

# Hillsong Safeguarding Policy



UK

Date: 22<sup>nd</sup> October 2018

Last updated: 30<sup>th</sup> July 2024

## Introduction

This Policy ("**The Safeguarding Policy**") includes the procedures for the safety and protection of children, young people and adults at risk and the staff and volunteers of Hillsong Church, UK. This Policy applies to all staff and volunteers at all UK Campuses and Start-ups of Hillsong Church, UK including all related services as well as the other ministries (altogether "**Hillsong**").

The Safeguarding Policy is to be read alongside the **Hillsong Kids Policy** and the **Hillsong Youth Policy**, which define the procedures and requirements for the provision of Hillsong Kids and Youth activities.

References to "Children" herein refers to both children and young people.

The Safeguarding Policy sets out the procedures to:

- I. Ensure the protection, safety and wellbeing of all the Children in the care of the staff and volunteers of Hillsong.
- II. Safeguard Children and adults at risk from any danger of abuse.
- III. Safeguard the staff and volunteers from allegations that can arise from careless and unwise behaviour.
- IV. Define how staff and volunteers must act if there is any concern for a Child or adult at risk.

Adults at Risk are defined under the Care Act 2014 as individuals aged 18 years and over who:

- Have needs for care and support (whether or not a local authority is meeting any of those needs); and
- Are experiencing, or at risk of, abuse or neglect; and
- As a result of those care of support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## Safety and Protection Mission Statement

**Hillsong is committed to the protection, safety and wellbeing of all Children in its care and all adults at risk with whom we work. Hillsong fully accepts its responsibility under relevant UK legislation, including the Care Act 2014, and endeavours to do everything possible to prevent all forms of harm and abuse and to be an agent of love, encouragement, care, healing and justice.**

Hillsong is therefore committed to:

- Stopping, preventing, and reducing the risk of harm, abuse or neglect wherever possible;
- Safeguarding and nurturing the Children within our community;
- Safeguarding the adults at risk in our community in a way that supports them in making choices and having control about how they want to live;

- Promoting an approach that concentrates on improving life for the adults at risk concerned;
- Viewing the welfare of children as paramount to our community;
- Carefully selecting and training staff and volunteers who work with Children and adults at risk and using appropriate background checks on each person;
- Responding appropriately and without delay to any allegations, reports or suspicions of abuse;
- Cooperating fully with any statutory agencies during the course of any investigation into allegations concerning a member of our church community;
- Offering informed pastoral care to any Child or adult at risk who has suffered abuse, and using the appropriate external channels as necessary.

## Duties

### **Duties of Hillsong**

- To ensure that all staff and volunteers are familiar with this Policy and associated policies and procedures;
- To be linked with Parliament, government departments, statutory agencies and church partners in promoting the safeguarding of Children and adults at risk, and make a safeguarding adults referral to the Local Authority as appropriate;
- To put into place appropriate systems of accountability and supervision at all levels of the Church's life, and ensuring that employment (staff and volunteer) procedures are robust enough to manage risk;
- To appoint a suitably qualified staff member to act as Designated Safeguarding Officer, directly accountable for all matters relating to the protection of Children and adults at risk;
- To ensure that all staff and volunteers in direct contact with such persons are properly trained and equipped to confidently undertake their responsibilities;
- To provide access to the Disclosure and Barring Service ("DBS") for staff and volunteers who require disclosures, and to pay the necessary fees for using this service;
- To work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to Children and/or adults at risk;
- To endeavour to keep up to date with national developments relating to preventing abuse and welfare of Children and adults at risk.

### **Duties of the Designated Safeguarding Officer and Deputy Designated Safeguarding Officer**

- To accept the prime duty of care for the Children and adults at risk in the Church community;
- To undertake suitable training for the position and update this training every two (2) years;
- To implement policies and procedures in relation to Children and adults at risk where appropriate;
- To be responsible for conducting background checks on trustees, staff and volunteers wishing to work with Children and adults at risk within church;
- To be responsible for the training and equipping of staff and volunteers so they are able to confidently undertake their responsibilities, and are aware of what they should do and who they should go to if they have concerns that a Child or adult at risk may be experiencing, or has experienced, abuse or neglect;

- To ensure that appropriate health and safety policies and procedures are in place and adhered to where Children and adults at risk are concerned;
- To ensure that those who may cause a threat to Children and/or adults at risk in our church are effectively and sensitively monitored and managed;
- To receive, report and monitor any concerns involving the safety of Children and adults at risk in our church, and to follow up any such referrals to ensure the issues have been addressed;
- To receive, report and monitor any allegations regarding staff or volunteers causing or potentially causing harm to the Children and adults at risk in our church;
- To reinforce the need for confidentiality and to ensure that staff and volunteers are adhering to the Hillsong policies and procedures with regard to confidentiality and security, being aware that when a person starts to challenge abuse there is a resulting risk of increasing intensity of abuse.

The **Designated Safeguarding Officers** are Ellie Harris and the Hillsong Legal Counsel, Ray Newton.

The **Deputy Designated Safeguarding Officers for Children and Young People** is Bianca Soria.

The **Deputy Designated Safeguarding Officer for Adults at Risk** is Pastor Julie Galanti.

The **Location Pastors** are first point of contact at each Hillsong location.

### **Duties of a Responsible Person**

A Responsible Person is any staff member or volunteer who is entrusted with supervising, caring for, or working with Child or adults at risk. This is typically, but not limited to, Location Pastors, someone involved with Hillsong Kids and Families, Fuel, Wildlife, Greenlight, Pastoral Care, a Hillsong-endorsed school or outreach program, or any Hillsong social justice programme.

