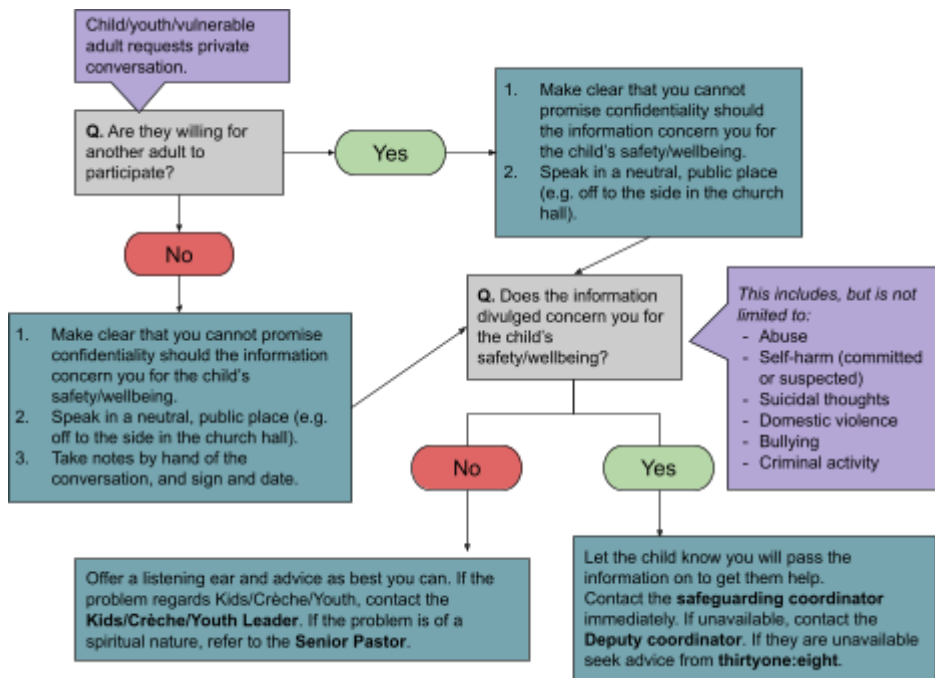




NextGen  
MINISTRIES

Centrepont church  
**Volunteer  
Handbook**  
Creche Kids  
& JR.



## Key Contact Information:

NextGen Director (Staff): [NextGen@centrepoinchurch.org](mailto:NextGen@centrepoinchurch.org)

Youth team leader (volunteer): [Youth@centrepoinchurch.org](mailto:Youth@centrepoinchurch.org)

\*Kids team leader (volunteer): [Kids@centrepoinchurch.org](mailto:Kids@centrepoinchurch.org)

\*Kids Jr team leader (volunteer): [Jr@Centrepoinchurch.org](mailto:Jr@Centrepoinchurch.org)

\*Creche leader (volunteer): [Creche@centrepoinchurch.org](mailto:Creche@centrepoinchurch.org)

*\*Note: Emails to Volunteer leaders may first go to a centrepoin staff member and then be forwarded on to the volunteer leader.*

## Thirtyone:eight:

info@thirtyoneeight.org

PO Box 133, Swanley, Kent, BR8 7UQ

00303 003 1111

Membership No: 16567

Safeguarding Contacts on page 36

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# WELCOME

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We believe that Centrepont Kids should be fun, engaging and energetic, building on the belief that each child can develop a personal understanding and love for Jesus Christ. We want our children to sing, dance, play, create, and develop meaningful friendships. We teach out of our relationship with Jesus and invite children to come with us on a journey to learn how to walk with Jesus every day. Our prayer is that every child that comes through Centrepont Kids will know that they are loved by God and that He has amazing plans for their lives. We also want to empower them to share the gospel with their friends.

## Our Mission

Our church mission is to Love God, Love People and Make Disciples', and our mission for kids ministry is no different. At any stage that a child enters Centrepont Kids we want to teach them how to Love God, Love People and Make Disciples.

## Our Vision

To raise a generation of Christ-Centred, Spirit empowered, socially responsible disciple- makers and future leaders for the nations

## We Value

- Engaging children with the gospel of Jesus Christ.
- Connecting them in a relationship with God and helping them understand how it fits into their daily lives.
- Empowering them to live godly lives and learn to share their love for Jesus with their friends.

# JOINING THE TEAM

---

**Step 1: Fill in an Application Form.** Anyone who wants to try out working with children or young people needs to fill in an application form which we will email to you.

**Step 2: Chat with a Kids Team Staff Member.** If you are keen to join the team, a Kids Team staff member will organise to meet with you to discuss your preferred next steps and review your application form together.

**Step 3: PVG Check.** Every volunteer needs a PVG check from Centrepont Church to work with under 18s at church - this is a legal requirement to work with children of any age.

1. One of our PVG signatories (Jenna McGuinness or Jean Jackson) will be in contact with you to arrange to see your ID to start the process.
2. We then need to see the originals of the documents listed below. We have to see these documents as proof of your identity and address:
  - Photo document: Passport or drivers licence (valid)
  - Proof of address: drivers licence (if a passport is used as Photo ID), a bill (gas, electric, landline) or bank statement (must be from the last 3 months)
3. You will be sent a username and password to fill in the PVG application form online.

You will need your address for the past 5 years (including the month & year you moved into each address). It usually takes a few weeks for Disclosure Scotland to email the full application for you to fill out online.

4. It usually takes a few weeks to complete the PVG process. Once

you receive your results you will then share them via the PVG portal with the signatory. All instructions are in the email that you'll be sent from Disclosure Scotland.

5. If you have lived in the UK for less than a year we will need references from your previous country of residence and to see any previous PVG, DBS or police checks.

**Step 4: Visit Kids Church.** We suggest that you come to Kids Church a few times to see if this is where you want to get involved and also which age group you want to get involved in. You will get to shadow an experienced volunteer. Note that you require a completed PVG check before you can plan a visit.

**Step 5: Induction training.** All new team members attend induction training which should include expectations of a team member, risk assessments and safeguarding training. You will also receive a copy of our Handbook.

# EXPECTATIONS OF A KIDS LEADER

---

## We Always

- Arrive on time for team devotion, wearing our Centrepont Kids T-shirt or hoodie.
- Come prepared for the session, having read the runsheet and small group notes and prepared for whatever role we have been assigned.
- Serve out of our overflow. We have spent time during the week, investing in our relationship with Jesus so we are in a position to impart from a healthy soul.
- Communicate well with our team leaders and staff leads by responding to emails and WhatsApps in a timely fashion.
- Think safety first by following the **Safeguarding Policy** and being aware of the relevant **risk assessments**.
- Think about the ages of the children under our care and how best to connect with and share a concept with them.
- Give the kids our full attention and save our conversations with other leaders for later.
- Are mindful that not all kids have stable homes and may be looked after by relatives or foster families. We therefore refer to unknown adults as 'grown-ups' rather than parents.
- We always have fun!

## We Sometimes

- Need to make changes to the rota due to sickness or holiday. Where possible we ask someone from a different team, who has the same role or kids group to swap. If not we will post on the relevant WhatsApp group before requesting help from the kids staff team.
- Change the format of the session due to staffing requirements or

children. We also sometimes let the lesson dictate the format, and are flexible to ensure we deliver the lesson in the best possible way.

- Don't follow the small group notes because of the needs of the children. This might be a question that arises from the group that leads to a good discussion, an extra game to help build relationships or the need to engage an energetic group.
- Take a break from serving on team to prevent burnout or if we need to prioritise other areas of our lives.

## We Never

- Make a child feel like their contribution isn't valuable.
- Let the team down by not arriving when it's our turn to serve.
- Have favourites. Every child is valuable to God and we need to show God's unconditional love.
- Stop learning. We will make an effort to attend all training sessions and be attentive to the changing needs of our children and how we can best help them grow closer to Jesus.
- Think we are too old to be child-like!

