



Cathedral Safeguarding Handbook

Promoting a safer church

Based on the House of Bishops Parish Safeguarding Handbook October 2018

	Ely Cathedral	
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'The Church of England is called to share the good news of God's salvation through Jesus Christ. The life of our communities and institutions is integral to how we address this task. The good news speaks of welcome for all, with a particular regard for those who are most vulnerable, into a community where the value and dignity of every human being is affirmed and those in positions of responsibility and authority are truly trustworthy. Being faithful to our call to share the gospel therefore compels us to take with the utmost seriousness the challenge of preventing abuse from happening and responding well where it has'.

From 'Promoting a Safer Church', The Church of England's Safeguarding Policy Statement.



Message from Justin Welby, Archbishop of Canterbury

Dear Colleagues,

Safeguarding is at the heart of our Christian faith. We are all made unique and in the image of God. Jesus came that we might have life and have it in abundance (see John, chapter 10 verse 10).

‘Safeguarding’ means the action the Church takes to promote a safer culture in all our churches. In order to achieve this, we need to do a lot of hard work. We will promote the welfare of children, young people and adults. We will work to prevent abuse from occurring. We will seek to protect those that are at risk of being abused and respond well to those that have been abused. We will take care to identify where a person may present a risk to others and offer support to them whilst taking steps to mitigate such risks.

The Church will take appropriate steps to maintain a safer environment for all. In order to do this, we must be obedient to Christ who placed a child in the midst of his disciples and encourages us all to be childlike in our faith (see Matthew, chapter 18 verses 1–5). So, we must practice fully and positively a ministry to all children, young people and adults; to respond sensitively and compassionately to their needs in order to help keep them safe from harm.

I hope that this Handbook will contribute greatly to promoting a safer culture and building good safeguarding practice.

I hold in my prayers all who are directly involved in this crucial work and let us all pray that we may strive to be a safe church for all.

Yours in Christ's fellowship,

Archbishop Justin Welby

FORWARD FROM THE DEAN



This Safeguarding Handbook is one of the Cathedral's most important documents. It is important because, as Christians, we recognize that all people are made in God's image and so are worthy of respect and honour. We want everyone to be confident that the Cathedral is a place of safety and security, somewhere where the culture of safeguarding is paramount.

We have a very special duty and care placed upon us to ensure that this is so for children and vulnerable adults.

As well as showing special concern for children and vulnerable adults, the contents of this Handbook are here to protect and educate those of us who work with, and come in contact with, children and vulnerable adults by commending best practice, and making us aware of issues and matters that we need to have in our consciousness.

So, with particular thanks to those who work so hard in this area, I commend this Handbook and the training offered to you.

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Introduction

- The handbook brings into one place the key safeguarding responsibilities that are outlined in the House of Bishops' Safeguarding Policy and Practice Guidance (<https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance>). It is not exhaustive but is designed to support the day to day safeguarding work of Ely Cathedral. The handbook signposts more detailed guidance that can be accessed as required.
- The handbook is aimed at all those that have a key role to play with children, young people¹ and adults in the Cathedral and is a source of information for all staff and volunteers. Section 1 is aimed at those in the Cathedral with specific Safeguarding Responsibilities including the Dean, Chapter, Cathedral Safeguarding Adviser and Departmental Safeguarding Officers. This is based on guidance from Key Roles and Responsibilities of Church Office Holders and Bodies Practice Guidance (2017) (<https://www.churchofengland.org/sites/default/files/2017-10/roles-and-responsibilities-practice-guidance.pdf>).
- It is recommended that a pocket guide is made available to all those in the Cathedral that have a role with children, young people and adults, as well as all staff and volunteers.
- It is hoped that the use of the handbook and complementary material and training opportunities will contribute greatly to promoting a safer culture and building good safeguarding practice in Ely Cathedral.
- The duty to have 'due regard' to guidance under section 5 of the Safeguarding and Clergy Discipline Measure 2016² applies to the handbook. It does not apply to the model templates and additional good practice reference material that have been offered to complement this handbook. In addition, failure to have due regard to House of Bishops' Safeguarding Policy and Practice Guidance may have direct consequences for the validity of insurance policies.
- The most up to date version of the Parish Safeguarding Handbook (on which this document is based) will always be available on the Church of England website, as will all Safeguarding Policies, Procedures and Practice Guidance.

¹ The term "child" is used to include all children and young people who have not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently, is in further education, is a member of the armed forces, in hospital, in prison or in a Young Offender's institution, does not change his or her status or entitlement to services or protection under the Children Act 1989. The handbook also uses the term 'young person/people' for those aged between 14 and 17.

² This means that the "relevant persons" as defined in the 2016 Measure (who include but are not limited to the Dean and Chapter) will need to comply with its terms unless they can point to cogent reasons for not doing so. (To be 'cogent', such reasons must be clear, logical and convincing).

KEY MESSAGES

- The welfare of the child, young person and vulnerable adult is at all times paramount and takes precedence **over all other considerations.**
- The Diocesan Safeguarding Adviser **must** be consulted whenever a safeguarding concern of any kind arises in the Cathedral.
- Safeguarding is part of our core faith and an integral feature of Christian life in Ely Cathedral.

Language

The term “**vulnerable adult**” refers to a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability, illness, old age, emotional fragility, distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired³.