Whilst Hillsong does not own, operate or manage adult day or residential care facilities, from time to time staff and/or volunteers are invited to attend such facilities or visit adults at risk in their homes. In the event any matters of concern arise out of such visits they must be brought to the attention of the Designated Safeguarding Officer or a Deputy Designated Safeguarding Officer for Adults at Risk.

Responsible Persons must:

- Comply with background checks and procedures at the instruction of a Designated Safeguarding Officer;
- Comply with the Hillsong Safeguarding Policy in its fullness at all times; and
- Complete the online Safeguarding training course.

Notwithstanding our legal and ethical responsibilities for the Children in our care, and the adults at risk with whom we work, parents and legal care-givers are not bound by this Policy.

### **Definition of Abuse**

Abuse has many forms and Hillsong will not be limited in its view of what constitutes abuse or neglect; the circumstances of an individual case will always be considered.

Abuse may occur in a family or in an institutional or community setting by those known to the individual or, more rarely, by others (e.g. via the internet). They may be abused by an adult or

adults, or by a child or children. Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

Abuse includes:

### **Discriminatory**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender or gender identity, sexual orientation, age, disability or religion. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

### **Domestic abuse or violence**

Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutation (FGM).

### **Financial or material**

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

### **Modern slavery**

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

### **Neglect and acts of omission**

Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. In Children, the persistent failure to meet basic physical and/or psychological needs is likely to result in the serious impairment of the Child's health or development.

### **Organisational (sometimes referred to as institutional)**

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

### **Physical**

Including assault, hitting, shaking, throwing, poisoning, slapping, pushing, burning or scalding, drowning, suffocating, misuse of medication, restraint or inappropriate physical sanctions.

### **Psychological (sometimes referred to as emotional)**

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks. Persistent emotional ill-

treatment of a Child may 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 so far as they meet the other person's needs. It may feature age or developmentally inappropriate expectations being imposed on Children.

### **Sexual**

Involves forcing or enticing a Child or adult at risk to take part in sexual activities, not necessarily involving a high level of violence, whether or not the Child or adult at risk is aware of what is happening. Includes rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts. It also includes sexual exploitation such as exploitative situations, contexts and relationships where the person receives "something" (eg food, accommodation, drugs, alcohol, mobile phones, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

### **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health, or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

## **Possible Signs of Abuse**

A Child or adult at risk may indicate that something is wrong in three ways: visual indicators, behavioural indicators, verbal indicators, or a combination of these.

### **Examples of Indicators**

- Injuries that cannot be explained
- Untreated or inadequately treated injuries
- Bruising which looks like hand or finger marks
- Cigarette burns
- Human bites
- Scalds and burns
- Stomach pains or discomfort when walking or sitting
- Pain, itching, bruising or bleeding in the genital or anal areas
- Frequently hungry, dirty or inadequately dressed
- Constantly 'put down', insulted, sworn at or humiliated
- Becoming sad, withdrawn or depressed
- Having trouble sleeping
- Behaving aggressively or being disruptive
- Showing fear of certain adults
- Showing lack of confidence and low self-esteem
- Using drugs or alcohol
- A marked change in general behaviour
- Refusal of a Child to attend school, or difficulty in concentrating so that their school work is affected
- Using sexually explicit behaviour or language, particularly if the behaviour or language is not appropriate for their age

- May describe receiving special attention from a particular adult, or refer to a new, 'secret' friendship with an adult or child.

Many adults at risk may not realise that they are being abused. For instance, an elderly person, accepting that they are dependent on their family, may feel that they must tolerate losing control of their finances or their physical environment. They may be reluctant to assert themselves for fear of upsetting their carers or making the situation worse.

## Recruitment of Staff and Volunteers

People joining Hillsong as a staff member or volunteer with a view to being in the position of a Responsible Person must have the prior approval of a Location Pastor or Department Heads of Hillsong and have undergone a pastoral screening process.

Applicants must complete the relevant application at [hillsong.com/uk/jointeam](https://hillsong.com/uk/jointeam) (Kids team application attached as Annex A, adults at risk application attached as Annex B).

### Conditions of recruitment

#### 1. Disclosure and Barring Service (DBS) disclosure:

It is a criminal offence to offer paid or unpaid work with children to someone who is disqualified from working with children, or to allow them to continue doing such work. Hillsong requests an Enhanced DBS Disclosure with Barred Check List from each person applying to work as a Responsible Person with Children or adults at risk.

#### Suitability Assessment

In the case of the DBS returning a Disclosure Form with prior convictions, cautions or warnings, it is the responsibility of the Designated Safeguarding Officer to assess the impact these will have on the Responsible Person performing their duty. The Designated Safeguarding Officer should take into consideration the severity and frequency of the record, and the time lapsed since recording.

The Designated Safeguarding Officer may choose to follow further references to aid their decision, or may ask the person to serve in another area of church for a period of time first. In all cases, the well-being of the Children and adults at risk takes precedence over the well-being of the applicant.

#### The legal requirement of Hillsong to the DBS and policing authorities

Hillsong has a legal and moral obligation to inform other professional practitioners, those directly working in child or adult service. This is solely the duty of the Designated Safeguarding Officer with the agreement of church leadership.

#### Ground for mandatory refusal

A person shall be immediately and irrevocably denied status as a Responsible Person and from any activity with Children and/or adults at risk, in the event of any disclosure indicating a person is on the list of individuals unsuitable for working with children and adults.