# TEAM LEADER'S RESPONSIBILITIES

---

Each team has a team leader that is in charge of the session. They have the following responsibilities:

## Before the Session

After our team devotion, each team leader should conduct a **team meeting**, this should cover:

- Going through the runsheet to ensure everyone is clear on roles and prepared. This should include registration, room prep, intro, worship and small groups (if applicable).
- Talk through the small group discussion and answer any questions.
- Review risks: games, first aid, craft, fire drill, incident form, care with hot drinks.

## During the Session

- Ensure registration is happening securely.
- Keep to time.
- Discipline - any child who needs to be taken back to parents should be done by the team leader.

## After the Session

- Clear up - return items to the cupboard or in the cart to return to the building.
- Feedback session - fill in the form on the kids resources page if you have any comments/feedback for next time.

## Who's Next?

- Empower team members to take steps to a greater leadership

roles. Can you delegate the welcome, rules, object lessons or worship? Who is the next team leader?

# SAFEGUARDING

---

In all our locations and events we take the safety of the children very seriously. We therefore have systems in place to ensure a healthy and safe environment during our kids church.

## PVG Checks

All our kids' leaders are checked by Disclosure Scotland through the PVG system and even if you have several from other places of work or service, you will need to complete one for Centrepont Church. All PVG's need to be completed every three years, in accordance with legislation and inline with our Church Safeguarding Policy.

## Church Safeguarding Policy

It is important when working with young people that we are vigilant to any signs of harm or abuse and know what to do if we have concerns. As part of your induction training you will receive a copy of the Church Safeguarding Policy. Both of these will equip you to know what to do if you have any concerns about a young person's well-being. At any time you can speak to our Children's Safeguarding Coordinator who is responsible to review a situation and escalate it if necessary. For a summary of the church safeguarding procedure see Appendix 2-4.

## Children's Registration System

All children are registered using our secure check-in system. This enables us to:

- Keep a digital record of both leaders and children present at all the groups for each session, which is a legal requirement.
- Have a register for the session of who is present and therefore under our care by allowing us to check in and check out. This is

also useful in the event of a fire evacuation.

- Print two labels for each child. One is a unique number that is given to the parent, which they must bring in order to collect their child. This is especially important for new kids leaders or new families who may not be familiar to each other. The other is a name badge which is stuck on to the child's front. As well as their name it also highlights any medical needs or allergies.

# POLICY FOR YOUNG PEOPLE WITH ADDITIONAL NEEDS

---

We believe all young people are created in God's image and are to be valued equally. We want to provide an environment where every child can encounter Jesus and explore faith, whatever their needs. However, we are not educational experts or trained to work with young people who have additional needs. Therefore, we need to work alongside the parents to try and support all young people to be part of the Sunday session, whilst being realistic about what we can provide with the resources we have.

- When a young person initially registers for Centrepunkt Kids or Youth, we need to emphasise to parents the need to share any information with regard to additional needs.
- If the consent form mentions an additional need or a parent discloses the information verbally to a kids or youth team volunteer, the Kids or Youth Director (Staff) needs to follow up with the parent.
- At that meeting, the member of staff needs to ascertain what the additional needs are and what is required to keep their young person safe within the Centrepunkt Kids or Youth environment. The staff member needs to ask for any reports that have been done so that the team can be fully aware of the needs and whether we can meet them.
- If the team leaders believe they can accommodate the child or young person safely within the structure of a Sunday session, then a plan will be drawn up and discussed with both child/young person and parent and agreed by all parties.
- In the event that the child/young person becomes particularly disruptive to the group or a danger to themselves, they will be returned to the parent.

- If this continues to happen regularly, then the agreed plan will be revisited to see if any amendments should or can be made.
- If the child/young person continues to be disruptive or a danger to themselves, then one parent will be required to stay with the child in order for them to attend a Sunday session.

# TYPICAL SESSION FOR KIDS CHURCH

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EVENT	WHO	NOTES
DEVOTIONS 5 mins	Each team meets together for devotions and prayer.	
TEAM MEETING 10mins	Led by the Team Leader. Run through the session and make sure everyone is clear on roles and content	Everyone should come prepared for their role in the session.
ROOM SETUP	Room leaders set up games and registration. Ensure the room looks inviting.  Preacher ensures they have all the equipment they need.	
REGISTRATION OPENS 15 mins before adult church starts	Registration leaders open check-in and supervise the junior team.	All parents of new children must complete a registration form.
KIDS RELEASE MOMENT	All Leaders and helpers should leave the service during the giving moment to ensure that they are in the rooms ahead of the kids release.	Parents accompany kids to the rooms and ensure that all kids have been to the toilets.

WELCOME & CHECK-IN 5 mins	Team leader or appointed kids leader.	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Remind them of the rules</li> <li>• Use a raised hand to gain attention.</li> <li>• Gospel Steps - we establish the gospel every week.</li> </ul>
BIRTHDAYS 3 mins	Appointed leader	<ul style="list-style-type: none"> <li>• Sing Happy birthday</li> <li>• Give a small gift</li> <li>• Pray</li> </ul>
WORSHIP 7 mins	Appointed Leaders - Appropriate children can be drawn in too.	<p>To show our devotion to God:</p> <ul style="list-style-type: none"> <li>• All Kids Leaders need to lead by example.</li> <li>• If we can't worship, how do we expect the kids to?</li> </ul>
GAME 7 mins	Game to help introduce the main point of the lesson	
PREACH TIME 10 mins	Appointed Leader	<p>Other leaders sit amongst the children to encourage focussed listening.</p> <p>Include the BIG IDEA and the memory verse.</p>
DISCUSSION & CRAFT TIME 13 mins	Appointed leaders	<p>Sit in a large group or break into smaller groups P3-5/P6-7 or girls/boys if it's a large group.</p> <p>Don't force the separation of friendships but smaller groups will aid good discussion and ensure that all kids get a chance to answer.</p>
CHECK OUT	All kids should be checked out as adults arrive.	Any unfamiliar parents should be asked for their collection ticket.

TIDY UP	All Kids Leaders	<ul style="list-style-type: none"> <li>• All tables cleared and wiped</li> <li>• Boxes returned to the cupboard</li> <li>• Items returned to the cart to go back to the building.</li> <li>• Rubbish in bins</li> </ul>
FEEDBACK	Led by Team Leader and includes all Kids Leaders	Feedback on the session - What went well, what could be improved and any concerns. Finish with prayer

# DISCIPLINE

---

*Train up a child in the way he should go, And when he is old he will not depart from it.*

PROVERBS 22:6

‘Training’ implies hard work! Think of your own workplace or parenting as an example. We need to be equipped ourselves to deliver the very best to make a difference and be the best we can be - both in our work and with our kids. It takes a long time, and needs to be constantly worked on in practice. It doesn't just happen once. Often, the same messages need to be communicated again and again - that's why we have our rules and revisit them every week.

We need to be clear and consistent with the kids in terms of our expectations. Training is hard, repetitive and even tedious. But the payoff is huge. Just as God ‘disciplines’ us, corrects us and trains us as we follow Him (with the ultimate goal to make us more like Jesus!) so we too need to consistently take the children back to our rules and expectations.

## OUR RULES:

- We are kind
- We listen, and
- We have fun!

Let's take a moment to explore these:

### *We are Kind*

This is not just about being nice to each other. It is about being respectful of the adults in charge and of each other. Remember, you're in charge and we want to build a healthy culture of mutual respect. It's not school, but we do need to have high expectations.

## *We Listen*

Listening is not just about being quiet. It is about being focused and engaged. We can do our part by keeping things interesting. Short and sweet is better so don't talk too long. Keep it interactive and engaging. Also don't be afraid to wait. Whether in the large group setting or your small group, use the 'raise hand method' to gain attention and quiet.

