Guide to services
Your complete safeguarding toolkit
Welcome

Welcome to our guide to services 2018/19. At thirtyone:eight we are proud to be the only independent Christian safeguarding charity offering organisations a complete safeguarding solution. Whatever stage you are at on the safeguarding journey we have all the tools you need under one roof.

We see this guide as being like your tool box giving you information about each of our products and services to help you choose what is right for you. From DBS processing and training, to policy guidance and audits, all our services are underpinned by our unique membership model which means you also get the benefit of being part of a supportive network of thousands of like-minded organisations across the UK sharing best practise together.

We’re always working hard to ensure all our services are of the highest quality whilst remaining affordably priced and accessible to all. Whether you’re a large national company or a small local church, if you employ thousands of staff or just a handful of volunteers, our services easily scale to fit your needs.

Here at thirtyone:eight we value the trust you place in allowing us to serve you in this way. We recognise the strength there is in working together and are committed to continuing to build on our strong relationships and our in-depth understanding of the multitude of challenges you face.

Do get in touch to discuss your support requirements further and our experienced and friendly team will do all they can to help. You can also check out our website and follow us on social media to keep up to date with the latest news and service updates.

Thank you for all you are doing to create safer places for all.
Thirtyone:eight is an independent Christian charity which helps individuals, organisations, charities, faith and community groups to protect vulnerable people from abuse.

Our vision is a world where every child and adult can feel, and be, safe. It’s a big vision, but it’s what drives us because we believe that when a person or organisation shares this vision, transformation takes place, safer places are created and people’s lives are impacted for the better.

**A complete safeguarding solution**

To help achieve our vision, we provide organisations with a complete safeguarding solution, making sure everyone is equipped and empowered with the tools they need. We are leading experts in safeguarding, working with government to inform legislation and promoting high standards in safeguarding practice.

We recognise that it’s only by working together that standards in safeguarding will rise, which is why we work with a network of thousands of member organisations nationwide to make sure that standards for safeguarding are upheld and protected.

We’re inspired by God’s call to ‘speak out on behalf of the voiceless, and for the rights of all who are vulnerable’ as described in Proverbs 31:8 from where we get our name. We care about vulnerable people because we believe that’s what God told us to do. It’s central to everything that we do and are, and regardless of whether you share the same faith as us or not, we believe this call is relevant to everyone. **Join us.**
“A great service in regard to training and advising churches, charities and organisations in how to make your workplace safe for all people. They are a great resource.”

Membership

Any organisation that works with children, young people or adults can benefit from joining us. Trusted for over 40 years and open to any organisation that wants to create safer places, membership with us is your gateway to accessing our complete range of services.

Around 10,000 organisations currently hold membership and this figure is increasing year on year. Our unique membership model means everyone in your organisation gets the help and advice that is right for them. Plus you get all the benefits of being part of a supportive community of like-minded organisations nationwide sharing best practice together.

Benefits of membership include:

• Unrestricted access to our unique online safeguarding manual and complete range of resources
• Access to our popular safeguarding policy template and policy writing support
• Ability to register with our DBS service, the largest provider of DBS checks to the faith sector in the UK
• Tailored support from our helpline and membership teams
• Discounts on training, consultancy and other products and services
• A team of safeguarding specialists on hand to answer any questions or advise on specific situations your team may have
• Opportunity to access our bespoke service agreement giving a consistent level of dedicated support all year round
• Opportunities to network and learn from other organisations ensuring your safeguarding staff do not feel isolated but supported and empowered in their role
• Regular email updates to keep you up to date on the latest developments in legislation and practise
Our vision is a world where every child and adult can feel, and be, safe.

What our members say

“We really appreciate the support and advice thirtyone:eight have given us as we have been establishing projects and supporting them to operate safely. They have a vast amount of experience and are fully up to date with policy and procedures which saves us a lot of time. I highly recommend them.”

Debra Green OBE, Founder and Executive Director
Redeeming Our Communities

“We, combining world-class expertise in child protection and a clear understanding of the life of the church, thirtyone:eight provides a vital service. Their work helps our churches, youth groups and children’s work continue to be safe communities in which children can flourish. I am grateful for their excellent work.”

