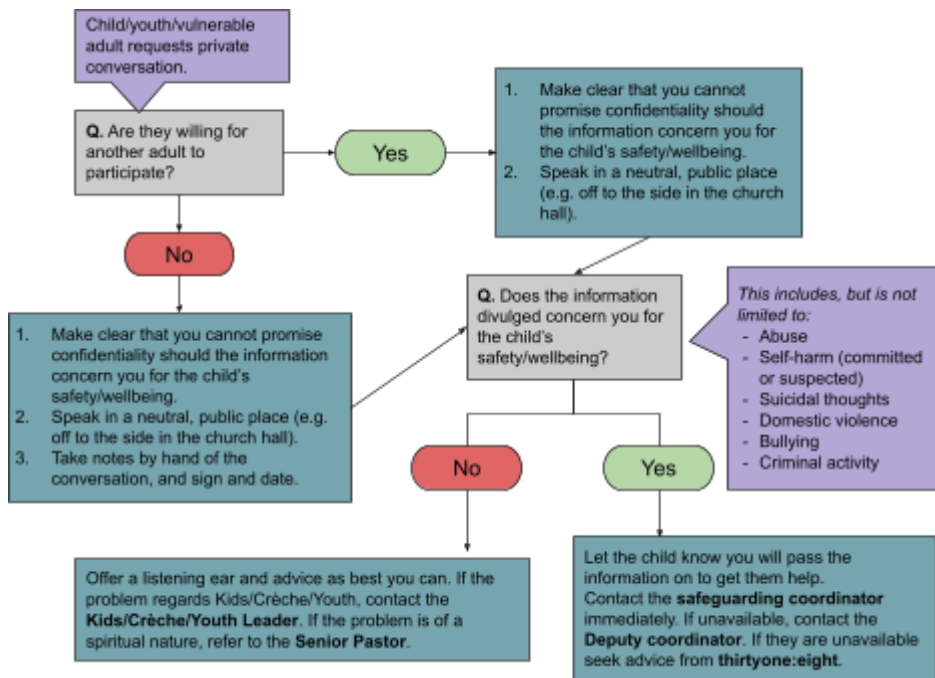




NextGen  
MINISTRIES

Centrepoint church  
**Volunteer  
Handbook**

*Youth*



## 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 23

# CONTENTS

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WELCOME	1
JOINING THE TEAM	2
EXPECTATIONS OF A YOUTH LEADER	3
TEAM LEADER'S RESPONSIBILITIES	5
SAFEGUARDING	6
YOUTH BEHAVIOUR POLICY	7
POLICY FOR YOUNG PEOPLE WITH ADDITIONAL NEEDS	8
PARENTAL CONSENT	10
DISCIPLESHIP/MENTORSHIP POLICY	11
WHAT MAKES A GREAT YOUTH LEADER?	12
TYPICAL SESSION FOR YOUTH NIGHT	13
RUNNING A GREAT YOUTH SMALL GROUP	14
ALTAR CALL - HOW TO LEAD YOUTH TO JESUS	17
APPENDIX 1: GOOD PRACTICE GUIDELINES FOR CHURCH WORKERS WORKING WITH CHILDREN AND YOUNG PEOPLE	18
APPENDIX 2: OVERVIEW OF SAFEGUARDING POLICY	23
APPENDIX 3: SAFEGUARDING PROCEDURES FROM SAFEGUARDING POLICY 2025	29
APPENDIX 4: MINIMISING OPPORTUNITIES FOR ABUSE OR HARM	34

# WELCOME

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Every young person is looking for a place to belong, but this is not easy to find in today's fast paced, media driven society. At Youth we aim to provide a safe space for teens where they feel cared for, supported and valued. As part of a community, we explore who God is and what adventure He has for each individual young person.

Our Weekly Youth groups are places where, through laughter and fun, we look at how to live our best lives using the Bible as our road map.

## Our Mission

Our church mission is to Love God, Love People and Make Disciples', and our mission for Centrepont Youth is no different. We believe young people of any age can become disciples of Jesus and make a difference in their schools and social environments by teaching 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 youth 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 Youth Team Member.** If you are keen to join the team, a Youth Team 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 Youth 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 YOUTH LEADER

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### We Always

- Arrive on time for an event or youth group, wearing our Youth 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 teens have stable homes and may be looked after by relatives or foster families. We therefore refer to unknown adults as 'adults or 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 youth group to swap. If not we will post on the relevant WhatsApp group before requesting help from the NextGen 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 youth group notes because of the needs of the young people. This might be a question that arises from the group that leads to a good discussion or the need to minister to a particular issue.
- 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 young person feel like their contribution isn't valuable.
- Let the team down by not arriving when it's our turn to serve.
- Have favourites. Every young person 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 teens and how we can best help them grow closer to Jesus.
- Think we are too old to be a youth leader!

