

Burning Heart - Safeguarding policy

Source of Advice

This policy has been put together using a template and guidance from the safeguarding charity ThirtyOne:Eight, and was adopted by the Trustees of Burning Heart on 7th July 2023. The Template comes with the following proviso –

No part of this publication may be shared, distributed, or transmitted to any party outside of the member organisation, without the prior written permission of the publisher. Use of this material should not be taken as an endorsement of an organisation's policy by ThirtyOne:Eight.

Permission was granted by ThirtyOne:Eight to Burning Heart to display this policy on burningheart.org on 7/1/2022.

Section 1

Details of the organisation

Name of Organisation: Burning Heart

Address: International House, 64 Nile Street, London, N1 7SR

Tel No: 07774686602

General Email address: hello@burningheart.org

Senior Leader Name: Elizabeth Gallagher, Chair of Trustees

Senior Leader Contact Telephone / Email: burningheartchair@gmail.com

Safeguarding Coordinator Name: Elizabeth Gallagher

Safeguarding Coordinator Contact Telephone / Email: burningheartchair@gmail.com

Charity Number: 1198771 (CIO, England and Wales)

Insurers: Kingdom Bank

The following is a brief description of our organisation and the type of work we undertake with children and adults who have care and support needs:

Burning Heart is a web-based organisation, with a vision for 'exploring God's word through film and online.' We make professionally produced and theologically rich teaching films and series (the film equivalents of Christian books), which are available to all for free on our website and YouTube and Vimeo channels. Alongside the films we also maintain a social media presence on various social media platforms (YouTube, Instagram, Twitter, Facebook etc.), and produce various supplementary resources from a regular YouTube vlog to daily devotionals or extra essays accompanying a particular film series.

Like everyone else, children and adults who have care and support needs have access to all our materials online and may also choose to interact with our various social media channels.

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. 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.

The Leadership undertakes to:

endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.

provide on-going safeguarding training for all its workers and key volunteers, or ensure that they have received such training elsewhere from a recognised training provider, and will regularly review the operational guidelines attached.

support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.

the Leadership agrees not to allow the document to be copied by other organisations.

Section 2 Prevention

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 contact with 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:

- 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.*

Also 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.

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

Safer recruitment

The Leadership will ensure all workers and key 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 short listed 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

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 workers and key volunteers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers and key volunteers 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 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.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and key volunteers and ensuring they receive support and supervision. All workers and key volunteers have been issued with a copy of the code of conduct towards children, young people and adults with care and support needs.

Section 3

Practice Guidelines

As an organisation we wish to operate and promote good working practice. This will enable workers and key volunteers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as a general code of conduct for workers we also have specific good practice guidelines around online safety and these are attached at the end of this policy.

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. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding.

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.

Section 4

Responding to allegations of abuse

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

Documenting a concern

The worker or volunteer should make a report of the concern in the following way:

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Elizabeth Gallagher (hereafter the "Safeguarding Co-ordinator")

Email: burningheartchair@gmail.com

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.

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:

Name: David Ingall (hereafter the "Deputy")

Tel: 07774686602

Email: david@burningheart.org

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the police.

The Safeguarding Co-ordinator 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 Co-ordinator 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.
- 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 Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.

The Leadership 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 the safeguarding agencies or seek advice from thirtyone:eight, although the Leadership hope that members of the 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 Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy 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.

Detailed procedures where there is a concern about a child:

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 Safeguarding Co-ordinator/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 direct 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 Co-ordinator/Deputy will:

Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. 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 a concern that 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, Safeguarding Co-ordinator/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.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will: Identify support services for the victim i.e. counselling or other pastoral support Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

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 Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

Liaise with Children's Social Services in regards to the suspension of the worker

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 person who works with adults with care and support needs

The safeguarding co-ordinator will:

Liaise with Adult Social Services in regards 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 church.

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 place of worship/organisation.

Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually on:

Signed by: Elizabeth Gallagher

Position: Chair

Signed by: David Ingall

Position: Ministry Director

Date: 7th July 2023

Appendix 1: Burning Heart Online Safety Policy

Based on a template provided by ThirtyOne:Eight.