In these circumstances, the relevant authorities shall be notified that such a person has attempted to gain paid/unpaid work with Children and/or adults at risk. The Designated Safeguarding Officer shall be informed and will give guidance on receiving and supporting the person as a part of the wider church community.

#### Storage and access to Disclosure Forms

Disclosure Forms are completed by the applicant electronically through an agency designated by the Church and only on request, checked by the church for completion, before lodgement. Access to such forms is only permitted to Designated or Deputy Designated Safeguarding Officer and authorised delegated staff.

The agency will contact the applicant in the event a matter is disclosed and inform the Church of that fact. In that event the applicant for clearance has the option to withdraw the application or authorise disclosure to the Church.

**Save for disclosures requiring mandatory refusal, any disclosure will be referred to the Designated Safeguarding Officer for assessment and final decision as to whether an individual may be appointed to staff, appointed as a Responsible Person or be involved in any volunteer activity with children or adults at risk.**

Disclosure information shall be retained in accordance with our Privacy Policy ([Hillsong.com/privacy](https://hillsong.com/privacy)) and the Hillsong Church London Data Retention Schedule and Policy. This will be for no longer than is necessary to make an appropriate decision of suitability. This should usually be less than six months. The only record kept on Hillsong files will be that an application for DBS clearance was lodged and the date clearance was received OR in the event of a disclosure, the decision of the Designated Safeguarding Officer following any assessment, or the fact of Mandatory Refusal.

## **2. Interview (face to face) and two character references:**

Part A: In the interview the person will be asked questions such as:

- What experience do they have of working with Children / adults at risk?
- What do they understand about the safety and protection of Children and adults at risk?
- Do they know what to do if they receive a disclosure of abuse?
- They will be asked if they have ever been convicted or accused of any untoward acts of molestation or abuse. [If the answer is 'yes' these people are unable to participate in ministry towards Children or adults at risk].

Notes: there is a specific set of questions that are assigned to the interviewer by Hillsong which will be completed online and any concerns noted sensitively.

Part B: Each candidate is required to provide two character references in the application process. Referees must be Pastors or Key Leaders (not related to the applicant) who have a definite knowledge of the applicants character and suitability to work with Children. The character reference comments must be logged into the application tracking system on SharePoint. If for any reason a character reference rejects the candidate or highlights concerns, the information must be recorded and not told to the candidate until agreed upon by Hillsong designated leadership.

## **3. Probationary Period:**

A three-month probationary period will be given at which point the volunteer or staff member may be required to be interviewed by a senior member of staff regarding their performance.

## **4. Safeguarding Training:**

All new members to team in a position as a Responsible Person are required to complete the online Safeguarding Training Course.

All people who work in any area of church involving Children and/or adults at risk will be required to receive a copy of the Policy and agree to abide by its procedures before they commence their work/volunteering. Failure to do so will disqualify the person from any form of contact or work with the Children or adults at risk.

#### **5. Data Protection Training and Privacy:**

All new members to team are required to sign a Volunteer/Confidentiality Agreement and complete the online Data Protection Training and Test (with pass mark of 80%).

#### **Procedure for Reporting Suspected Abuse**

Hillsong recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It is the responsibility of all staff and volunteers to report suspected abuse to the proper authority; not withstanding a person's right to make a direct report. In most cases it will be proper to report suspicions to a Responsible Person, Deputy Designated Safeguarding Officer or the Designated Safeguarding Officer.

Nothing in this Policy prevents a person speaking to or reporting such issues directly to the Senior Pastor, an Executive Pastor, a Location Pastor, Children's Pastor or Youth Pastor, unless they are the subject of an allegation.

Nothing in this Policy prevents a person directly or immediately contacting the police or other emergency services in the event of risk of serious injury or harm to any person.

Where a local authority has a Multi-Agency Safeguarding Hub (MASH) this will be the initial point of contact for emerging concerns about the safety of a Child or adult (including adult at risk).

The relevant contact details and references for each stage of this Procedure are provided in Annex D, including the contact details for each relevant MASH.

#### **Immediate responses**

On receiving an allegation, the Responsible Person must:

- Reassure the person concerned
- Listen to what they are saying
- Record what has been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investigate or ask detailed or probing questions
- Do not promise to keep it a secret.

On witnessing abuse, or if abuse has just taken place, the priorities for the Responsible Person will be to:

- Call an ambulance if required
- Call the Police if a crime has been committed
- Preserve evidence
- Keep yourself and others safe
- Inform the Designated Safeguarding Officer
- Record what happened



## **Reporting Procedure**

(to be read alongside Annex D: *Contact References for Suspected Abuse and the Reporting Procedure*)

### Where an allegation is in relation to a Child

The Responsible Person:

- Must report the concern immediately to the Location Pastor AND the Designated Safeguarding Officer or a Deputy Designated Safeguarding Officer.
- Must not ask a child to repeat a story or ask for any more information than the child is willing to give.
- Should not ask 'leading' questions, make assumptions, or attempt to investigate the situation themselves.
- Must not speak directly to the person against whom the allegations were made.
- Will treat the issue as confidential, and relay on a 'need-to-know' basis only.
- Will inform the Child immediately that, for the Child's safety, they will need to speak to someone in church who can help them. No 'secrets' are kept between a Child and a Responsible Person.

The Deputy / Designated Safeguarding Officer will:

- Immediately contact Children's Social Care in the case of a concern for the Child's safety if they should return to their parent or caregiver.
- Seek medical help if needed, advising a doctor of the concerns.
- Make careful notes of conversations and or concerns.
- Contact the relevant MASH when applicable.
- Refer the concerns to Children's Social Care.
- Assist all relevant agencies involved in dealing with the referral and conducting an enquiry.
- Reassess the Safeguarding Policy and associated procedures as a result of the enquiry.