# 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

Each team leader should conduct a **team meeting**. This should cover:

- A short devotion to set the tone for the session, focussed on God and leadership.
- Going through the runsheet to ensure everyone is clear on roles and is prepared. Talk through any 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 an accurate register is taken and any new teens are given a consent form. If parents are present, get them to fill it in at the beginning of a session
- Keep to time
- Discipline - Only a Team leader can make the decision to ask a teen to return to parents or leave a group. Parents must be informed as stated in the Youth Behaviour Policy.

## 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



role. 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 our young people very seriously. We therefore have systems in place to ensure a healthy and safe environment during our youth meetings and events.

### PVG Checks

All our youth 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 1-4](#).

### Youth Registration System

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

- Keep a digital record of both leaders and youth 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.

## YOUTH BEHAVIOUR POLICY

---

Our behaviour policy for 11-18's at Centrepont is fairly simple:

- 'Be Respectful and
- Mind Your Mouth'

We think that this covers all of the behaviours that we don't encourage during our youth meetings. If a young person breaks this policy they will be warned. They can receive two warnings, after which point they will be asked to leave or a parent called.

In the unlikely event that a young person is misbehaving or being disruptive to the point that as a leader thinks it necessary to dismiss them from any activity or youth group, the team leader or volunteer must try to contact the parent or guardian before they are allowed to leave the event. We will always work with parents to work out the best solution and only ban a young person from our youth ministry if we have reason to believe that their actions and behaviour are having a negative effect on the learning and participation of other youth group members.

When dealing with negative behaviour, it's important to keep a neutral attitude, using calm, non-threatening speech, posture, and body language. Negative or overexcited words, body language, and facial expressions may increase a teen'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 young

person's behaviour, but there are techniques you can use to avoid elevating the situation:

- **Ignore a first offence:** If a teen does something that is out of line one time and no one is hurt, try ignoring the situation. If it doesn't get the attention they expected, they may not try the behaviour again.
- **Regulate body language:** Relax your face, standing or sitting beside the teen instead of face to face, modulate your voice to be calm, keep your hands loose and unclenched, and avoid staring the teen 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 teen need a fresh start the next time around.

## 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 youth sessions, whilst being realistic about what we can provide with the resources we have.

- When a young person initially registers for Centrepont 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 Centrepoint 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.



# PARENTAL CONSENT

---

All parents or guardians need to sign the following consent when their teens join our youth groups.

## Behaviour Policy

Our behaviour policy for 11-18's at Centrepont is fairly simple, 'Be Respectful and Mind YourMouth' - we think that this covers all of the behaviours that we don't encourage during our youth meetings.

If a young person breaks this policy, they will be warned, they can receive two warnings, after which point they will be asked to leave.

In relation to the above, you agree to the following:

a) In the unlikely event that your child is misbehaving or being disruptive to the point that our leaders think it necessary to dismiss them from any activity or youth group, you give your full permission for us to dismiss them early and send them home. A staff member or volunteer will always try to contact you before dismissing them, and your cooperation in picking them up (where possible) will be greatly appreciated.

b) We will always work with parents to work out the best solution, but you give your full permission for Centrepont staff and volunteers to ban your child from our youth ministry if we have reason to believe that their actions and behaviour are having a negative effect on the learning and participation of other youth group members.

# DISCIPLESHIP/MENTORSHIP POLICY

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For our Mentorship groups, parents will be asked to sign the following consent form:

a) You give your full permission for staff members or volunteer youth leaders to have direct contact with your child over the phone using WhatsApp (so that at any time our safeguarding officer can request a record of messages exchanged between any leader and child). There may be cases when there is a need for telephone conversations or for normal text messages to be exchanged, particularly if internet connection is not available for WhatsApp, and you give your full permission for both of these.

b) You give your full permission for your child to meet, one-on-one, in person with Centrepoint staff members or youth volunteers. A staff member or volunteer will never meet with your teen behind closed doors. These meetings will only ever take place in a public setting (i.e. a coffee shop) or in our local Centrepoint office, when there are other people around and the door will be left open.

c) You give full permission for your child to meet in groups with leaders and other youth using the online conferencing app 'Zoom'.

