

Safeguarding policy

Issue 13 June 2025

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Crown Church • The Living Room • High Street • Cowley • Uxbridge • UB8 2DZ
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Church Details

Name of the church:	Crown Church
Address:	High Street, Cowley. Middlesex. UB8 2DZ
Telephone Number:	01895 233466
Email Address:	office@crown-church.org.uk
Location:	London Borough of Hillingdon
Denominational details:	Part of <i>New Ground Churches/ New Frontiers</i>
Registered Charity Number:	1095028
Registered Company Number:	04529503

Church Statement

Crown Church is a community of believers who aim to know Jesus and show his love to Hillingdon, surrounding areas and the nations. We have a growing children's and young people's ministry which aims to provide a fun, friendly and supportive environment in which children and young people grow and learn about the Christian life. Adults and children with additional needs are welcome to attend and participate in a range of activities provided by Crown Church during the week and at weekends.

Our main places of worship are Bishopshalt School, Royal Lane, Hillingdon, and The Living Room (TLR), on the High Street, Cowley, Hillingdon. Bishopshalt School is the venue for our Sunday morning meetings and includes age-appropriate activities for children on Sunday mornings. The activities at Bishopshalt School are held in classrooms and children and young people are supported to learn about Jesus in creative and fun ways. Bishopshalt School is also used by other groups, who are unconnected to Crown Church, on a Sunday morning.

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Crown Church also provide online meetings which include children, young people and adults and the safeguarding policy applies to all our online activity.

For primary school children we run a variety of events throughout the year to mark occasions in the calendar such as Easter and Halloween. These are based at TLR.

For young people aged 12–18 years we provide a fortnightly Friday evening youth group based at TLR. One off activities for young people run throughout the year, including participation at an annual weeklong youth festival called New Day. The church also runs a Foodbank during the week based at TLR.

Our commitment

The leadership at Crown Church consists of Elders and Trustees. The Leadership at Crown Church recognises 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 believe that children and adults should always be treated with dignity and respect and be able to develop their full potential, free from hunger and want, neglect and abuse. In line with the UN Convention on the Rights of children (2010), we believe children have the right to be protected from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, or exploitation. The leadership at Crown Church have therefore adopted the procedures set out in this safeguarding policy in accordance with [Working Together to Safeguard children 2023](#) and the [Care and Support Statutory guidance 2023](#). We are committed to, where appropriate, building constructive links with statutory and voluntary agencies involved in safeguarding.

The Leadership undertakes to:

- endorse and follow national and local safeguarding legislation and procedures.
- provide annual safeguarding training for all its workers and regularly review safeguarding policy and practice.
- support the Safeguarding Coordinators in their work and in any action, they may need to take to protect children and vulnerable adults.

A detailed statement by the Crown Church Leadership on Safeguarding is given in Appendix 1.

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 in the UK is based on the Children Acts of 1989 and 2004. Crown Church follows the definitions of abuse as outlined in *Working Together to Safeguard Children* (2023). For detailed definitions of abuse please read Appendix 2.

Definitions of abuse: Adults

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14 of the Safeguarding and the Care and Support Statutory guidance 2023.

The Safeguarding duties apply to an adult who.

- has need for care and support (whether the local authority is meeting any of those needs) and.
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- For further definitions of abuse please see Appendix 2.

Responding to concerns

Children and young people

Where there is a suspicion or allegation of abuse, people within the organisation must know who to contact. In the first instance this should be the Lead Safeguarding Coordinator or Deputy Lead, in their absence, the Child Safeguarding coordinator for a child or the Youth Safeguarding Coordinator for a young person, or, in their absence, one of the other safeguarding leads. If no member of the safeguarding team is available, the Lead Elder should be contacted.

Medical help should be sought in an emergency and the doctor informed of any concerns. Advice can be gained from [thirtyone:eight](#), formerly known as the Churches' Child Protection Advisory Service (CCPAS). [thirtyone:eight](#) are an independent charity focused on helping individuals and churches to protect vulnerable people from abuse. Their contact details are: <https://thirtyoneeight.org/get-help/safeguarding-helpline/> Tel: 0303 003 1111.

Adults

Where the concern is regarding an adult in need of protection contact the safeguarding Lead for Adults or in their absence, the Lead Safeguarding Coordinator. Advice can be gained from [thirtyone:eight](#) or Hillingdon Adult Services.

General guidance for staff and volunteers responding to concerns reported by a child, or young person, or an adult includes the following:

- Don't ask a lot of questions – instead listen carefully to the person.
- Don't make promises you may not be able to keep e.g., not telling anyone else.
- Accept what you hear without passing judgement or investigating.
- Tell them what you are going to do
- Make careful notes (i.e., what was said and in what circumstances) as soon as possible, preferably within an hour. Include dates and times and keep the notes safe.
- Contact the lead safeguarding coordinator, or, in their absence, the appropriate Safeguarding Co-ordinator

Responding to allegations of abuse for children, young people and adults

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

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to **Pauline Housen the "Lead Safeguarding Co-ordinator"**) who 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 Lead Safeguarding Co-ordinator, contact the Deputy Lead or another safeguarding co-ordinator.
- If the suspicions in any way involve the Lead Safeguarding Co-ordinator, then the report should be made to the Deputy Safeguarding or the Lead elder at Crown Church if Deputy Lead not available.
- If the suspicions implicate Safeguarding Co-ordinators, then the Lead Safeguarding Co-ordinator should receive a report of the concerns.

