

Manchester Airport Chaplaincy

Safeguarding Policy and Guidelines

for Employees and Volunteers

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1 Policy Statement:

The Chaplaincy Manchester Airport believes that children, young people and at-risk adults have the right to be protected from all forms of harm, abuse, neglect and exploitation.

The Chaplaincy Manchester Airport is committed to, and, in all aspects of its life and work, will champion, the protection of everyone with whom we come into contact; regardless of age, gender identity, disability, sexual orientation or ethnic origin.

The Chaplaincy Manchester Airport will not tolerate abuse and exploitation by board members, employed or volunteer staff, or associated personnel.

The Chaplaincy Manchester Airport will foster and encourage best practice within the airport, in local faith communities and wider society by setting the highest safeguarding standards. We will work with statutory bodies, voluntary agencies and faith communities to promote the safety and well-being of children, young people and at-risk (vulnerable) adults.

The Chaplaincy Manchester Airport commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response and will act promptly whenever a concern is raised about the welfare of a child, young person or at-risk (vulnerable) adult, and will cooperate fully with the appropriate statutory bodies when an investigation into abuse is necessary.

This policy will address the following areas of safeguarding: child safeguarding, adult safeguarding, and protection from sexual exploitation and abuse.

2. Purpose

- 2.1 The purpose of this policy is to protect people, particularly children, at risk adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with The Chaplaincy Manchester Airport. This includes harm arising from:
- The conduct of staff or personnel associated with The Chaplaincy Manchester Airport
 - The design and implementation of The Chaplaincy Manchester Airport's programme of work and activities

The policy lays out the commitments made by The Chaplaincy Manchester Airport, and informs staff and associated personnel¹ of their responsibilities in relation to safeguarding.

2.2 This policy does not cover:

- Sexual harassment in the workplace – this is dealt with under The Chaplaincy Manchester Airport's **Dignity at work Policy**
- Safeguarding concerns in the wider community not perpetrated by The Chaplaincy Manchester Airport or associated personnel

3. What is safeguarding?

The Chaplaincy Manchester Airport understands it to mean protecting people, including children and at-risk (or 'vulnerable') adults, from harm that arises from contact with our staff or activities.

In the UK, safeguarding also means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. Further definitions relating to safeguarding are provided in the glossary below.

4. Scope

- All staff, whether employees or volunteers, working on behalf of The Chaplaincy Manchester Airport
- Associated personnel whilst engaged with work or visits related to The Chaplaincy Manchester Airport, including but not limited to the following:
 - members of the Chaplaincy Board,
 - members of the Airport Care Team,
 - consultants,
 - placement students,
 - contractors,
 - visitors including journalists, celebrities and politicians.

5. The Basics

5.1 Child safeguarding

The Chaplaincy Manchester Airport staff and associated personnel must not:

- Engage in sexual activity with anyone under the age of 18
- Sexually abuse or exploit children
- Subject a child to physical, emotional or psychological abuse, or neglect
- Engage in any commercially exploitative activities with children including child labour or trafficking

5.2 Adult safeguarding

The Chaplaincy Manchester Airport staff and associated personnel must not:

- Sexually abuse or exploit at risk adults
- Subject an at-risk adult to physical, emotional or psychological abuse, or neglect

5.3 Protection from sexual exploitation and abuse

The Chaplaincy Manchester Airport staff and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics

5.4 Additionally, The Chaplaincy Manchester Airport staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report and concerns or suspicions regarding safeguarding violations by an The Chaplaincy Manchester Airport staff member or associated personnel to the appropriate authority (i.e. the **Co-ordinating Chaplain (or suitably appointed deputy)** and/or the **Designated Safeguarding Lead Board Member.**)

6. Prevention: Chaplaincy responsibilities

6.1 The Role of the Chaplaincy Board and the Co-ordinating Chaplain

The Chaplaincy Board, with the Co-ordinating Chaplain, shares the responsibility for the duty of care of the children, young people and vulnerable adults in The Chaplaincy setting.

- Each Board Member should be fully aware of the contents of this policy, and it should be reviewed annually to ensure that it is still appropriate to the work currently undertaken.
- The Chaplaincy Board must ensure that people who are authorized to work with children, young people and vulnerable adults within the Chaplaincy or Care Team, are properly appointed, trained and supported.
- **All Christian ministers must have approval from their leadership and Chaplaincy members of other faiths must be approved by their faith bodies.**
- The Chaplaincy Board is aware that there is a responsibility to ensure that people who pose a threat to children, young people and vulnerable adults are effectively managed and monitored in the Chaplaincy context.