Dr Krish Kandiah, Founder of Home for Good

Join our network
Annual membership costs just £120 (the equivalent of £10 a month) and ensures your organisation can remain confident and compliant. Thirtyone:eight also administers a support fund to assist struggling organisations with a low annual turnover or those just starting up to ensure finances are not a barrier to receiving our help.

Becoming a member
Applying to become a member is really easy and can be done online or by calling our friendly membership team on 0303 003 1111.

Go to thirtyoneeight.org to find out more.

We offer a complete safeguarding solution:
• DBS Service
• Training
• Policy and Guidance
• Consultancy
• 24 Hour Helpline

How we do it:
1. Equip society with the knowledge and skills to create safer environments for children and adults at risk.
2. Empower society to respond appropriately to those who are vulnerable or have experienced abuse.
3. Encourage society to stand against oppression and exploitation by informing legislation and striving to raise the standards in safeguarding practice.
Advice, guidance & support

Safeguarding Helpline
0303 003 1111

Call our safeguarding team 24/7 and get immediate help, advice and guidance.

People often have lots of questions, about what to do in a particular situation, when to take action, and who to report issues to. Our helpline is somewhere you can call, anonymously if you wish, to get advice and guidance on these issues and anything relating to safeguarding policy, procedure and practice.

It’s staffed by our team of caring and experienced professionals Mon-Fri, 9am-5pm, with an out of hours emergency service for urgent calls. Get advice and support about a range of concerns, including:

• Responding to safeguarding concerns
• Managing allegations of abuse
• Policy and practice guidance
• Management of offenders
• Issues such as past abuse or re-offending

Year on year, the number of calls are increasing and we’re helping to protect more people. So, whatever the issue, give us a call. You’ll always be listened to, and if we can’t help, we’ll point you in the direction of someone who can. At the end of a call, we will email you a copy of the advice we have given (if you supply an email address). This can be kept as a record and stored securely. All advice given by our helpline is quality assured and checked for accuracy.

In an emergency (especially if someone is in immediate danger of harm) you should always call 999 and ask for the police.

“We’ve made a number of calls about things we’re uncertain about. They have always been great and given sound advice and showed concern.”

Helpline caller
Online safeguarding manual

Unique to thirtyone:eight, our online safeguarding manual is your gateway to information and advice on all aspects of safeguarding policy and practice. The manual is built around our 10 safeguarding standards and is available exclusively to organisations that hold a current annual membership with us.

Our comprehensive reference manual can be accessed whenever you need help or advice on a particular topic area and can be used as a guide to help improve and develop your safeguarding provision. Our team of safeguarding advisors continually update and refresh the content in line with current legislation and latest best practice. Over the last years increased political devolution across the UK has meant there is now a significant difference in law, guidance and terminology across the four nations in relation to safeguarding. Our online manual is tailored to reflect this diversity and means you always get the information that applies to you.

Each standard is separated into three distinct areas designed to help you understand and create documents and guidance for your organisation. This is known as the “Triple P” framework and covers areas of Policy consideration, Procedural implications and Practice guidance. This means that people with different roles and responsibilities can easily find the information that is relevant to them.

To register go to thirtyone:eight.org

Resources

We offer a range of resources to help organisations and individuals with specific areas of safeguarding. All our resources are available from our website and include a range of free to download Help Leaflets on a variety of common topics. Our popular Workers Pocket Guide provides a handy reference for people working with children and adults. We also have a number of resources to support you in raising the profile of safeguarding more widely within your organisation. Our online shop has a range of books, resources and merchandise which provide more in-depth information and support on particular subjects.

Go to thirtyone:eight.org to see our full range.

“It is important to us to be able to direct people, including those who could be victims of historic abuse, to professional, knowledgeable, qualified experts, with wide experience.”
We’re here to protect vulnerable people. Together.

Policy support
Safeguarding policies are not just good practice but are written into government guidance. If you are a registered charity working with vulnerable groups (children and adults), the Charity Commission will expect you to have a safeguarding policy which your trustees will be held accountable for implementing. Having a well thought-through safeguarding policy demonstrates that your organisation values the children and adults within your care and sets the expectations of working practise and behaviour. This allows you to identify and appropriately challenge when things are not done in line with those expectations.