- Suspicions should not be discussed with anyone other than the Lead Safeguarding Coordinator or other Safeguarding Co-Ordinators. 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 Lead Safeguarding Co-ordinator, or other safeguarding coordinator, the absence of a member of the safeguarding team should not delay referral to Children's Services, Social Services, the Police or taking advice from [thirtyone:eight](#).

Where the concern is about a child or young person the Lead Safeguarding Co-ordinator should contact **Hillingdon Stronger Families Hub** or [thirtyone:eight](#) for advice. Where the concern is regarding an adult at risk the lead safeguarding Co-ordinator should contact Adult Social Services or can also seek advice from [thirtyone:eight](#).

- **Hillingdon Stronger Families Hub** have staff who can offer guidance and advice around safeguarding concerns. Their contact number (office hours) is **01895 556006**. Crown Church has established a link with Hannah Ives, the Local Authority Designated Officer (LADO) in Hillingdon, who can be contacted on 01895 250975/ 07753 431285 or hives@hillingsdon.gov.uk The out-of-hours emergency number is **01895 250111**. The police child protection team can be contacted about potential crimes against a child on **0208 246 1903**.
The Hillingdon Adult Social Services office telephone number (office hours) is **01895 556633**. The out-of-hours emergency number is **01895 250111**. The Police Protection Team can be contacted on **0300 123 1212**.

The Lead Safeguarding Co-ordinator **may** need to inform others depending on the circumstances and/or nature of the concern. The Leadership Team will support the Lead Safeguarding Co-ordinator and Safeguarding Co-ordinators in their roles and accept that any information 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 [thirty-one:eight](tel:01895233466) although the Leadership hope that staff and volunteers of Crown Church will use the procedure set out in this policy. If, however, an individual with a concern feels that the Safeguarding Co-ordinator has not responded appropriately, or where they disagree with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral, they are free to contact an outside agency directly. In making this statement the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who need it.

A list of useful contacts is provided in Appendix 3.

Further guidance 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 Lead Safeguarding Co-ordinator or Child Safeguarding Lead will:

- Contact the Hillingdon Stronger Families Hub in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home. They can contact [thirtyone:eight](tel:01895233466) for advice.
- Not tell the parents or carers unless advised to do so, having contacted Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.

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- 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.
- Encourage parents/ carers to self-report to Children's Services where appropriate.
- Where the parent/carer is unwilling to seek help, offer to assist them in contacting or making a visit to Hillingdon Stronger Families Hub. In cases of real concern, if they still fail to act, contact Hillingdon Stronger Families Hub directly for advice.
- Seek and follow the advice given by [thirtyone:eight](#) (who will confirm their advice in writing) if unsure whether or not to refer a case to the Hillingdon Stronger Families Hub.

Allegations of sexual abuse

Where there is a suspicion or allegation of sexual abuse there should be an immediate referral to Hillingdon Stronger Families Hub, or the police for advice without delay. In the event of allegations or suspicions of sexual abuse, the Lead Safeguarding Co-ordinator will:

- Contact Hillingdon Stronger Families Hub or the Police Child Protection Team directly. They will NOT speak to the parent/carer or anyone else.
- Seek the advice given by [thirtyone:eight](#) if for any reason they are unsure whether or not to contact Children's Services/Police. [thirtyone:eight](#) will confirm its advice in writing for future reference.

Local authority designated officer

The local authority designated officer (LADO) is responsible for:

- providing advice, information and guidance to employers and charities around allegations of abuse against paid and unpaid workers.
- Managing and overseeing individual cases from all partner agencies.
- Ensuring the child's voice is heard and that they are safeguarded.

- Ensuring there is a consistent, fair and thorough process for all adults working with children and young people against whom an allegation is made.
- Monitoring the progress of cases to ensure they are dealt with as quickly as possible.
- Recommending a referral and chairing the strategy meeting in cases where the allegation requires investigation by police and/or social care.

The LADO must be contacted if it is alleged that a person who works with children has:

- behaved in a way that has harmed or may have harmed a child.
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to 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-ordinator, will need to liaise with Children's Services regarding the suspension of the worker, also making a referral to the Local Authority Designated Officer (LADO).

Detailed procedures where there is a concern that an adult needs protection:

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

If there is concern about any of the above, the Lead Safeguarding Coordinator or Adult safeguarding Lead will:

- Contact the Adult Social Services who have responsibility under the Care Act 2014 to investigate allegations of abuse.

- If the adult is in immediate danger, or has sustained a serious injury, contact the Emergency Services, informing them of any concerns.
- Contact [thirtyone:eight](#) for advice.

