of this policy OSA employs NO paid workers in UK and only casual workers in Paraguay, at the discretion of our Director in that country].

We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, neglect and also spiritual abuse. 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

¹ Under the UK Care Act 2014 the term vulnerable adult has been replaced by adult in need of care and support, in need of protection or adult at risk.

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 are totally committed to these statements and to providing a safe environment for all the children and young people growing up under OSA’s care.

The distance between the UK and Paraguay is an issue, as are the differences in culture, local policies and political systems. However, the Leadership are committed to raising the profile of this important subject and to introduce accepted good practice at the home in Paraguay. When Committee Members visit Quyquyhó, checks are carried out to ensure that this good practice is continuing.

The policy and attached practice guidelines are based on the ten Safe and Secure safeguarding standards published by the Churches' Child Protection Advisory Service (CCPAS) and prepared in consultation with the Diocese of Lichfield Guidelines for the protection of children and vulnerable adults.

The Leadership undertakes to:

- endorse and follow, where possible, all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its Committee Members and will regularly review the operational guidelines attached.
- ensure that the premises, where possible, are safe, welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and vulnerable adults.
- file a copy of the policy and practice guidelines with Aldridge Parish Church. The Leadership agrees not to allow the document to be copied by other organisations. For this reason only a summary will be posted on our website.

SECTION 2

Recognising and responding appropriately to an allegation or suspicion of abuse

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable 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 vulnerable adult.

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

1. *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.*

Also, for adults, the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

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

Detailed definitions, and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy.

Definition of Child and Adult at risk or in need of protection

Definition of a child:

The legal definition of a child is someone under the age of 18. Some legislation in the UK allows young people from age 16 to make certain decisions for themselves (e.g. getting married), but safeguarding legislation applies to anyone under the age of 18 because this is the legal definition of a child. The Children Act 1989 and 2004 in England and Wales, the Children (Scotland) Act 1995 in Scotland and the Children (Northern Ireland) Order 1995 in Northern Ireland similarly define a child as someone under 18.

Throughout this manual when we refer to a child our meaning (unless otherwise stated) is a person under the age of 18.

Definition of adult at risk / adult in need of protection or care and support

An adult is someone over 18 (unless specific legislation states otherwise). The Universal Declaration of Human Rights (1948), the European Convention on Human Rights, the Human Rights Act 1998 and the UN Convention on the Rights of Persons with Disabilities (2008) all state that adults should be free from abuse.

It follows that some adults because of circumstance or particular vulnerability or risk may be in need of additional care, support or protection. The term Vulnerable Adults has changed to 'adults at risk' in the 2014 Care Act. Throughout this policy we will use the terms adults at risk and adults in need of protection/care and support interchangeably.

There is no standard single definition for an adult at risk, so for our policy we are using the following simple definition taken from CCPAS (Churches' Child Protection Advisory Service):

Any adult aged 18 or over who due to disability, mental function, age, illness or traumatic circumstances may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation.

Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2010)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse

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

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may 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 the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, 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

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

- provide adequate food, 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 care-givers); or
- ensure access to appropriate medical care or treatment.

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

Statutory Definitions of Abuse (Adults at Risk)

Abuse is a violation of an individual's human and civil rights by any other person or persons.'

It comes from a misuse of power and control that someone has over another. Harm is the result of this mistreatment or abuse.

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

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

Psychological or Emotional Abuse

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

Financial or Material Abuse

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.

Neglect or Act of Omission

This is the repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to

the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general wellbeing or development is impaired.

Discriminatory Abuse

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

Institutional Abuse

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

Spiritual Abuse

Spiritual abuse occurs when someone uses their power within a framework of spiritual belief or practice to satisfy their own needs at the expense of others.

How to respond to a child wishing to disclose abuse

Effective Listening

Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult 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.

