

SAFEGUARDING POLICY

Document control

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Owner	David Newsome
Approved by	UK Board
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Version	Date	Author(s)	Notes
DRAFT	29/10/2022	Jane Newsome, Becci Leung	Initial version based on the model policy and other advice from 31:8 and feedback from UK based stakeholders.
1.0	27/11/22	Jane Newsome, Becci Leung	Incorporated feedback from Team Leaders. Approved by board 27.11.2022
1.1	10/01/2024	Jane Newsome, Becci Leung, Linda Waller	Reviewed and minor changes made. Approved by board 25.02.2024



Hands at Work in Africa, UK office
Safeguarding Policy

Safeguarding definition: Measures put in place by the organisation to prevent, report and respond to various forms of harm that could occur through the actions or inactions of the organisation through all activities.

(Foreign Commonwealth and Development Office)

URGENT SAFEGUARDING CONTACT DETAILS

**Linda Waller, Hands at Work UK Safeguarding Coordinator: 01727 839668 or
07557 773 842**

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If you require any of part of the policy or appendices in an editable version, please contact us and we would be happy to send this to you.

Hands at Work in Africa, UK office

Organisation details

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Tel no: 0121 354 9203

Website: www.handsatwork.org

General email address: info@uk.handsatwork.org

Hands at Work UK Charity number: 1117446

Hands UK Chair of the Board: Oliver Westmancott

Hands UK Chair of the Board email: oliver.westmancott@uk.handsatwork.org

Hands UK National Coordinators: David Newsome and Jane Newsome

Hands UK National Coordinators' emails: david@uk.handsatwork.org, jane@uk.handsatwork.org

Hands UK Safeguarding Coordinator: Linda Waller

Email: safeguarding@uk.handsatwork.org

Tel: 01727 839668 or 07557 773 842

Please note that emails sent to the above email address are received by the Safeguarding Coordinator and Deputy Safeguarding Coordinator.

PLEASE USE THESE CONTACT DETAILS TO REPORT A SAFEGUARDING CONCERN OR INCIDENT IN THE FIRST INSTANCE

Hands UK Deputy Safeguarding Coordinator: Jane Newsome

Email: jane@uk.handsatwork.org

Tel: 07835 306264

Hands UK Member of the Board responsible for Safeguarding: David Newsome

Email: david@uk.handsatwork.org

Hands UK DBS Administrator: Clare Beavon

Email: clare.beavon@uk.handsatwork.org

Hands at Work UK insurance company and policy number: Gallagher Insurance 27174600

Thirtyone:eight organisation reference number: 15263

Thirtyone:eight tel: 0303 003 1111

Introduction and Core Values

'Hands at Work in Africa, UK' (HAWUK) exists to support the work of 'Hands at Work in Africa' as they care for children and vulnerable adults in some of the most vulnerable communities in the following countries in Africa: The Democratic Republic of the Congo, Nigeria, Eswatini, Malawi, Mozambique, South Africa, Zambia and Zimbabwe.

To this end, we keep in regular contact with those communities in Africa supported by HAWUK both online and through sending short-term teams of volunteers and long-term individual volunteers from the UK.

HAWUK also facilitates meetings throughout the UK, both online and in-person, with our partner churches and supporters.

Our fundamental expectation is that any child or vulnerable adult has the right to feel safe when engaging with HAWUK, whether in Africa or the UK.

We believe that protecting the vulnerable is a Biblical mandate, as expressed in Psalm 82:

Give justice to the weak and the orphan;
Maintain the right of the lowly and the destitute.
Rescue the weak and needy;
Deliver them from the hand of the wicked.

Psalm 82:3-5

We recognise that the ministry of Hands at Work in Africa brings those who volunteer into contact with some extremely vulnerable children and adults. We also recognise that we as volunteers have different levels of vulnerability and that each of us may be regarded as vulnerable at some time in our lives.

We recognise that a perceived position of power in relation to another creates a risk of vulnerability. As a consequence, we strive to ensure that we consider power when working with other people. This includes those who lead teams of volunteers, both in the UK and Africa, and volunteers who visit the Hands at Work Hubs and Care Points in Africa and relate to the children, their families and Care Workers.

We recognise that children, by virtue of legal status and dependency on adults for their emotional and physical needs, will always be vulnerable and at a disadvantage, and this is particularly the case with the children in the communities in Africa where Hands at Work serves. We commit to considering this in our children's activities, whether at Hands at Work gatherings in the UK, when visiting the Hands at Work Hubs in Africa, or when visiting Care Points in the communities where Hands serves.