Safeguarding awareness

The Leadership of Crown Church is committed to ongoing safeguarding training and development opportunities for all workers and developing a culture of awareness of safeguarding issues to help protect everyone. All our children and youth workers will receive initial guidance and undertake recognised safeguarding training on an annual basis through Crown Church, [thirtyone:eight](#), or any similar child safeguarding training provider.

The Leadership of Crown Church will also ensure that children and adults with care and support needs are provided with information on where to get help and advice about abuse, discrimination, bullying or any other matter where they have a concern.

Prevention

The Leadership will ensure that all workers (paid and volunteers) will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment and working practices. This includes ensuring that:

- There is a written job description for the role.
- Those applying have completed a safeguarding policy agreement document and a self-declaration form (Appendices 4 and 5).
- Safeguarding has been discussed with the volunteer/employed member of staff prior to them starting the role.
- Written references are obtained and followed up where appropriate (for paid staff).

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- A disclosure and barring check (DBS) have been completed where necessary.
- Suitable training is provided for all volunteers and paid staff working with children, young people and adults.
- The applicant has been given a copy of the Crown Church Safeguarding policy, knows how to report concerns, and confirmed that they have read the policy by signing it.
- Workers must inform Crown Church if they are charged or convicted of an offence.

Outside of designated activities (children's activities at TLR, Sunday mornings and youth gatherings) the safety of children and young people is primarily the responsibility of parents, guardians and carers. This includes ensuring safety in communal areas and outside of buildings. As a church, we will encourage and support parents, guardians and carers to ensure the safety of children and young people in and around the buildings where we gather.

Management of Workers

The leadership of Crown Church are committed to supporting all workers (volunteers and paid staff) and ensuring they receive support and supervision.

Supporting those affected by abuse

The leadership of Crown Church is committed to offering pastoral care, working with statutory agencies as appropriate, and supporting all those who have been affected by abuse, who have contact with, or are part of Crown Church. This care may be provided by a recommended organisation rather than directly by Crown Church.

Working with offenders or those who pose a risk

When someone attending Crown Church is known to have abused children or young people or is known to be a risk to adults the Leadership of Crown Church will supervise the individual concerned and offer pastoral care. In its safeguarding commitment to the protection of children, young people and adults, Crown Church will set boundaries for that person which they will be held to.

Good practice guidelines for working with children and young people

As a church working with children and young people we wish to operate and promote good working practices to support the safety and welfare of children and young people. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusations.

There is specific good practice guidelines for activities organised by Crown Church. These include guidelines around toileting for young children, transporting children and young people, and the use of photographic images and videos in children's and youth work. **These should be read in conjunction with the safeguarding policy and are listed in Appendix 6. Please refer to these documents for specific guidelines.**

Good practice guidance for working with adults with care and support needs

In our work with adults who have care and support needs Crown Church will seek to ensure that volunteers and staff are offered and receive appropriate training and guidance. This may be in conjunction with other organisations.

Working in partnership with other organisations

Crown Church will, from time to time, work in partnership with other organisations. The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. We therefore have clear guidelines regarding our expectations of those with whom we work in partnership, whether in the UK or abroad. We will discuss our safeguarding expectations with all partners and have a partnership agreement in place to maintain high levels of safeguarding.

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

Appendix 1

Crown Church Leadership Safeguarding Statement

The following statement was agreed by the elders and trustees in June 2025.

The leadership, consisting of Elders and Trustees, recognises the importance of its ministry/work with children, young people and adults and its responsibility to protect everyone entrusted to their care.

Crown Church is committed to the safeguarding of children, young people and vulnerable adults and ensuring their wellbeing.

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 to report any such abuse that we discover or suspect.
- We believe every child and young person should be valued, safe and happy. We want to make sure that children and young people we have contact with know this and are empowered to tell us if they are suffering harm.
- All children and young people 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 who have care and support needs and to report any such abuse that we discover or suspect.

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- We recognise the personal dignity and rights of adults who find themselves victims of forced marriage or modern slavery 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 church 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 adults with care and support needs.

We are committed to:

- Adhering to the requirements of UK legislation in relation to safeguarding children and adults and following good practice recommendations.
- Ensuring that workers (paid and voluntary) adhere to the agreed procedures documented in 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 team in their work and in any action, they may need to take in order to protect children and adults.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by the church.
- Supporting parents and families.
- Nurturing, protecting and safeguarding our children and young people.
- Supporting, resourcing, training, monitoring and providing supervision to all those who work with children and adults at risk.
- Supporting all in the church affected by abuse.
- Following the 'Safe and Secure' safeguarding standards developed by [thirtyone:eight](#).

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We recognise:

- Hillingdon Stronger Families Hub has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child.
- Adult Social Care services have lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted immediately.
- When working outside the UK, concerns will be reported to the appropriate agencies in the country in which we are operating, following their procedures.
- Safeguarding is everyone's responsibility.