6.2 The Chaplaincy Manchester Airport will:

- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel (see Chaplaincy **Safer Recruitment Policy**)
- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy
- Design and undertake all its activities in a way that protects people from any risk of harm that may arise from contact with The Chaplaincy Manchester Airport. This includes the way in which information about individuals in our programmes is gathered and communicated
- Ensure staff receive training on safeguarding at a level commensurate with their role in the organization
- Follow up on reports of safeguarding concerns promptly and according to due process

7. The role of The Chaplaincy Safeguarding Coordinator

7.1 The Chaplaincy Safeguarding Coordinator is appointed by the Board and is responsible for

- ensuring that The Chaplaincy Policy is reviewed, updated and adopted by the Board at its Risk Review meeting on an annual basis together with a brief report on the current implementation within The Chaplaincy
- ensuring that the Policy is widely available and given to all existing and new workers, employees and volunteers.
- to monitor the implementation of the Chaplaincy Policy and report to the Board any difficulties in doing so.

8. Chaplaincy Staff responsibilities

8.1 The role of the Chaplaincy employees and volunteers

The following procedures are designed to act as guidance in dealing with disclosures of abuse that may arise in the course of working with children, young people and vulnerable adults.

9. Prevention: Good practice guidelines

9.1 Good Practice with children and young people

- Treat all children and young people with respect and dignity befitting their age;
- Watch language, tone of voice and where you put your body.

9.2 Do not engage in any of the following:

- invading the privacy of children when they are showering or toileting
- rough, physical or sexually provocative games
- making sexually suggestive comments about or to a young person, even in fun
- inappropriate and intrusive touching of any form
- any scapegoating, ridiculing, or rejecting a child or young person

9.3 Learn to control and discipline children without using physical punishment

- Do not let youngsters involve you in excessive attention-seeking that is overtly sexual or physical in nature
- Do not invite a child or young person to your home alone: invite a group or ensure that someone else is in the home. Make sure those with responsibility for the child or young person knows where they are.

10. Good Practice with Colleagues

- If you see another member of staff acting in ways which might be misconstrued, be prepared to speak to them or to your supervisor about your concerns.
- Chaplains should encourage an atmosphere of mutual support and care which allows all colleagues to be comfortable enough to discuss inappropriate attitudes or behaviour.

10.1 Time alone

- Minimise time alone with any child or young person.
- If it is vital to be isolated with an individual, ensure that another member of the chaplaincy team or board is informed of where you will be and why.
- If possible, remain in the view of another adult.
- Try never to be behind a closed door but if necessary, tell someone that you are there.

10.2 Touch

- Touch is an important part of human relationships: for example, it can be necessary to stop a young child from hurting herself or himself; it can also be a natural way of responding to someone in distress.
- However, everyone working with children should be sensitive to what is appropriate and inappropriate physical contact, both in general terms, and in relation to a specific individual. Staff need to be conscious of situations in which their actions, however well intentioned, could be misconstrued by others or be harmful.

11. Electronic communications and images

Electronic Communication

This policy relates to electronic communication which includes internet, e-mail and mobile phone.

It is acknowledged that many young people find this means of communication the preferred means. However, electronic media create a number of opportunities for unmediated one-to-one communication unless you are vigilant in ensuring that this does not happen.

11.1 The guiding principles must be:

- When one-to-one communication has taken place with a young person, the worker should tell someone immediately. It may well be that there is no inappropriate content within the correspondence; the principle is to create a basic accountability.
- When a worker sends an e-mail or text to a young or vulnerable person, they should blind copy it to a third party within the Chaplaincy Team or Board, again creating accountability. We should be explicit that the information is to be shared, therefore we must tell the young person as well.

11.2 In developing an internet site

- consider the use of firewalls – who can access this site?
- Ensure that you have a person with sufficient knowledge to 'spot check' history of parish computers to identify improper use.
- Bear in mind the potential for one-to-one communication and try to ensure all communication is in a group context.
- On social networking sites adults should not be added as friends on a child's or young person's site.
- Exercise caution when using images of children and young people on any internet site.
- As with any other images, do not name the individual child or young person
- Whenever possible, obtain consent from the person with parental responsibility.

11.3 Photographic Images

When using photographic images of people in chaplaincy publications and websites the following is a good practice protocol advised by the National Safeguarding and Youth Officers. The legal position relating to this area is currently under review by the Court of Appeal, who have taken the view that in one case it was at least arguable that a child photographed in a public place has a reasonable expectation of privacy.

The guidance below goes beyond the current definitive legal position, which allows for images of anyone in a public place to be published if the photography is not intrusive.