HELPFUL RESPONSES

- You have done the right thing in telling
- I am glad you have told me
- 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

Safeguarding awareness

The Trustees are committed to raising the profile of safeguarding and issuing guidance for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. **Safeguarding is a standing item on all agendas. Trustees will regularly update their safeguarding training as appropriate. This will include awareness of signs and symptoms of abuse, safer recruitment and management of paid workers and volunteers**

Trustees will ensure this policy is shared and agreed with Osvaldo and Marie Luisa Recalde in Operation South America Paraguay and support them in the development of their own safeguarding policy and practice.

The Trustees will also ensure that children and adults in Paraguay 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. This will require translating and producing a version of this policy in Spanish and for it to be distributed and displayed in the OSA house/home in Quyquyhó. Workers will be informed about the appropriate procedures in the event of concerns.

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. Following procedures as below:

- The person in receipt of allegations or suspicions of abuse relating to children should report concerns as soon as possible to Sue Budd (hereafter the "Safeguarding Co-ordinator") **Tel. No: +44(0)1922 448678**, E-mail suebudd23@gmail.com who is nominated by the Trustees to receive allegations or suspicions.
- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to Angela Luik (hereafter the "Deputy ") **Tel. No: +44(0)1922 455362**, E-mail aluik@hotmail.co.uk. If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made to any other member of the OSA Committee (see OSA Committee Contact List at Appendix 4).
- The person in receipt of allegations or suspicions of abuse relating to vulnerable adults should report concerns as soon as possible to Angela Luik (hereafter the "Safeguarding Adults Co-ordinator") **Tel. No: +44 (0)1922 455362**, E-mail aluik@hotmail.co.uk, who is nominated by the Leadership to receive allegations or suspicions.
- In the absence of the Safeguarding Adults Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to Kath Bowyer (hereafter the "Deputy") **Tel. No: +44(0)1922 455909**, E-mail suebudd23@gmail.com If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made to any other member of the OSA Committee (see OSA Committee Contact List at Appendix 4).

- 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 Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to the Chairman, Laurie Budd, or taking advice from CCPAS: **Tel. No. +44 (0) 845 120 45 50**
- The Trustees will support the Safeguarding Co-ordinator/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 CCPAS, although the Leadership hope that members of the place of worship / organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Trustees demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable or at risk

The role of the Safeguarding Co-ordinator/Deputy is to collate and clarify the precise details, as far as possible, of the allegation or suspicion and pass this information on to the appropriate authorities in Paraguay, If the allegation involves a foreign national the allegations should be reported to the appropriate authority in their home country. Where an allegation is made against a member of OSA or a team under the umbrella of OSA this should be reported to the charity commission.

Any allegations and ongoing investigations will be reported to the trustees

ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN

If an accusation is made against a worker* (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinators, would take action to ensure the removal of the worker from the Home.

For the purpose of clarity, hereafter the term “paid worker” will be used to refer to those individuals who receive payment for services provided for OSA in Paraguay. The term “volunteer” will be used for those undertaking unpaid work on a voluntary basis and the term “visitor” to those on a short term visit involving neither paid nor voluntary work.

SECTION 3

Prevention – Safe recruitment for persons working with children, young people and vulnerable adults

(See also Safe Recruitment Policy at Appendix 4)

The Trustees will ensure all paid workers and volunteers will be appointed, trained, supported and supervised in accordance with current guidance on safer 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 short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A criminal records disclosure (DBS) has been completed (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
- 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.

When appointing volunteers (either to serve as members of the OSA Management Committee and/or serve or visit the charity base in Paraguay), this includes ensuring that:

- Names of potential volunteers will be presented to the Trustees and Safeguarding Co-ordinators before being approached. It is anticipated that the majority of applicants will already be known to at least one committee member.
- A criminal records disclosure (DBS) has been completed (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- They will be given a copy of the organisation's full safeguarding policy
- Volunteers will be given a copy of the aims and objectives of the visit which will be reviewed regularly
- Volunteers will be informed of our policy regarding the taking and use of photographic images (See below)

Management of Paid Workers – Codes of Conduct

As Trustees we are committed to supporting all workers and ensuring they receive support and supervision. All paid workers will be issued with a code of conduct towards children, young people and adults. The Trustees undertake to follow the principles found within the 'Abuse of Trust' guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

The Taking and Use of Photographic Images

All volunteers, paid workers and visitors to OSA properties or to individuals under the care of OSA will be expected to obtain prior permission from a Trustee or from the Director in Paraguay before taking photographic images of any young person. Thereafter such images may only be kept for personal use and must not be uploaded on to any form of social media whereby the identity of an individual might be disclosed. Prior permission for the use of photographic images in any form of presentation or publication should be obtained from the Trustees who reserve the right to retain copies for their own use.