# WHAT MAKES A GREAT YOUTH LEADER?

---

There is obviously training that we will give you on how to engage best with young people and how to run a great small group. However, what a teenager needs most is for you to be yourself. They value authenticity and a listening ear from someone who has made it through the upheaval of being a teenager and can help them in their walk with God.

In some ways adolescence and puberty is the same for our teens as it was for us and in some ways it could not be more different. In preparing to lead young people, it is a good exercise to think about what those similarities and differences might be. For instance, the explosion of technology and social media in the past few years means that young people are overwhelmed with advice and opinion 24 hours a day.

Research also shows us that in order for our young people to really have a steady and strong faith journey they need to have “sticky faith” - that means they need to be able to have people from different backgrounds, ages and stages to help ground and grow them. In fact research shows that a teen needs 5 anchors of “sticky faith” - ie Five people who care about them in their church community.

# TYPICAL SESSION FOR YOUTH NIGHT

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EVENT	WHO	NOTES
Devotions, Briefing & Prayer (15 mins)	Leaders arrive and set up	Team devotions and prayer before youth arrive
Youth arrive, register and get snacks (15 mins)	Leaders and youth	Be sure to welcome any new youth and register all youth and leaders on ChurchSuite
Ice Breakers (30 mins)	Leaders	Various games and activities to get the conversation going and build relationships
Lesson (45 Mins)	Leader	
Discussion and Prayer time (15 mins)	Group leaders	Split into small groups with a group leader in each to encourage discussion and prayer.
Close	Group leaders	Check out all the youth.
Tear down and debrief	All leaders	Clean and tidy the room. Return all equipment and give any feedback for improvements for the next time.



# RUNNING A GREAT YOUTH SMALL 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 youth connect groups therefore, have the same aim. We want to lead our young people 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 small group notes to help you run your group. These 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 young person 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, contact the Safeguarding Coordinator, who will listen to your concerns and act appropriately.

## Your Role

Your role as a Youth Small Group Leader is:

- To create a safe and comfortable group environment for the teens where they are known and belong.
- To steer and facilitate conversations.
- Not to teach/preach in small groups.

## General Principles

- **Start where the young people are at, not where you want them to be.**
  - Don't assume prior knowledge
  - Careful with preconceptions
  - Ensure your examples are relevant
  - Use your own life testimonies
  - Be careful not to use religious jargon or terminology without a clear explanation
- **Be a listener first**
  - Listen attentively and be aware of your body language.
  - Try to listen without judgement or a desire to correct and jump to give advice or pre-packaged answers.
  - Instead ask "what does anyone else think?"
- **Give the right RESPONSES** - Here are four responses which will help you create dynamic discussions:
  - Acknowledge and affirm what is said.
  - Clarify what is being said and felt.
  - Turn it back to the group as a means of generating discussion.
  - Summarise what has been said.

- **Include Everyone**

- Manage the balance between introverts and extroverts by asking specific people by name to respond
- Give quiet ones time to prepare “In a minute I’m going to ask you...”
- Don’t be afraid of silence and don’t let leaders/keen teens jump in too soon.
- Don’t exclude by using in-jokes

- **Win the person, not just the argument**

- Build relationships first, where possible.
- Agree on ground rules - Group commitment.
- Be prepared to challenge ideas using questions not accusations.
- We need to gently lead into a correct biblical understanding of God’s Word.
- Be sensitive to parents’ values and decisions.

# ALTAR CALL - HOW TO LEAD YOUTH TO JESUS

---

One of the greatest joys of being a youth leader is having the opportunity to be a part of leading young person to Jesus Christ.

At Centrepoint Youth, it is important to give young people many opportunities to make a decision to follow Jesus.

Here's what you can say....

If you decide to live for God, the next step is to pray, repent of (turn from) your sins and put your trust in Jesus alone to save you from your sins. He promises to forgive and restore you through what He did on the cross.

Father God, Thank you that you love me.  
You are Holy, I have sinned and am sorry.  
Thank you that you sent Jesus to die on the cross for my sins.  
I choose to turn from my sin,  
I put my trust in you and what you did on the cross.  
Thank you for making me a member of your family.  
I commit to follow you.  
Amen!

When a young person has 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 youth leader at any time.

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



# APPENDIX 1: GOOD PRACTICE GUIDELINES FOR CHURCH WORKERS WORKING WITH CHILDREN AND YOUNG PEOPLE

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## 1. Working With Children & Young People

All leaders and helpers should be subject to the Church-approved recruitment procedures, which include:

- Submitting an application form with two references
- Having a valid PVG from Disclosure Scotland.