- 11.4 When we take someone's photograph or film them for publication/distribution they should always be aware that we are doing it. Awareness can be assumed if:
- People are attending a photo call
 - The intention of taking photographs or filming is included in the invitation to the event and people are given the choice to opt out.
- 11.5 In all other circumstances permission should be sought at the time the photograph is taken and a chance to opt out must be given.
- 11.6 Many schools/groups/clubs/organizations approach parents to ascertain whether they have objections to photographs of their child being used in various media to represent

the activities of the school. Teachers and Leaders are often, therefore, in a position to grant general permission to publish images of children in school-related activities (e.g. chaplaincy events), *in loco parentis*. However, this should not be assumed, and written permission from an appropriate representative of the schools/groups/clubs/organizations should be sought to publish such images.

12. Reporting: Chaplaincy responsibilities

12.1 Enabling reporting

- The Chaplaincy Manchester Airport will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities with whom we work.
- Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by The Chaplaincy Manchester Airport's **Disclosure of Malpractice in the Workplace (Whistleblowing) Policy**.
- The Chaplaincy Manchester Airport will also accept complaints from external sources such as members of the public, partners, and official bodies.

12.2 Reporting safeguarding concerns

- Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Safeguarding Focal Point [as appropriate] or line manager.
- If the staff member does not feel comfortable reporting to their Safeguarding Focal Point (i.e. the **Co-ordinating Chaplain (or suitably appointed deputy)** and/or the **Chaplaincy Safeguarding Coordinator**) (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate member of the Chaplaincy Board.

12.3 Response

- The Chaplaincy Manchester Airport will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations
- (see **4k Responding to Safeguarding Report Procedure**).
- The Chaplaincy Manchester Airport will apply appropriate disciplinary measures to staff found in breach of policy.
- The Chaplaincy Manchester Airport will offer support to survivors of harm caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the survivor.

12.4 Confidentiality

- It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only, and should be kept secure at all times.

12.5 Associated policies

Code of Conduct
Anti Bullying and Harassment policy
Disclosure of Malpractice in the Workplace (Whistleblower) policy

4k Responding to Safeguarding Report Procedure
Safe Recruitment Policy
and other policies as appropriate

13. If a report of abuse is received: Good practice guidelines

DO

- Make it clear that you cannot be asked to keep a secret
- Listen to the person, let them express their views and feelings without interruption, accept what s/he is saying
- Reassure the person that they have done the right thing in telling someone
- Explain that the information will be passed on
- Make notes of what was said using the person's words whenever possible
- Speak to the Co-ordinating Chaplain (or suitably appointed deputy) or Chaplaincy Safeguarding Coordinator
- **(If the subject of the allegation is a member of the Chaplaincy Team)** contact the Co-ordinating Chaplain (or suitably appointed deputy) or the Chairperson of The Chaplaincy Board AND the Chaplaincy Safeguarding Coordinator

DO NOT

- Show shock or disbelief
- Agree to keep the disclosure a secret
- Promise or suggest that the Chaplain can stop the abuse
- Ask questions seeking further detail – to avoid contaminating evidence
- Investigate any allegation - specially trained professionals undertake this role
- Contact the alleged perpetrator
- Make any statement or comment to the press

**DO NOT
INVESTIGATE
ANY ALLEGATION**

13.1 Referral procedure for those with responsibility for children or vulnerable adults

- Any child or at-risk adult who is or has been exposed to danger of abuse must be protected without delay.
- Think clearly about the cause for concern and make brief notes recording the facts as understood. There is a duty to refer any concern.
- Unless it would cause a delay, discuss any concerns with the Co-ordinating Chaplain (or suitably appointed deputy), providing that he/she is not the cause of the concern.

13.2 IF THE CHILD IS IN IMMEDIATE DANGER CONTACT THE POLICE STRAIGHT AWAY.

- In the case of a clear allegation or a strong suspicion the case must be referred to the Police or Children and Young People's Services. Clarify who is making the referral.
- The Local Authority or Police Representative will then take on responsibility for the case.
- Any serious incident alleged against a member of The Chaplaincy Team will be reported to the insurers. This enables them to be prepared should any claim arise.
- All communications must be handled in a sensitive manner and should be steered by The Co-ordinating Chaplain (or suitably appointed deputy) and representative of The Chaplaincy Board.

13.3 What to do if you receive a report of abuse by a member of the Chaplaincy Team

- Any Chaplaincy or Airport Care Team member of staff who is accused of any issue in respect of persons to who these guidelines apply must immediately report the matter to the Co-ordinating Chaplain (or suitably appointed deputy) who will in turn report the issue to The Chaplaincy Board.
- The Co-ordinating Chaplain (or suitably appointed deputy) will then make a risk assessment involving the police and other agencies and report to the Board. The Board will then decide what action will be taken in respect of the employment of the individual involved.
- Should the issue directly involve the Co-ordinating Chaplain (or suitably appointed deputy) a report should be made to the Chairperson of The Chaplaincy Board.

14. Glossary of Terms

What is Abuse?

There are four categories of child abuse that are used by every local authority in England and Wales.

- Neglect** Where adults through carelessness or indifference ignore a child's need or fail to protect a child from any kind of danger
- Physical Harm** Where a child has suffered actual physical harm or where it seems likely that injuries have been caused non-accidentally
- Sexual Harm** Where there is actual or **likely** sexual exploitation of children adolescents or vulnerable adults
- Emotional Harm** Where there is persistent or severe emotional ill-treatment or rejection.

In addition,

- Spiritual Harm** The Chaplaincy must be particularly vigilant to identify the inappropriate use of any religious belief or practice which may harm somebody spiritually, emotionally or physically.
- Psychological harm** Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation
- Domestic Abuse** It must also be recognized that children and young people may be harmed in homes where there is domestic abuse.

Beneficiary of Assistance

Someone who directly receives goods or services from The Chaplaincy Manchester Airport's activities. Note that misuse of power can also apply to the wider community that the NGO serves, and also can include exploitation by giving the perception of being in a position of power.

Child

A person below the age of 18

Protection from Sexual Exploitation and Abuse (PSEA)

The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13)

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

NHS 'What is Safeguarding? Easy Read' 2011

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from coming into contact with our staff or activities.

- Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur.
- This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.
- Safeguarding applies consistently and without exception across our activities, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centred and also protect those accused until proven guilty.
- Safeguarding puts beneficiaries and affected persons at the centre of all we do.

Sexual abuse

- The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation

- The term 'sexual exploitation' means 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. This definition includes human trafficking and modern slavery.

Survivor

- The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

At-Risk

- An '**At risk adult**' (sometimes referred to as a 'vulnerable adult') is a person who is or may be **in need of care** by reason of mental or other disability, age or illness; and who is or may be **unable to take care of him or herself**, or **unable to protect him or herself** against significant harm or exploitation.

Vulnerability

- **“the quality or state of being exposed to the possibility of being harmed, either physically or emotionally.”** (dictionary definition)

“a person is vulnerable if as a result of their situation or circumstances they are unable to take care or protect themselves, or others from harm or exploitation” Police THRIVE model

In 2000, the Home Office and Department of Health produced a joint paper entitled: ‘No secrets:

Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse’. ‘No secrets’ cited a previous government consultation that defined **a vulnerable adult** as someone:

“who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.”

In 2005, the Association of Directors of Adult Social Services (ADASS) published a comprehensive safeguarding framework on which many local authorities based their local policies and procedures. It defined vulnerable adults as:

“those who would be at risk if they did not receive appropriate health and social care support”.

ADASS also recognized that using the term “vulnerable” to describe an individual can be problematic:

“Whilst the phrase “vulnerable adults” names the high prevalence of abuse experienced by the group, there is a recognition that this definition is contentious. One reason is that the label can be misunderstood, because it seems to locate the cause of abuse with the victim, rather than placing responsibility with the actions or omissions of others.”

Vulnerability is a key part of the police THRIVE model, used to ensure consistency in dynamic risk assessments, and linked with the police National Decision Model, which also aids a standardized approach. The definition of vulnerability used for THRIVE is:

“a person is vulnerable if as a result of their situation or circumstances they are unable to take care or protect themselves, or others from harm or exploitation”.

A 2018 report of the Independent Chief Inspector of Borders and Immigration recognized that there was “no consistent understanding of what we mean by vulnerability”, within the UK Borders Immigration and Citizenship System (BICS) and there was a requirement to develop one.

It suggested the following “working definition”:

“vulnerability is a set of negative outcomes resulting from a mix of personal characteristics and experiences”.

Beyond this generic “working definition”, how BICS staff understand vulnerability is partly conditioned by the categories available to them for recording vulnerable individuals and their circumstances. Categories such as “unaccompanied asylum-seeking child” or “Potential Victim of Modern Slavery” are relatively unambiguous and supported by

defined processes. However, guidance on how to interpret and use the “Special Conditions” categories available on the Case Information Database (CID) for recording other vulnerabilities is limited, and understandings vary. The new ‘Vulnerability Matrix’, which was being piloted during this inspection, expands on the categories of vulnerability, but does not address definitions.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/769849/ICIBI_inspection_of_the_Home_Office_safeguarding_of_Vulnerable_Adults_Feb-May_2018.pdf