The role of the Safeguarding Coordinator

The HAWUK Safeguarding Coordinator will be someone who has knowledge and experience of the issues relating to the protection and safeguarding of children and vulnerable adults and will have the ability to respond to queries about safeguarding issues, or reports of safeguarding incidents, in an appropriate way, recognising what action is required and what steps need to be taken. The Safeguarding Coordinator will provide reports to the HAWUK Board and is responsible for reviewing the policy annually.

Thirtyone:eight

Throughout this policy, there will be reference to thirtyone:eight, a safeguarding organisation in the UK who work with churches and charities. HAWUK is a member of thirtyone:eight and work with them for DBS (Disclosure & Barring Service) checks, training, advice, resources and support. You can find out more about [thirtyone:eight](#) on their website.

This policy will be broken up into five main sections:

- **[Identify](#)**
This will include who is vulnerable, types of harm and risk.
- **[Prevent](#)**
This will include the proactive measures we take to prevent harm.
- **[Report](#)**
Here you will find how to report a concern or incident.
- **[Respond](#)**
This section will outline the procedure following a disclosure.
- **[Learn](#)**
This includes continued reflection and review of the Safeguarding Policy and processes.

Identify

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults at risk may be abused within a family, an institution or a community setting. Very often, the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our organisation, HAWUK adheres to the UN Convention on the Rights of the Child and has as a starting point as a definition of abuse, Article 19:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.
2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide the necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also, for adults the UN Universal Declaration of Human Rights with particular reference to Article 5: No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Definitions

Child/children: persons under the age of 18 years

Vulnerable adult: a person aged 18 years or over, whose risk of harm through abuse, exploitation or neglect may be increased by their personal characteristics or life circumstances.

Definitions of Abuse

Please see Appendix 1 for definitions of abuse.

Signs and symptoms of abuse

The signs and indicators of abuse can be physical, behavioural, or emotional, and each type of abuse has its own signs and indicators that may point to something being wrong that needs to be reported. There may not always be obvious physical signs of abuse, but conversations may give indications that a person needs help. A sign or indicator on its own will not necessarily mean that abuse is taking place.

It's important to understand that abuse may present differently in different places, e.g., with physical abuse, depending on skin tone, bruising may not be apparent. There might also be an impact of local religious/faith beliefs on understanding abusive behaviour.

Please report any concerns or suspicions so that appropriate action can be taken.

Prevent

HAWUK is committed to prioritising safeguarding within the organisation and committed to transparency in our actions and accountability in our work. To that end:

- This policy is available to anyone on request.
- HAWUK is a member of the UK safeguarding organisation, [thirtyone:eight](#) and will seek external support from them where appropriate.
- Safeguarding will be on the agenda at all Board meetings and will be a regular agenda item at Management meetings, Advocates Meetings and Team Leaders meetings. Agenda items will include any updates from the UK or internationally, news, policy changes and reiterating the safeguarding processes.
- A member of the Board will be responsible for Safeguarding across the organisation. The Board Member currently responsible is David Newsome.
- Those who will come into contact with vulnerable adults or children as part of their working or volunteering activities with HAWUK will sign the Safeguarding Policy Declaration form at the end of this document to state that they have read and agree to abide by the points included.

Training

- All training will be role-relevant and take into account the international context of safeguarding.
- All HAWUK Officers (including National Coordinators, Safeguarding Coordinator, Deputy and Safeguarding Administrator) have completed thirtyone:eight safeguarding training on appointment to their roles. This training will be refreshed every three years. Anyone appointed to these roles will complete safeguarding training.
- The designated Safeguarding representative on the HAWUK Board has completed the thirtyone:eight safeguarding training on appointment to the role. This training will be refreshed every three years. Anyone appointed to this role will complete safeguarding training.
- Any new long term volunteers will receive safeguarding training before arriving in Africa.
- All team leaders visiting Hands at Work in Africa will have completed the HAWUK safeguarding training run by the Safeguarding Coordinator and Deputy Safeguarding Coordinator (as well as basic training via their organisation) and will be responsible for training their team members. Team leaders will be provided with training resources to do so. The contents of this training will be reviewed annually.
- The Safeguarding Coordinator will oversee all safeguarding training in HAWUK, as outlined in this policy.

Safer recruitment

All long-term volunteers (including HAWUK Officers), team leaders and members who are 16 years old and over:

- Will follow a safer recruitment process and have appropriate DBS checks. For team leaders and members, these will either be no older than three years at the time of the visit to Africa or on the DBS update system.
- Having a criminal record will not necessarily bar someone from working or volunteering with HAWUK. It will depend on the nature of the position and the circumstances and background of the offences. A risk assessment will be carried out by the Safeguarding Coordinator taking into account any offences and the role for which the person has applied.
- Failure to comply or complete a DBS will result in not being able to participate in HAWUK teams or volunteers to Africa, or activities arranged by HAWUK with children or vulnerable people in the UK.