### Where an allegation is in relation to an adult at risk

The Responsible Person:

- Must report the concern immediately to the Location Pastor AND the Designated Safeguarding Officer or a Deputy Designated Safeguarding Officer.
- Should not ask 'leading' questions, make assumptions, or attempt to investigate the situation themselves.
- Must not speak directly to the person against whom the allegations were made.
- Will treat the issue as confidential, and relay on a 'need-to-know' basis only.

The Deputy / Designated Safeguarding Officer will:

- Contact the relevant MASH when applicable.
- Immediately contact any Case or Social worker for the adult at risk.
- Contact the Local Council in the case of an immediate concern for someone not being treated properly in a care home or someone being mistreated by a carer.
- Contact an NHS hospital, GP or clinic if you're worried about someone.
- Make careful notes of conversations and or concerns.
- Seek views from the adult (or an appropriate representative) about what they would like to happen as a result of the concern.

- Refer the concerns to the adult safeguarding contact at the relevant local council. Consent from the individual is required for the referral, unless there is a good reason to override consent, such as risk to others, or if the individual does not have the mental capacity to consent to a referral (refer to Annex C: *The Mental Health Act 2005 - Policy*).
- Assist all relevant agencies involved in dealing with the referral and conducting an enquiry.
- Reassess the Safeguarding Policy and associated procedures as a result of the enquiry.

### **Allegations against Hillsong staff or volunteers**

Hillsong will ensure that any allegations made against staff or volunteers will be dealt with swiftly.

If an allegation is made that a staff member or volunteer of Hillsong has committed physical or sexual abuse towards a Child (whether part of the church community or not), or towards an adult at risk, the church will report the matter immediately to the police, other relevant authorities and to the Trustees of the church.

That person shall be immediately withdrawn from contact with Children or such adults until the findings of an investigation are made.

If an allegation is made that a staff member or volunteer of Hillsong has committed an act of neglect or emotional abuse towards a child (whether part of the church community or not), or towards an adult at risk, the matter shall be referred to the Designated Safeguarding Officer, who shall take appropriate steps.

### **Incident Report Forms**

In the event of an incident where first aid, medical, or extended disciplinary measures are taken, the involved Responsible Person must complete an Incident Report Form with details of the situation. Parents/carers of the Child or adult at risk must be informed verbally on the same day that an Incident Report Form has been completed, and the parents/carer should be given full information of the event.

### **Access to Children's Activities**

Access to children's activities will be subject to and in accordance with the Hillsong Kids Policy and the Hillsong Youth Policy.

During children's activities, children must be supervised at all times by an appropriate choice of Responsible Persons.

Parents and caregivers will be given full information about the program including starting and finishing times. Staff and or volunteers will cooperate with the parents/caregivers to ensure the child is picked up safely.

While under the care of Hillsong children will not be allowed to play in an unsupervised manner.

At all times, parents and caregivers will have access to their children. While they are not usually encouraged to stay during the activities, they must have full and uninterrupted access with the option to remove their children as they wish.

### **Visitors to children's activities**

Any visitors to a children's area must be under the invitation and supervision of a Responsible Person. Visitors from outside of Hillsong Church must complete the Visitor Log and be

supervised at all times.

At all times the following points should be observed:

Visitors must have a 'supervisor' (buddy) that takes responsibility for them for the entirety of their stay in the children's rooms.

Visitors should wear a 'Visitor' Badge to identify them to Team.

The Visitor Log must be completed by the supervisor, who will sign them in and out.

No cameras, including mobile phone recording devices, are permitted to be used at any time by Visitors in the Kids Rooms.

Supervisors must ensure that Child Protection requirements are kept by Visitors. Under no circumstance should a Visitor pick up one of our children.

Disciplining/correcting a child is the responsibility of our team. Visitors should not be involved in this at all.

### Procedures for Children's Activities

The following additional procedures are defined in the Hillsong Kids Policy and the Hillsong Youth Policy and form part of this Protection Policy:

- Age Groups & Ratios
- Check-In & Attendance
- Volunteer Requirements
- Volunteer Identification & Visiting Adults
- Hygiene
- Safety & Physical Contact
- Discipline
- Toilet Procedure
- Further Communication / Interactions
- Photography
- Child Drop-Off
- Child Pick-Up
- Reaching the Parents
- Accidents & Emergency
- Incidents
- Emergency Procedures
- Camps (Youth)

### Privacy

All staff are required to sign and adhere to the Hillsong Church London Staff Confidentiality Agreement and all volunteers are required to sign and adhere to the Hillsong Church London Volunteer Agreement. All personal information is held in accordance with the Hillsong Privacy Policy ([hillsong.com/privacy](https://hillsong.com/privacy)) for the period defined in the Data Retention Schedule. In the event of any incident or allegation, data may be held indefinitely and will not be subject to the right of erasure under the Law. If you are unclear as to what is expected in any situation or need clarification on any issue raised, contact the Data Protection Office or The Legal Department of Hillsong Church London.