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

If you have any concerns for a child, youth or an adult with care and support needs, then speak to one of the following who have been approved as safeguarding co-ordinators for Crown Church

Pauline Housen	Lead Safeguarding Coordinator
Zoe Harland	Child Safeguarding Coordinator
Amiola Chainani	Youth Safeguarding Coordinator
Tom Oakley	Student Safeguarding Coordinator
Brian Hughes	Adult Safeguarding Coordinator and Deputy Lead Safeguarding Coordinator

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A copy of the full policy and procedures is available from the Crown Church Office and Crown Church Website

Signed by Crown Church Lead elder

Signed Gavin Bissessar



Date June 2025

Signed by Crown Church trustee safeguarding lead on behalf of the trustees

Signed Stefan Brown



Date June 2025

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Appendix 2

Definitions of Abuse (Children) *taken from Working Together to safeguard children 2023*

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.

Child sexual exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

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:

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- provide adequate food, clothing and shelter (including exclusion from home or abandonment).
- protect a child from physical and emotional harm or danger.
- ensure adequate supervision (including the use of inadequate caregivers); or
- ensure access to appropriate medical care or treatment.

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

This is not an exhaustive list and there may be other forms of abuse not listed here.

Further details on types of abuse are available from NSPCC on the following webpage:

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/>

Definitions of Abuse: Adults: Taken from the Care and Support Statutory guidance 2023 s.14.16 – 14.33

Physical abuse including assault, hitting, slapping, pushing, misuse of medication, restraint and inappropriate physical sanctions.

Domestic violence including psychological, physical, sexual, financial, emotional abuse, so-called 'honour' based violence.

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, sexual, financial, emotional.

A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the Serious Crime Act 2015. The offence closes a gap in the law around patterns of coercive and controlling behaviour during a relationship between intimate partners, former partners who still live together, or family members, sending a clear message that it is wrong to violate the trust of those closest to you, providing better protection to victims experiencing continuous abuse and allowing for earlier identification, intervention and prevention.

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

Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

Modern slavery encompasses slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse including forms of harassment, slurs or similar treatment:

- because of race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission including ignoring medical emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect

This covers a wide range of behaviours neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a safeguarding enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Incidents of abuse may be one-off or multiple and affect one person or more.

Professionals and others should look beyond single incidents or individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared.

Patterns of abuse vary and include:

- serial abuse, in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse.
- long-term abuse, in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse.
- opportunistic abuse, such as theft occurring because money or jewellery has been left lying around.

Please note this is not an exhaustive list and there may be other forms/ descriptions of abuse not listed here. **Further information on forms of abuse is available from the Care and Support Statutory guidance 2023**

Appendix 3

List of useful contacts

Crown Church Safeguarding Lead

Pauline Housen

Tel: 07920867142

Email: pauline@crown-church.org.uk

Crown Church office contact details

The Living Room, High St, Cowley, Uxbridge UB8 2DZ

Tel: 01895 233466

email: office@crown-church.org.uk

Hillingdon Local Authority Designated Office

Hannah Ives

Tel: 01895 250975/ 07753 431285

Email: hives@hillingdon.gov.uk

Thirtyone:eight

Safeguarding helpline is available Monday – Friday 9am – 5pm

Tel: 03030031111

Email: info@thirtyoneeight.org

Hillingdon Stronger Families Hub

Tel: 01895 556006

Email: strongerfamilieshub@hillingdon.gov.uk

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Appendix 4

SAFEGUARDING POLICY AGREEMENT FORM

To Be Completed by the Team Leader

Name of Group / Team:

Age Range(s) of Children (*"Over-18" if working with Adults Only*):

Meeting Details:

Person to whom you are responsible:

Range of work/tasks to be undertaken:

We want to help you give the best possible service to your group, so we will meet with you from time to time to see how things are going. We will also make sure that you receive the relevant training needed.

Signed: _____

DATE: _____

To Be Completed by the Worker / Role Holder

I confirm that I have read The Safeguarding Policy and will undertake safeguarding training run by Crown Church.

I will endeavour to follow the Policy and if there are things I do not understand, or if I have reason to be concerned about any child or adult within the areas covered by the Policy, I will check with the Lead Safeguarding Coordinator in the first instance.

I will inform Crown Church if I am charged or convicted of a criminal offence whilst I am in any voluntary or paid role within the church.

Name (Please Print) _____

Signed: _____

DATE: _____

Appendix 5

List of supporting documents

The following documents must be read in conjunction with the safeguarding policy. These policies are available from the Crown Church office or on the Crown Church website.

1. Social media guidelines for youth
2. Toileting policy for children
3. Transportation policy for young people
4. Ratios policy for children

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Social Media Policy

and Communicating with Young People

Issue 1 June 2025

CHURCH DETAILS

Name of Church	Crown Church
Address	High Street, Cowley, Middlesex, UB8 2DZ
Phone Number	01895 233466
Email Address	office@crown-church.org.uk
Location	London Borough of Hillingdon
Denominational (or others) details	Part of New Ground Churches / Newfrontiers
Registered Charity Number	1095028
Registered Company Number	04529503

INTRODUCTION

Crown Church is a welcoming community of believers with a range of meetings and activities for all ages & backgrounds. Crown Church endeavours to connect people to church activities and to relationship with Jesus.