Processes specific to Teams Leaders and Team Members:

- HAWUK will ensure that all team members have been known to the team leader or their church leader for at least a year. If this is not the case, a previous church leader or relevant referee will be contacted. Team leaders can find a Team Member Reference form in Appendix 3 for this purpose.
- Any team member who has lived abroad for 3 months or more within the last three years will be required to obtain a police check from the relevant countries.
- Team leaders are required to pass on any relevant information about team members to the Safeguarding Coordinator that has any safeguarding or wellbeing implications. If you're not sure if a piece of information is relevant, please check with the Safeguarding Coordinator. This information, if deemed relevant, will be communicated to appropriate people in Hands at Work in Africa. Confidentiality will be assumed unless specifically communicated otherwise.
- Teams with members aged under 18 years old will require additional risk assessments.

Processes specific to long term international volunteers:

- New long term international volunteers will go through a safer recruitment process, including an application form, interviews, references, safeguarding training and DBS checks.
- Those who apply to become an international long term volunteer and have previously lived abroad will be required to apply for an [International Child Protection Certificate](#) (ICPC) and/or receive a police check from the country(ies) they lived in. These will be organised through the HAWUK Safeguarding Administration volunteer, Clare Beavon.
- A long term international volunteer serving in Africa will be accountable to the HAW Africa office and will be expected to adhere to the requirements set out in the HAW Africa Child Protection Policy.

Events and meetings in the UK

HAWUK are committed to the safeguarding of children and adults who may be vulnerable at events and meetings held in the UK, ensuring their wellbeing as they relate to HAWUK.

All HAWUK gatherings and events will be properly planned in advance, taking into account the age range and potential vulnerability of the attendees. Appropriate risk assessments will be conducted.

Anyone sharing a child's or vulnerable adult's story at HAWUK events and meetings will be asked to change the name of people in the story to protect confidentiality.

Praying with children and vulnerable adults

Volunteers, team leaders and team members may find themselves in situations where they are asked or feel led to pray for a child or vulnerable adult. Please see Appendix 6 for a guide on how to do this safely and respectfully.

Behaviour

Please see Appendix 4 for the Safeguarding Behavioural Code of Conduct.

Working in Partnership

The diversity of organisations and settings means there may be variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We, therefore, have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This Safeguarding Policy is just one means of promoting safeguarding.

HAWUK is a separate charitable entity from 'Hands at Work in Africa'. The HAWUK Safeguarding Coordinator will be responsible for safeguarding events and personnel within the UK and UK teams and volunteers visiting Africa.

In the event of a safeguarding concern involving UK volunteers and teams in Africa, the Hands at Work UK Safeguarding Coordinator will work in liaison with the HAW Africa Safeguarding Officer: Carolyn Snyman; email: carolyn@handsatworkinafrica.org, who will follow the reporting procedures set down in the HAW Africa Child Protection policy (available on request).

Report

How to report a safeguarding concern or incident

Allegations of unacceptable or abusive behaviour towards children or vulnerable adults should always be listened to, taken seriously and reported to the relevant authorities. Anyone who sees, suspects, or is told of abuse or an allegation of abuse has a responsibility to report that abuse. HAWUK and HAW Africa have zero tolerance for abuse and put the welfare of vulnerable children and adults first.

It's important that we:

- Do not collude, keep secrets or make decisions when we have a suspicion of abuse.
- Do not assume that someone else will report the concern or incident.
- Report without bias to our personal views.
- Don't take chances with the welfare of children or vulnerable adults.
- Are open to scrutiny and encourage this in others.
- Under no circumstances undertake our own investigation into an allegation or suspicion of abuse.

You can report a safeguarding concern or incident by telephone, email or in-person. Any telephone or online calls about safeguarding concerns or incidents will be taken in a private space.

Please see Appendix 2 for a Safeguarding Reporting Form. Do not worry if you are unable to complete this form. Communicate with the Safeguarding Coordinator, who will support you in collecting the necessary information.

Who to report to when you are in the UK:

If someone is in immediate danger, please call the relevant emergency services.

Line of reporting:

- Please report all safeguarding concerns and incidents to the **Safeguarding Coordinator, Linda Waller**.
- If you are unable to contact the Safeguarding Coordinator, please contact the Deputy Safeguarding Coordinator, **Jane Newsome**.
- If you are unable to contact the Deputy Safeguarding Coordinator, then please contact the HAWUK Coordinator and Board member responsible for Safeguarding, **David Newsome**.
- If you are unable to contact the HAWUK Coordinator, please contact the HAWUK Chair of the Board, **Oliver Westmancott**.
- If you are unable to contact all four of these people, then please contact Safeguarding organisation thirtyone:eight or Social Services.