## *We Have Fun*

We can't have fun unless everyone is following the first two rules to be kind and listen. Having clear boundaries and expectations means that everyone feels safe and therefore has more fun.

## Strategy For Behaviour

- Expect them to behave
- Don't ask, tell. e.g. "sit down" not "can you please sit down?"
- Strategically sit next to key kids. Reward/ pick up on good behaviour. e.g. "Well done for sitting nicely" or "Good Listening".
- Check whether they are hungry, angry, lonely, tired, sick.
- Be positive. Use praise, kind, affirming and encouraging words.
- Use redirection - help them to find a more suitable activity/ sit in a different place.
- Neutral Attitude: Using calm, non-threatening speech, posture, and body language.

## *When things get noisy....*

In Centrepont Kids we use the '**raised hand method**' to get the children to listen. If there is lots of chatter or children are not paying attention, just stop talking and raise your hand in the air.

As children see you doing this, they should stop talking and raise their hand. To get other children to notice, say out loud " well done John, or " thank you Ellisha". Do not restart until you have everyone's attention.

# PROCEDURES FOR DEALING WITH CHALLENGING BEHAVIOUR

---

Kids are kids, and they do kid things. However, sometimes their behaviour can distract others, be unsafe and be disrespectful to the adults and rest of the group. For these moments, we have procedures for dealing with challenging behaviour.

**First time:** Tell them to stop

**If it continues:**

- Remove them to the side of the room, away from other children, but in view of other adults.
- Check that they understand the rule they have broken.
  - Ask them “were you being kind? Were you listening?” (every challenging behaviour should be able to be defined by not following one of the rules).
  - Warn them that if they don't obey the rules they will need to go back to their parents.
  - Return them to the floor or table or activity.

*(If they are new or appear not to understand the rules then you should return them to the floor/table/activity and give them another chance to obey)*

**If it is persistent:**

- Remove them to the side of the room, away from other children but in view of other adults
  - Explain to them that because they are not obeying the rules they need to go back to their parents for the rest of the session.

- Pray that they have a great week and that you look forward to seeing them next week in Centrepont Kids.
- Ask the team leader to call their parents. Explain what has happened and make sure they both know they are very welcome next week.

# RUNNING A GREAT KIDS DISCIPLESHIP GROUP

---

The central purpose for every disciple, small group, and every church is to make disciples. Discipleship is a response to Jesus’ call to come and follow, go and make, and to do it together.

**Discipleship is Relationship** – with God, lost people, and God’s people, where we are ministering to people, not just a programme.

Our Kids Discipleship Groups (KDGs) therefore, have the same aim. We want to lead our children into a deeper relationship with God, build friendships with one another and empower them to share the gospel with their friends.

Each week, we will provide you with KDG notes to help you run your group. Here is the general format:

DISCUSSION	<p>You will be given age related questions to check understanding and make them think about the Bible story and apply it to their lives.</p> <ul style="list-style-type: none"><li>• Be age appropriate and use relevant examples. Get into their world.</li><li>• Don’t be scared to say “I don’t know”.</li><li>• Allow some ‘rabbit trails’ but don’t let one person dominate if it’s not relevant to the group.</li><li>• Give everyone a turn. Prepare the quieter ones by saying something like, “I’m coming to you next so have a think...”</li><li>• Give them an example of the answer.</li></ul>
MEMORY VERSE	<p>This is to get them to learn Scripture.</p>

PRAYER	To learn how to pray. Start with one or two examples. As you get to know your group, you can ask them to share prayer needs and challenge them to pray for each other.
--------	--

The KDG notes are just a guide for your group. **Remember the aim of your time together is to build relationships** - with God, each other and encourage them to build friendships with those who don't know Jesus. Some weeks you will not get through the notes but you might have a great discussion about the topic. Sometimes you may need to pause and pray if one child shares a difficult thing they are going through. You may end up off topic but helping them see how Jesus would answer their questions about their world or situation. That's discipleship.

If you have any concerns about any child in your group, or how to answer a particular question, do share with your team at the Feedback session or privately with your team leader. If you have concerns with regard to safeguarding, ask your Team Leader to contact the Safeguarding Coordinator, who will listen to your concerns and act appropriately.

# ALTAR CALL - HOW TO LEAD A CHILD TO JESUS

---

One of the greatest joys of being a children's leader is having the opportunity to be a part of leading children to Jesus Christ.

At Centrepont Kids, it is important to give children many opportunities to make a decision to follow Jesus.

Here's what you can say...

Jesus wants to be our friend... and we always love to give our children an opportunity to give their life to Him! He loves us so much that He gave His life for us, so we could make Him our Lord and Saviour and have our sins forgiven. If you would love to begin a friendship with Jesus, then you can pray this prayer...

*Dear Lord Jesus*

*... I ask You into my life. Forgive me of all the things I have done wrong.*

*I believe You are the Son of God and that You died on the cross for my sins. Help me to love You and live for You everyday. Because of You Jesus, today I am a Christian.*

*Amen.*

When children have made a decision to give their life to Jesus, we need to explain what they have done and provide a safe environment for them to ask questions. Let them know they can speak to any kids leader at any time.

We also want to make sure we establish good foundations by encouraging their parents to go through the One2One kids booklet with them. If the team leader is not aware of a child praying the salvation prayer, please bring it to their attention so they can follow up with the parent.

# TYPICAL SESSION FOR KIDS JR.

---

EVENT	WHO	NOTES
DEVOTIONS 5 mins	All teams meet together for devotions and prayer.	
TEAM MEETING 10 mins	Led by the Team Leader Run through the session and make sure everyone is clear on roles and content.	Everyone should come prepared for their role in the session.
FINISH SET UP		
REGISTRATION OPENS 15 mins before adult church starts	Registration leaders open check-in and supervise the junior team.	All parents of new children must complete a registration form.
KIDS RELEASE MOMENT	All Leaders and helpers should leave the service during the giving moment to ensure that they are in the rooms ahead of the kids release.	Parents accompany kids to the rooms and ensure that all kids have been to the toilets.
START LARGE GROUP TIME	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Worship</li> <li>• Preach Time</li> <li>• Craft Time</li> </ul>	

CHECK OUT	Children are checked out and collected by adults	Any unfamiliar adults should be asked for their collection ticket.
TIDY UP	All Kids Leaders	<ul style="list-style-type: none"> <li>• All tables cleared and wiped</li> <li>• Equipment packed away</li> <li>• Items to go to the building packed in the cart.</li> </ul>
FEEDBACK	Led by Team Leader and includes all Kids Leaders	Feedback on the session - What went well, what could be improved and any concerns. Finish with prayer

# MANAGING BEHAVIOUR IN THE UNDER 6s

---

With our under 6s we do use the Kids rules, but are more lenient when it comes to removing them from the session. At the best of times younger children find it hard to listen and work together.

Here are some strategies that can help you deal with challenging behaviour in our younger children.

First things first - when you notice a behaviour that stands out to you, ask yourself, "is this behaviour causing a distraction or a safety concern to the other kids, or is it only bothering me?" For example, it's hard to ignore the lone three-year-old who's standing up in the middle of the story when you've asked them to sit down three times, but if none of the other kids care, it's something you can just leave be.

Once you determine a behaviour is unsafe or a distraction to the other kids, try these four strategies to help you think on your feet and deal with challenging behaviour compassionately and effectively:

## *1. Redirection*

Give kids an appropriate activity they can do instead. Asking a kid to stop a challenging behaviour may stop it for a moment, but redirecting them to a new, more appropriate activity helps them to leave it behind for a longer period of time (or altogether).

**Redirection Tips:** When you redirect a child, stay with them and do the new activity with them to help them stay interested.