A lot of the communication between youth workers and young people occurs face to face. However, increasingly communication is happening online, using a range of platforms such as email, apps, and social media. The online world offers many opportunities, but it can also present risks. It is well documented that the advance of social media has had negative side effects among young people. These can include stress and addiction, sedentary behaviour and opportunities for bullying and harassment. Used in the wrong way, information inappropriately shared on social media can pose a threat to young people's safety. Research by the NSPCC in 2017 found that four out of five children feel social media companies aren't doing enough to protect them. It is therefore vital that organisations like Crown Church take a proactive approach to ensure that our use of social media does not put young people at risk of harm.

PURPOSE

As a church we want to help ensure young people remain safe online and will work with young people and their parents/guardians to help keep young people safe online. This policy sets out the practices that staff, volunteers and parents are expected to follow in terms of how Crown Church communicates with young people online. The guidelines are for staff and volunteers who communicate with young people as part of their role in serving Crown Church. They set out general guidelines which should be followed and specific guidelines relating to online platforms. This document is part of the wider Crown Church Safeguarding Policy and safeguarding procedures and guidelines, which is required reading for all staff and volunteers.

GENERAL PRACTICE AND GUIDELINES FOR ONLINE COMMUNICATION

1. Online communication with all young people should primarily take the form of information sharing. For example, informing young people of an upcoming event, organising a time to meet for a prearranged one to one session or clarifying details of an event.
2. Online communication with young people should take place on agreed platforms – e.g. WhatsApp. The platforms for online communication should be agreed with by the lead youth worker.
3. Where communication happens via groups, the youth team will ensure that only youth workers and volunteers involved in working with young people should be invited to be part of the group.
4. All youth team workers and volunteers are asked to keep any communication through a mobile device as clear, succinct and professional as possible.
5. Communication with young people should only occur during the hours of 8:00am and 9:00pm. This applies to ALL forms of communication unless there is a specific reason to make contact, or it is emergency or residential holiday situation.
6. All online communications with a young person should be able to be viewed by the lead youth worker at any time if deemed necessary.
7. Youth workers and volunteers should only use platforms where conversation histories can be retained to be able to confirm details of online communication.
8. Sending or receiving of inappropriate/ sexual /suggestive personal messages, images or videos with a young person is forbidden.
9. Social networking sites must not be used by youth workers or volunteers in an abusive manner, such as posts or messages that are racist, homophobic, sexist, discriminative and/or contain harmful language.
10. Incidents of inappropriate online communication should be relayed to the Lead Youth Worker.
11. When communicating with young people directly, parental consent may be required. Parental consent should be checked before direct contact is made with young people.
12. The youth work team will observe the age limit regulations for online platforms and will not contact young people on platforms where it is clear they do not meet the age regulation, unless otherwise agreed through parental consent. Some of the young people are below the age of 12 (below the age limit of opening a social media account), however studies have shown that approximately 75% of them have social media.
13. The youth team are encouraged to discuss communication with young people regularly. This includes feeding back on any one-to-one communications with young people, reporting on any notable events.

14. The youth work team will share examples of good practice and participate in training based on good practice for online communication with young people.
15. Due to the nature of church family, it may be difficult, to keep the relationship between youth workers/ volunteers and young people professional. If there is grey area between a personal and professional relationships, then you will at the very least speak to the Lead Youth Worker to manage this, which will be on a specific case-by-case basis.

SPECIFIC GUIDELINES FOR ONLINE COMMUNICATION

1. **Mobile Phones:** The youth work team and volunteers are permitted to save a young person's mobile number on their mobile device if it is given by the young person or by a parent/carer with the young person's consent. Volunteers may not access the church database (Church Suite) to obtain contact details for young people.
2. **Mobile Phones:** The Youth Team and volunteers are asked to keep any communication through a mobile device as clear and professional as possible.
3. **WhatsApp:** If contacted by young people on WhatsApp, Youth team workers and volunteers should follow the above guidelines for Mobile Phone Use.
4. **WhatsApp:** The forming of groups with young people on WhatsApp should be for specific reasons and first agreed by the youth worker lead (e.g. communicating a social event, Church related groups). The group should be deactivated after it has served its purpose.
5. **Facebook:** Youth team workers should not initiate contact with young people on Facebook. If contact is initiated by a young person, they should talk to them in person and suggest contact through SMS or WhatsApp.
6. **Facebook:** Youth Workers should avoid being 'friends' with young people on Facebook. However, if this is impossible due to the nature of the relationship (e.g. familial) please speak to the Lead Youth Worker so they are aware.
7. **Facebook:** If a member of the youth work team or volunteer is tagged (by someone else) in an inappropriate comment/image/video, it must be brought to the attention of the lead youth worker immediately and the individual should 'un-tag' themselves as soon as possible.
8. **Facebook:** If a young person contacts a member of the youth work team or a volunteer through Facebook Messenger. The team member should avoid responding and ask the young person to use WhatsApp or SMS instead.
9. **Facebook:** If a youth work team member or volunteer is at all concerned with the tone or nature of messages through Facebook Messenger, screen shots should be taken and immediately sent to the lead youth worker.
10. **Instagram/ BeReal:** Team and volunteers are not permitted to 'follow' young people on Instagram and BeReal unless this has been agreed in advance with the Lead Youth Worker.