(To be read in conjunction with the Thirtyone:eight Online Safety Help Leaflet, and the Burning Heart Safeguarding Policy, both of which are available from Burning Heart by emailing hello@burningheart.org)

When responding to concerns of abuse please refer to the ThirtyOne:Eight 'Online Safety Flowchart' which is attached at the end of this document.

Burning Heart uses Thirtyone:eight's Online Safety definition:

Online safety is the collective term for safeguarding involving the use of electronic devices and applications to communicate and access the Internet; often referred to as Information and Communications Technology. An online safety policy should be adopted and adapted to reflect all communications between church/organisation's workers and children (those under 18 years of age).

Policy guidelines workers and volunteers:

Generally, maintain good and open relationships with parents and carers regarding communication with them and their children.

Use an appropriate tone: friendly, but not over-familiar or personal.

Be warm and friendly, but do not suggest or offer a special relationship.

Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications.

Be circumspect in your communications with children to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming.

Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.

Only give personal contact details to children that are within the public domain of the Burning Heart, including your mobile telephone number.

If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed.

Only make contact with children for reasons related to the work of Burning Heart and when doing so maintain a log of all electronic contact with individuals or groups including messaging and texting.

Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.

Ensure Burning heart's domain name/logo appears with every Internet post made by a computer user on behalf of Burning Heart. Any user may thus be viewed as a representative of Burning Heart while conducting business on the Internet.

Email with children should only be used to communicate specific information. (e.g. times and dates of events). It should not be used as a relationship building tool.

Email History should be kept and dated.

When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm. Where working with children outside normal office hours workers should seek advice from their leader but there should be no email communication after 9pm.

Use of skype and any other web camera or visual communication via the internet is generally not permitted.

Workers should refrain from using such methods on a one to one basis as they cannot be recorded. (It can be used for conference calls and is considered appropriate if a project or group uses a web camera/Skype in a group environment for project purposes, and has clear aims and objectives for its use).

Social Media Policy

All social media interaction between workers, paid or voluntary, and children under 18 shall be limited to monitored/administrated groups.

Text and any other media posted shall be subject to the acceptable use policy

All interaction on social media groups shall be recorded for safeguarding purposes

Any private messages shall be recorded for safeguarding purposes

Any safeguarding concerns/allegations arising from social media shall be referred onto the safeguarding co-ordinator.

All users of social media must be above the minimum age limit i.e. 13 for Facebook

Workers should ensure their privacy setting ensure the highest levels of security in order to restrict children being able to see any more than what is relevant to communication within the group

All social media groups should provide links to statutory authorities such as CEOP, to enable children to report online abuse.

Consent for photographic images and videos online

Photographs that include children will be selected carefully and will endeavour to prevent children from being easily identified.

Children's full names will not be used on the website in association with their photographs.

Permission will be sought before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated.

Use of images will reflect diversity of age, ethnicity and gender of the activity.

Live streaming of events must be clearly advertised in advance and where children are involved permission should be sought in line with the photographic guidelines.

Any child involved in making Burning Heart films must be accompanied by a parent or guardian at all times.

Where stock footage of children is used in films it will be used only in accordance with the providers' terms of use, and in accordance with all UK data protection and other legislation.

Acceptable Use Policy

(This can be included with consent/registration forms for children and young people with a request for acknowledgement by both parent and child)

Social media groups must be used in compliance with Burning Heart's policy on social media.

Workers and key volunteers operating on behalf of Burning Heart should not:

Search for or download pornographic, racist or hate motivated content.

Illegally copy or play copyrighted content where permission has not been given.

Send, request or display offensive messages or pictures.

Harass, insult or bully others.

Access the internet using another person's login details.

Access, download, send or receive any data (including images), which Burning Heart considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.

Sanctions for violating the acceptable use policy in the opinion of Burning Heart may result in:

Disciplinary action in line with existing practice on inappropriate language or behaviour.