## Hillsong Contacts

### **Hillsong Church London**

0207 384 9200

### **Safeguarding**

[legal@hillsong.co.uk](mailto:legal@hillsong.co.uk)

### **Data Protection**

[dataprotection@hillsong.co.uk](mailto:dataprotection@hillsong.co.uk)

### **Designated and Deputy Designated Safeguarding Officers**


Ray Newton (Legal Counsel): [ray.newton@hillsong.co.uk](mailto:ray.newton@hillsong.co.uk)

Bianca Soria: [bianca.soria@hillsong.co.uk](mailto:bianca.soria@hillsong.co.uk)

Ellie Harris: [ellie.harris@hillsong.co.uk](mailto:ellie.harris@hillsong.co.uk)

Julie Galanti: [julie.galanti@hillsong.co.uk](mailto:julie.galanti@hillsong.co.uk)

## Annex A: Working with Children and Youth Application

 Kids Team Application @ £0.00  
Attendee #31523250

**Today's Date** \*

**Volunteer Name** \*

**Volunteer Age** \*

Under 18  
 18 +

**Volunteer Address** \*

**Volunteer Phone** \*

**Volunteer Email** \*

**Hillsong Campus** \*

Please list two Pastors or Key Leaders (not related to you) in Hillsong who have a definite knowledge of your character and suitability to work with children.

**Reference 1 Name** \*

**Reference 1 Contact Number** \*

**Reference 1 Email** \*

**Reference 1 Relationship to you** \*

**Reference 2 Name** \*

**Reference 2 Contact Number** \*

**Reference 2 Email** \*

**Reference 2 Relationship to you** \*

**Please carefully read the below Guidelines**

If you have any questions please contact [legal@hillsong.co.uk](mailto:legal@hillsong.co.uk) before signing the agreement.

A copy of the Guidelines can also be found [here](#).

**HILLSONG CHURCH GUIDELINES FOR WORKING WITH CHILDREN AND YOUNG PEOPLE**

Providing a safe environment for children and young people is the priority of all the children's and youth programmes at Hillsong Church. The following Guidelines outline expected behaviour for those who work with children and young people and provide accountability within teams to ensure interactions are safe and positive.

**1. PROGRAMMES**

**1.1 Follow Hillsong Policies, Procedures, Code of Conduct and training**

Leaders should be aware of, understand and implement the Hillsong Kids Policy, the Hillsong Protection Policy, all procedures, the code of conduct and training (including but not limited to Safeguarding training and Data Protection training).

**By signing/typing my name below, I acknowledge that I have read and understand these Guidelines and I agree to comply with the above Guidelines. ☺**

**Data Protection**

Personal information provided will be held in accordance with our Privacy Policy ([hillsong.com/privacy](https://hillsong.com/privacy)). This application and agreement will be stored for the period of volunteering plus four (4) years and will not be subject to the right to erasure under the Law. Should there be any allegation or incident involving the Volunteer, the information will be held indefinitely.

✓ CONTINUE

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### **1. PROGRAMMES**

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Leaders should be aware of, understand and implement the Hillsong Kids Policy, the Hillsong Protection Policy, all procedures, the code of conduct and training (including but not limited to Safeguarding training and Data Protection training).

#### **1.2 Provide appropriate supervision**

All children and young people in our care should be supervised at all times by at least two approved adult leaders. Supervision levels for children and young people should be in accordance with the ratios set out in the Hillsong Kids Policy.

#### **1.3 Wear leader name sticker**

Leaders should be visually identified by signing in and wearing their name sticker. The sign in system will print name stickers for approved leaders only. Report suspicious or non-approved people in any children's or youth programme to the Team Leader.

#### **1.4 Inform parents and carers about programmes**

Parents and carers should be provided with correct information regarding the programme and other activities start and finish times. Leaders are to ensure that every child and young person is picked up safely, following correct parent pick up procedures.

#### **1.5 Follow correct toileting procedures**

Separate bathroom facilities designated only for children or young people should be provided where possible. If shared facilities are in use two approved adult leaders, are to check the bathroom is vacant of adults before children or young people enter, then stand outside the toileting area and prevent adults from entering the area until all children or young people have exited. If a pre-school or additional needs child requires assistance, this should be done so in an open way with another approved leader within sight. Do not change nappies, the parent or carer is to be contacted to change the wet or soiled nappy.

### **2. PERSONAL INTERACTION**

#### **2.1 Never be alone with a child or young person**

Leaders should always have another approved adult present when with a child or young person.

#### **2.2 Remain in open environments**

Children or young people should not be taken into solitary or isolated areas. Stay in open environments that are in view of others, always with another approved leader present.

#### **2.3 Exercise safe touch**

Leaders will exercise safe, appropriate and child-initiated contact. Physical touch should remain within appropriate boundaries (limited to safe zones such as upper arms or shoulders) and responded to appropriately according to the age and maturity of the child. For example, it is appropriate to pick up and cuddle a distressed 1 year old, it is not appropriate for a 8 year old to sit on a leader's lap. Do not do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.

#### **2.4 Only transport a child or young person with two approved adults in the vehicle**

Children and young people should only be transported with parent or carers knowledge/ permission and with two approved adults. Never transport a child or young person alone.

#### **2.5 Interaction with children and young people should remain within appropriate boundaries**

Do not develop any 'special' relationships with children or young people that could be seen as favouritism such as the offering of gifts or special treatment. Do not make unnecessary contact with children or young people outside of programmes or outside of your role. If pastoral support is required for a child or young person this should only take place with approval of location age group pastor and with parent/carer permission and in an open environment in view of another approved person.

### **3. COMMUNICATION AND MEDIA**

#### **3.1 Do not personally communicate electronically with children**

Personal electronic communication should not take place with children primary school aged or younger. All communication with children of this age should take place via the parent or carer.

#### **3.2 Communication should be transparent and only take place with parent/carer permission**



Electronic communication to smaller groups or individuals should maintain transparency and accountability by communicating in a group where all individuals can see the messages. This may be achieved by group messaging apps, group emails, the use of Facebook groups or group texts.