Many smaller organisations and places of worship find the task of creating and maintaining policies a daunting one. We can make this task easy and straightforward with our expert guidance and tools for organisations of all sizes and types.

Model template policy
Organisations can access our popular model safeguarding policy template based on our unique 10 safeguarding Standards. This provides the structure and wording needed to cover all the elements to ensure your organisation is fully compliant. This template can be used to create an individual policy, unique to your own setting and requirements. This service is available to organisations with a current annual membership with us.

Policy review
We offer a full policy review service for organisations using our model template policy. We will review it to ensure it contains all necessary elements and will make suggestions on amendments and any additions that should be included.

Policy development
We can undertake more detailed bespoke policy development, where we work alongside organisations who need more specific policies tailored to their particular context and setting to ensure they are fit for purpose. This is available to any organisations and members benefit from a discount.

Policy writing workshop
We have devised a unique hands-on workshop for those who don’t know where to start or are completely new to the world of safeguarding. This face to face course is designed for up to two people to attend from your organisation and the cost includes a free policy review upon completion.

Getting help
Our safeguarding team is always on hand to answer any questions you may have. To speak to a member of our friendly team call us on 0303 003 1111 or go online at thirtyoneeight.org
DBS Service

Our secure to use online system, and step-by-step support and guidance makes managing the recruitment of workers convenient and manageable.

DBS checks

Organisations that require DBS checks for their workers need to appoint a trusted agency known as an umbrella organisation approved by the Disclosure and Barring Service (DBS) to process checks on their behalf, however not all umbrella organisations offer the same levels of service and support.

Our background and experience in processing checks for churches and faith-based organisations since the DBS was first established in 2002, means we are now relied on as the largest provider of DBS checks to the UK faith sector. We are the go-to organisation for many charities, church denominations and dioceses, although our expertise is not just limited to faith groups as we now support a large variety of organisations from small local charities to large national companies and well-known household names.

Organisations who use our DBS service also benefit from having the support of our team of safeguarding professionals who are there to advise when checks come back with any relevant criminal convictions or information that raises concerns so you’re not left to tackle things on your own.

Why use us:

Fast turn around
Our automated online system is accurate as well as fast, so you get your results the moment they are available, meaning no long delays in recruiting your team.

Easy to use system
With one simple, easy to use system workers can submit their application at a time that suits them, and you get to see all applications at a glance and manage their progress online.

Free online registration
New DBS clients get registration to our secure online Ebulk system included in their set-up fee or for those using paper checks we include 10 free paper applications.

Experienced support
All our dedicated staff have on-the-ground experience of working or volunteering in children’s or youth work and are on-hand to help and support with any queries or questions.

Training and advice
Your membership gives you access to training and advice on all aspects of the DBS process from eligibility to safer recruitment. See training section page 23.

Scaled around you
Whether you’re a large national organisation or a small local one, whether you employ thousands of staff or just a handful of volunteers, our services easily scale to fit your needs.

“We’ve been with thirtyone:eight for our DBS processing since 2012. They’re excellent, and particularly good at providing advice specific to church roles. They are very efficient and their online system is very good and extremely easy to use.”
Keep you up to date
With changes in legislation and expectations on organisations it can be hard to stay up to date. We work closely with the DBS to bring you relevant news and ensure you stay compliant.

Support for applicants
We provide a range of support and resources for those managing the DBS process plus loads of help and advice for those submitting an application including online tutorials.

Services
Basic Disclosure checks
We are one of few organisations able to offer online Basic Disclosure checks which were newly introduced by the DBS in 2018 for roles which are not eligible for an enhanced check but where they require a certain level of trust by the organisation. This could include roles such as worship leaders, those offering transport to/from events, treasurers, caretakers, administrators, welcome team, stewards, preachers etc.

Standard and enhanced checks
Standard and enhanced checks are the most common checks that organisations process with us and contain information held on individuals by the police and government departments. Potential workers are able to easily submit their applications using our secure online system which enables you to simply track the progress of each application.