Do not wait to report a safeguarding concern or incident.

Please see page 3 of this document for the contact details for the above people.

Who to report to when in Africa:

If someone is in immediate danger, please call the relevant emergency services.

Line of reporting:

- When in Africa, report all safeguarding concerns and incidents initially to your team leader and the HAW Africa host looking after your team if it is appropriate to do so, and then to the **HAW Africa Safeguarding Coordinator Carolyn Snyman**, carolyn@handsatwork.org or +27 82 882 0453.
- Please also contact the HAWUK Safeguarding Coordinator to inform them of the situation.

HAWUK and HAW Africa may involve other agencies as necessary.

The HAWUK Safeguarding Coordinator will maintain a relationship with the Safeguarding Coordinator at HAW Africa.

If allegations or concerns are made about you or someone on your team

If allegations or concerns are made about a UK volunteer, team leader, or team member, these need to be immediately reported to the HAWUK Safeguarding Coordinator, and to the HAW Africa Coordinator if this happens when in Africa. Depending on the seriousness of the concerns and other factors to do with context and location, the volunteer, team leader, or team member may be relocated for the duration of the trip or, in some instances, immediately repatriated.

All serious incidents will be reported to the [Charity Commission for England and Wales](#), and to HAWUK insurers.

Confidentiality

Confidentiality is important when dealing with safeguarding concerns, however when the safety of a person may be at risk because of any information that is shared, this takes priority over confidentiality, although there are rules over who information may be shared with and how.

If someone shares information with another person about a risk of significant harm to a child or young person, it should be explained to the person sharing that information that the statutory agencies may need to be advised. Any proposed action should be explained carefully and sensitively with the offer of continued support.

Information should only be shared with a third party where a person is:

- Considered to be a danger to themselves or others.
- Sharing information relating to significant harm to another person.

It may be useful that the limitations of confidentiality are clearly explained as soon as someone starts to share any concerns.

Who not to tell

Knowing who not to share concerns with is just as important as knowing who you should share them with.

If you have any concerns about abuse, you should NOT tell:

- **A child's parents/carers. The Safeguarding Coordinator or other professional will do this AFTER** they have been advised to by the relevant statutory authorities. This is to prevent any immediate

action being taken by the parents/carers which could negatively impact on an investigation by statutory agencies.

- **Anyone implicated in an allegation.** This is to protect any potential victim(s) and any evidence.

Respond

This section is broken down into two halves: the first outlines advice on how to respond if someone discloses abuse to you, and the second outlines how HAWUK will respond if you report a concern or incident.

How to respond to a disclosure of abuse

When responding to a concern or incident of abuse, it's important not to lose sight of the person involved. Their welfare must be the first consideration at all times.

Responding to a child or vulnerable adult who may have been abused

If you suspect that a child or vulnerable adult is telling you that they have been abused:

- Reassure the person that they have done the right thing in telling someone and that the information will be taken seriously.
- Ensure the immediate safety of the person.
- Seek medical help if needed, advising the medical professionals of any concerns.
- Don't ask questions; just listen carefully to what is said. Accept what you hear without passing judgement.
- Don't make promises you may not be able to keep e.g., not telling anyone else.
- Make a record of what has happened.
- Do not try to investigate the matter.
- Report any concerns to the Safeguarding Coordinator. Please see Appendix 2 for a reporting form.
- Don't discuss with parents/carers until after you have reported your concerns and have received advice about what should happen next.
- Tell the child/vulnerable adult what you are going to do next and with whom the information will be shared.

What you can expect if you report a concern or incident – how we will respond

Response process:

1. The safeguarding concern is reported to the Safeguarding Coordinator.
2. The Safeguarding Coordinator will gather more information, if necessary.
3. The Safeguarding Coordinator will seek advice and support from appropriate parties.
4. The Safeguarding Coordinator will make decisions about the next steps to take. This may include informing the National Coordinators and HAWUK Board if appropriate. Information may be anonymised.
5. If the concern is serious and is a breach of the Safeguarding Behavioural Code of Conduct (Appendix 4) or Policy, the Safeguarding Coordinator, working with other relevant parties, will start an internal investigation.
6. If an investigation takes place, the Subject of Concern and/or the programme may be suspended, if necessary.
7. If an investigation takes place, the person who reported the concern or incident will receive a report with the findings.
8. If necessary, disciplinary action will be undertaken, if appropriate, in line with organisational HR processes.

9. The Safeguarding Coordinator will ensure that learning from the case is incorporated back into the organisation.

Pastoral care for all adults and children amongst whom we serve

HAWUK commit to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of HAWUK.

Whistleblowing

Whistleblowing is intended to encourage and enable anyone to raise serious concerns without fear of victimisation, subsequent discrimination or disadvantage. Where possible, their identity will remain confidential.