### **3.3 Electronic communication should remain within appropriate boundaries**

Be mindful to use language is not overly personal. Rather, use phrases that represent the team or group as a whole. Personal contact, including online contact, should not be arranged with children or young people for a purpose unrelated to Hillsong Church activities.

### **3.4 Personal information should be dealt with appropriately**

Children and young people's right to privacy should be protected, including when dealing with their personal information and when responding to pastoral situations or disclosures of harm. A child or young person's confidential information should be dealt with directly by the Children's, Youth, Pastoral Care Pastor or Safeguarding Officer and not be discussed with other leaders or team members.

### **3.5 Photos should only be taken by approved photographers and only shared with permission**

Photos of children and young people may be taken during Hillsong Programmes by approved photographers for the purpose of promotions and marketing with the permission of their parent or guardian (in accordance with the Hillsong Photography Policy). Photos or video of children and young people must not be taken, reproduced and/or distributed for any other purpose. Photos and/or captions should not include the child or young person's personal details such as address, phone number, full name or the name of the school they attend as this may pose a risk to their personal safety.

## **4. RESPONDING TO CONCERNS OR DISCLOSURES OF HARM**

### **4.1 Know and understand how to respond to disclosures**

Follow the Hillsong Protection Policy procedures and training when a child or young person discloses harm to you. Report to the Safeguarding Officer and follow all direction given.

### **4.2 Always respond to concerns**

Follow the Hillsong Protection Policy procedures and training when indicators of harm to a child or young person are observed. Report to the Safeguarding Officer who will assist you with response and reporting to relevant authorities.

### **4.3 Breaches to the Guidelines should be reported**

Breaches to the Hillsong Guidelines for Working with Children and Young People, Hillsong Volunteers and Leaders Codes of Conduct or any inappropriate behaviour by those working with children and young people should be reported to a senior member of Hillsong UK staff.

### **4.4 Listen to and encourage children and young people to participate in decisions that affect them**


Listen to and take children and young people seriously when they give feedback or raise concerns. Provide children and young people with opportunities to be involved in decisions and express views on matters that affect them. The individual rights of each child or young person should be respected allowing them to participate in activities without feeling forced to do so by leaders or other programme participants.

### **4.5 Listen to and respond to feedback or concerns raised by parents and carers**

Respond appropriately to feedback or concerns raised by parents or carers and direct them to the programme oversight, Pastoral Care or the Safeguarding Officer.



## Annex B: Working with Adults at Risk Application

 **Team Application @ £0.00**  
Attendee #31523285

**Today's Date \***

**Volunteer Name \***

**Volunteer Age \***

Under 18  
 18 +

**Volunteer Address \***

**Volunteer Phone \***

**Volunteer Email \***

**Hillsong Campus \***

**Please list two Pastors or Key Leaders (not related to you) in Hillsong who have a definite knowledge of your character and suitability for the role.**

**Reference 1 Name \***

**Reference 1 Contact Number \***

**Reference 1 Email \***

**Reference 1 Relationship to you \***

**Reference 2 Name \***

**Reference 2 Contact Number \***

**Reference 2 Email \***

**Reference 2 Relationship to you \***

**Please carefully read the below Declaration**

If you have any questions please contact [legal@hillsong.co.uk](mailto:legal@hillsong.co.uk) before signing the agreement.

1. As a Responsible Person (as defined in the Hillsong Protection Policy), I will act in accordance with the responsibilities outlined.
2. I will complete a DBS clearance application if deemed necessary by the (Deputy) Designated Person.
3. I have not been convicted or the subject of an allegation of abuse, sexual misconduct or act of violence, where the conduct i at, or took place in the presence of, a child, young person or vulnerable adult.
4. I understand that if an allegation is made against me about vulnerable adult abuse or neglect, the matter will be referred to the police and other relevant authorities for investigation.
5. I will report any concerns or suspicions I have about a vulnerable adult's welfare, or about the conduct of another volunteer or member of staff in relation to protection of vulnerable adults. I will report any disclosures or allegations to the Designated Person or a Deputy Designated Person.
6. I will not discuss the personal details of my volunteering work with persons not directly involved in the programme.
7. I will respect the wishes and privacy of the families of any child or vulnerable adult involved in any Hillsong Church activity or the Refugee Resettlement Programme.
8. I will not discriminate against any individual or family because of their gender, disability, ethnicity, sexuality, religion or political views.
9. If I cannot attend to volunteer at an agreed time I will contact the person to whom I report and/or the family involved in a Refugee Resettlement Programme at the earliest opportunity.
10. I acknowledge that I have read and agree to follow the Guidance and Reporting Sensitive Cases procedure if I am involved in the Community Sponsorship scheme.
11. I acknowledge that I have read and agree to the *'Prevent e-learning'* training and the *'Individuals at risk of being drawn into Serious and Organised Crime - a Prevent Guide'* if I am involved in the Community Sponsorship scheme

**By signing/typing my name below, I acknowledge that I have read, understand and agree to the Declaration.** 🗳️

**Data Protection**

Personal information provided will be held in accordance with our Privacy Policy ([hillsong.com/privacy](https://hillsong.com/privacy)). This application and agreement will be stored for the period of volunteering plus four (4) years and will not be subject to the right to erasure under the Law. Should there be any allegation or incident involving the Volunteer, the information will be held indefinitely.