11. **Instagram/ BeReal:** Team and volunteers should only 'like' a photo of a young person who is known to them personally and should avoid commenting.
12. **Instagram/ BeReal:** Youth work team and volunteers should not post pictures of any young people to their personal account.
13. **Instagram/ BeReal:** Youth work team and volunteers should consider the nature and appropriateness of any of their posts.
14. **Gaming Sites:** The Youth Team and volunteers are permitted to play online games with young people, but this should be done within the agreed communication hours, with parental consent and with the agreement of the lead youth worker.
15. **Gaming Sites:** The Youth Team will only play online games where the young person meets the age guidelines for the specific game.
16. **YouTube/TikTok:** The Youth Team, staff and volunteers are permitted to subscribe to a young person on YouTube or TikTok.
17. **YouTube/TikTok:** The Youth Team and volunteers are permitted to allow young people to 'follow' them on YouTube and TikTok.
18. **YouTube/TikTok:** The Youth Team and volunteers should only 'like' a video of a young person who is known to them personally and should avoid commenting.
19. **YouTube/TikTok:** The Youth Team are not permitted to message young people directly on TikTok.
20. **YouTube/TikTok:** Team and volunteers should not post videos of any young people to their personal account, but The Youth Team can use the Crown Church YouTube account to post videos once consent has been obtained from both the young people and their parents/guardians.
21. **YouTube/TikTok:** The Youth Team and volunteers should consider the nature and appropriateness of any of their posts.
22. **YouTube/TikTok:** The Youth Team and volunteers should avoid engaging in conversations with young people through the 'comments' section of YouTube or TikTok.
23. **Snapchat:** Team and volunteers are not permitted to 'follow' or befriend young people on Snapchat, if there is a personal/family connection this will be managed on a case-by-case basis by the lead youth worker.
24. **Snapchat:** Youth work team and volunteers should not post pictures from any young people to their personal account.
25. **Snapchat:** Youth work team and volunteers must NOT message young people on this media due to the lack of conversation history and messages self-deleting.
26. **General Internet Use:** Any form of new App/Website that brings into question any of the themes above, please check with the youth leader before engaging with young people through it. The lead youth worker will keep the Safeguarding team informed of these additional platforms.

SAFEGUARDING AND ONLINE COMMUNICATION

1. If you have immediate concerns about the welfare of a young person, these should be referred to the Youth Safeguarding Lead (YSL) or the Lead Safeguarding Coordinator. The Youth Safeguarding Lead and Lead Safeguarding Coordinator will seek to support the young person.
2. If a young person makes a disclosure during direct and indirect online communication, please inform the Youth Safeguarding Lead or Lead Safeguarding Coordinator as soon as possible. The safeguarding coordinator will contact the young person ideally in person or if not possible via telephone or WhatsApp.
3. Where reports of online abuse are made by a young person these will be followed up in line with Crown Church safeguarding procedures.

PHOTOGRAPHS, IMAGES AND VIDEOS

1. Photos, images or videos of young people should not be taken by youth workers and volunteers without first obtaining the consent from the young person and without first obtaining parental consent.
2. Photos, images or videos of young people must not be uploaded to social media sites without the consent of the lead youth worker, the parent/carer and the young person.
3. All photos, images or videos on personal devices that are taken of young people with parental permission beforehand must be deleted from personal devices immediately after use and should only be used for the purpose that consent was obtained for.
4. Any videos, or photos taken by young people whilst in the care of the youth team at Crown Church on a Sunday, at youth group at The Living Room or at any Crown events, must not have other young people in without the parental consent as other young people can be identified in visual imagery. It is the Youth Team's responsibility to ensure that appropriate permission has been sought for this to be published. It must not contain inappropriate content.

FURTHER INFORMATION AND RESOURCES

If you have any questions about online communication with young people, please contact the youth lead or members of the safeguarding team. Further information and resources on online safety is available at the following websites:

<https://www.thinkuknow.co.uk/parents>

<https://www.net-aware.org.uk/>

<https://youngminds.org.uk/find-help/for-parents/parents-guide-to-support-a-z/parents-guide-to-support-social-media-and-the-internet/>

<https://www.internetmatters.org/resources/social-media-advice-hub/>
www.safetynetkids.org.uk

Toileting Policy

Issue 3 June 2025

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Church Details

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Location:	London Borough of Hillingdon
Denominational (or other) details:	Part of <i>New Ground churches/ Newfrontiers</i>
Registered Charity Number:	1095028
Registered Company Number:	04529503

Church Statement

Crown Church is a community of believers who aim to know Jesus and show his love to Hillingdon and the nations. We have a growing children's and young people's ministry, which aims to provide a fun, friendly and supportive environment in which children and young people grow and learn about Christian life.