Anyone can raise concerns about malpractice, wrongdoing and conduct of a person in the organisation via the UK Coordinators or Safeguarding Coordinator.

Whistleblowing information will be provided to new volunteers as part of the induction process.

The Whistleblowing Policy is available on request.

Recording and data protection

In our recording and retention of personal data we will adhere to the following GDPR principles set out by the [Information Commissioner's Office](#) (Article 5):

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant, and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Learn

HAWUK are determined to keep improving our knowledge and understanding of how best to protect children and vulnerable adults. We will review our own practice regularly to check that we are placing the right emphasis on safeguarding in our work, and will continue to develop a learning culture within the organisation. This will include:

- Holding a learning review for all serious incidents
- Systemising the learning (whilst protecting anonymity)
- A yearly review of the Safeguarding Policy and associated procedures and processes. This includes ensuring the policy is fit for purpose, and that all associated policies are aligned. This will be carried out by the Board and the Safeguarding Coordinator.
- Continued promotion of the importance of safeguarding to raise awareness, knowledge and capacity. This will happen at meetings, events, training and through communications such as e-newsletters.
- Implementation of the training described in previous sections.
- Keeping up to date with any relevant changes in policy or legal requirements in regards to safeguarding via the Charity Commission and thirtyone:eight.
- Being open and transparent.

If you have any feedback on this Policy, please email the Safeguarding Coordinator.

On completion of reading this Policy, please read through the following appendices, if you have not done so already, and sign the Policy Declaration form on the final page.

Appendices

Appendix 1: Definitions of Abuse

Appendix 2: Safeguarding Reporting Form

Appendix 3: Team Member Reference Form

Appendix 4: Safeguarding Behavioural Code of Conduct

Appendix 5: Social Media Guidelines

Appendix 6: Praying with Children and Vulnerable Adults Guide

Appendix 1

Definitions of Abuse

What constitutes abuse and exploitation of a child:

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.

1. 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.

2. 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.

3. Sexual abuse: sexual abuse involves forcing or enticing a child or young person to take part in sexual activities (including prostitution), whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g., rape or other physical sexual acts) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

4. Child Sexual Exploitation (CSE): 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.

5. 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 involve a parent or carer failing to provide adequate food, clothing or shelter, or failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision, or the failure to ensure access to appropriate medical care or treatment.

6. Spiritual abuse: is a form of emotional and psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and

silence, coercion to conform, control through the use of sacred texts or teaching, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism. (Oakley 2018)

7. Child abuse linked to faith and religion: Child abuse linked to faith or belief (CALFB) is where concerns for a child's welfare are caused by harmful practices linked to a belief in witchcraft, spirit or demonic possession, or ritual or satanic abuse.

8. Female Genital Mutilation (FGM): Procedures that involve the partial or total removal of the external female genitalia or any other injury to the female genital organs for non-medical reasons.

9. Forced Marriage: When one or both potential spouses (including children) doesn't consent to marry or is coerced into marriage because of physical, emotional, or psychological threats or pressure.

10. Child trafficking: Is also modern slavery. It's defined as recruiting, moving, receiving and harbouring children for the purpose of exploitation. It can include criminal activity, forced labour, domestic servitude and illegal adoption.

Appendix 1 continued...

Definitions of Abuse

What constitutes abuse and exploitation of an adult:

Abuse and neglect are forms of maltreatment of an adult that by virtue of permanent or temporary vulnerability or power deficit, this disadvantages a person in protecting their own interests. Somebody may abuse or neglect a person directly (by inflicting harm), or indirectly by failing to act to prevent harm.

Categories of Adult Abuse as defined under the Care Act (2014)

1. **Discriminatory abuse:** such as: derogatory comments, harassment, being made to move to a different resource/service based on age.

2. **Psychological abuse:** emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

3. **Financial abuse:** 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.

4. **Organisational abuse:** neglect, poor care practice within an institution or specific care setting such as a hospital or care home.

5. **Neglect and Acts of Omission:** ignoring medical, emotional or physical care needs.

6. **Physical abuse:** assault, hitting slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

7. **Sexual abuse:** rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

8. **Self-neglect:** Neglecting to care for personal hygiene, health or surroundings to the extent that it threatens personal health and safety, inability to avoid self-harm, failure to seek help or access services to meet health and social care needs, inability or unwillingness to manage one's personal affairs and behaviours such as hoarding.

And additionally:

9. **Spiritual abuse:** is a form of emotional and psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, coercion to conform, control through the use of sacred texts or teaching, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism. (Oakley 2018)

10. **Modern Slavery:** Modern slavery (or Human Trafficking) is the recruitment, movement, and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation or abuse.

