

ICE Ilfracombe operates in partnership with Ilfracombe Academy and local churches. When our workers/volunteers are working within Ilfracombe Academy or local churches or organisations, that organisation's own safeguarding policy will apply. ICE Ilfracombe Safeguarding Policy applies only to activities organised and carried out by ICE Ilfracombe workers/volunteers specifically for ICE Ilfracombe, such as the Delta Club, and not under the auspices of Ilfracombe Academy or local churches or other organisations.

The policy has the following sections:

Section 1	Details of the organisation
Section 2	Governance and leadership
Section 3	Prevention
Section 4	Partnership working
Section 5	Responding to allegations of abuse
Section 6	Wellbeing support and pastoral care
Appendix 1	ICE Ilfracombe safeguarding statement
Appendix 2	Definitions of abuse, together with signs and indicators - children

*The term 'worker' applies to both employees and volunteers.*

*This policy was created using the Thirtyone:eight Model Safeguarding Template.*

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## **SECTION 1     DETAILS OF THE ORGANISATION**

Name of Organisation: ICE Ilfracombe  
Address: St James Vicarage, Kingsley Avenue, Ilfracombe EX34 8ET  
Tel no: 07790 725933  
Email address: [steersheila@gmail.com](mailto:steersheila@gmail.com)

Charity Number: 1177605  
Insurance Company: Markell/Access Insurance

Safeguarding Lead: Sheila Steer [safeguardingiceilfracombe@gmail.com](mailto:safeguardingiceilfracombe@gmail.com) 07980 575654  
Deputy Safeguarding Lead: Margaret Holman [mholman170@gmail.com](mailto:mholman170@gmail.com) 07977 240707

*NB Any safeguarding concerns about the work of the school youth worker and/or volunteers in school must be referred to Ilfracombe Academy's Safeguarding Lead, in addition to the ICE Ilfracombe Safeguarding Lead.*

The following is a brief description of our place of organisation and the type of work / activities we undertake with children.

ICE Ilfracombe is a youth work project. We support local young people, working with Ilfracombe Academy and local churches. ICE Ilfracombe is involved in two specific areas of youth work. The project employs a youth worker who is based at Ilfracombe Academy and also runs Delta.

### *In School*

The youth worker's role in school is to meet young people where they are, supporting them spiritually, emotionally, physically and mentally. This involves running and supporting various lessons, groups and pastoral and mentoring activities for young people in school, in groups and individually, and is aimed at engaging both church and non-church youth. The youth worker provides a link between the school and churches, young people and adults, and church and secular youth agencies.

The youth worker is assisted by a team of trained volunteers, who work directly with young people in the Academy helping with Christian lunchtime clubs and individual mentoring.

### *At Delta*

This is an after school drop in club for young people normally held on weekdays during term time. As Delta Manager, the youth worker is assisted by trained volunteer helpers.

The main changes we would like to see through Delta include:

- Help to empower young people to embrace life in all its fullness. We want to see them more confident, safe, growing their aspirations and flourishing.
- Provision of a friendly and safe setting in Ilfracombe centre which is supported and known in the town by students and their parents.
- Positive contributions made by the young people to our town
- Young people supported more by the local community
- A reduction in antisocial behaviour amongst young people in the town.

## **SECTION 2 GOVERNANCE AND LEADERSHIP**

### **Our commitment**

As ICE Ilfracombe Trustees we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status". We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from "all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child." As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any practice guidelines following are based on the ten safeguarding standards published by **thirtyone:eight**.

### **Governance**

ICE Ilfracombe's board of trustees is appointed to have independent authority and legal responsibility. This includes having a critical role in decision making and compliance as well as setting the values, standards and behaviours of the organisation.

The standards and behaviours may be referred to as the culture of the organisation or ‘the way we do things around here’. Culture can be shaped in both negative and positive ways.

‘The culture of a charity goes beyond mere compliance with legal and regulatory demands. Charity governance is most effective when it provides assurances not just that legal requirements are met, but that the behaviour of people working for the charity, and those who come into contact with it, is proper and ethical. Culture, alongside good governance, can be pivotal to whether a charity achieves its stated object.’ (IICSA The Governance Institute, 2017).