Here are a few techniques that may help you deal with some common challenging behaviours.

- **Running:** Say, "Let's stay safe by using our walking feet". Gently walk with the child and play with them until they are focused on an activity that does not encourage running.
- **Hitting:** Say, "It hurts when we hit. Let's use gentle hands, instead," and give the child an opportunity to use their hands in an appropriate way, such as giving you a high five or holding your hand. Once they're calmer, re-engage them in play or refocus them on the learning activity. If necessary, separate them from the child they were hitting.
- **Not sharing:** Say, "All of these toys are for sharing. When they're finished, you can have a turn." While the child is waiting, help them find a different toy to play with, and remember to follow through on the turn you promised!
- **Shouting:** Say, "Let's use quiet voices. Tell me again in a quiet voice so I can understand you." Listen closely, and act impressed when the child speaks very quietly to you.
- **Screaming/Crying:** Say, "I can't understand you when you're crying. Can you try to tell me again?" Encourage the child to speak to you until they can communicate their problem or feelings without crying. Move on to an appropriate activity together once they calm down.

## *2. Be Positive*

Use praise, kind words, and encouragement. Positive, encouraging leadership motivates kids to move in the right direction, and can actually prevent some bouts of challenging behaviour.

Tips to be positive:

- **Praise:** When you see a kid doing a great job, praise them specifically for it. Say things like, "Thank you Casey for putting toys away. You're a great example to follow," or "Wow, did you see the way Jaden shared! He's being a great friend!"

- **Humour:** Sometimes all a kid needs is a good joke. Stay near them and do something silly, like telling all the kids they're puppies or pretending you just ate a bottle of hot sauce. Once you can get a giggle, a kid may be able to reset and try again. Avoid tickling and forcing yourself into a child's 'bubble'. This can be threatening and cause more distress.
- **Kind words:** Just being nice to a kid helps them to feel secure, precious, and loved enough to connect to you instead of seeking out inappropriate behaviours. Be generous with kind words like, "we love you here," "Good job," "You look great today," or "It's good to see you!"

### *3. Neutral Attitude*

We encourage using calm, non threatening speech, posture, and body language. Negative or overexcited words, body language, and facial expressions may increase a child's level of shame and distress, which in turn causes more challenging behaviour.

You may be highly agitated on the inside in response to a child's behaviour, but there are techniques you can use to avoid elevating the situation:

- **Ignore a first offence:** If a child does something that is out of line one time and no one is hurt, try ignoring the situation. If the child doesn't get the attention they expected, they may not try the behaviour again.
- **Regulate body language:** Relax your face, sit on the floor or kneel, sit beside the child instead of face to face, modulate your voice to be calm, keep your hands loose and unclenched, and avoid staring the child down.

- **Let go of hard feelings:** If you feel agitated after the situation is over, discreetly talk with a trusted friend to get it off your chest and avoid grudges. Ask God to help you let it go. Both you and the kid need a fresh start the next time around.

#### *4. Get Help*

Be familiar with the resources you have when it's more than you can handle. When a child is overstimulated or non-responsive to everything you're doing, you need to know who can help so you don't act out of anger or frustration.

Where to get help:

- **Prayer:** The best wisdom you can ever get in leading a child comes from the one who knows the best way to lead everyone. Take a moment to pray before you approach the child.
- **Another leader:** Someone else in the room with you may have success redirecting the child.
- **Staff Leader:** Talk through your situation with someone who handles challenging behaviour well, and see what strategies they use that might help you, too.

A final note: The end goal is not to punish and shame a child into a rigid format of behaviour. It is to extend grace to them so that they can better understand the love of Christ.

# MANAGING PLAY IN THE UNDER 6s

---

Play sounds like it's all fun and games, but you can use it to set the tone for a successful experience. Teddy Roosevelt once said, *"Nobody cares how much you know until they know how much you care"* and this is particularly true with children. Playing with a child before teaching helps build relationships and then trust.

## 1. Build relationships

Kids learn best from a trusted adult. Use these tips to build trust with play:

- **Introduce:** Say hello to every kid who comes into your room and introduce yourself. Introduce kids to each other, too.
- **Show:** If a child is new, walk them around the room. Show all the different play activities, and help them choose one to play with.
- **Give choices:** Encourage kids to choose the toys and activities they're interested in. When you listen to what kids want early on, it will be easier for them to listen to you later when the room is more structured and choices are limited.
- **Look:** Look for kids you know well, and reinforce your friendship by playing with them. Keep an eye out for kids who don't mesh well so you can steer them to different small groups later.
- **Enjoy:** "If you play, they will come." Choose an activity and play with the toys there. When you play with the toys, you show kids you're there for them, and you enjoy what they enjoy.
- **Praise:** Play with the kids so you can catch them doing well and praise them for it. If the first thing you say to a kid is positive, it can help them better receive redirection from you later.

## 2. Play management

Kids learn what your expectations are for the whole session during play. Use these tips to keep play fun and energetic, without it becoming chaotic:

- **Position:** Your location is the best prevention for things getting too wild.
  - Keep leaders spread throughout the room; avoid having multiple leaders in one location.
  - Stand or sit where you can see as many kids as possible..
  - Shrink. Your adult size can be intimidating! Get down to the child's eye level to welcome them.
- **Remind:** Use positive phrases to remind kids of the expectations you have for them, such as:
  - "Use your walking feet."
  - "All the toys are for sharing."
  - "Let's keep the blocks together over here at the block table."
  - "Use your indoor, gentle voice, not your outdoor, yelling voice."
  - "Use kind, gentle hands in this room."
- **Empower:** If a child looks nervous or upset, try these strategies to help them calm themselves.
  - Show them what to do. Bring them to an activity, and show them how to play with the toys.
  - Give direction. They may be uncomfortable or unable to choose a toy because of how they're feeling. Choose a toy for them and play together to help them refocus.
  - Be a friend. Talk with them. Ask questions like, "When is your birthday?" or "What's your favourite animal?" Be silly, too, to try to get a giggle.

- **Relax:** Take a deep breath, and recognize a kid may feel overwhelmed, afraid, tired, hungry—the list can go on and on! Try these ideas when a behaviour becomes difficult to handle.
  - Give them space. Don't leave a kid alone, but be aware that direct eye contact or cornering them may feel threatening. A little room and time might be what a kid needs to self-correct.
  - Ask the child to let you in. Acknowledge the child's feelings simply with a question like, "You look sad. Why are you sad?" Wait patiently and listen respectfully when they answer.
  - Ask for help. If a kid isn't responding to you, ask another leader to try to connect with them. If a behaviour is dangerous like hitting or biting, get your team leader involved and call the parent if it doesn't stop.

# SETTLING POLICY FOR THE UNDER 6s

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It can be quite stressful for a parent and child to start Kids Church. Separation anxiety can be real for both parent and child! It is important that we handle it sensitively whilst being aware of the effect on the rest of the group.

If a parent is reluctant to leave or a child is not settled:

## **First ask - Do you want to leave?**

If Yes -

- Encourage parents/carers to say goodbye and leave
- Agree on a time with the parent when you will call if not settled. Don't leave it for more than 15 mins.

If the parent is nervous to leave -

- Children 18 months to 2 - politely suggest they both move to the back of the main hall and try again next week.
- Children older than 2 -
  - If the parent's presence is helpful and not distracting to the session, invite them to stay and add value.
  - If not, politely ask them to try leaving for 5 mins and then peak through the door glass. If the child is settled they can leave. If not, invite them in to resettle their child and then leave for another 5 mins.

If not settled after 30 mins you may need to suggest they both leave and try another session.