SECTION 4

Pastoral Care

Supporting those affected by abuse

The Trustees are committed to offering pastoral care and support to all those who have been affected by abuse who have contact with or are part of the place of worship / organisation.

SECTION 5

Practice Guidelines

As an organisation working with children, young people and vulnerable adults we wish to operate and promote good working practice and set a general code of conduct for workers. This will enable workers to run activities safely, develop good relationships and minimise the risk of false accusation.

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 regards to our expectations of those with whom we work in partnership, whether in the UK or not. Where possible, we will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and vulnerable adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Signed _____

Sue Budd

Angela Luik

Date

3rd November 2016

APPENDIX 1

Trustees' Safeguarding Statement

The Leadership of Operation South America, [hereafter referred to as Leadership] recognises the importance of its ministry/work with children, young people and adults in need of protection and its responsibility to protect everyone entrusted to our care.

The following statement was agreed by the leadership/organisation on: **3rd November 2016**

This charity is committed to the safeguarding of children and vulnerable adults and ensuring their well-being.

Specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and adults at risk and to report any such abuse that we discover or suspect.
- We believe every child and adult should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All children, young people and adults have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the place of organisation unless they pose a risk to the safety of those we serve.
- We undertake to exercise proper care in the appointment and selection of all those who will work with children and vulnerable adults.

We are committed to:

- Following the recommendations for good practice in relation to safeguarding children and adults.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the recommendations for good practice in regard to people with disabilities.
- Ensuring that workers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any denominational or organisational guidelines in relation to safeguarding children and adults in need of protection.
- Supporting the safeguarding co-ordinator/s in their work and in any action they may need to take in order to protect children/vulnerable adults.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this organisation.
- Supporting parents and families

- Nurturing, protecting and safeguarding of children and young people
- Supporting, resourcing, training, monitoring and providing supervision to all those who undertake this work.
- Supporting all in the organisation affected by abuse.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by the Churches' Child Protection Advisory Service.

We recognise:

- Children's Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child in the UK. Adult Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult in the UK.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country, in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a child or vulnerable adult then speak to one of the following who have been approved as safeguarding co-ordinators for this organisation.

Sue Budd Child Safeguarding Coordinator

Angela Luik Deputy Child Safeguarding Coordinator

Angela Luik Adult Safeguarding Coordinator

Sue Budd Deputy Adult Safeguarding Coordinator

A copy of the full policy and procedures is available from The Registered Address of the Charity.

A copy of our safeguarding policy has been lodged with Aldridge Parish Church.

Signed by leadership/organisation

Signed _____
Sue Budd

Angela Luik

Date **3rd November 2016**

APPENDIX 2

Signs of Possible Abuse (children & young people)

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

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc.
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc. which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

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

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses,
- Inadequate care, etc.

*These indicate the possibility that a child or young person is self-harming.

Signs of Possible Abuse (adults)

Physical

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or medical problems unattended

Sexual

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

Psychological

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

Financial or Material

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

Neglect or Omission

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

Discriminatory

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care

Institutional

- Lack of flexibility or choice over meals, bed times, visitors, phone calls etc.
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity

APPENDIX 3

Operation South America Committee Contact List 2016

Name	Address	Phone	E-mail
Jon & Kath Bowyer	85 Leighswood Avenue, Aldridge WS9 8BA	01922 455909	jonbowyer@uwclub.net kathbowyer@icloud.com
Laurie & Sue Budd	26 Weston Crescent, Aldridge WS9 0HB [OSA Registered Address]	01922 448678	laurie.budd@yahoo.co.uk suebudd23@gmail.com
Phil & Liz Grainger	15 Henders, Stony Stratford, Milton Keynes MK11 1RB	01908 568086	philipsgrainger@gmail.com lizagrainger@gmail.com
Andrew Hardisty	Ivy House Farm, Mill Lane, Lower Stonnall, WS9 9HN	01543 481867	hardisty1105@gmail.com
Helen Leech	10 Branton Hill La. Aldridge WS9 0NR	01922 459725	helenmeriel@hotmail.co.uk
Leo & Ange Luik	41 Northgate Aldridge WS9 8QF	01922 455362	lluik41@gmail.com aluik@hotmail.co.uk
Paul Puttergill	124 Lazy Hill Road, Aldridge, WS9 8RR	01922 456182	pputtergill@yahoo.co.uk

APPENDIX 4

Safe Recruitment for Workers with Children, Young People and Vulnerable Adults

This Policy Statement was agreed at a meeting of the OSA Committee on _____

The policy deals with the recruitment of paid workers and volunteers and takes account of the Charity's Safeguarding Policies and Guidance from the following sources:

Churches Child Protection Advisory Service (CCPAS)

House of Bishops – Safer Recruitment Guidelines for all who work on behalf of the Church of England

Children's Workforce Development Council – Recruiting Safely

OSA recognises the importance of good safeguarding working practice in order to ensure and demonstrate that the charity provides an environment that is safe for children, young people and vulnerable adults and in order to support all our employees and volunteers.

Volunteers make up a very large part of our workforce and make an enormous contribution to the development and maintenance of our ministries. They need to be treated mostly in the same way as employees in relation to safeguarding guidelines, although there will be some differences particularly in the level of the formality of the recruitment process.

The recruitment process for employees and volunteers is divided into 4 stages and takes account of the 12 steps for safe recruitment practice that are identified CCPAS:

Stage 1 – Before Advertising

Stage 2 – Before Interviewing

Stage 3 – Before Making a Decision

Stage 4 – Before Appointing

Stage 1 – Before Advertising

1. There is a clear commitment to following good practice guidelines with regard to **Recruitment and Selection** that is agreed and understood by all. Most recruitment will be in the area of selecting suitable volunteers and the Charity will seek advice as and when appropriate.
2. A **Safeguarding Policy** is in place that makes a clear commitment to safe recruitment.
3. Clear aims and objectives **are** developed for each visit as deemed appropriate..
4. There is an **Information Pack** for each role which includes the following information:
 - A description of the role and responsibilities, as deemed appropriate
 - The recruitment arrangements:
 - For **Paid Roles** this will include opportunities to meet with representatives of the OSA Management Committee, closing date for applications and interview date
 - Volunteers will mainly be people making short term visits to OSA Paraguay

- For **Volunteer visitors** this will include an invitation to meet with representatives of the OSA Trustees, arrangements for an informal interview – this may be a chat over a cup of coffee
- An application form for **Paid Roles** / an information / expression of interest form for **Volunteers**
- Statement of the organisation’s commitment to safeguarding
- Statement that the successful applicant will be required to complete a Disclosure and Barring Service (DBS) check prior to commencement of the role

Stage 2 – Before Interviewing

5. **All applicants for paid roles must complete an application form.** The application form is a good source of information about previous work experience and gaps in employment that may be significant. It can also be a good place to start at an interview. The form should include the following:
- Name, address and telephone number(s)
 - Qualifications and experience
 - Brief employment history
 - Contact details of name referees
 - Information (based on the job description and person specification) in support of the application for the role

Applicants for volunteer visits will complete a similar information form. It should be made clear that the organisation reserves the right to seek references and make any character checks it feels are necessary. The application/ information form should include a declaration that all the information contained in it is true and that the applicant agrees to a DBS check being carried out should the organisation wish to appoint them. The form should be signed and dated by the applicant.