ID Verification
Part of the process for submitting DBS checks requires organisations to have a system for validating an applicant’s ID when they don’t have sufficient documents as given in the submission criteria. We provide a service to enable identity checkers to access the external ID verification check required for these applicants. This service is available even where organisation don’t process their DBS checks through us.

Paper checks
The majority of our clients choose the convenience of our online system, however where the needs of an organisation dictate that paper applications are used we are able to fully support the process and/or to support with the transition from paper to online.

Costs
Our DBS service is part of our charitable objectives to help organisations create safer places. As such we only ever seek to cover the costs of running our service and make no additional charge for providing consultation and advice on good working practice or individual appointments. We’re proud that our charges remain significantly lower than most other Registered Bodies as well as being able to offer our advice and support at no extra cost.

The costs of a check are based on the statutory fee set by the DBS plus our basic administration charge. Registration to our secure online system is included in your set-up fee and for large organisations or denominations (processing a minimum of around 600 checks per year) bulk discount rates may apply.

Payment is made monthly by Direct Debit and you will receive a direct debit notification by email 15 days in advance of the fees being paid.

Registering
Registering for our DBS service is really easy and can be done online or by calling our office to request a form. Access to our DBS service requires your organisation to hold a current annual membership with us.

To register or to find out more go to thirtyoneeight.org or call our friendly team on 0303 003 1111. Call us to discuss our bespoke membership scheme and rates or how we can support you.
Empowering your people
As a CPD member organisation, all our courses are designed to ensure everyone in your organisation is confident and competent in applying what they’ve learned to your specific setting. Our three levels of learning are there to meet the needs of people fulfilling different roles, starting at foundational level and working up to advanced level and specialist topic areas.

We offer relevant, accessible and engaging face-to-face training at venues across the four regions of the UK including at our dedicated training facility in Kent. We run a rolling programme of training throughout the year on a variety of dates and at different times to suit a range of circumstances. Each student receives a certificate on completion of a course so you can easily document their training for compliance purposes. Alternatively organisations can opt to host a course which provides a closed training experience tailored to your own workers and place of work. Our popular online foundation training is another option which allows workers the flexibility and convenience of training at a location and time that suits their needs. Our primary expertise is in supporting churches and faith organisations and our courses are all created with that purpose, however all are relevant to anyone working with children and adults in a variety of settings.

Foundation level
Our popular foundation level courses are the perfect place to start for anyone looking to work or volunteer with children or adults. Our professional and experienced trainers use a range of teaching methods from presentation slides to audio visual elements and small group exercises. Our foundation level courses are delivered at a reasonable pace particularly for those who are new to safeguarding and are the first step to moving on to our advanced level and specialist training courses.

Training is central to empowering and equipping your workforce with the knowledge and skills they need to create safer places, and we’ve been working together with organisations delivering training for over 25 years.

"We received excellent feedback about the course you ran recently in particular our Safeguarding Officer, who has attended many of these courses, said yours was the best that she has ever attended."

Safeguarding Children and Young people
This half-day course is for anyone who works or volunteers directly with children and young people such as crèche workers and children and youth workers. The interactive programme is delivered over a morning or afternoon and is designed to be accessed by anyone at any level of the safeguarding learning journey.

Topics covered:
- Understanding the Safeguarding task;
- Signs, indicators and effects of abuse;
- Taking action; Safer practices.

Safeguarding adults at risk of harm
This half-day course is for anyone who works or volunteers directly with adults and in adult focused ministries such as: counsellors, pastoral workers, debt advisers, prayer ministry teams, street pastors, etc. The interactive programme is delivered over a morning or afternoon and is designed to be accessed by anyone at any level of the safeguarding learning journey.

Topics covered:
- Understanding the context for safeguarding adults; Who is at risk and who are the perpetrators;
- Signs, indicators and effects of abuse; Safer practice and responding well.

Safeguarding children and adults at risk
This combined full-day course is for anyone who works or volunteers directly with children, young people or adults. The interactive programme is delivered over a full day from 10am-4pm with a 45 minute break for lunch and is designed to be accessed by anyone at any level of the safeguarding learning journey.

Topics covered:
- Understanding the Safeguarding task;
- Signs, indicators and effects of abuse;
- Taking action; Safer practices.
Advanced level

Our advanced level training is designed for people wanting to take their safeguarding knowledge a step further or where their role requires a greater level of knowledge or understanding. Our professional and experienced trainers use a range of teaching methods from presentation slides to audio visual elements and small group exercises. The sessions are varied and delivered at a steady pace for those who are already familiar with safeguarding terminology therefore previous foundation level training is recommended in order to participate.

Safeguarding for Co-ordinators and designated leads

This full-day course is for anyone with lead responsibilities for safeguarding within their church or organisation, whether your role is as the safeguarding coordinator, designated lead, trustee or senior leader. The interactive programme is delivered over a full day from 10am-4pm with a 45 minute break for lunch.

Topics covered:
- Broadening and enhancing existing knowledge of safeguarding; roles and responsibilities; managing thresholds and expectations; taking action.
- Safer recruitment
  This full-day course is for anyone with responsibility for implementing safer recruitment processes in their organisations, including local authorities, children’s charities, community groups, churches or other organisations providing a service to children, young people and adults. We will explore how you can most effectively put into practice a range of processes and practices to help make your organisation safer for the people you serve. The interactive programme is delivered over a full day from 10am-4pm with a 45 minute break for lunch.

  Topics covered:
  - Understanding the wider context of safer recruitment; the recruitment process; Making the right decision; developing safer cultures.
  - Identifying, assessing and managing risk
    This half-day course is for anyone who holds responsibility, oversight and decision-making powers within their church or organisation, usually in a leadership role. You will be equipped with the knowledge and tools needed to identify, assess and manage risk whilst supporting known offenders and those whose behaviour may be cause for concern. The interactive programme is delivered over a morning or afternoon.

  Topics covered:
  - What is risk? Assessing risk, Managing and reviewing risk.

Specialist training

Our specialist courses focus on a range of individual issues and areas of practise. They are designed for those wanting to increase their knowledge of a specific relevant subject area. Our professional and experienced trainers use a range of teaching methods from presentation slides to audio visual elements and small group exercises. The sessions are varied and delivered at a steady pace for those who are already familiar with safeguarding terminology therefore previous foundation level training is recommended in order to participate.

DBS Eligibility

This half-day course is for anyone who is responsible for the DBS process within their organisation and for those who need to make a decision on whether or not a role requires a disclosure and how to effectively manage the criminal records check process. You will explore how the DBS checking process links with the safer recruitment procedures. The interactive programme is delivered over a full day from 10am-4pm with a 45 minute break for lunch.

Topics covered:
- An overview of safer recruitment, understanding regulated activity and enhanced eligibility, the important and limitations of a DBS check, Duty to refer, managing overseas workers.
- Pastoral care and supporting survivors
  Many churches are now finding that traditional pastoral care models which rely heavily upon ministers, church leaders and paid pastoral workers are no longer working, and increasingly are seeking to re-imagine pastoral care models that develop the roles of other members. This half-day course addresses the safeguarding issues surrounding pastoral care in the Church and Christian organisations. The interactive programme is delivered over a full day from 10am-4pm with a 45 minute break for lunch.

Topics covered:
- Understanding Spiritual abuse, understanding the impact, responding well, healthy cultures.

Domestic abuse

This half day course, which is delivered in partnership with the charity Restored, www.restoredrelationships.org will explore the prevalence and impact of Domestic Abuse and help you to develop an understanding of how churches are not immune from these issues and that they can take action to address this form of abuse. The interactive programme is delivered over a morning or afternoon.

Topics covered:
- What is domestic abuse and who is most affected by it, The prevalence and impact of Domestic Abuse, Power and Control including non-violent coercion, Strategies to support those affected.

Understanding Spiritual Abuse and creating safer cultures

There has been growing awareness of experiences of coercive control in Churches and Christian faith organisations over recent years. Based on recent research conducted by Bournemouth University, this half day course will explore the issue of spiritual abuse in churches and help you develop a better understanding of effective responses. This interactive programme is delivered over a morning or afternoon.