✓ CONTINUE

## Annex C: The Mental Capacity Act 2005 - Policy

When considering the mental capacity of any adult at risk, Hillsong refers to the five statutory principles as outlined in the Mental Capacity Act 2005:

- a presumption of capacity - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise
- the right for individuals to be supported to make their own decisions - people must be given all appropriate help before anyone concludes that they cannot make their own decisions
- that individuals must retain the right to make what might be seen as eccentric or unwise decisions
- best interests - anything done for or on behalf of people without capacity must be in their best interests
- least restrictive intervention - anything done for or on behalf of people without capacity should be an option that is less restrictive of their basic - as long as it is still in their best interests.

## Annex D – Contact References for Suspected Abuse and the Reporting Procedure

*To be read alongside the full Procedure in the Safeguarding Policy*

What	Who	Action to take	Who to contact by phone
Suspected Abuse against Children	Responsible Person	<ol style="list-style-type: none"> <li>1) Call emergency services if required</li> <li>2) Call the Police if a crime has been committed</li> <li>3) Preserve evidence</li> <li>4) Keep yourself and others safe</li> <li>5) Inform the (Deputy) Designated Safeguarding Officer</li> <li>6) Record what happened</li> </ol>	<p>Emergency services on 999 Police on 101</p>
Suspected Abuse against Children	(Deputy) Designated Safeguarding Officer	<ol style="list-style-type: none"> <li>1) Immediately contact Children’s Social Care in the case of a concern for the Child’s safety if they should return to their parent or caregiver.</li> <li>2) Seek medical help if needed, advising a doctor of the concerns.</li> <li>3) Make careful notes of conversations and or concerns.</li> <li>4) Contact the relevant MASH where applicable.</li> <li>5) Refer the concerns to Children’s Social Care.</li> <li>6) Assist all relevant agencies involved in dealing with the referral and conducting an enquiry.</li> <li>7) Reassess the Safeguarding Policy and associated procedures as a result of the enquiry.</li> </ol>	<p>Children Social Care of Local Council</p> <p>Emergency services on 999 Police on 101</p> <p>GP or A&amp;E services – local contacts</p> <p>Relevant Agencies – local contacts</p> <p><b><i>If needed contact NSPCC or ChildLine for further advice and guidance:</i></b></p> <p>NSPCC (for adults): 0808 800 5000</p> <p>ChildLine (for children and young people): 0800 1111</p> <p>NHS Helpline - 111</p>
Suspected Abuse against adults at risk	Responsible Person	<ol style="list-style-type: none"> <li>1) Call emergency services if required</li> <li>2) Call the Police if a crime has been committed</li> <li>3) Preserve evidence</li> <li>4) Keep yourself and others safe</li> <li>5) Inform the (Deputy) Designated Safeguarding Officer</li> <li>6) Record what happened</li> </ol>	<p>Emergency services on 999 Police on 101</p> <p>Deputy Designated Safeguarding Officer for adults at risk - Julie Galanti +44 7771 617799</p>

<p>Suspected Abuse against adults at risk</p>	<p>(Deputy) Designated Safeguarding Officer</p>	<ol style="list-style-type: none"> <li>1) Contact the relevant MASH where applicable.</li> <li>2) Contact Local Council in the case of an immediate concern for the someone not being treated properly in a care home or someone being mistreated by a carer</li> <li>3) Contact an NHS hospital, GP or clinic if you're worried about someone.</li> <li>4) Make careful notes of conversations and or concerns.</li> <li>5) Seek views from the adult (or an appropriate representative) about what they would like to happen as a result of the concern.</li> <li>6) Refer the concerns to the adult safeguarding contact at the relevant local council. Consent from the individual is required for the referral, unless there is a good reason to override consent, such as risk to others, or if the individual does not have the mental capacity to consent to a referral.</li> <li>7) Provide details of the ThinkAction helpline for the individual to contact themselves, where appropriate.</li> <li>8) Assist all relevant agencies involved in dealing with the referral and conducting an enquiry.</li> <li>9) Reassess the Safeguarding Policy and associated procedures as a result of the enquiry.</li> </ol>	<p>Adult Safeguarding contact at Local Council</p> <p>Emergency services on 999 Police on 101</p> <p>GP or A&amp;E services – local contacts</p> <p>Relevant Agencies or Care Homes – local contacts</p> <p><b><i>If needed contact Action On Elder Abuse helpline or the NHS for further advice and guidance:</i></b></p> <p>Action On Elder Abuse helpline: 0808 808 8141</p> <p>NHS Helpline - 111</p> <p>ThinkAction helpline 0300 012 0012</p>
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## MASH Contact Details

### **Oxfordshire:**

0345 050 7666

### **Bermondsey / Southwark:**

020 7525 1921

020 7525 500 (Out of hours)

### **Guildford / Surrey:**

0300 470 9100

01483 517 898 (out of hours)

[csmash@surreycc.gov.uk](mailto:csmash@surreycc.gov.uk) (Children)

[ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) (adults)

### **North London / Haringey:**

020 8489 4470

0208 8489 0000 (Out of hours)

[mashreferral@haringey.co.uk](mailto:mashreferral@haringey.co.uk)

### **Birmingham:**

0121 303 1888

[MASH@birmingham.gov.uk](mailto:MASH@birmingham.gov.uk)

### **Reading:**

0118 937 3641 (Children)

0118 937 3747 (adults)

### **Croydon:**

0208 726 6464

0208 255 2888 (urgent action)

0208 726 6400 (urgent action out of hours)

### **Newham:**

020 3373 4600 during office hours (Mon - Thurs, 9am to 5.15pm or Fri 9am to 5.00pm)

020 8430 2000 at any other time.