The board of trustees have overarching responsibility for safeguarding within the organisation, including referring to the relevant Charity Commission.

The following Safeguarding Policy and Statement aim not only to meet the requirements of ensuring a safe environment for those accessing activities in our organisation, but also to build an open culture where:

- those who lead do so by example,
- are committed to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles.
- there are accountability structures
- with codes of conduct
- the values of the organisation are embedded in its day-to-day actions and behaviours of its people
- there is open communication.

## **SECTION 3 PREVENTION**

### **Understanding abuse and neglect**

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult. For the purposes of this policy, a child will be referred to as someone under 18 years old.

In order to safeguard those in our organisation we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

- 1. Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
- 2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states: *No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

This policy is in line with the following legislation: *The Children Act (1989 & 2004)*, *Working Together to Safeguard Children (2023)*, *The Care Act (2014)*, *Safeguarding Vulnerable Groups Act (2006)*, *Mental Capacity Act (2005)*.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included in our policy (see Appendix 2).

### **Safer recruitment**

ICE Ilfracombe will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- there is a written job description / person specification for the post
- those applying have completed an application form
- those short listed have been interviewed
- safeguarding has been discussed at interview
- written references have been obtained, and followed up where appropriate
- a self-declaration form and the relevant Disclosure and Barring service (DBS) has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- qualifications where relevant have been verified
- a suitable training programme is provided for the successful applicant
- the applicant has completed a probationary period
- the applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

### **Safeguarding training**

ICE Ilfracombe is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

ICE Ilfracombe will provide or facilitate all staff/volunteers undertaking basic safeguarding training which will be renewed every three years.

ICE Ilfracombe will provide or facilitate the Safeguarding Lead/Deputy Safeguarding Lead undertaking advanced safeguarding training which will be renewed every two years. Where possible, ICE Ilfracombe will provide or facilitate additional training for the requirements of the role.

ICE Ilfracombe will provide or facilitate specialist safeguarding training for the governance board/board of trustees which will be renewed every three years.

ICE Ilfracombe will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse

### **Practice guidelines**

As an organisation working with children and young people we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

We have specific good practice guidelines for every activity we are involved in. These include: *Delta Behaviour Guidelines, Delta Registration Guidelines, Delta Self-Registration Form, ICE Ilfracombe Good Practice Guidelines, Connect Mentoring Guidelines.*

### **Management of workers – Code of Conduct**

ICE Ilfracombe is committed to supporting all workers and volunteers and ensuring they receive support and supervision. All workers and volunteers have been issued with a role description and code of conduct for supporting children and will be given clear expectations about what is expected of them both within their role and outside their role. They will also receive further training as necessary.

## **SECTION 4 PARTNERSHIP WORKING**

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults with care and support needs. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises, will have their own policy that meets our safeguarding standards.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

## **SECTION 5 RESPONDING TO ALLEGATIONS OF ABUSE**

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse.

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the Safeguarding Lead:

**Name: Sheila Steer**

**Tel: 07980 575654**

**Email: [safeguardingiceilfracombe@gmail.com](mailto:safeguardingiceilfracombe@gmail.com)**

The above is nominated by ICE Ilfracombe to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Lead or, if the suspicions in any way involve the Safeguarding Lead, then the report should be made to the Deputy Safeguarding Lead:

**Name: Margaret Holman**

**Tel: 07977 240707**

**Email: [mholman170@gmail.com](mailto:mholman170@gmail.com)**

If the concerns implicate both the Safeguarding Lead and the Deputy Safeguarding Lead, then the report should be made in the first instance to:

**Name: Revd Mark Ruoff (Chair of Trustees)**

**Tel: 07359 442440**

**Email: ctocvicar@gmail.com**

The worker or volunteer can also contact **Thirtyone:eight** to get further advice if required:

**Tel: 0303 003 1111 Option 2**

The worker or volunteer should record the disclosure, allegation or concern and share this with the Safeguarding Lead/Safeguarding Deputy or Safeguarding Trustee as soon as possible.