11. **Female Genital Mutilation (FGM):** Procedures that involve the partial or total removal of the external female genitalia or any other injury to the female genital organs for non-medical reasons.

12. **Forced Marriage:** When one or both potential spouses doesn't consent to marry or is coerced into marriage because of physical, emotional, or psychological threats or pressure.

13. **Sexual exploitation:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Appendix 2

Safeguarding Reporting Form



Hands at Work in Africa, UK

Safeguarding Reporting Form

This form should be used to record safeguarding concerns relating to children and/or vulnerable adults.

In an emergency please do not delay in informing the police or social services.

All the information must be treated as confidential and reported to the Safeguarding Coordinator as soon as is possible. The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. You can use this form to report concerns or incidents in the UK or Africa.

Please complete the form as fully as possible.

Your details

Name:

Position/role:

Mobile number:

Email address:

Details of the person affected (if known)

Name:

Position/role:

Mobile number:

Email address:

In which country did the concern or incident take place?

Details of the concern or incident (please describe in detail using only the facts)

Other present or potential witnesses

Name:

Position/role:

Mobile number:

Email address:

Additional relevant information

I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter.

Name

Signature

Date

Please send this form to the Safeguarding Coordinator safeguarding@uk.handsatwork.org

Appendix 3

Team Member Reference Form



Hands at Work in Africa UK

**Volunteer Team Member
Reference form**

Name of Hands at Work team:

Name and address of referee:	Name and address of Minister or Team Leader requesting a reference:
Date	

Dear

Request for Reference for a Hands at Work Volunteer Team Member

RE: [Name]

Address:

The above has given your name as someone who may be contacted in relation to their application to join a Hands at Work in Africa UK team to visit Southern Africa. Hands at Work in Africa teams visit Africa in order to support families, orphaned children, those affected by HIV/AIDS and people facing severe poverty. They will therefore have close contact with children and vulnerable adults. Hands at Work is committed to safeguarding the welfare of all children and vulnerable adults by protecting them from physical, sexual, verbal or emotional harm, or the neglect that allows such harm to occur.

As part of our commitment to safeguarding I would be grateful if you could comment on the following factors as they may apply to the applicant: -

How long have you known this person?

In what capacity do you know this person?

Do you have any reason to be concerned about this person being in close contact with or having responsibility for children/young people/adults with care and support needs?

Yes No

If you have answered yes, we will contact you for further details.

Do you have any evidence or concern that they would not be suitable to work with children and adults experiencing, or at risk of abuse or neglect.

Yes No

If you have answered yes, we will contact you for further details.

What, in your view, makes this person suitable to be part of a team visiting orphaned and vulnerable children and vulnerable adults in Africa?

Is there anything about them that would make them less suitable for some aspects of this visit?

You are welcome to use the reverse of this letter for your reply. If you would prefer to contact me direct, please telephone:

Thank you for your assistance.

Yours sincerely

Team Leader or Church Minister

Appendix 4

Safeguarding Behavioural Code of Conduct

The most effective way to protect children and vulnerable adults is to be vigilant. All Hands at Work team leaders, team members and volunteers who have roles with children and/or vulnerable adults are expected to behave in a mature, capable, safe, caring and responsible manner, with a high level of accountability. All adults working with children and vulnerable adults are in positions of trust. It is therefore vital that volunteers ensure that they do not, even unwittingly, use their position of power inappropriately.

All team leaders, team members and volunteers with Hands at Work UK, both in the UK and in Africa, are expected to adhere to this Safeguarding Behavioural Code of Conduct.

Visibility and overcoming isolation

- All volunteers working with, interacting with or talking with children and vulnerable adults must be visible to other adults. Activities with children and vulnerable adults should be planned in areas where other adults are present and at a time when other activities are occurring.
- At least 2 unrelated adults should be present in work/interaction with children and vulnerable adults.
- A volunteer's interaction with a child and vulnerable adults should always be visible to other adults.

Accountability

- Volunteers should always be accountable to other adults regarding their interactions with children and vulnerable adults.
- Parents, carers or Care Workers must be notified beforehand of any activities with children and vulnerable adults.
- In an emergency situation, volunteers should find someone to go with them, or notify whoever is available.

Supervision

- When interaction with children and vulnerable adults takes place in Africa, the Team Leader should randomly inspect areas where children and adults are together.

Technology

- HAWUK teams and volunteers visiting Hands communities in Africa, or interacting with children and vulnerable adults at Hands at Work gatherings in the UK, should not as a general rule share mobile phone numbers with children, or "friend" them on Facebook or other social media platforms. There may be limited occasions when this is acceptable, but any exception to this rule must be with the agreement of the Safeguarding Coordinator either with HAWUK or with Hands Africa.
- Teams and volunteers are expected to comply with the Social Media Guidelines found in Appendix 5. All people will be treated with respect and dignity.

