

2025



Jubilee

Safeguarding Policy and Procedures

CROYDON JUBILEE CHURCH | 132 ADDINGTON ROAD, CROYDON CR2 8LA

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Croydon Jubilee Church is registered in England and Wales under company number 798904
and is a registered charity under number 1146703. VAT Number: 472 4413 01.

Registered office as above.

Purpose

Our charitable activities include working with vulnerable people. The purpose of this policy is to protect them and provide stakeholders and the public with the overarching principles that guide our approach in doing so.

Commitment Statement

The Eldership and Leadership Teams of Croydon Jubilee Church and all those affiliated with it, undertake to protect and safeguard children under 18 years and those who are above 18 years who have care and support needs at risk of harm, injury or death from any form of abuse or neglect and to respond to concerns appropriately and quickly. The Eldership and Leadership of Croydon Jubilee Church recognise the need to provide a safe and caring environment for everyone without distinction of differences and therefore must take all precautions to prevent abuse and neglect of children and adults in need of care which may occur as a consequence of action or inaction of someone who is older, in a position of power, position of responsibility, trust, authority that results in harm (or risk of harm), injury or death.

In addition to Sunday morning worship meetings, Croydon Jubilee Church undertakes several activities and projects where there is direct and indirect contact with children and adults with support needs e.g. Sunday Children's work, Baby and Toddler groups, café, Pop-In clubs for over-50s and youth groups, Food hub, socials and camps.

This Policy and Procedures is based on relevant UK legislation and Good Practice (See Appendix 1), including Safe and Secure Safeguarding Standards published by Thirtyone:Eight (formally known as CCPAS).

Lead Safeguarding Coordinator

A lead safeguarding coordinator will be appointed to provide oversight of safeguarding and to lead on any incident investigation and reporting.

Lead Safeguarding Coordinator	Emily Adams
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The Lead Safeguarding Coordinator will regularly keep the Elders and Trustees updated and bring to their attention anything that they feel may need to be addressed to enhance and provide a safe and caring environment.

Applicability

This policy applies to anyone working on our behalf, including our trustees and other volunteers.

Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work. These include, but are not limited to other [UK regulators](#), if applicable.

Safeguarding should be appropriately reflected in other relevant policies and procedures.

Principles

We believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all our beneficiaries, staff and volunteers, to keep them safe and to work in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up, if they have any concerns.

Types of Abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation. Signs that may indicate the different types of abuse are at Appendix 2.

Reporting Concerns

If a crime is in progress, or an individual in immediate danger, call the police, as you would in any other circumstances.

If you are a beneficiary, or member of the public, make your concerns known to a member of our team, who will alert the Lead Safeguarding Coordinator or a senior member of the charity.

All safeguarding concerns should be raised as soon as is practicable and within 24 hours of the concern arising with:

- The named Lead Safeguarding Co-ordinator or a delegated Safeguarding Co-ordinator at a church congregation or at an event who will manage the concern at first instance and within 24 hours of the concern arising
- In the absence of the Lead Safeguarding Co-ordinator or delegated Safeguarding Co-ordinator or, if the suspicions in any way involve them, then the report should be made directly to THIRTYONE:EIGHT or the local authority

All concerns should be recorded on the Incident Reporting Form.

The trustees are mindful of their reporting obligations to the Charity Commission in respect of [Serious Incident Reporting](#) and, if applicable, other regulator. They are aware of the Government [guidance on handling safeguarding allegations](#).

Confidentiality

The Lead Safeguarding Co-ordinator will not divulge details of concerns with others unless it's on a need-to-know basis depending on the circumstances and/or nature of the concern. Concerns may be informed to the Local Authority Designated Officer (LADO) if allegations have been made about a person who has a role with under 18's or the Insurance Company. Otherwise, concerns 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.

The role of the safeguarding co-ordinator or delegate is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Croydon Jubilee Church as a registered church would also be responsible to report serious matters to the Charities Commission without divulging confidential details. Disclosures may also be required to the Disclosure and Barring Service which manages the list of those people deemed unsuitable for working with children or adults in need of care, particularly where the nature of concern results in the Jubilee Representative has been asked to leave or they have left voluntarily.

Investigation

Under no circumstances should anyone carry out their own investigation into an allegation or suspicion of abuse.

The Care Act, 2014 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.

Responsibilities

Trustees. This safeguarding policy will be reviewed and approved by the Board annually. The Lead Safeguarding Coordinator will be invited to attend that meeting.

Trustees are aware of and will comply with the Charity Commission guidance on [safeguarding and protecting people](#) and also the [10 actions trustee boards need to take](#) to ensure good safeguarding governance.

The Trustees will appoint a Safeguarding Committee chaired by the Lead Safeguarding Coordinator. Together with the Trustees they will be given responsibility for the oversight of all aspects of safety, including whistleblowing and Health & Safety at Work. This will include:

- Creating a culture of respect, in which everyone feels safe and able to speak up.
- An annual review of safety, with recommendations to the Board.
- Receiving regular reports, to ensure this and related policies are being applied consistently.
- Providing oversight of any lapses in safeguarding.
- And ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and any reporting to the Police/statutory authorities is carried out.
- Leading the organisation in way that makes everyone feels safe and able to speak up.
- Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers.
- Planning programmes/activities to consider potential safeguarding risks, to ensure these are adequately mitigated.
- Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.
- Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up to date. Effective from the date of this document, DBS checks will be carried out by CJC every three years, and where possible individuals should sign up for the update service.
- Ensuring that safeguarding requirements (e.g. DBS) and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.