The Safeguarding Lead may first ring the Thirtyone:eight helpline for advice. Based on the concern, they may then then contact the relevant statutory services.

**Name of local authority:** Devon County Council  
**Children's Social Care** Multi-Agency Safeguarding Hub  
**Tel:** 0345 155 1071  
**Out of hours Tel:** 0345 600 0388.  
**Email Address:** [mashsecure@devon.gov.uk](mailto:mashsecure@devon.gov.uk)

**Police Protection Team Tel: 111 or 999.**

The Safeguarding Lead may need to inform others depending on the circumstances and/or nature of the concern, such as:

- Chair of Trustees or trustee responsible for safeguarding who may need to liaise with the insurance company or the Charity Commission to report a serious incident/raise a concern.
- Local Authority Designated Officer – LADO if the allegation concerns a worker or volunteer working with someone under 18.

Concerns must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

Whilst disclosures, allegations or concerns of abuse will normally be reported to the Safeguarding Lead, the absence of the Safeguarding Lead or Deputy Safeguarding Lead should not delay referral to the statutory services, the police or taking advice from Thirtyone:eight.

ICE Ilfracombe will support the Safeguarding Lead/Deputy Safeguarding Lead 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.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although ICE Ilfracombe hopes that members of the organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Lead/Deputy Safeguarding Lead has not responded appropriately, or where they have a disagreement with the Safeguarding Lead(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that ICE Ilfracombe demonstrates its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the Safeguarding Lead/Deputy Safeguarding Lead is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

## **Detailed procedures where there is a concern about a child**

### ***Allegations of physical injury, neglect or emotional abuse***

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Lead/Deputy will:

- Contact Children's Social Care (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.

For lower-level concerns, (e.g. poor parenting):

- Encourage parent/carer to seek help, but not if this places the child at risk of harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Care direct for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

### ***Allegations of sexual abuse***

In the event of allegations or concerns of sexual abuse, the Safeguarding Lead/Deputy Safeguarding Lead will:

- Contact Children's Social Care for children and families and the police on 101.
- Depending on the circumstances, they will need to consider whether it is appropriate to speak to the parents of the child. If they are not sure about this, then they will contact Thirtyone:eight.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether to contact Children's Social Care and the police. Thirtyone:eight will confirm its advice in writing for future reference.

### ***If there is a concern regarding spiritual abuse, the Safeguarding Lead will:***

- Identify support services for the survivor i.e., counselling or other pastoral support.
- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

### ***Allegations of abuse against a person who works with children/young people***

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Lead will:

- Make a referral to the Local Authority Designated Officer - LADO - whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to the relevant Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with care and support needs. This decision should be informed by the Local Authority Designated Officer if they are involved.
- Share information about the concern with the police.

### ***Allegations of non-recent sexual abuse from an adult***

If an accusation is made of non-recent sexual abuse from a child, the procedure in relation to sexual abuse will be followed (please see above).

If an accusation is made of non-recent sexual abuse from an adult, the Safeguarding Lead will:

- Give the adult the option to report this to the police. If the adult does not wish to report this to the police, then the Safeguarding Lead can pass on the information relating to the alleged perpetrator, however, must not share details of the survivor.

- If the alleged perpetrator is in a role working or volunteering with children or young people, make a referral to the Local Authority Designated Officer - LADO - whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- If the alleged perpetrator is in a role within your organisation, contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

## **SECTION 6 WELLBEING SUPPORT AND PASTORAL CARE**

### **Supporting those affected by abuse**

The Trustees are committed to offering support/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 ICE Ilfracombe.

### **Working with those who may pose a risk**

When someone associated with ICE Ilfracombe is known to pose a potential risk to children, the Trustees will supervise the individual concerned and offer wellbeing support/pastoral care; but in its safeguarding commitment to the protection of children, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an a risk assessment and through consultation with appropriate parties.

## **ADOPTION OF THE POLICY**

This policy was agreed by the Trustees and will be reviewed annually

Signed                      Mark Ruoff    *Chair ICE Ilfracombe Trustees*

Approved                  26 April 2018    Last reviewed    11 February 2026

## APPENDIX 1 ICE ILFRACOMBE SAFEGUARDING STATEMENT

The following statement was agreed by ICE Ilfracombe Trustees on: **11 February 2026**.