Our main place of worship is Bishopshalt School, Royal Lane, Hillingdon. We use this venue for our Sunday morning meetings, which include offering age-appropriate activities for children. The activities are held in classrooms and children are supported to learning about Jesus in creative and fun ways.

Very occasionally activities may take place in The Living Room

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Toileting Plan

For all children's groups, children must not leave the classroom unaccompanied.

Only a worker holding a DBS awarded in the last 3 years may accompany a child to the toilet. A worker must never enter a locked toilet cubicle alone with a child. If children are unable to clean themselves after going to the toilet, they should wear appropriate nappies or 'pull-ups' when attending their Sunday groups.

SHINING STARS Ages 3 – 6 years old

Children going to the toilet must be in groups of 2-5 and accompanied by at least one adult to supervise them but they must not enter a cubicle with a child. The child must dress and undress themselves for the toilet, unless they ask for assistance. The child must clean themselves up after going to the toilet. **An adult must not assist with this**

SUPER HEROES Ages 6 – 11 Years old

Children going to the toilet must be in groups of 2-8 and accompanied by at least one adult to supervise them but they must not enter a cubicle with a child. The child must dress and undress themselves for the toilet, unless they are asked for assistance. The child must clean themselves up after going to the toilet. **An adult must not assist with this.**

Transport Policy

Issue 2 June 2025

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INTRODUCTION

Crown Church are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers, partner agencies and commissioned services to share this commitment. The following document identifies Crown Church's transport policy in respect of those attending Crown Church events who are under 18 years of age (U18), primarily youth meetings and children's events where transport is required.

PURPOSE

The purpose of this transportation policy is to direct staff and volunteers in their practice regarding transporting children and young people they are working with in cars and minibuses, buses and coaches. It is designed to provide a framework to safeguard children, young people, staff and volunteers.

The term 'Children' or 'Young people' for this policy, refers to those under the age of 18.

INSURANCE

Crown Church are not liable for volunteers' or staff insurance. All staff, volunteers and apprentices who transport U18's, as part of their role in serving at Crown Church, are informed that they should discuss their insurance needs with their own insurance company and ensure they have appropriate insurance cover for any Crown Church related journeys.

GUIDELINES FOR TRANSPORTING IN CARS

1. Transport and travel arrangements to and from Crown Church events are the responsibility of parents/ carers/ guardians, if they make informal arrangements among themselves. They are the responsibility of Crown Church, if staff or volunteers agree to organise or provide the transport
Volunteers and staff may use cars to transport children/young people to and from Bishopshalt School or The Living Room (UB8 2DZ), or any other Crown Church site, and meetings, activities and other trips (such as Newday), provided they have obtained prior consent from their parents or carers.
2. However, giving lifts to children/young people should be the exception, rather than usual practice. Any lift given must be with the prior consent of the parent/carer/guardian of the child/young person.
Volunteers providing a lift to a children/young person must inform the kids/youth leader or person in charge of the event and have their permission (in addition to the permission of the parent/carer/guardian) before providing a lift to the child/young person. Where possible, a volunteer should never travel alone with a child/young person.
3. All those who transport children/young people from Crown Church activities should be over 25 and should have held a full driving licence for over two years
4. Any driver wishing to transport children/young people who has an endorsement of 6 points or more on their licence should inform the Safeguarding lead or the Safeguarding lead for kids/youth.
5. Any driver who has ever had their driving licence suspended or revoked within the last 5 years should not transport children/young people. Any driver who has been convicted within the last 5 years or has an “unspent” conviction for a DUI (Driving Under the Influence) offence, Dangerous Driving or Racing on the Highway should not transport children/young people.
6. All cars that carry children/young people should be comprehensively insured. The insured person should make sure that their insurance covers the giving of lifts during Crown Church activities. Please note that overcrowding invalidates any insurance policy.
7. All cars that carry children/young people should be clean throughout and in a roadworthy condition.
8. All children/young people must wear suitable seat belts and use appropriate booster seats. Children/young people should only be carried when there are seat belts.
9. Drivers should drop children/young people off on the relevant side on the road, so they do not need to cross the road. Drivers should try to ensure children/young people exit the car on the pavement side of the car
10. Drivers should not drive away until all passengers are safely away from the vehicle at their destination, and the driver has observed the child/young person is safe to be left.
- 11.

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12. It is the driver's responsibility to ensure there is enough fuel in the vehicle to complete the journey.
13. If a child/young person is known to have a disability or special need, it may be necessary to have a non-driving adult in the car. This adult should sit in the back, behind the driver, with the child/young person in the seat beside him or her
14. For all journeys there should preferably be a non-driving escort as well as the driver.

Where explicit parental permission is given (by email or text) a child/young person may sit in the front if they are the only passenger.
15. However, children under the age of 12 or under 135 centimetres tall, whichever comes first, should sit in the rear of the car and on an appropriate car seat.