Topics covered:
- Understanding Spiritual abuse, understanding the impact, responding well, healthy cultures.
Online training

Our online foundation training is perfect for organisations that have a workforce spread over a large geographical area, or where it is difficult to arrange for all workers to attend a single training event. Our online courses allow the flexibility and convenience of training at a location and time that suits your needs, plus it gives the ability to easily monitor completion rates and the progress each individual has made. To complete the course workers must pass a brief test to assess whether they have understood what they have learned. Access to the course is via a secure email link which can be controlled by the organiser and issued to workers as and when required.

Hosting a course

Organisations can choose to host their own course. This can provide a closed training experience tailored to your own workers and work setting. Hosted courses allow organisation to relate the training directly to their own policies and working practices, and mean workers are able learn alongside colleagues form the same organisation to share and discuss scenarios and issues relevant to where they work. Hosted courses can be used to focus on issues particular to your setting or the groups of people that your organisations work with.

Booking

Booking your training with us is really easy and can be done online or by calling our friendly training team.

Go to thirtyoneeight.org or call 0303 003 1111 (option 3) to discuss our hosted and bespoke training packages and rates. Register your details with us to receive regular updates and notifications of training that is happening near you.

“As a teacher of over 20 years I thought I’d heard every aspect of safeguarding. However, I was totally wrong! After attending your training today, I’ve walked away with a new understanding and would highly recommend your course.”
Consultancy

Our Consultancy services help organisations of all shapes and sizes deal with increasingly complex safeguarding issues, which may pose substantial levels of challenge and risk. Our multi-disciplinary team of qualified professionals bring a wide range of skills and extensive experience to this complex area of work.

We offer specialist advice, guidance and support to help churches, charities, NGOs and other faith-based organisations create safer places, drawing on over 40 years of safeguarding experience in the faith sector. However, increasingly we find we are working with a much broader variety of charities and organisations who come to us because of our breadth of expertise, trusted track-record, and personal approach.

Our team will work with you to determine your specific needs and develop tailored solutions to meet them. We will work directly alongside you and your team to achieve your specified objectives and provide you with a single point of contact to undertake the work, which will be directly overseen by our Head of Consultancy.

How it works

We will hold an initial scoping discussion with you to help understand the background, context and needs of your organisation. Based on this we will draw up a Schedule of Service which will outline the plan of work, costs and timescales involved. Once agreed we will then match you with one of our highly skilled team. All our consultancy work is quality assured by our Head of Consultancy and Chief Executive upon completion.

Services

Safeguarding reviews and audits

Using our specially developed audit tool built around our unique framework of 10 safeguarding standards, a safeguarding review or audit will provide your organisation with a comprehensive analysis of all your safeguarding arrangements. This will include a thorough assessment of your organisation’s relevant policies and procedures, as well as exploring how well they are embedded within the culture of the organisation. You will receive a full written report summarising the findings and a complete list of actions and recommendations for areas of development and improvement.

Risk Assessments

Risk Assessments are used to explore risk factors, and protective factors to help the process of decision making regarding an individual worker. This could arise from a known conviction, an allegation that wasn’t pursued, or a concern following issues that may have arisen. Following an initial scoping discussion, the assessor will then explore the role the person has or has applied for, the responsibilities this entails, and the levels of known concern. This assessment will highlight any risks together with identifying any measures that may need to be taken to mitigate them.

Case reviews

An Independent Case Review may include one particular case, a number of past cases, or a more general review of the safeguarding records held by the organisation. Following an initial scoping exercise to establish a clear remit for the review, our independent assessors will identify any relevant lessons from the management of past cases which can be used to inform improvements in current and future practice.

Independent Complaints investigations

It is recommended that charities have a three stage process for complaints resolution, the final stage being an independent appeal. It is at that appeal stage that the benefit of having an independent and objective person to review the process undertaken is most valuable. We can offer impartial views to aid the decision making outcome of any complaints investigation and our independent status means we can offer clear recommendations and actions as well as identifying ways of strengthening safeguarding practice going forwards.