One of the aims of the policy is for church groups to provide a warm, nurturing environment for children and young people whilst avoiding any inappropriate behaviour.

## 2. Our Code Of Behaviour

You should:

- Treat all children and young people with respect & dignity
- Watch your own language, tone of voice and body language
- Do not use physical punishment to discipline children – this is illegal
- All volunteers/staff must work within sight of another adult
- Ensure another adult is informed if a child needs to be taken to the toilet
- Toilet breaks should be organised for young children
- If known in advance, seek a parent's permission if a child or young person is to be seen on their own. Another adult must be nearby and the child or young person must know this.
- Ensure that each group/team includes a female helper

- Ensure that children and young people know who they can talk to if they need to speak to someone.
- Respond warmly to a child who needs comforting but make sure there are other adults around and use appropriate touch.
- Make sure that you know who the team's First Aider is if available. They should be the ones to administer any necessary First Aid. Making sure that they record any concerning incidents in the accident book and sign and date the record.

You should not:

- Invade a child's privacy whilst washing or toileting.
- Play rough physical or sexually provocative games.
- Be sexually suggestive about or to a child or young person even in fun.
- Touch a child inappropriately or obtrusively.
- Scapegoat, ridicule or reject a child, young person or group.
- Show favouritism to any one child, young person or group.
- Allow a child or young person to involve you in excessive attention seeking that is overtly physical or sexual in nature.
- Give lifts to children or young people on their own or on your own.
- Share sleeping accommodation with young people.
- Invite a young person to your home alone.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Allow unknown adults access to children.
- Visitors should always be accompanied by a known person.
- Allow strangers to give children lifts.

### 3. Touch

One of the aims of the policy is for church groups to provide a warm, nurturing environment for children and young people whilst avoiding any inappropriate behaviour or the risk of allegations being made. We do this by following these guidelines:

- All volunteers must work with or within sight of another adult.
- There must be no physical punishment of any kind nor should any sanction ridicule or humiliate a child.
- Avoid physically rough games.
- Avoid unnecessary informal touching.
- Young children may sometimes need comforting; make sure they are responded to warmly but with other adults around.
- Very occasionally it may be necessary to restrain a child or young person who is harming himself or others. Use the least possible force and inform the parents as soon as possible. All such incidents should be recorded and the information given to the NextGen Director to be recorded in the incident book.
- All physical contact should be an appropriate response to the child's needs, not the needs of the adult.
- Volunteers must be prepared to support each other and act or speak out if they think any adult is behaving inappropriately.

## 4. Transporting Children By Private Car

Children & young people should not be transported in a private car without the prior consent of their parents/carers. This also applies to giving lifts to and from a church activity.

In the event that consent is given, the following guidelines should be followed when transporting children:

- All those who drive children on church-organised activities should be over 25 and should have held a full driving licence for over two years.
- All cars that carry children should be comprehensively insured. The insured person should make sure that their insurance covers the giving of lifts during church activities.
- The insurance company should be informed that lifts may be given.
- All cars that carry children should be considered to be clean and in a roadworthy condition.

- All children must wear suitable seat belts and use appropriate booster seats. If there are no seat belts children should not be carried. At no time should the number of children in a car exceed the usual passenger number. There must be a seat belt for every passenger.
- If a child is known to have a disability or special need, consideration should be given whether to have a non-driving adult in the car. This adult should sit in the back, behind the driver, with the child in the seat beside him or /her.
- Any driver who has an endorsement of 6 points or more on their licence should inform the staff leader.
- Any driver who has an “unspent” conviction for a drink driving offence or for Dangerous Driving or Racing on the Highway should not transport children.
- There should be a non-driving adult escort as well as the driver. If in an emergency a driver has to transport one child on his or /her own, the child must sit in the back of the car.
- Drivers who are not children’s workers should be recruited for the task through the normal recruitment process.
- To ensure that these guidelines are adhered to it would be appropriate to obtain a signed undertaking, covering the above issues, from those people who are prepared to transport children in their cars.

## 7. Health And Safety

Insurance, First Aid Kit, the incident book, risk assessments and fire safety should be checked annually.

These are the recommended standards:

- Meeting places should be warm, well lit and well ventilated. They should be kept clean and free of clutter.
- Toilets and hand basins should be easily available. Hygienic drying facilities should be provided.
- Ensure you have enough space available for the intended activity.
- If food is regularly prepared for children on the premises, the

facilities will need to be checked by the Environmental Health Officer and a Food Handling and Hygiene Certificate acquired. Children's packed lunches should be kept refrigerated.