Touch

Touch needs to be used in a culturally appropriate way. The following should be noted:

- Touch should be open rather than secretive.
- Touch should be in response to the need of the child and vulnerable adult, not the need of the adult.
- Touch should be age-appropriate and initiated by the child and vulnerable adult rather than the adult. Touch should always communicate respect for the child and vulnerable adult.
- Adults should avoid doing things of a personal nature for a child and vulnerable adult that they are able to do themselves.
- Team members should monitor each other in the area of physical contact, helping each other by pointing out anything that could be misinterpreted.

Being Aware

- Short term volunteers are asked to be mindful and aware that they are only in the communities for a short time and should be careful to not unwittingly retraumatise children and vulnerable adults, e.g., by asking them to retell difficult stories.

Appendix 5

Social Media Guidelines

Guidelines for teams, short-term volunteers and visitors to Africa

Speak up for those who cannot speak for themselves, for the rights of all who are destitute. Speak up and judge fairly: defend the rights of the poor and needy. Proverbs 31:8-9

While serving with Hands at Work in Africa you will meet many people who will touch your lives and whose stories you will want to tell. While we challenge and encourage you to tell these stories, we have a few guidelines we ask you to follow in order to protect the people we are serving.

The Communications Team is always available and willing to talk to you about how you communicate your stories, photos, and experiences in Africa. It's our passion and we are happy to answer any questions and provide any help as we work together to give a voice to the voiceless.

TELLING STORIES

Blogs, Vlogs, and any online platform where you mainly discuss Hands

Nearly every visitor and volunteer can tell you a personal story of someone they know in Africa. Many times, these stories are heart-wrenching and bring the reader to tears. Stories of loss, stories of desperation, and stories of need are as common as the stories of hope.

We ask that you be very sensitive when telling the stories of children or Care Workers who have been affected by HIV/AIDS. Often, children are not told the real reason for their parents passing due to stigma in the communities around this disease. Care Workers may confide in you that they are HIV positive and may not have told their own families. We want to avoid any chance of a child or Care Worker's confidentiality being compromised. Therefore, we ask you to be very cautious of the information you are sharing and where you are sharing it. As a further precaution we ask that you **change the name** of any and all children and Care Workers you are sharing about.

Please include the following disclaimer on all personal and team blogs, vlogs, media channels, and online platforms primarily discussing Hands at Work:

The contents of this media represent the sole views and opinions of the author, not of Hands at Work or any other groups or persons

This disclaimer lets the world know that your stories and your ideas are your own. They represent you; they are not things Hands has asked you to say, or stories that represent our organisation directly. It protects your experience and ensures authenticity for you and Hands.

Consent Forms: If you feel very strongly that you would like to share someone's story in its entirety without changing names, you can ask those who the story is about (or their guardian) to sign a consent form which should be given to a member of the Service Centre or Communications Team.

PHOTOS

Sharing photos is a great way to give people a better understanding of the things you have seen in Africa. Again, we would ask you to **change the name** of any child or Care Worker in your photos. Please be very cautious of any personal details that may go with the photo. Many people in our communities have access to cell phones and Facebook – always consider how the person you are posting about would feel if they read your post.

SOCIAL MEDIA

Hands at Work recognises the opportunity to use social media to communicate our message of hope across the world. With so many people communicating over Facebook, Twitter, Instagram, and other channels, social media an amazing way to let your friends and family know about your experience in Africa.

As with other online tools, we ask you follow some guidelines with social media. Please feel free to say you support and volunteer with Hands at Work. Please be very aware of sensitive information such as travel plans of our volunteers, situations of the children and Care Workers, and political situations in the countries we work in. This information can be more serious than you realise. Even when we discuss and pray for certain situations here at Hands, that information could be hazardous to our operations if posted publicly.

Regarding your own personal matters while serving with us, in the event of an emergency or illness, we ask that you alert the person who is responsible for you (Hands Host, Teams Coordinator, Volunteer Coordinator, etc) before commenting on social media. It can cause concern and panic if Hands at Work finds out second-hand about your situation. We want to be able to help you immediately and have all the needed information.

If you are interested in following Hands at Work on social media, you can find us here:

Facebook: Hands at Work in Africa

Twitter: @handsatwork

YouTube: HandsatWorkAfrica

Instagram: handsatwork

Appendix 6

Hands at Work in Africa, UK

Praying with Children and Vulnerable Adults Guide

Introduction

Some of the main ingredients that underpin any effective ministry to children and vulnerable adults, including prayer, are:

- Acceptance,
- respect,
- non-judgemental listening,
- sensitivity,
- discernment,
- patience.

