



Safeguarding One to One Calls Policy & Procedure

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1. CONTACT DETAILS

1.1. DESIGNATED PERSONS FOR SAFEGUARDING

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1.2. SAFEGUARDING TRUSTEE

NAME	TELEPHONE
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1.3. REGIONAL MINISTER

NAME	TELEPHONE
Diane Forsyth	07735 860804

1.4. ORGANISATION (CHURCHES AGENCY FOR SAFEGUARDING)

TELEPHONE
020 7467 5216

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2. POLICY INTRODUCTION

Here at Croxley Green Baptist Church, we take the safeguarding of the children we meet with, and our volunteers, with the utmost seriousness. We are constantly monitoring best practice guidelines and ensuring we are doing everything possible to keep everyone safe.

The following forms the basis of our policy for one to one calls with children and young people and should be used alongside our standard *Safeguarding Policy* which is available on our [website](#).

3. ONE TO ONE CALL POLICY

We believe it is important for all children and young people to have access to the opportunity to talk to a member of our youth and children's team during this lockdown period. To enable this we have produced this policy and procedures document to guide our working and to protect and care for all involved.

Where possible all communication with children and young people will be via group events such as Zoom, WhatsApp or similar technologies as they evolve and develop. However, we acknowledge that for some a one to one conversation is not only desirable but necessary.

When a young person initiates a conversation with a volunteer/worker on a platform such as WhatsApp then common sense will be used to know whether this is something for a group chat or a more private one. Records and logs will be kept when this is necessary, and the volunteer/worker will inform the Safeguarding Team of these conversations.

With the permission of parents, competent volunteers/workers will be able to offer young people the opportunity for one to one phone calls and those volunteers/workers will follow the procedure outlined below for record keeping. Priority will be given to those that request such conversations and those that are not engaging in our various online group sessions.

4. ONE TO ONE CALL PROCEDURE

The following is the procedure by which all one to one phone calls will happen with children and young people.

- 1) Parental consent for anyone under 18 will be received.
- 2) Children will be contacted on the parent's phone regardless of whether they have their own mobile device.
- 3) Young people may be contacted on their mobile if permission is received from a parent.
- 4) All calls to children and young people will be logged by the worker and that list will be passed on to the Safeguarding Team at suitable intervals (monthly).
- 5) The log will cover the following information:
 Date and Time
 Name of Young Person & Youth Worker/Volunteer
 Duration of the call
 A simple summary of the call.
- 6) At any point, should the Youth Worker/Volunteer become concerned about any issue being discussed they will follow our Safeguarding Policies and Procedures for reporting concerns.

4.1. EXAMPLE OF A PHONE LOG

Log of: Name of Youth Worker

Name of Young Person	Date and Time of Call	Duration/ End Point of Call	Basic Notes of Call
John Smith	24/6/2020 at 14:00	24/6/2020 at 14:15	School, boredom, lockdown, mates, running.