All applications must be processed equally and fairly.

6. Appropriate **Checks and References** must be gathered. Obtaining references is an essential part of gathering information about the applicant. Information given by referees can then be compared with information provided by the applicant. At least two references should be obtained.

For **Paid Roles** at least one reference should be from the current employer or a previous employer if they are not currently working/volunteering.

For **Volunteer Roles** the applicant may use an employer if they wish but if this is not appropriate, provide the names of two people who will supply character references. These should not be relatives.

The reference request should include requests for the following information:

- Comments about the applicants’ ability to perform the duties of the role (the job description and person specification / volunteer role description should accompany the reference request)
- Comments about the applicants’ attitude towards children / vulnerable adults and towards safeguarding generally

- Any further information that might give rise to concern, either about the applicants' attitudes, values or known practices

References can be followed up with a telephone call in order to verify the identity of the referee and this also gives an opportunity to clarify any queries you may have. It also provides an opportunity to thank the referee for their time in completing the reference.

7. Applicants must be informed of the **Arrangements for Interview**. The level of formality will vary. ***For some volunteer roles, this will be a chat over a cup of coffee; for new volunteers, this may need to be a more lengthy process.***

Stage 3 – Before Making a Decision

8. **Interviews** should be undertaken for ALL persons that are being considered for a role and always be face-to-face. At least two people should be involved in interviews whether formal or informal. Ideally these should be male and female although this will not always be possible. The interview should begin with Prayer. Interviewers should have experience and understanding of working with children or vulnerable adults. ***At least one of the interviewers must have had safe recruitment training.***
9. **Questions** need to be asked sensitively and it is therefore important that the interviewer is competent and confident. Questions of a sensitive nature may best be dealt with on a one-to-one basis.

Some general principles of good practice are that any questions asked should be:

RELEVANT: related to the job description/person specification.

OPEN: attempting to establish how the person thinks and feels about working with children and/or vulnerable adults. The interviewer needs to be flexible enough to follow up on any responses that need further exploration.

FAIR: where there is more than one applicant for a single role any question must be asked of all candidates.

APPROPRIATE: questions about values and personal conduct are acceptable as long as they are relevant to the job. This is important within the context of the culture/value system of the church/organisation.

LEGITIMATE: questions about sexual conduct/morality in relation to the value system of the church/organisation may be asked on the condition that they are relevant to the post and as long as this is done sensitively.

There are some questions which it is **unlawful** to ask at interview. These generally relate to matters of health, disability and age, where there is a ban on asking questions unless they can be justified for the purposes of assessing ability to participate further in certain selection processes or assessing the ability of a candidate to perform key functions of the role for which they have applied.

It is essential to explain safeguarding within the context of the job at all interviews.

It can be helpful to use information on the application form as a starting point.

Interviewees should be asked at some stage whether there has ever been any concern regarding their conduct with children or vulnerable adults or allegations made against them that have been reported to and/or investigated by Children's or Adult Social Services and/or the Police. This information can then be cross-referenced to the information supplied on the Self Declaration Form.

It is relevant to know about any personal issues that may affect the candidates' ability to carry out the job, such as past drug misuse, alcoholism or abuse, and that these have been or are being addressed. This might be significant if the successful candidate will be working with individuals where abuse is an issue. The rationale behind asking for this information is that if they haven't dealt with their own issues, they may struggle to support others who may have been abused.

The organisation's policy on safeguarding, abuse of trust and expectations in relation to good practice should also be explained to the applicant at the interview.

Interviewing is not about trying to catch people out or 'putting them through the mill'. Interviews should be conducted in a manner that is appropriately formal, although relaxed enough to enable the candidates to give their best to the process.

Stage 4 – Before Appointing

- 10.** Ensure that there is sufficient information to support the selection/appointment of a suitable person for the role.
- 11.** Ensure that the applicant understands that the offer of the role is conditional on a DBS check. This process should be carried out through Aldridge Parish Church (APC) – acting on behalf of the Charity - or through the candidates' home church.



OSA – Information for Volunteer Applicants

Thank you for your interest in Operation South America. If you are considering applying to be part of the team travelling to Paraguay to participate in the work at Quyuquyhó, you need to read and complete the enclosed documents carefully. Most of the work takes place during June, July or August. Please specify on the application form when you are available.

All participants must be self-financing. The cost could be around £1500, dependent on the air fares at the time of booking and includes food, basic accommodation and insurance, for a minimum two week stay. If you wish to stay longer, then the additional costs will be minimal. In addition, participants will be expected to help towards the raising of funds to finance the work in Quyuquyhó. Where possible, at the end of your stay, for those who wish, we also try to arrange a couple of nights' "rest and relaxation" at an appropriate venue, prior to return home. This may involve additional expenditure, according to location and activities.

In order to help plan and prepare for the work it would help us to know a little about you, for example, if you are skilled in bricklaying, carpentry, gardening, children's work etc. Please use the **Background Details** section of the application form to tell us about yourself, giving reasons for wanting to participate and also any special talents you may have, such as playing a musical instrument. Although the local language, Guaraní, is not widely known, most of the children understand Spanish. A basic competence is helpful but not essential for volunteers.

We would also like to remind you that, whilst every care will be taken to ensure your safety and security whilst participating in the work, you should understand that Paraguay does not have the Health and Safety Regulations we have in the UK and there are natural dangers in the countryside. You will be expected to follow all instructions and advice given by the Project Leader or whoever is supervising the work, and to work in such a manner that will not endanger yourself or others. Travelling to Paraguay and being involved with the work at Quyuquyhó will be entirely at your own risk. Operation South America may not be held responsible for personal injuries howsoever caused. Volunteers are strongly advised to take out their own travel insurance which should include repatriation costs.

Operation South America is an interdenominational organisation, based on Christian principles. All participants will be expected to attend, and hopefully contribute to, the worship and prayer sessions.

A briefing session will be held before departure, and all participants will be expected to attend. You will be notified of the date, times and venue in due course.

If you wish to apply as a volunteer, please complete and return both the Application Form and Confidential Declaration to:

**Operation South America, Sue Budd or Angela Luik Safeguarding Coordinators at the Charity
Registered Address: 26 Weston Crescent, Aldridge, WS9 0HB**

Thank you again for your interest. We will notify you with the result of your application as soon as possible.

Signed on behalf of the OSA Trustees _____

Date _____

VOLUNTEER APPLICATION FORM

Personal Details

(Please use black ink and **BLOCK CAPITALS**)

Surname..... Title: Mr Mrs Ms Miss Other (Specify)
Forenames..... Date of Birth.....
Home Tel. No. Mobile

Address.....
Post Code..... Email

How long have you lived at this address? YearsMonths

(If less than 12 months please give your previous address)

Previous Address Post Code

Do you have a current passport? No [] Yes [] Passport Number.....

When is your passport due for renewal?

(N.B. If your passport is due for renewal within six months of your return from Paraguay, you will be asked to renew it before you travel).

What dates would you be available: From To

Referees

Please provide the names and addresses of two people who have known you for at least two years and who would be able to provide a reference.

Name	Name
Address	Address
Post Code	Post Code
Tel. number	Tel. number

Emergency Contact

Please give a name and contact number of someone we can contact in the UK if there is an emergency whilst you are in Paraguay.

Name..... Relationship

Tel. No. Mobile. Email

Background Information

In order to help us assess your suitability to participate in the work at Quayquyhó and to allocate particular tasks, please use the space below to give us details of your background, experience, personal skills and particular talents. It would be particularly useful to know if you are skilled in bricklaying, carpentry, gardening, children's work etc. or have a musical, artistic or linguistic talent. Please write as fully as possible, giving reasons for wanting to participate.

I have read the **Information for Volunteer Applicants** and accept the conditions outlined. I enclose a completed **Confidential Declaration** and wish to be considered as a volunteer. If accepted I will provide the requisite DBS checks and attend a briefing prior to departure.