For further guidance, please visit: [Child car seats: the law: Using a child car seat or booster seat - GOV.UK](#)
16. Drivers should carry a mobile phone and have the children's/young people's emergency contact details with them for their parent, carer or guardian.
17. Drivers must obey the Highway Code.
18. For non-local journeys, drivers should carry a first aid kit in the vehicle and have the children's/young people's medical information with them
19. In exceptional circumstances where transportation is necessary and prior consent cannot be obtained from a parent, carer or guardian contact should be made with a safeguarding lead to discuss options for transportation.

Volunteers to Children and Youth **Ratio Guidelines**

Issue 2 June 2025

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CHURCH DETAILS

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INTRODUCTION

Crown Church is a community of believers who aim to know Jesus and show his love to Hillingdon and the nations. We have a growing children's and young people's ministry, which aims to provide a fun, friendly and supportive environment in which children and young people grow and learn about Christian life.

Our main places of worship is Bishopshalt School, Royal Lane, Hillingdon and The Living Room, Cowley High Street, Cowley, Hillingdon. We use the Bishopshalt venue for our Sunday morning meetings, which include offering age-appropriate activities for children. The activities are held in classrooms and children are supported to learning about Jesus in creative and fun ways.

The Living Room is used for Crown Youth gatherings (such as Friday Nights or Youth Café) and also one-off events for children/youth throughout the year.

SUPERVISION

Supervision levels will vary depending on the children's age, gender, behaviour and the abilities within the group.

They will also vary depending on:

- The nature and duration of activities
- The competence and experience of staff involved
- The requirements of location, accommodation or organisation
- Any special medical needs
- Any specialist equipment needed.

A risk assessment of the planned activities will be carried out, taking these issues into consideration. This will contain information on how many adults are needed. For all children's groups, leaders and volunteers should undergo a Disclosure and Barring Service (DBS) check and should be clear about any additional safeguards which need to be put in place. The DBS certificate should be renewed every 3 years. Adults who do not meet the criteria for a DBS check will be supervised at all times. It is paramount that all adults who have contact with children understand and agree to follow the Crown Church safeguarding policy and procedures.

ADULTS - CHILDREN RATIOS

There is no specific guidance from legislation about supervision ratios for organisations that are not in the education or early years sectors. The following consist of best practice guidance on how many adults are needed to supervise children safely. We recommend having at least two adults present when working with or supervising children and young people. We recommend the following adult to child ratios as the minimum numbers to help keep children safe:

- Crown Kids: Self-Service Creche 0 – 3 years old **NO RATIO REQUIRED.**
- Crown Kids: Shining Stars – Ages 3 – 6 years old. **ONE ADULT TO 6 CHILDREN**
- Crown Kids: Superheroes - Ages 6 – 11 years old **ONE ADULT TO 8 CHILDREN**
- Crown Youth - Ages 11 – 13 years old **ONE ADULT TO 8 YOUTH**
- Crown Youth - Ages 13 - 17 years old **ONE ADULT TO 10 YOUTH**

Depending on the needs and abilities of the children, and the nature of the activity, it may be necessary to have more adults than the minimum. We recommend having at least two adults present, even with smaller sessions. One to one meeting with young people are allowed when pastoral care is needed, and an accountability system is put in place to safeguard both the young person and the leader involved in the 1:1 meeting. Where young people are helping to supervise younger children, only people aged 16 or over should be included as adults when calculating adult to children's ratios.

Best practice for one-to-one working with Young People

To safeguard young people effectively at Crown Church our staff and volunteers should follow all following practises

- Do not put yourself in a position where you could be at unnecessary risk of allegations being made against you
- All adults working one to one with a child/ young person should have an enhanced DBS Check.
- Be clear about the purpose of the session with the young person.
- The Lead Youth Worker or someone with appropriate responsibility such as an elder should be aware of the time and place the one-to-one meeting is occurring.
- The venue should be suitable, such as a public setting, a room with windows that can be seen in or an open door.
- If this meeting is occurring at The Living Room or Bishopshalt School, ensure there are other people in the same building at the same time who are aware of your working and that you are in a room where observations can be made from outside the room.
- Ensure the child or young person knows that if they would like to end the meeting they can do so at any time and they know that who or where they can go to make a complaint or get help.
- There should be a record kept of the meeting, with the reason it occurred and what events took place.
- Consent should be gained from a parent/guardian if the young person is under the age of sixteen and the conversation is taking place away from usual venues or outside of usual times, (not at The Living Room on a Wednesday/Friday or at Bishopshalt School on a Sunday).
- If meeting a young person inside their home, ensure a parent/carer is also home. Don't go into a home where a young person is alone.
- Have a planned reason to leave ready in case the atmosphere or circumstances change, and you want to get out.
- Do not arrange an appointment when a young person should be at school, college or work unless this has been agreed first with the parent, school, college or workplace. Text or ring before appointment to check still viable.
- If sensitive information is shared, ensure to tell the young person what will be done with it, who it will be shared with and why it needs to be shared.
- If a safeguarding issue is shared, follow the guidelines from the Crown Church safeguarding policy.

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