# TOILETING POLICY FOR THE UNDER 6s

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As part of our online parental consent form. We ask our parents to consent to the

following toileting policy:

- I will ensure my child has been to the toilet before arrival in the room. If my child needs to use the toilet during attendance, volunteers will notify parents via the number system on the main screen in the service.
- If my child is wearing a nappy, I will ensure it is changed before arrival in Creche or Kids Jr. I am aware that volunteers in the classroom will not change my child's nappy during attendance.
- If my child is potty training, I will liaise with the room leaders and stay with my child if required.

# APPENDIX 1: EFFECTIVE COMMUNICATION WITH KIDS - TEACHING LESSONS THAT STICK

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*Don't just tell me if you can show me, don't just show me if you can involve me.*

## When teaching:

- Take into account the different learning styles
  - auditory learners
  - visual learners
  - tactile / kinesthetic learners
- Try to involve more than one of the senses.
- Use your voice as a tool - tone, speed, accent, silence etc.
- Make the fun parts really fun, and the serious parts really serious.
- Know what you are going to say - adlibbing and reading tend to make you boring.
- The attention span to age principle.
- Make a decision that you will try something new and creative every time you teach.
- Know WHY you are telling a story, or sharing part of the lesson – check the objectives, and make sure what you say will work towards those.
- LIFE APPLICATION! Think about where you are going to bring this in and how. It's often easiest to tag it on at the end, but this is often the point when the kid's attention is lost, so sometimes it is better to weave it into what you are saying.
- Pray – God is the creator of creativity – the more time you

spend in His presence, the more that part of His nature will rub off on you.

## Ideas:

- Dress as a character.
- Use the element of surprise – e.g. start talking from where you are sitting.
- Be somewhere the kids don't expect you to be (on the table/under the table etc).
- Use hats, and be several different characters.
- Have your objects in a bag / interesting box – build suspense.
- When teaching a number of concepts, use symbols/objects to remind the kids of each concept, or draw pictures of the concepts, use an acronym, or alliteration/create a rhyme. Repetition will help the kids to remember, but find a way to make it fun.
- Give the kids cues which they must listen for and respond to.
- Make sure you know your story – it's ok to use your imagination to fill in details, but make sure it's scripturally sound.
- When telling Bible stories, make sure the kids know that the story is from the Bible. Tell them where to find it. Encourage them to go and read it at home.
- Tell the story from a character's (or animal / object's) point of view (e.g. Balaam's donkey).
- Dress up kids and let them help to act out the story (make sure the costumes are simple, so that you don't lose the kids who are watching.)
- Use the senses (e.g. tuna sandwiches when telling the story of feeding the 5000; perfume for the woman with the alabaster jar)
- Get a puppet to tell the story, but make lots of mistakes, so that the kids have to correct him.
- Use rulers/ clay/ plastilene/ pipe cleaners/ painted stones to tell the story.

- Tell the story using props or objects (e.g. a fishing rod; lego)
- Draw on a whiteboard as you tell the story.
- Get the kids to draw the story as you tell it/ before you tell it
- Have certain action words that the kids have to listen for and put actions to.
- Make up a song or a rap, or get the kids to make one up.
- Get the kids to add sound effects.
- Use Multimedia.
- Modernise the story.
- Use Barbie & Action Man.
- Use kids to mark out dimensions (e.g. The size of Noah's ark, the height of Goliath)
- Make masks or hats for specific characters.
- Video clips (e.g. from the Visual Bible)
- Mime / Dance
- Check out PINTEREST for great ideas

# APPENDIX 2: OVERVIEW OF SAFEGUARDING POLICY

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## 1.1. Church Details

Name of Church	Centrepont Church (hereafter, “The Church”) Scottish Charity Number: SC037055	
Location:	<b>St Davids Church</b> , George Street, Bathgate, EH48 1PH	
	<b>Bathgate Congregation</b> , Simpson Primary School, Leyland Road, Bathgate, EH48 2TH	
	<b>Edinburgh Congregation</b> , 34 Peveril Terrace, Edinburgh, EH16 6DF	
Senior Pastor	<b>Tom Jackson</b> 07540391081 tom.jackson@centrepontchurch.org	
Trustee Chair	<b>Tom Jackson</b>	
Trustee Responsible for Safeguarding	<b>Frama Aboh</b> 07727 061168 frama.aboh@gmail.com	
Key Staff/Volunteer Members	Jenna McGuinness	PVG Lead Signatory
	Jenna McGuinness	Responsible for Crèche, Kids Jr, Kids church
	Tim Holt	Centrepont Youth
	Ashley Alexander Tech Desk Number	ENC Campus Ministry 07404 559986
Insurance Policy	Circle Insurance Services Plc, RC01015080/10	

## 1.2. Charity Regulator Guidance

As a Scottish Charity Centrepont Church reports to OSCR, the Scotland [Office of the Scottish Charity Regulator, OSCR] – Raise a Concern [OSCR | Raise a concern](#)

## 1.3. Key Legislation

Our Safeguarding policy and procedures are informed by the following Scottish Legislation:

- Children and Young People (Scotland) Act (2014)
- Protection of Vulnerable Groups (Scotland) Act (2007)
- National Guidance for Child Protection in Scotland (2014)
- Adult Support and Protection (Scotland) Act 2007 and the Code of Practice (2014)
- Adults with Incapacity (Scotland) Act (2000)
- Disclosure (Scotland) Act 2020

## 1.4. Safeguarding Coordinators for Centrepont Church

Safeguarding Coordinators have been appointed as the main point of contact for all safeguarding concerns with relation to children, young people, leaders and staff within Centrepont Church. You should report all concerns/allegations/suspicions immediately to them.

	Child Safeguarding Coordinator	Adults Safeguarding Coordinator
Edinburgh	Donald Cowan 07598 769971 mynameisdonald@gmail.com	Grace Wright 07877 456628 grace.wright@centrepontchurch.org
Bathgate	Charlotte Thomson 07969241516 cl.thomson@icloud.com	Grace Wright 07877 456628 grace.wright@centrepontchurch.org

In the absence of the Coordinator, the Deputy Coordinator should deal with the matter.

	Child Safeguarding Deputy Coordinator	Adults Safeguarding Deputy Coordinator
Edinburgh	Grace Wright 07877 456628 grace.wright@centrepointhurch.org	Donald Cowan 07598 769971 mynameisdonald@gmail.com
Bathgate	Tracy Hill 07938 274947 penguinhill47@gmail.com	Frama Aboh 07727 061168 frama.aboh@gmail.com

A confidential record will be made of the conversation and the circumstances surrounding it using the template in [Appendix B](#). This record will be kept securely and a copy passed to statutory authorities if a referral is made.

## 1.5. Helplines

**Police:** 101 or 999 (in an emergency)

**Thirtyone:eight:** info@thirtyoneeight.org  
PO Box 133, Swanley, Kent, BR8 7UQ  
00303 003 1111  
Membership No: 16567

### **Social Care Direct**

Edinburgh: 01312 002 324 (Adult or Child)

Bathgate: [Social Work Duty & Child Protection Team](#) - 01506 284440 (option 2)  
Social Care Emergency Team (out of office hours) - 01506 281028/9

**Emergency Social Work Out of Hours** (Scottish- Edinburgh): 0800 7316 969

### **Additional helpline numbers**

- **NSPCC:** 0808 800 5000
- **Childline:** 0800 1111 (for children)

### **Information websites:**

- **ThirtyOneEight:** [thirtyoneeight.org](http://thirtyoneeight.org)

- **Edinburgh City Council:** [www.edinburgh.gov.uk/protect-someone-harm](http://www.edinburgh.gov.uk/protect-someone-harm)
- **West Lothian Public Protection:** [publicprotectionwestlothian.org.uk](http://publicprotectionwestlothian.org.uk)

## 1.6. Definitions

The Church	Centrepoint Church
Church Leadership	Centrepoint Pastors, Elders, and Trustees
Safeguarding Coordinator	The individual with responsibility for child protection coordination and reporting. Maintains incident book and policy declarations.
Child <sup>1</sup>	Anyone under the age of 18
Youth/Young Person	A term used for the purpose of this safeguarding document to define children from their 12th birthday until their 18th birthday.
Protected Adult <sup>2</sup>	Protected Adult = Someone aged 18 or over who meets the following criteria. by reason of physical or mental disability, illness, infirmity or ageing— (i) has an impaired ability to protect themselves from physical or psychological harm, or (ii) requires assistance with the activities of daily living,
Responsible Adult	In Scotland, a Responsible Adult is defined under The Children (Scotland) Act 1995 as any adult who has legal responsibility for a child, for example a parent, carer or local authority officer.
Leader	Refers to those whom Centrepoint Church would consider ultimately responsible for the running of an event, group or organisation.

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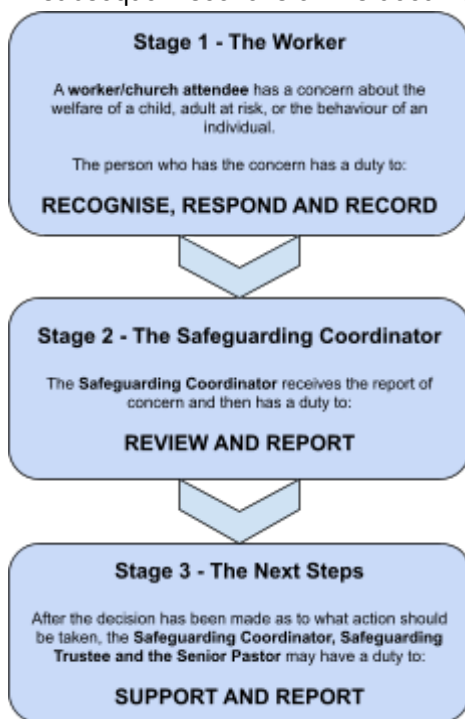
<sup>1</sup> Legal Definition: Disclosure (Scotland) Act 2020

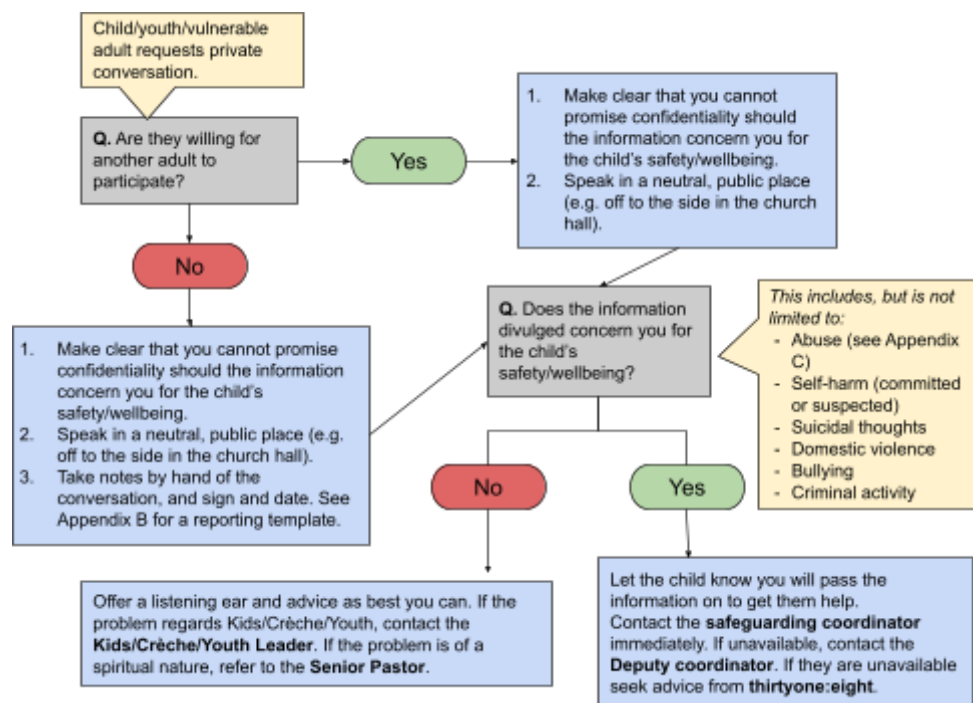
<sup>2</sup> Legal Definition: Disclosure (Scotland) Act 2020

Worker	Refers to all those who are PVG'd working with children/young people in any given situation (may be called leaders within the group) but who may not have overall responsibility for the event, group or organisation.
Abuse	The term abuse covers a range of things. A list of these can be found in <a href="#">Appendix C</a>

## 1.7. Reporting Flowchart

The diagram below gives an overview of the reporting process. Further details on procedures are given in subsequent sections of this document.





# APPENDIX 3: SAFEGUARDING PROCEDURES FROM SAFEGUARDING POLICY 2025

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## 1.1. What to do in the event of a disclosure or allegation

1. Keep calm and listen carefully.
2. Tell the child/person you will need to let someone else know – **Do not promise confidentiality.**
3. Reassure the child/person.
4. Show acceptance of what the child /person discloses (however unlikely the story may sound).
5. If the child/person decides not to tell you after all, then accept that and let them know that you are always ready to listen. Do not push for information if they are reluctant to share. It is the responsibility of the appropriate authorities to investigate the disclosure. Safeguarding Coordinators may have to follow different advice depending on the situation<sup>3</sup>.
6. Let the child/person know what you are going to do next and that you will let them know what happens. You will need to let the Safeguarding Coordinator know of the allegations unless they are implicated.
7. Consider your own feelings and seek pastoral support if needed.
8. **Make handwritten notes in pen** detailing what has been said **as soon as possible** (ideally within an hour) using the person's own words to describe the abuse. Remember to sign and date this record.

See [Appendix B](#) of the safeguarding policy: Safeguarding Incident Recording

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<sup>3</sup><https://thirtynoneight.org/blogs/how-to-respond-to-disclosures-of-abuse/>

Form and further guidance notes.

## 1.2. Follow up Action

- After disclosing the abuse the person often feels relieved but also vulnerable and anxious about what will happen next. They should be reassured and, if at all possible, not left alone.
- It is important to remember that what has been shared is in confidence and should only be shared on a need-to-know basis.
- In any of the above situations the Safeguarding Coordinator in consultation with the church leadership, if appropriate, will make a decision on what action to take.
- If the suspicions in any way implicate both the Coordinator and the Deputy Coordinator, then the report should be made in the first instance to the relevant child or adult social services or **thirtyone:eight**.
- A referral may be made to the police or social services and the first person told may have to make a statement to the police. The notes made at the time may form part of this and that is why it is so important to use the actual words used to describe the abuse.

### 1.2.1. *Helpful things to say (as a Worker)*

- I believe you
- Thank you for telling me
- It's not your fault
- I will help you

### 1.2.2. *Things to avoid saying (as a Worker)*

- Why didn't you tell anyone before?
- I can't believe it
- Are you sure this is true?
- Why? When? How? Who? Where?
- Never make false promises
- Never make statements like: "I am shocked. Don't tell anyone else."

### *1.2.3. Returning Home*

In situations of abuse, the worker or Coordinator should decide if it is safe for the child/person to return home to a potentially abusive situation. On rare occasions it may be necessary to take immediate action to contact the social services and/or the police to discuss putting into effect safety measures for the child/person so that they do not return home.

### *1.2.4. Reporting suspicions*

Suspicions will not be discussed with any other person than those nominated above.

### *1.2.5. Duty to report*

It is the right of any individual as a citizen to make direct referrals to or seek the advice of the relevant social services, although we hope that members of the church will use this procedure. If, however, you feel that the Coordinator or Deputy has not responded appropriately to your concerns, then it is up to you to contact the appropriate organisation directly.

## **1.3. Immediate Threat or Harm**

**If there is an immediate threat of harm, the Police should be contacted without delay on 999.**

### **Police and Emergency Services**

Where the abuse is also a crime - such as assault, racial harassment, rape or theft - call the police on 999. You should always do this if you are worried that you or someone you know is in immediate danger.

If you or someone else is or has been injured as the result of abuse or neglect then you should seek medical advice and treatment - if the injury is serious then call 999 and ask for an ambulance.

In less urgent cases you can contact the police without using the emergency 999 service. Call the central police reporting line on +44 (0)141 308 1070 or ring 101 (the police non-emergency number) to report a previous incident.

## 1.4. Specific Procedure for Allegations of Physical Abuse/Neglect (Children)

If a child has a physical injury or symptom of neglect, the Coordinator will:

1. Contact the appropriate Social Care Department (or thirtyone:eight) for advice in cases of deliberate injury or where concerned about the child's safety. The parents should not be informed by the church or organisation in these circumstances.
2. Where emergency medical attention is needed it shall be sought immediately. The Coordinator will inform the doctor about any suspicions of abuse.
3. In other circumstances speak with the parent/carer and suggest that medical attention is sought for the child. The doctor or health visitor will then initiate further action if required.
4. If appropriate the parent/carer will be encouraged to seek help from the social care department.
5. Where the parent/carer is unwilling to seek advice, if appropriate, the Coordinator will offer to go with them. If they still fail to act, in cases of real concern, the Coordinator should contact social services for advice.
6. Where the Coordinator is unsure whether or not to refer a case to social services, then advice from the thirtyone:eight will be sought and followed. thirtyone:eight will confirm its advice in writing in case it is needed for future reference purposes.

## 1.5. Specific Procedure for Allegations of Sexual Abuse (Children)

In the event of allegations or suspicions of sexual abuse, the Coordinator will:

1. Contact the Social Care Duty Social Worker for Children and Families or Police Child Protection Team directly. The Coordinator will not speak to the parent or anyone else except the Deputy Coordinator, local authorities or social services.

2. If, for any reason, the Coordinator is unsure whether or not to follow the above, then advice from thirtyone:eight will be sought and followed. thirtyone:eight will confirm this in writing in case these details are needed in the future.
3. Under no circumstances will the Coordinator attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Coordinator is to collect and clarify the precise details of the allegation or suspicion and to provide this information to the Local Authority (Social Care Department), whose task it is to investigate the allegations under Section 76 of The Children (Scotland) Act 1995.
4. Whilst allegations or suspicions of sexual abuse will normally be reported to the Coordinator, the absence of the Coordinator or the Deputy Coordinator should not delay referral to the Social Care Department.
5. Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the Coordinator or Deputy as to the appropriateness of a referral to the Social Care Department, that person retains a responsibility as a member of the public to report serious matters to the Social Care Department, and should do so without hesitation.
6. The CL will support the Coordinator and the Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.

## 1.6. Helping victims of Abuse

As a church we are committed to supporting victims of abuse, and encouraging them in their faith. The CL is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the church.

For more information on helping victims of abuse see [Appendix D](#) of the safeguarding policy.

# APPENDIX 4: MINIMISING OPPORTUNITIES FOR ABUSE OR HARM

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Taken from Safeguarding Policy 2025

## 1.1. At all times

- Respect others privacy and dignity.
- Be aware that actions can be open to misinterpretation and therefore care should be taken to avoid situations where misunderstanding could occur.
- Physical contact should be minimised to protect Workers from allegations of inappropriate conduct.
- Couples or close family members should not be scheduled to serve together unless part of a larger group.

## 1.2. At our events

Our events include, weekly worship gatherings, ministry nights, Centrepont Kids (inc. Creche, Kids Jr & Kids Church), Centrepont Youth, Holiday Club, ENC & post service activities and team meetings.

- Every venue should be as safe as possible by assessing & minimising any risk in the building or room.
- There should never be an unarranged occasion when a one-to-one situation arises. If it does inform someone on your team immediately.
- Teams will know the location of the fire exits and will know the evacuation procedure.
- Our groups will be properly supervised.
- Each team will be given specific details about relevant training for their ministry area, and what Safeguarding paperwork procedure they need ([Appendix E](#) of the safeguarding policy).

## 1.3. Behaviour

We aim to ensure that we create a safe, effective and fun learning environment for everyone in our groups.

### BEHAVIOURAL GUIDELINES

- Rules in Centrepunkt Kids will be stated at the start of every session to help set expectations. These are:
  - We are Kind
  - We Listen
  - We have Fun
- Questions can be asked and comments made in a way agreed by the group.
- Physical or verbal attacks are prohibited.
- Intimidation, threats, or bribery may not be used as a means to coerce behavioural change, either by the leaders or children.
- Due to the number of children who require additional needs and may or may not come from troubled backgrounds, we aim to abide by a therapeutic model in order to fully embody Jesus' love, care, and welcome<sup>4</sup>.
- The use of sarcasm is inappropriate and humour should be monitored to ensure that it is only funny and not discriminatory.
- Behaviour that does not align with our values listed above, will be gently and firmly discussed. A kind and respectful explanation of why the behaviour is inappropriate will be given - together with an outline of the natural consequences if the behaviour persists/continues.
- If a problem persists to such an extent that the group cannot function, then the leader of the team may need to talk to a parent/guardian/carer about appropriate further action.
- Anyone, whose behaviour is deemed to be detrimental to the group, may be asked to leave the group and the group leader will offer opportunities for discussion with the individual concerned.
- Anyone who is under the influence or in possession of alcohol/drugs or carrying a weapon will be excluded from our activities with an

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<sup>4</sup> More information on that can be found here:  
<https://www.attachmenttraumanetwork.org/parenting/>

explanation of why.

- Any significant behavioural incident should be written up in an incident form ([Appendix B](#)) and forwarded to the Safeguarding Officer.

## CHANGES IN BEHAVIOUR

- Where a noticeable change in behaviour occurs this should be reported to the team leader who will speak to a member of the leadership team. Leaders will pass on any information to the next team where there is a rota in operation.
- Parents/Guardians/Carers as appropriate will be informed where the behaviour persists.

### 1.4. Supervision (Ratios)

Adult to child ratios<sup>5</sup> must be adhered to when leading an activity. In practice, the recommendation would be to have a minimum of 2 adults in attendance at any one time where possible. No adult will be alone with a single child/vulnerable adult.

Activity	Adult : Child Ratio
Creche (6 months - 3 yrs)	1:3
Kids Jr. (3 yrs - P2)	1:7*
Kids Church (P3 - P7)	1:7*
Holiday Club (P1-P7)	1:7*
Youth (S1 - S6)	1:10
Students (until their 18th birthday)	1:10

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<sup>5</sup> Care Inspectorate ratios are higher. However, these have been reduced to ensure we can provide adequate care and supervision for the activities we undertake.

[https://www.careinspectorate.com/images/ELC\\_adult-child\\_ratios\\_-\\_final\\_29.3.18.pdf](https://www.careinspectorate.com/images/ELC_adult-child_ratios_-_final_29.3.18.pdf) [31-8-2021]

In addition, Youth helpers can be added in addition to the child ratio as per the location specific guidance in [Appendix N](#) of the safeguarding policy.

For details of room capacities and specific ratios for each age group and location please see [Appendix N](#) of the safeguarding policy.

## TEAM GUIDELINES

- In addition to these ratios, two teenage helpers (age 11-17) are allowed per class of Creche, Kid's Jr, Kids Church at the leader's discretion.
- It is preferable to have at least 1 female and 1 male leader each time.
- If a worker is going to be absent, they should arrange cover for their role and notify the team leader.
- If insufficient workers are available the overseeing staff member should be notified.
- In the unlikely event of there not being sufficient numbers of leaders for a group then the group capacity will be capped or cancelled. The Church Leadership must be notified as soon as possible if this situation arises. They will then advise on the action to take.

## 1.5. Registration

- All Workers and youth helpers must register themselves via the Churchsuite Kids Check-In system before the start of class or group.
- All parents/carers must pre-register their children for their class via the Check-In system before the worship gathering.
- Workers are responsible for checking in all children when they arrive at the class, and completing the registration & check-in process for any children who missed pre-registration.
- Records will be maintained 25 years<sup>6</sup> and will only be used in the case of an allegation being made. All record-keeping shall be in compliance with GDPR requirements and the Centrepont Data Protection Policy<sup>7</sup>.
- All children in P7 or under must be checked into and out of all activities

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<sup>6</sup> NSPCC Guidance:

[https://learning.nspcc.org.uk/media/3324/child-protection-records-retention-and-storage-guidelines\\_june\\_2023.pdf](https://learning.nspcc.org.uk/media/3324/child-protection-records-retention-and-storage-guidelines_june_2023.pdf)

<sup>7</sup> Centrepont Church data Protection Policy <https://centrepontchurch.org/data-protection-policy>

by a responsible adult.

## 1.6. Toilet Procedures

### CRÈCHE NAPPY POLICY

- Workers are not permitted to change nappies. Where this is required the parent/carer should be alerted via the number notification system and/or personal notification and asked to come change their child's nappy.

### KIDS JUNIOR

- Children should be encouraged to go to the toilet prior to the commencement of activities. On occasions where a child requires use of the toilet, the number notification system should be used to notify a parent/carer who can escort the child to the toilet.

### KIDS CHURCH, HOLIDAY CLUB & YOUTH

- Workers are not required to accompany children/youth. Children/youth should go to the toilet independently.
- Children/youth must tell their adult workers if they are going to the toilet so as to ensure they return safely.

### Protected Adults

- Workers are not permitted to accompany Protected Adults.
- Should a vulnerable adult require assistance for toileting their private carer should assist them.

## 1.7. Permissions

### PERSONAL INFORMATION

- All personal information about children/youth/Protected Adults are stored on a password protected device in line with the church's Data Protection Policy<sup>8</sup>.

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<sup>8</sup> Centrepont Church data Protection Policy <https://centrepontchurch.org/data-protection-policy>

## PHOTOGRAPHY

- Photographs that include children/youth will be selected carefully and will endeavour to prevent children from being easily identified.
- Children's full names will not be used on the website in association with their photographs.
- Permission will be sought before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated.
- Use of images will reflect diversity of age, ethnicity and gender of the activity.
- Live streaming of events must be clearly advertised in advance and where children are involved permission should be sought in line with the photographic guidelines.

## TRAVEL & RELEASE OF A CHILD/YOUTH

- A permission slip must be completed for trips. ([Appendix J](#) of the safeguarding policy.).
- For some events (e.g. youth events) youth may be allowed to leave at the end by themselves only if prior parental approval has been given. If this is the case then the following procedures MUST be followed.
  - Release Permission Form must be filled out by a responsible adult at the start of the event ([Appendix J](#) of the safeguarding policy.).

## 1.8. Online & Mobile Communication

### POLICY GUIDELINES FOR STAFF/WORKERS/VOLUNTEERS

- Generally, maintain good and open relationships with parents and carers regarding communication with them and their children.
- Use an appropriate tone: friendly, but not over-familiar or personal.
- Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications.
- Be circumspect in your communications with children to avoid any

possible misinterpretation of your motives or any behaviour which could be construed as grooming.

- Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- Only give personal contact details to children that are within the public domain of Centrepont Church, including your mobile telephone number.
- If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed.
- Only make contact with children for reasons related to the work of Centrepont Church and maintain a log of all electronic contact with individuals or groups including messaging and texting.
- Where possible only use equipment and software (ChurchSuite) provided by Centrepont Church to communicate with children.
- Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.
- Ensure Centrepont Church's domain name/logo appears with every Internet post made by a church computer user. Any user may thus be viewed as a representative of Centrepont Church while conducting business on the Internet.
- Email should only be used to communicate specific information. (e.g. times and dates of events). It should not be used as a relationship building tool.
- Email History should be kept and dated.
- When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm. Where working with children outside normal office hours, workers should seek advice from their ministry team leader but there should be no text/email communication to children/youth after 9pm.
- Workers should refrain from using video calling methods such as facetime whatsapp video on a one to one basis as they cannot be recorded.
- Zoom can be used for conference calls and is considered appropriate if a project or group environment for project purposes, or classes, and has clear aims and objectives for its use and where two PVG'd workers are

present at all times.

## 1.9. Social Media Policy

- All social media interaction between workers, paid or voluntary, and children under 18 shall be limited to monitored/administrated groups.
- Text and any other media posted shall be subject to the acceptable use policy.
- All interaction on social media groups shall be recorded for safeguarding purposes.
- Any private messages shall be recorded for safeguarding purposes.
- Any safeguarding concerns/allegations arising from social media shall be referred to the safeguarding co-ordinator.
- Note that the minimum age for most social media platforms is 13 for Instagram , ticktok, snapchat, Facebook. Workers should not engage with users that are known to be under this age. Content should be clearly aimed at older demographics.
- Workers should ensure their privacy settings ensure the highest levels of security in order to restrict children being able to see any more than what is relevant to communication within the group.
- All social media groups should provide links to statutory authorities such as CEOP<sup>9</sup>, to enable children to report online abuse.

For more information and Acceptable Use agreement see [Appendix E](#): & [Appendix C](#) of the safeguarding policy:: Child Pornography and Sexting.

## 1.10. Care & Support

### ONE-TO-ONE:

- One-to ones should take place in a public space or in the church office, a member of the church staff should be notified that the meeting is taking place and where possible the door should remain open.

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<sup>9</sup> [www.ceop.police.uk/Safety-Centre/](http://www.ceop.police.uk/Safety-Centre/)

## MENTORING WITH YOUNG PEOPLE OR PROTECTED ADULTS:

- A contract between mentor and mentee; and a responsible adult will be signed.
- Information about each meeting will be given to church leadership.
- It is good practice that all meetings should take place in an open area (café, museum, after church).

## PASTORAL CARE

- Pastoral care should take place in an open and safe environment. If happening at the church building, others need to be aware of your presence and the doors should not be fully closed. If happening in our quiet/prayer spaces, the doors may be fully closed (as they are glass), yet someone should always know your location. If happening out and about in the community, it is best practice that you do not go alone but work in a pair/team. And they should never be invited to your home unaccompanied.
- When working with children, young people, or Protected Adults it is crucial to not over promise what you can offer. Remember, we do not offer counselling services, nor do we suggest that we are professional therapists.
- For all those involved in pastoral care within the church, we advise that they attend our Pastoral Care Training.
- Contact for pastoral care at Centrepont is on the website ([form](#)) and through email ([pastoralcare@centrepontchurch.org](mailto:pastoralcare@centrepontchurch.org)).
- Please see [Appendix H](#) of the safeguarding policy for further Pastoral care guidelines and best practice at Centrepont.

## COUNSELLING WITH CHILDREN, YOUNG PEOPLE OR PROTECTED ADULTS:

- Counselling will be undertaken only by trained and certified counsellors.
- A contract between counsellor and client and responsible adult will be signed.
- Counselling will not take place in an empty building or private homes.

A group of people are sitting on a green lawn. The image focuses on their lower legs and feet, showing a variety of sneakers: blue suede shoes, yellow sneakers, red high-top sneakers with white laces, and white sneakers with a blue floral pattern. In the top right corner, there is a logo for 'NextGen MINISTRIES' featuring a stylized tree with roots and branches.

NextGen  
MINISTRIES

Love God

LOVE PEOPLE

Make Disciples