Signature Date

CONFIDENTIAL DECLARATION – NOTES

Please read carefully before completing the Confidential Declaration.

The voluntary work for which you are applying could give opportunity for unsupervised contact with children, young people under the age of eighteen and/or vulnerable adults. Because of this you are required to make a confidential declaration. This will include details of any criminal convictions, cautions, reprimands, final warnings, and any other information that may have a bearing on your suitability for the work. The Trustees and Management of the Charity will retain the confidential information.

Under the provisions relating to work with children and young people in the Rehabilitation of Offenders (Exceptions) Order 1975 you may not withhold information about convictions which for other purposes are 'spent'. You are required to provide such information in relation to the Children and Young Persons Act 1933 and/or the Schedule to the Disqualification for Children Regulations 1991.

If you do not complete the form or do not disclose a conviction or any other relevant information, this may lead to you not being allowed to participate in the voluntary work.

Questions 1-3

If you answer 'yes' to any of these questions and we believe this to have a bearing on the requirements of the work, we will discuss the matter with you. Only relevant convictions and other information will be taken into account so disclosure need not necessarily be a bar to participating in the work.

Questions 4-6

The DATA PROTECTION ACT requires that personal information is obtained and processed fairly and lawfully, is only disclosed in appropriate circumstances, is accurate, relevant and securely kept and is not held longer than necessary.

Question 7

All participants must obtain, through the applicant's home church or through this charity, a Disclosure and Barring Service Check. The original document when received must be sent with the application. References will be followed up with a telephone call to verify their identity and to clarify any queries we may have. It also gives the opportunity to thank the referee.

A copy of the DBS will be kept on file for six months from the date of return to UK and destroyed thereafter. The original will be returned to the participant.

Interviews with members of the Trustees/and or committee will take place once the application is submitted.

If you require further information or have any concerns about completing the Confidential Declaration, please contact the Charity.

CONFIDENTIAL DECLARATION

- 1a. Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police? **Yes [] No []** Tick One

If you have answered 'Yes' state the nature and date(s) of the offence(s).

.....
.....

- 1b. Are you aware of any police enquiries undertaken following allegations made against you which may have a bearing on your suitability to be part of the team?

Yes [] No []

If you have answered 'yes' please give details.

.....
.....

2. Has your conduct ever caused or been likely to cause significant harm to a child or young person under the age of eighteen, or put a child or young person at risk of significant harm or to your knowledge has it ever alleged that your conduct has resulted in any of those things? **Yes [] No []**

If you have answered 'yes' please give full details including the date(s) and nature of the conduct or alleged conduct and whether you were dismissed, disciplined, moved to other work or resigned from paid or voluntary work as a result.

.....
.....
.....

3. Has a child in your care or for whom you have had parental responsibility ever been removed from your care and been placed on the Child Protection Register or been the subject of a Care Order, A Supervision Order, or a Child Assessment Order or an Emergency Protection Order under the Children Act 1989 or a similar order under other Legislation? **Yes [] No []**

If you have answered 'yes' please give details.

.....
.....
.....

4. Have you any health problem(s) which might affect your work with children or vulnerable adults? **Yes [] No []**

If you have answered 'yes' please give details.

.....
.....

5. Have you, since the age of eighteen, ever been known by any name other than the name given by you on the application form? **Yes [] No []**

If 'yes' give details of previous names and dates

Surname..... Forenames.....

Surname..... Forenames.....

6. Have you, during the past five years, had any home address other than that given by you on the application form? **Yes [] No []**

If 'yes' give full details of the address (es) and the dates when you lived there (including start and end)

Address.....

Post Code From To

Address.....

Post Code From To

7. Do you consent to a Disclosure and Barring Service check? **Yes [] No []**

I confirm that the information I have given on this form is correct and complete.

Signature Date.....

Surname..... Title: Mr Mrs Ms Miss Other (Specify)

Forenames..... Date of Birth

Home Tel. No. Mobile

Address.....

Post Code..... Email

Please use a continuation sheet where necessary and enclose with application form