In applying these values in the area of prayer, not only will you build trust and respect, but you will also be providing a good 'prayer' model so that children can learn how to pray for others in a sensitive and responsible way.

In the event of a parent/carer requesting that their child does not participate in individual prayer, this must always be respected. If an individual child or vulnerable adult does not want to be prayed for, this must always be respected.

When praying with children at a Care Point on a Hands at Work visit, it is important that the adults in charge (Care Workers, Primary Caregivers) are aware that you are praying with the children.

Praying

Prior to praying, always make sure you have the person's permission and always pray in an open area where other leaders and/or children are around. Only those who have experience of working with and praying with children should be involved in this ministry.

The child should be asked if there is anything specific that they are requesting prayer for and listen to their reply. Speak quietly and calmly, never shout or raise your voice. Don't laugh at or dismiss out of hand if they want to pray for something you consider trite or irrelevant. If they do not have specific needs or requests then simply ask God to bless them.

Those praying with children and vulnerable adults should always be alert to safeguarding issues. In these circumstances do not forget about or delay taking appropriate action because you are caught up with praying!

If a child/vulnerable adult becomes distressed, stop praying. Stay calm and gently ask them if they would like to say what has caused their distress. Depending on their response, you could consider whether they would feel more comfortable with someone else.

If you are unsure, or the child/vulnerable adult remains distressed, do not continue praying but stay with them until they are calm, offering them reassurance and complete acceptance. Then talk to your team leader or Hands host.

Practicalities

When it comes to praying, consider your body language, particularly in relation to things like your height and the height of the child/vulnerable adult. Try to ensure you are on their level rather than towering over them perhaps by both of you sitting down; but do avoid crowding.

Refrain from placing your hands on a child/vulnerable adult's head as they may find this frightening or threatening. If you think they may appreciate something like a hand resting on a shoulder, always ask them if this is what they would like before doing it. Please see the Safeguarding Policy for appropriate forms of touch.

Remember also that a child/vulnerable adult may not, for example, understand things like 'speaking in tongues' and it is important therefore not to do anything that may cause confusion or distress.

Language

Keep it simple! Use clear and uncomplicated language. Reflect back what the child/vulnerable adult has said to you, to show you have understood their prayer request. If a child says they are feeling tired, you could reply "Let us pray for you as you are feeling tired" not "I think you are depressed, let's pray about that". Keep the prayers simple and short so you can then be confident your prayers have been understood. This is especially important in a context where English may not be the child's first language.

Giving Advice

Avoid giving specific advice about problems involving decisions. A child or vulnerable adult could be very susceptible to suggestion, particularly if they are distressed. Even if you believe you have heard from God about their situation, it would be far wiser to pray this through on your own or with another leader. Never advise a child/vulnerable adult to stop taking medication or cease seeing professionals involved in their care or welfare. Please be aware of and sensitive to contextual and cultural differences.

Confidentiality

Never promise total confidentiality. Should a child/vulnerable adult wish to disclose to you a situation such as abuse within a prayer ministry context, you have a duty to pass this on to your Team Leader or Hands Host and the Safeguarding Coordinator (details below). You may need to gently give clear boundaries but reassure the child/vulnerable adult that if you share anything about their situation with someone else it will be on a 'need to know' basis only and you will make sure they are supported and cared for.

Deliverance / Exorcism

Any religious, traditional or cultural practice that causes significant harm to a child is a criminal offence and cannot be justified. One example of this is when children have been subjected to horrific abuse following accusations that they are witches or possessed by evil spirits. When practices such as these come to light, the statutory authorities may investigate and take appropriate action to protect the children involved.

Some places of worship or communities believe that a child can have an evil spirit or is possessed when they display behavioural problems or are different in some way. The child may have learning difficulties, mental health issues, copied or unconventional behaviours, or be experiencing some kind of trauma such as culture shock at coming to live in a different country.

Children and vulnerable adults may be easily frightened and very susceptible to suggestion. They may also be upset by shouting and will easily believe they are bad, wicked etc. A child/vulnerable adult should never be told they are demonised, possessed or oppressed by the devil or evil spirits.

Prayer for children should therefore always be carried out using the guidelines above.

In 2012, the Department for Education published the National Action Plan to tackle child abuse linked to faith or belief. This serves as the latest guidance.

[Child abuse linked to faith or belief: national action plan - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



Hands at Work in Africa UK

Safeguarding Policy Declaration

I have read the Hands at Work in Africa UK Safeguarding Policy and the Hands at Work UK Safeguarding Behavioural Code of Conduct and will take all necessary steps to ensure that both the policy and the code are adhered to.

You may use an electronic signature.

Name.....

Signature.....

Date.....