- Drinks should always be available.
- Groups must have access to a phone in order to call for help if necessary.
- Adults should be aware of the fire procedures. Fire extinguishers should be regularly checked and smoke detectors fitted throughout the premises. A fire drill should be carried out regularly.
- No smoking should be permitted in the areas where there are children.
- Alcohol or intoxicating drugs must not be used by those who have children and young people in their care or at a time when their use could affect their care.
- Unaccompanied children and young people should not walk to or from your premises along dark or badly lit paths.
- A First Aid kit and accident book should be available on the premises. Each group should designate one worker to check the contents at prescribed intervals. All accidents must be recorded in the accident book.

# APPENDIX 2: OVERVIEW OF SAFEGUARDING POLICY

---

## 1.1. Church Details

Name of Church	Centrepoint 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@centrepointchurch.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	Centrepoint Youth
	Ashley Alexander	ENC Campus Ministry
	Tech Desk Number	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/suspicious 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	Centrepont Church
Church Leadership	Centrepont 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>	<p>Protected Adult = Someone aged 18 or over who meets the following criteria.</p> <p>by reason of physical or mental disability, illness, infirmity or ageing—</p> <p>(i) has an impaired ability to protect themselves from physical or psychological harm, or</p> <p>(ii) requires assistance with the activities of daily living,</p>
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.

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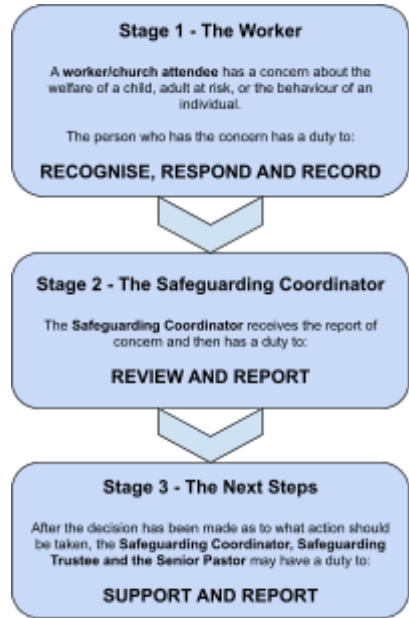
<sup>1</sup> Legal Definition: Disclosure (Scotland) Act 2020

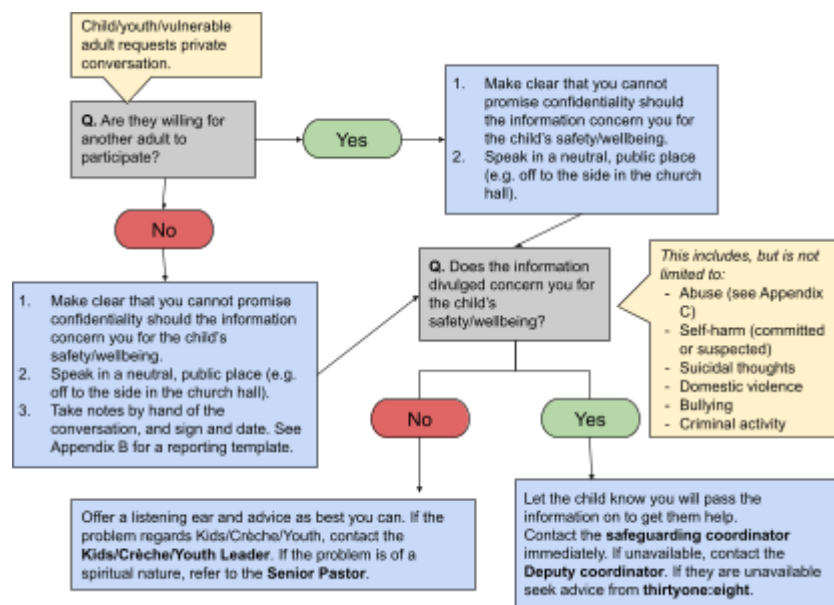
<sup>2</sup> Legal Definition: Disclosure (Scotland) Act 2020

Leader	Refers to those whom Centrepont Church would consider ultimately responsible for the running of an event, group or organisation.
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 Form and further guidance notes.

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

## 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 Centrepont 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 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

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<sup>4</sup> More information on that can be found here:

<https://www.attachmenttraumanetwork.org/parenting/>

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
Youth (S1 - S6)	1:10
Students (until their 18th birthday)	1:10

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.

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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]

## 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 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.

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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>

## 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>.

### 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.

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

- 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 F](#): & [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.





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MINISTRIES

*Love God  
Love People  
Make Disciples*