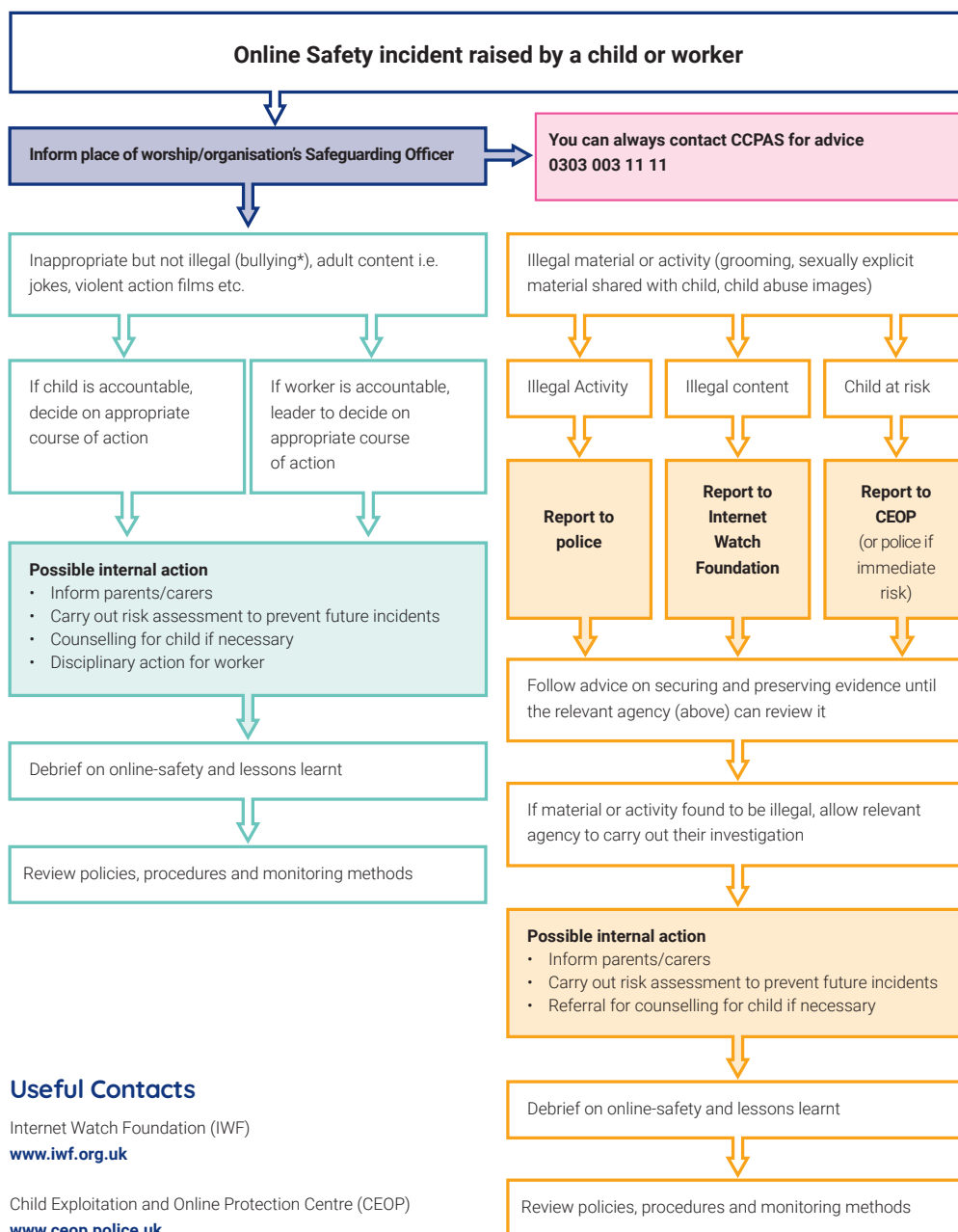
Where applicable, police or local authorities may be involved.

Appendix 2: ThirtyOne:Eight Online Safety Flowchart

Online Safety Flowchart



Creating safer places. Together.



Useful Contacts

Internet Watch Foundation (IWF)
www.iwf.org.uk

Child Exploitation and Online Protection Centre (CEOP)
www.ceop.police.uk

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