LADO (Local Authority Designated Officer)

[lado@newham.gov.uk](mailto:lado@newham.gov.uk)

Telephone: 0203 3733803 / 0203 3736706

Nick Pratt: 07890 595061

## Annex E: Additional Procedures – Community Sponsorship Scheme

Where a Hillsong employee or volunteer is involved in the Community Sponsorship Scheme, then, in addition to compliance with The Safeguarding Policy, the employee or volunteer must comply with the Home Office “Guidelines on Managing and Reporting Sensitive Cases” and where appropriate, complete and forward the Sensitive Case Referral Form to the relevant Contact Officer.

The Full Community Sponsorship Agreement sets out a requirement for community sponsors to establish a process for managing and reporting sensitive cases to the Secretary of State for the Home Department. Sensitive cases are defined as any incidents involving members of a resettled family as a victim, perpetrator or observer, where the outcome or consequence is likely to result in:

- serious harm to any individual;
- significant impact on a community;
- significant impact on public confidence in the community sponsorship scheme.

This requirement puts an obligation on community sponsors to put in place procedures and mitigating actions to manage such situations. Information about these occurrences is used by the Resettlement Programme to ensure that processes reflect the diverse well-being needs of the individuals being resettled in the UK. In the event that a sponsor (any staff or volunteer part of Hillsong’s community sponsorship scheme team) has a concern about the safety or wellbeing of a resettled person, the table below describes the steps to take.

Step 1	Follow Hillsong’s safeguarding procedure, as outlined in The Safeguarding Policy, to establish the facts of the situation.
Step 2	Take steps to mitigate and manage the situation by immediately informing the programme coordinator. The programme coordinator may include approaching the relevant authority (such as the local authority or local Police) as appropriate to access support or make a referral.
Step 3	The Programme Coordinator will inform the named Contact Officer or the Lead Officer named in the Grant Agreement in the event that the Contact Officer is unavailable, as soon as possible, but no later than the end of the next working day. If you are unsure whether a particular incident is critical or should be reported, seek guidance from your Contact Officer.
Step 4	The Programme Coordinator will provide the Contact Officer with regular updates on progress until the case has been closed.

At the date hereof the Programme Coordinator is: Ralph Boer

Written reports may be sent to Ralph Boer, Hillsong Church London, 35 Little Russell Street, London WC1A 2HH or by e-mail at [ralph.boer@hillsong.co.uk](mailto:ralph.boer@hillsong.co.uk).

Verbal reports may be made by phone to Ralph Boer (+44 77935 33394) or in person to Ralph Boer at Hillsong Church London, 35 Little Russell Street, London WC1A 2HH.

The Programme Coordinator has links with the right contacts in the local authority and local services to follow up on any of the above-mentioned cases.

To comply with the requirement to notify the Home Office of relevant incidents, the table below contains examples (not exhaustive) of the type of cases/incidents that should be reported.

<b>Type of incident</b>	<b>Suggested sources of information and support on reporting procedures</b>
Breakdown of relationship between sponsor and resettled family	Contact Officer
Incidents of domestic violence	Contact Officer, Local Authority, Police and local support groups
Incidents of divorce or a split of a family	Contact Officer, Local Authority, and local support groups such as marriage guidance
Child protection concerns	Contact Officer, Local Authority child protection team, Police, local specialist support groups such as the NSPCC
Incidents of Hate crime (e.g. involving disability/race/religion or belief/sexual orientation)	Contact Officer, Local Authority, Police, specialist support groups for particular issues
Incidents that challenge or raise concerns about potential community cohesion	Contact Officer, Local Authority, Police
Concerns relating to a risk of vulnerable people being radicalised and being drawn into or supporting terrorism (known as Prevent)	Contact Officer, Local Authority and Local Police contact
Incidents relating to gender based violence, exploitation, modern slavery	Contact Officer, Local Police contact
Any other incidents of actual or possibly unlawful activity including those potentially relating to concerns about National Security	Contact Officer, Police, Local Authority
Incidents relating to the health and safety of one or more resettled family members (e.g. threatening or inappropriate behaviour carried out by or directed at family members, being sectioned under the mental health Act)	Contact Officer, Local authority, GP and Police if assessed appropriate
Potential breaches of Home Office processes affecting immigration or resettlement policy, such as information that comes to light after a resettlement decision is made	Contact Officer
Propose or actual travel to Syria, Egypt, Iraq, Jordan Lebanon or Turkey	Contact Officer and Local Authority

### **Families sending money back to the Middle East and North Africa region**

Sponsors should be aware that there are security and safeguarding concerns around families sending money back home to relatives in the Middle East and North Africa region. The Resettlement Programme is asking sponsors to be vigilant to the issue. If families want to send money to their relatives overseas, we will explain to the sponsored family this must not be to the detriment of meeting the family's needs here in the UK. Families must also be advised to use the



regulated legal money transfer processes. If anyone involved in the Community Sponsorship Scheme has any concerns regarding on this topic they will need to report this to the Programme Coordinator who will contact the Contact Officer Home Office authorised representative for advice.

### **Emergencies**

Nothing in these Guidelines prevents a person involved in the Community sponsor program personally contacting the Police or Emergency Services (Ph: 999) in the event of a threat of immediate serious physical harm or assault to them, or any other person, including a member of the sponsored family.

### **Prevent Duty**

To safeguard people at risk within the scheme from radicalisation or being drawn into serious and organised crime, the support team of the Community Sponsorship Scheme will be informed and trained through the following tools provided by the Home Office:

- Prevent e-learning

<https://www.elearning.prevent.homeoffice.gov.uk/>

- Preventing individuals from being drawn into serious and organised crime:

<https://www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide>