Safeguarding Policy For Claire Bankole

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Section 1

Details of the Ministry

Name of Ministry: Claire Bankole

Address: 9 Wokingham Rd, Reading RG6 1LE

Tel No: +44 7988355297

General Email address: claire@clairebankole.org

Senior Leader Name: Claire Bankole

Company Number: Sole Trader, Independent Worker.

Accountable to: Support Group: Emma Seebaran. Sarah Trevett, Roxana Spencer, Bob Spencer.

Insurance Company: Brokers: Alder Fairways. Insured by Hiscox and Beazley

The following is a brief description of my ministry and the type of work / activities I undertake with children and adults at risk:

My mission is to raise the trauma literacy and trauma healing competency of the Christian community in the UK and beyond. I do this by

- delivering experiential training workshops in trauma and trauma healing theology for Christians and others wanting to understand trauma better and integrate their trauma recovery journey with their faith journey.
- writing about journeying with God through trauma.
- I also facilitate regular trauma-informed retreats for Women.

As a qualified and accredited coach and mentor for senior leaders, I get to provide trauma informed support to Christians in ministry and leadership as well as overseas missionaries and Christian women.

My work is predominantly with adults some of whom may be vulnerable, most of whom will be carrying trauma.

Most of my work is carried on online, and coachees/mentees and trainees attend from diverse countries and regions.

Section 2: Governance and Culture

Our Commitment

We are committed to providing a safe and caring place for children, young people and adults.

We know that people can experience harm, abuse and neglect.

We believe everyone should be treated fairly and with respect. We support the UN Universal Declaration of Human Rights and the International Covenant on Human Rights. These say that everyone should have equal rights and freedoms, whoever they are and whatever their circumstances.

We also support the Convention on the Rights of the Child. This says that every child should be safe, protected from harm and supported to reach their full potential.

This is why **Claire Bankole** follows the safeguarding procedures in this policy, in line with law and guidance.

We are committed to working with statutory and voluntary agencies to help keep children, young people and adults safe.

The policy and any attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight (Our Ten standards | Thirtyone:eight).

Governance

Claire Bankole has a Support Group to whom the ministry is accountable. The Support Group speaks into important decisions and makes sure the ministry follows the law and good practice.

The Support Group also has input into the Ministry's culture. Culture means "the way we do things around here". It includes our values, behaviours and how people treat one another. A good culture helps keep people safe.

With the support of the Support Group and Thirty One Eight, Claire Bankole has overall responsibility for safeguarding in the Ministry. This includes making sure:

- safeguarding is taken seriously
- people know how to report concerns
- workers are trained
- policies are followed
- risks are managed
- legal duties are met

This Safeguarding Policy and Safeguarding Statement are designed to help create a safe environment and a positive culture where:

- leaders set a good example
- safeguarding is everyone's responsibility
- workers and volunteers are recruited safely
- workers receive the training they need
- people are accountable for their actions
- workers follow the Code of Conduct
- the Ministry's values are seen in everyday actions and behaviour
- people feel able to speak openly about concerns

Section 3: Awareness and Prevention

Understanding Harm, Abuse and Neglect

Safeguarding means taking steps to prevent and respond to harm, abuse and neglect.

Anyone can experience harm or abuse. It can happen to children, young people and adults. Harm and abuse can happen in many places, including:

- at home
- in the community
- in schools, churches and other Ministries
- online
- in places where people live or receive care

Harm and abuse can be caused by:

- a family member
- a friend
- someone in a Position of Trust
- a carer
- a stranger
- another child or adult

Everyone has the right to live free from harm, abuse and neglect. UK law gives extra protection to children and some adults who may be at greater risk of harm.

For the purposes of this policy, a child is anyone under 18 years old.

(Please see the guidance notes if you operate in Scotland, as there are some differences in how this definition is used in law.)

An adult at risk of harm will be defined as follows:

The Care Act 2014 states that adult safeguarding duties apply to any person aged 18 years or older who:

• Has care and support needs.

• Is experiencing, or is at risk of, abuse or neglect.

• Is unable to protect themselves because of their care and support needs.

We follow the UN Convention on the Rights of the Child (UNCRC). Article 19 says that children should be protected from all forms of violence, abuse, neglect and exploitation.

We also support the UN Universal Declaration of Human Rights. Article 5 states that nobody should experience cruel, inhuman or degrading treatment or punishment.

This policy follows the safeguarding laws and statutory guidance that apply where the Ministry operates.

Further information about:

- types of harm and abuse
- signs and indicators of harm and abuse can be found in **[appendix #].**

Ministry Awareness

We want everyone who comes into contact with **Claire Bankole** to know that safeguarding is important. We will make sure people know how to get help, raise concerns and find information about safeguarding.

We will share our safeguarding message in the following ways:

- We will publish this policy on our website.
- We will display posters and safeguarding information in our buildings.
- Safeguarding will be discussed at relevant meetings.
- We will include safeguarding information in newsletters and other communications.
- We will remind workers, volunteers and service users how to report concerns.

Claire Bankole will also make sure that children and adults at risk of harm know where to get help if they are worried about:

- abuse
- harm
- neglect
- bullying
- discrimination
- exploitation
- any other concern affecting their safety or wellbeing.

We believe that safeguarding information should be easy to find, easy to understand and available to everyone who needs it.

Safeguarding Training

Claire Bankole is committed to keeping up to date with safeguarding training. Training helps people understand their responsibilities and know what to do if they have a safeguarding concern.

We want everyone in the Ministry to understand:

- what safeguarding is
- how to recognise signs of harm, abuse and neglect
- how to respond to concerns
- how to report concerns
- their role in keeping people safe.

All new workers and volunteers will receive safeguarding training that is appropriate for their role. This will include induction training when they start and refresher training at agreed intervals.

Claire Bankole is required to renew her safeguarding training ever 3 years.

The Ministry will keep records of safeguarding training and make sure people complete the training needed for their role.

Where national safeguarding training standards apply, **Claire Bankole** will follow those standards and make sure workers complete the required level of training. **Please see the guidance notes for further information on national requirements for Wales, Scotland and Northern Ireland.**

Safeguarding training is an important part of creating a culture where people are aware of safeguarding issues and know how to help keep others safe.

Safer Recruitment

Claire Bankole is committed to recruiting workers and volunteers safely. We will follow government guidance and safer recruitment practices to help protect children, young people and adults at risk of harm.

Before someone starts work or volunteering with us, we will make sure that:

- there is a written role profile, job description or person specification for the role
- applicants complete an application form
- suitable applicants are interviewed
- safeguarding is discussed during the recruitment process
- references are obtained and checked where appropriate
- relevant criminal records checks are completed, or PVG membership is confirmed in Scotland, where required for the role
- qualifications are checked where these are needed for the role
- a suitable induction and training programme is provided
- any probationary period is completed successfully
- the worker or volunteer receives a copy of the safeguarding policy and knows how to report concerns.

When carrying out criminal records checks, we will follow the relevant Code of Practice and handle information fairly, securely and lawfully.

Safer recruitment helps us make informed decisions about who works and volunteers in our Ministry. It is an important part of our commitment to safeguarding.

Managing Those Who May Pose a Risk

Sometimes a person who attends the Ministry may be known to pose a risk to children or adults at risk of harm. When this happens, Claire Bankole will take steps to help keep everyone safe.

Claire Bankole will:

- assess the risks involved
- seek advice from appropriate agencies and professionals where needed
- put appropriate safeguarding measures in place
- clearly explain any boundaries that must be followed

- monitor the situation to help ensure those boundaries are kept
- offer wellbeing support or pastoral care where appropriate.

Any boundaries or restrictions will be based on:

- a risk assessment
- the needs of those who may be at risk
- advice from relevant external agencies and professionals. Our priority is to protect children and adults at risk of harm while treating all people fairly and with dignity.

Section 4: Management of Workers

Practice Guidelines

As a Ministry that works with children, young people and adults at risk of harm, we are committed to good practice. Good practice helps us:

- keep people safe
- run activities safely
- build positive relationships
- reduce the risk of harm, abuse and neglect
- reduce the risk of misunderstandings or false allegations.
- We have practice guidelines for the activities we run. These guidelines explain how activities should be planned and delivered safely.

We will use risk assessments where needed to identify and manage risks.

We will also use consent forms when they are needed for an activity.

All workers and volunteers are expected to follow the practice guidelines that apply to their role and activities.

Good practice helps us create a safe, positive and supportive environment for everyone involved in our Ministry.

As a member of the EMCC (European Mentoring and Coaching Council) and the ACC (Association of Christian Counsellors and Linked Professions), **Claire Bankole** subscribes to both the Global Code of Ethics for Mentors, Coaches and Supervisors and the Churchill Framework for Coaching and Mentoring.

Positions of Trust

All adults who work with children, young people or adults at risk are in a **Position of Trust**. This means people place trust in them because of their role and responsibilities.

People in a Position of Trust have a responsibility to use their role safely and appropriately. They must always act in the best interests of the people they support.