- Listening and engaging, beneficiaries, staff, volunteers and others and involving them as appropriate.
- Responding to any concerns sensitively and acting quickly to address these.
- Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Making staff, volunteers and others aware of:
 - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
 - The signs of potential abuse and how to report these.

The Safeguarding Committee will include at least one Trustee.

Everyone. To be aware of our procedures, undertake any necessary training, be aware of the risks and signs of potential abuse and, if you have concerns, to report these immediately (see above).

Supporting Policies and Procedures

In support of the above responsibilities, we will maintain and regularly review the following policy and procedure documents. These documents will be held in the CJC SharePoint folders and access will be provided to all appropriate persons.

- Safe Recruitment
- Code of Behaviour
- Risk Assessment
- Whistleblowing Policy

Fundraising

We will ensure that:

- We comply with the [Code of Fundraising Practice](#), including [fundraising that involves children](#).
- Staff and volunteers are made aware of the Institute of Fundraising guidance on [keeping fundraising safe](#) and the NCVO Guidance on [vulnerable people and fundraising](#).
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.
- We do not either solicit nor accept donations from anyone whom we know or think may not be competent to make their own decisions.
- We are sensitive to any need that a donor may have.

Online Safety

We will identify and manage online risks by ensuring:

- Volunteers, staff and trustees understand how to keep themselves safe online. We may use high privacy settings and password access to meetings to support this.
- The online services we provide are suitable for our users. For example, use age restrictions and offer password protection to help keep people safe.
- The services we use and/or provide are safe and in line with our code of conduct.
- We protect people's personal data and follow data protection legislation.

- We have permission to display any images on our website or social media accounts, including consent from an individual, parent, etc.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process. If you are unsure, you can contact one of [these organisations](#), who will help you.
- We have adopted and comply with the [Charity AI Ethics & Governance Framework](#).

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 and neglect who have contact with or are part of the Church.

Working with offenders

When someone attending the place of worship / organisation is known to have abused children or is known to be a risk to adults in need of care, the Leadership will supervise the individual concerned and set clear boundaries for that person which they will be expected to keep with consequences if they are not kept.

Working With Other Organisations

In working with other organisations, including any grant making, we will comply with [Charity Commission guidance](#) by carrying out relevant due diligence and having a written agreement that sets out:

- Our relationship.
- The role of each organisation.
- Monitoring and reporting arrangements.

Croydon Jubilee Church will make clear, its safeguarding expectations, with those it partners with, whether in the UK or elsewhere, and include these expectations in any partnership agreement.

Any organisation using Croydon Jubilee Church premises, including hiring of Selsdon Hall or the Coffee Shop area, should also adhere to this Policy unless they have a Safeguarding Policy that adheres to similar safeguarding standards. Croydon Jubilee Church is committed to promoting safeguarding via all communication channels, including from the pulpit.

Change Record

Date of Change:	Changed By:	Comments:
19 March 2025	Gary Flynn	Policy approved by the Trustees 20/03/2025
1 May 2025	Gary Flynn	Emily Adams agreed to act as Lead Safeguarding Coordinator

Appendix 1 – Statutory Guidance

[Gov.UK – The role of other agencies in safeguarding](#)

[CC: Infographic; 10 actions trustees need to take.](#)

[CC: Safeguarding duties of charity trustees](#)

[CC: Safeguarding - policies and procedures](#)

[CC: How to protect vulnerable groups](#)

[CC: Managing online risk.](#)

Appendix 2 – Signs of Abuse

Physical Abuse.

- bruises, black eyes, welts, lacerations, and rope marks.
- broken bones.
- open wounds, cuts, punctures, untreated injuries in various stages of healing.
- broken eyeglasses/frames, or any physical signs of being punished or restrained.
- laboratory findings of either an overdose or under dose medications.
- individual's report being hit, slapped, kicked, or mistreated.
- vulnerable adult's sudden change in behaviour.
- the caregiver's refusal to allow visitors to see a vulnerable adult alone.

Sexual Abuse.

- bruises around the breasts or genital area.
- unexplained venereal disease or genital infections.
- unexplained vaginal or anal bleeding.
- torn, stained, or bloody underclothing.
- an individual's report of being sexually assaulted or raped.

Mental Mistreatment/Emotional Abuse.

- being emotionally upset or agitated.
- being extremely withdrawn and non-communicative or non-responsive.
- nervousness around certain people.
- an individual's report of being verbally or mentally mistreated.

Neglect.

- dehydration, malnutrition, untreated bed sores and poor personal hygiene.
- unattended or untreated health problems.
- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water).
- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing).
- an individual's report of being mistreated.

Self-Neglect.

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene.
- hazardous or unsafe living conditions.
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell).
- inappropriate and/or inadequate clothing, lack of the necessary medical aids.
- grossly inadequate housing or homelessness.
- inadequate medical care, not taking prescribed medications properly.

Exploitation.

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money.
- adding additional names on bank signature cards.
- unauthorized withdrawal of funds using an ATM card.
- abrupt changes in a will or other financial documents.
- unexplained disappearance of funds or valuable possessions.
- bills unpaid despite the money being available to pay them.
- forging a signature on financial transactions or for the titles of possessions.
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions.
- unexplained sudden transfer of assets to a family member or someone outside the family.
- providing services that are not necessary.
- individual's report of exploitation.