- ICE Ilfracombe is committed to the safeguarding of children and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent harm or abuse of children in all their recognised forms.
- We recognise that the personal dignity and rights of adults and children and will ensure all our policies and procedures will reflect this.
- We believe all people should enjoy and have access to every aspect of the life of the organisation.
- We undertake to exercise proper care in the appointment and selection of those who will work with children.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are experiencing significant harm.

We are committed to:

- Following statutory, denominational and specialist guidelines in relation to safeguarding children and adults and will ensure that as an organisation all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and all other relevant legislation. Implementing the requirements of all relevant legislation including, but not limited to: Working Together to Safeguard Children 2023, the Disability Discrimination Acts 1995 and 2005, Equality Act 2010.
- Supporting, resourcing and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this organisation.
- Supporting all in the organisation affected by abuse.

We recognise:

- Children's Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy annually.

If you have any concerns for a child or adult, then speak to one of the following who have been approved as Safeguarding Leads for this organisation.

**Safeguarding Lead: Sheila Steer [safeguardingiceilfracombe@gmail.com](mailto:safeguardingiceilfracombe@gmail.com) 07980 575654**

**Deputy Safeguarding Lead: Margaret Holman [mholman170@gmail.com](mailto:mholman170@gmail.com) 07977 240707**

A copy of the full Safeguarding Policy is available at [www.iceilfracombe.org.uk](http://www.iceilfracombe.org.uk)

Signed Mark Ruoff

*Chair ICE Ilfracombe Trustees*

Approved 8 February 2024

Last reviewed 11 February 2026

## APPENDIX 2

### DEFINITIONS OF ABUSE TOGETHER WITH SIGNS AND INDICATORS - CHILDREN

#### Statutory definitions of abuse (children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children. Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

**The four definitions (and a few additional categories) of abuse below operate in England based on the government guidance *Working Together to Safeguard Children (2018)*.**

#### What is abuse?

Abuse is an act which causes harm or injury to another person.

- Over time or a one-off traumatic event.
- In person or online.

#### What is neglect?

- Neglect is the persistent failure to meet a person's basic needs.
- A lack of the love, care and attention needed to thrive in life.

#### Types and categories of child abuse

- Physical abuse. This can take the form of hitting, punching, burning, shaking and other forms of physical harm.
- Emotional abuse. This includes belittling behaviour, insults, name-calling, degrading and humiliating behaviour, and withholding love and affection. A child will be made to feel that they're worthless, inadequate or unloved. Intimidation, coercion and harassment can also be involved.
- Sexual abuse. Where a child or young person is forced or enticed into sexual activity, whether the child is aware of what's happening or not. This may involve physical contact, looking at sexual content online, having their photo taken or being filmed to produce indecent images, or being groomed for these activities – online or in person.
- Neglect. This is the ongoing failure to meet basic physical or psychological needs, which is likely to result in harm to a child or young person's health or development. It includes not providing adequate food, clothing or shelter, or failing to protect a child from harm.

#### Signs of abuse and neglect

The signs of child abuse aren't always obvious. The signs will vary depending on the type of abuse happening, and there are many. Common signs to look out for include:

- A pattern of unexplained bruises or marks. However, a child who has lots of bruises on their lower legs isn't necessarily being harmed – they could just be out having childhood fun. Accidents happen. Accidental injuries are more likely to happen on areas like knees and elbows, but consistent marks together with unusual behaviour or other physical signs can give you a fuller picture of what could be happening to that child.
- Using sexualised language you wouldn't expect a child of their age to know.
- Poor hygiene or always asking for food.
- Changes in behaviour and personality, especially if these are unexplained – for example becoming uncharacteristically aggressive, quiet or upset.
- Being withdrawn, having few or no friends.
- Being anxious or worried about things.
- Difficult relationship with parents/carers
- Unusual behaviour in an adult caregiver that makes you concerned for the safety of a child.