Workers and volunteers must:

- maintain professional boundaries
- treat people with dignity and respect
- act in a safe and appropriate way
- avoid behaviour that could be misunderstood
- never misuse their position, influence or authority.
- People in Positions of Trust should be aware that the power they hold can affect the people they support. Because of this, they must take extra care in how they behave and interact with others.

Any behaviour that exploits, manipulates or harms another person is unacceptable and may result in safeguarding action being taken.

It is illegal in England, Wales and Northern Ireland for a person in a Position of Trust within a faith setting to engage in sexual activity with a 16- or 17-year-old who is under their care or supervision.

All workers and volunteers are expected to understand the responsibilities that come with being in a Position of Trust and to act in a way that supports safeguarding at all times.

Whistleblowing / Raising a concern

Claire Bankole wants people to feel safe speaking up about concerns. We encourage workers, volunteers and others to report anything that may put people at risk or go against our values.

We are committed to:

- promoting an open and honest culture
- creating a safe environment where concerns can be raised
- listening to concerns carefully
- responding fairly and appropriately
- taking concerns seriously
- protecting people who raise concerns from unfair treatment, retaliation or mistreatment.

Workers and volunteers should report concerns if they believe:

- someone may be at risk of harm
- safeguarding procedures are not being followed
- there has been misconduct or poor practice
- behaviour is putting people or the Ministry at risk
- something does not feel right and needs to be checked.

People who raise concerns in good faith will be supported. They will not be treated unfairly because they reported a genuine concern.

All concerns will be considered carefully and managed in line with Ministryal policies and procedures.

Section 5: Partnership Working

We sometimes work with other Ministries and groups. We know that safeguarding practices may differ between Ministries, so it is important that everyone understands our safeguarding expectations.

When we work in partnership with others, we will:

- discuss safeguarding arrangements
- share our safeguarding expectations
- agree how concerns will be reported and managed
- work together to help keep people safe.

Where appropriate, we will use a safeguarding partnership agreement.

We expect all partner Ministries to:

- take safeguarding seriously
- follow relevant safeguarding laws and guidance
- respond appropriately to concerns
- provide a safe environment for children and adults at risk of harm.

Good partnership working helps us create safer environments and provide better support for children, young people and adults at risk of harm.

Section 6: Responding to Concerns

Never investigate a safeguarding concern yourself. If someone tells you about harm, abuse or neglect, your role is to listen, record the information and report it.

All safeguarding concerns must be recorded using the Ministry's safeguarding reporting form.

If Claire Bankole receives a disclosure, allegation or concern about harm, abuse or neglect, they will:

If there is immediate danger or a serious crime is in progress: Call 999.

If there is no immediate danger:

If the disclosure concerns a child, either:

a. Call the Local Authority Children's Social Care team or Multi Agency Safeguarding Hub
b. Call NSPCC helpline on 0808 800 5000

If the disclosure concerns an adult:

1. Call the Local Authority Adult Social Care or Safeguarding Adults Team.

If anyone working with Claire Bankole receives a disclosure, allegation or concern about harm, abuse or neglect, they will **report to Claire Bankole. I**f the allegation involves Claire Bankole they will:

If there is immediate danger or a serious crime is in progress: Call 999.

If there is no immediate danger:

If the disclosure concerns a child, either:

a. Call the Local Authority Children's Social Care team or Multi Agency Safeguarding Hub
b. Call NSPCC helpline on 0808 800 5000

If the disclosure concerns an adult:

2. Call the Local Authority Adult Social Care or Safeguarding Adults Team.

Claire Bankole is a member of Thirtyone:eight; Claire Bankole or anyone working with her may contact the Thirtyone:eight Safeguarding Helpline for advice. Telephone: **0303 003 1111**

Recording Concerns

The worker or volunteer should:

1. listen carefully
2. take the concern seriously
3. record the information accurately
4. complete the safeguarding reporting form
5. share the information with the Safeguarding Lead, Deputy Safeguarding Lead or Safeguarding Trustee as soon as possible.

Concerns should only be shared with people who need to know ONLY. All records must be stored securely.

Getting Advice and Making Referrals

Claire Bankole may need to seek advice or share information with other Ministries.

Depending on the concern, this may include:

- Claire Bankole's support group
- the Ministry's insurer
- local safeguarding professionals
- statutory agencies.

This may include referrals to the following agencies:

For England (NB equivalent agencies in different countries would have different names and contacts, the following refer to those operating in England only):

• **Children's Services: (**eg Reading 0118 937 3641 | CSPOA@reading.gov.uk | Out of hours duty team: 01344 351 999)

• **Adult Services:** (Eg Reading 0118 937 3747 | CSAAdvice.Signposting@reading.gov.uk)

• **Police:** 101 or 999 if person at is at risk of harm

• **Local Authority Designated Officer (LADO): (**eg Reading 0118 937 2684 | LADO@brighterfuturesforchildren.org)

If there is an allegation about a person who works with children, Claire Bankole may need to inform the:

a. **Local Authority Designated Officer (LADO) [England]**
b. **Gateway Services [Northern Ireland]**
c. **Local Council Child Protection Team [Scotland]**
d. **Social Services Allegations Management Co-ordinator**
e. **Designated Officer for Safeguarding [Wales].**

Making a Referral Yourself

Anyone can make a referral to safeguarding agencies as a citizen. However, we encourage workers and volunteers to follow this policy wherever possible.

If someone believes a concern has not been managed appropriately, or disagrees with a decision about a referral, they may contact an external agency directly.

Detailed Procedures Where There Is a Concern About a Child

Concerns About Physical Injury, Neglect or Emotional Abuse

If there are concerns that a child may have experienced physical injury, neglect or emotional abuse, Claire Bankole will take appropriate action.

They will:

- make sure the concern is recorded
- consider the child's immediate safety
- seek advice from the appropriate safeguarding services where needed
- make referrals when required.

If the child needs urgent medical help, emergency or medical services should be contacted straight away. Medical staff should be told about any safeguarding concerns.

Claire Bankole may contact:

- **Children's Social Care (England)**
- **Children's Social Services (Wales)**
- **Children and Families Social Work / Child Protection Team (Scotland)**
- **Gateway Services (Northern Ireland)**
- Thirtyone:eight for advice.

If the concern involves a parent or carer, they should not be informed unless safeguarding professionals advise that it is safe and appropriate to do so.

For lower-level concerns, such as concerns about parenting, families should be encouraged to seek support where this does not place the child at risk.

If there is uncertainty about whether a referral is needed, advice should be sought from safeguarding professionals or Thirtyone:eight.

Concerns About Sexual Abuse

If there is a disclosure, allegation or concern about sexual abuse, Claire Bankole will act without delay.

They will:

- contact the relevant children's safeguarding service
- contact the police, Police Scotland or the Police Service of Northern Ireland (PSNI), where appropriate
- seek advice from Thirtyone:eight if needed.

The child's safety and wellbeing will always be the main priority.

Claire Bankole will consider whether parents or carers should be informed and will seek advice if they are unsure.

Concerns About Financial Abuse (Wales)

Where there are concerns about financial abuse involving a child, Claire Bankole will:

- record the concern
- report the concern to the appropriate children's safeguarding service
- contact the police where needed
- follow advice from safeguarding professionals.

Detailed Procedures Where There Is a Concern About an Adult at Risk

Concerns may involve:

- Physical harm or abuse
- Sexual harm or abuse
- Organisational abuse
- Financial harm or abuse
- Discriminatory abuse
- Neglect
- Self-neglect
- Exploitation
- Forced marriage
- Modern slavery and human trafficking
- Domestic abuse
- other forms of harm.

If there are concerns about an adult at risk, Claire Bankole will take action to help protect them from harm.

If the person is in immediate danger or has been seriously injured, emergency services should be contacted on **999**.

England, Wales and Northern Ireland

Where possible, the adult should be involved in decisions about safeguarding concerns. Their views, wishes and consent should be considered before making a referral.

However, a referral may still be made without consent if:

- the person cannot understand the risk
- the person cannot protect themselves
- others may also be at risk
- there is a legal duty to share information.

Scotland

Where the criteria for an Adult Support and Protection referral are met, Ministries are expected to make a referral even if consent has not been given. The adult's views, wishes

and choices remain important and should be shared as part of the referral wherever possible.

Referrals for Adults at Risk

Claire Bankole may contact:

- **Adult Social Care (England)**
- **Adult Social Services (Wales)**
- **Adult Support and Protection Team (Scotland)**
- **Adult Gateway Team (Northern Ireland)**
- Thirtyone:eight for advice.

Concerns About Spiritual Abuse

If there is a concern about spiritual abuse, Claire Bankole will:

- make sure the concern is recorded
- identify appropriate support for the victim-survivor
- consider counselling, wellbeing support or pastoral support
- seek advice from Thirtyone:eight
- consider what safeguarding action may be needed.

Allegations Against Workers Who Work With Children

If a concern involves a worker or volunteer who works with children or young people, Claire Bankole will:

- make a referral to the
    - **Local Authority Designated Officer (LADO) [England]**
    - **Gateway Services [Northern Ireland]**
    - **Local Council Child Protection Team [Scotland]**
    - **the Social Services Allegations Management Co-ordinator**
    - **Designated Officer for Safeguarding [Wales].**
- share information with safeguarding agencies as required
- contact the police when appropriate
- consider whether a referral should be made to the Disclosure and Barring Service (DBS) or Disclosure Scotland. The Ministry will cooperate fully with any safeguarding investigation.

Allegations Against Workers Who Work with Adults at Risk

If a concern involves a worker or volunteer who works with adults at risk, Claire Bankole will:

- liaise with the relevant adult safeguarding service
- follow safeguarding advice received
- consider making a referral to the DBS or Disclosure Scotland
- share information with the police where appropriate. Safeguarding investigations are the responsibility of the relevant statutory agencies, not the Ministry.

Allegations of Non-Recent Sexual Abuse

If an adult discloses non-recent sexual abuse, Claire Bankole will:

- listen carefully and take the disclosure seriously
- offer support to the victim-survivor
- explain their options
- offer the opportunity to report the matter to the police.

If the person does not wish to report the abuse, information about the alleged perpetrator may still be shared where there are safeguarding concerns, but the identity of the victim-survivor should be protected wherever possible.

If the alleged perpetrator currently works with children or adults at risk, Claire Bankole will contact the relevant safeguarding agencies and seek advice about further action.

Section 7 – Supporting Victim-Survivors

Supporting Those Affected by Harm and Abuse

Claire Bankole is committed to supporting people who have experienced harm, abuse or neglect. We recognise that abuse can have a lasting impact on people and those around them.

We will treat all victim-survivors with:

- dignity
- respect
- compassion
- sensitivity
- fairness.

Where appropriate, we will:

- listen to people and take their concerns seriously
- provide wellbeing support or pastoral care
- help people access specialist support services
- work alongside statutory agencies
- support people through safeguarding processes where appropriate.
- We understand that every person's experience is different. Support will be offered in a way that respects the person's wishes, needs and circumstances wherever possible.

Support should never replace the work of safeguarding agencies, healthcare professionals or other specialist services. However, we will do what we can to help people feel safe, supported and listened to.

Adoption of the Policy

This policy has been approved by Claire Bankole and her Support Group**.**

The policy will be reviewed every year to make sure it:

- remains up to date
- reflects current safeguarding guidance
- reflects changes in legislation
- continues to meet the needs of the Ministry.

Review Date: _1st November 2027_____

Signed: _Claire Bankole

Date: _____

APPENDIX 1

Safeguarding Statement

PROTECTION OF CHILDREN AND ADULTS POLICY STATEMENT

Name of Ministry: Claire Bankole

Date Agreed: 17th October 2026

Our Commitment

This Ministry is committed to safeguarding children and adults at risk of harm and promoting their wellbeing.

We recognise that everyone has a responsibility to help prevent harm, abuse and neglect.

We respect the dignity, rights and wellbeing of every child and adult. Our policies and procedures reflect this commitment.

We believe everyone should be able to take part in the life and activities of the Ministry in a safe and welcoming environment.

We are committed to recruiting workers and volunteers safely and responsibly.

We believe that every child and adult should be:

- valued
- safe
- respected
- supported.

We want everyone who comes into contact with our Ministry to know they can speak up if they are worried about harm, abuse or neglect.

We Are Committed To:

- following statutory, denominational and specialist safeguarding guidance
- following the procedures in our safeguarding policy
- meeting the requirements of all relevant legislation
- providing training and support for workers and volunteers
- keeping up to date with national and local safeguarding developments
- making sure workers and volunteers understand their safeguarding responsibilities
- supporting people affected by abuse.

We Recognise:

- Children's Social Care (England), Children's Services (Wales), Local Council Child Protection Teams (Scotland) and Children's Gateway Services (Northern Ireland) **have responsibility for investigating concerns about children.**
- Adult Social Care (England), Adult Services (Wales), Adult Support and Protection Teams (Scotland) and Adult Gateway Teams (Northern Ireland) **have responsibility for investigating concerns about adults at risk of harm.**

- The police, Police Scotland or the Police Service of Northern Ireland (PSNI) **should be contacted if a concern may involve a criminal offence.**
- ***Safeguarding is everyone's responsibility.***

Review

We will review this safeguarding statement and our safeguarding policy every year.

Safeguarding Contacts

If you are worried about a child or an adult, please contact:

- Claire Bankole – claire@clairebankole.org
- The Thirtyone Eight Help Line - **0303 003 1111**
- Your local authority children's services or adult services.

Signed

Signed: Claire Bankole



Date: _17/10/2026___