International Child Protection

There is an increasing need to be able to offer support to organisations and churches who are based in the UK but working with children and young people in other countries through projects such as orphanages, schools, child sponsorship, and humanitarian aid. We have developed specialist tools to help your organisation demonstrate compliance from oversees partners in regards to organisational policy and practice, and to ensure best practice is translated with cultural understanding, context and sensitivity.
Crisis management
If things do go wrong, our Crisis Management service can help you to manage the situation in the short term as it develops, offering you guidance and advice. In the aftermath of a crisis we can support with Management Investigations and debriefings helping your organisation to learn from the situation and prevent any repetition or long term damage. Such threats are usually unexpected and require quick decision making. They may also have added pressure due to immediate and continued media interest.

Expert witness and subject matter expertise
Our team has a wide range of experience, at very senior levels, within a variety of public, private and voluntary sector bodies such as local authority children’s services, the police, academic research and multi-agency safeguarding. Combined with our extensive knowledge of the faith sector and church leadership, both past and current we are able to provide expert witnesses and advice for those involved in court proceedings, tribunals and ongoing investigations where faith is a significant factor in the case and requires a specialist understanding.

Management Investigations
Dealing with allegations of misconduct or gross misconduct within staff teams is a very sensitive and often highly complex task. Achieving the right outcome is essential and depends on being able to undertake an impartial and independent investigation of all the facts and evidence. Our trusted and experienced staff can undertake such investigations sensitively and discreetly. In particular, their skills and experience ensure a fair, evidence-based outcome that will remain independent of any future decision by senior management regarding an employee’s suitability to remain in post or the ‘fitness for purpose’ of any safeguarding policies.

Investigations Debriefing
Following an investigation, an organisation’s staff and volunteers often wish to explore the issues that have arisen and learn key lessons for the future. We have developed a unique and sensitive service to support staff, and in particular helping them make sense of what happened prior to, during and after an investigation (particularly when colleagues have been involved). This is a crucial element in demonstrating an organisation’s commitment to their welfare.

Accessing our services
Access to any of our consultancy services is really easy and can be done by registering your interest online or by calling our friendly team. Discounts on our services are available to organisations that hold a current annual membership with us.

Go to thirtyoneeight.org to register, or call us on 0303 003 1111 to find out more and to discuss our bespoke consultancy package or service agreements.

“Fantastic help, very warm and caring and good advice given.”

Karen
Head of Consultancy
Get in touch

To find out more about any of our services or to enquire about membership call one of our friendly team who’ll be able to help you on 0303 003 1111. To speak to someone about a particular service use the following menu options:

**Option 1** DBS Service

**Option 2** Safeguarding helpline

**Option 3** Training or Consultancy

**Option 4** Payment enquiries

**Option 5** Membership

Online and social

You can find lots of information on our website including our range of free to download resources. Go to thirtyoneeight.org email us on info@thirtyoneeight.org follow us on social media @thirtyoneeight or sign up to receive regular email updates through our website.

Our partnerships and associations

We are privileged to have working relationships with the following organisations and bodies:

- Partner Agency with CEOP (the Child Exploitation and Online Protection Centre) at the National Crime Agency
- Member (and current Chair) of the Christian Forum for Safeguarding
- Member of the National Working Group on Child Abuse Linked to Faith or Belief
- Associate Member of the UK Council for Child Internet Safety (UKCCIS)
- A Body in Association with Churches Together in England
- Member of the Evangelical Alliance
- Member of the Christian Helplines Association
- Member of the Helplines Partnership
- Member of the CPD Certification Service
- Member of the International Society for the Prevention of Child Abuse & Neglect (ISPCAN)
- Member of the British Association for the Study and Prevention of Child Abuse & Neglect (BASPCAN)
- Associate Member with the Association of Christian Counsellors (ACC)
- We provide the Secretariat for the All-Party Parliamentary Group on Safeguarding in Faith Settings

*Words taken from the Common English Bible translation.

‘Speak out on behalf of the voiceless, and for the rights of all who are vulnerable.’

Proverbs 31:8