Please note that some adults may not consider themselves vulnerable but may be vulnerable to being abused by individuals in positions of leadership and responsibility. As adults are not inherently vulnerable and in need of protection it is important to recognise that the factors described below do not, of themselves, mean that a person is vulnerable. It is a combination of these factors and the circumstances that a person finds him/herself in that can make an individual vulnerable to abuse or neglect.

Some factors that increase vulnerability include:	
<ul style="list-style-type: none">• A mental illness, chronic or acute• A sensory or physical disability or impairment• A learning disability• A physical illness• Dementia• An addiction to alcohol or drugs• Failing faculties of old age• Those who are homeless	<ul style="list-style-type: none">• Refugee families or individuals (including those seeking asylum)• Victims/survivors of domestic abuse – direct violence and/or significant emotional coercion• Those who have suffered historic abuse in childhood• A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events – for example bereavement, abuse or trauma
These factors may not exist in isolation; for example, someone with a drink problem masking underlying dementia; or a frail housebound elderly person with underlying depression.	

³ [Section 6 of the Safeguarding and Clergy Discipline Measure 2016.](#)

Quick Guide to the Handbook

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1. Cathedral Roles and Responsibilities⁴

The Dean, Mark Bonney

The role of the Dean is to provide leadership concerning safeguarding across the Cathedral, and to encourage everyone to 'Promote a Safer Church'.

In Ely Cathedral the Dean will, in Chapter

- Have an oversight of the activities that are the responsibility of the Chapter, particularly involving children and vulnerable adults;
- Inform and work in co-operation with the Cathedral Safeguarding Adviser and the Diocesan Safeguarding Adviser in the event of allegations, suspicions or disclosures of abuse, and ensure that those who may present a risk to children, young people and vulnerable adults are effectively managed;
- Encourage a culture of safety and vigilance;
- Provide an annual report to the Bishop on safeguarding policy, procedures, practice and review in the Cathedral.

The Chapter: James Garrard, Jessica Martin, James Reveley, Tim Bellis, Tim Walters, Tom Buchanan, Victoria Avery.

In Ely Cathedral the Chapter will:

- Accept its duty of care is to 'Promote a Safer Church' for all in the Cathedral community, and ensure there is a safeguarding strategy in place;
- Create an environment which is welcoming, respectful and safe from abuse, and enables and encourages concerns to be raised and responded to openly, promptly and consistently;
- Adopt and implement House of Bishops' safeguarding policy and practice guidance;
- Provide a structure to manage safeguarding in the Cathedral with clear lines of accountability;
- Appoint a Cathedral Safeguarding Adviser (CSA), and Departmental Safeguarding Officers to work with the Dean, the Chapter and Cathedral staff to implement House of Bishops policy and guidance. Make arrangements to ensure appropriate support, supervision and training is provided for these officers;
- Nominate the Chapter Safeguarding Lead to attend the Diocesan Safeguarding Liaison Group (DSLGLG);
- Collaborate and liaise where required with the statutory and voluntary agencies;
- Ensure secure storage of records;
- Liaise with the Diocesan Safeguarding Adviser to ensure all safeguarding responsibilities are met within the life of the Cathedral;
- Ensure that all safeguarding allegations or concerns in relation to Cathedral Staff or Volunteers are reported to the Diocesan Safeguarding Adviser in line with House of Bishops guidance;
- Ensure suitable training is provided for Cathedral officers in line with the training and development and training framework;
- Provide appropriate insurance cover for all activities undertaken in the name of the Cathedral;
- Ensure appropriate DBS processes are in place;
- Provide a complaints and whistleblowing procedure which can be used for those who wish to complain about the handling of safeguarding issues, See section 4;

- Complete national safeguarding self-assessments as required;
- Ensure, in liaison with any affiliated schools, that the Chapter fulfils its statutory responsibilities and a progress review forms part of the annual safeguarding review. It is important that there is a clear agreement in place between a Cathedral and the school that clearly defines where the safeguarding responsibilities of each party begin and end;
- Review progress annually, including an annual review of the Cathedral safeguarding policy, practices and procedures;
- Ensure Safeguarding is a standard agenda item at every Chapter Meeting.

Chapter Safeguarding Lead, James Reveley

The Chapter Safeguarding Lead is a member of Chapter and oversees Safeguarding at a policy level across the Cathedral with/on behalf of the Dean and

- Leads on and reports to Chapter on all policy developments and practice guidance and ensures that Chapter practice guidance is regularly reviewed;
- Co-ordinates with the Dean and the Independent Chair of the Cathedral Safeguarding Group and assists in setting agendas for the Cathedral Safeguarding Group Meetings;
- Is the reference point for Departmental Safeguarding Officers when there are questions;
- Attends the Diocesan Safeguarding Liaison Group on behalf of Chapter;
- Works in co-operation with the Cathedral Safeguarding Adviser and the Diocesan Safeguarding Adviser in the event of allegations, suspicions or disclosures of abuse, and ensure that those who may present a risk to children, young people and vulnerable adults are effectively managed;
- Assists the Dean in producing an annual report to the Bishop and for the Cathedral's Annual Review. In the Annual Review will be a statement which reports on progress and a statement as to whether or not the Cathedral has complied with the duty to have "due regard" to the House of Bishops' Safeguarding Policy and Practice Guidance;
- Regularly report on safeguarding in the Cathedral at Chapter Meetings;
- Acts as the point of contact with the Dean and Cathedral Safeguarding Adviser for any enquiry from the National Church or any other Statutory Authority in relation to a safeguarding issue.

⁴ For further information please see section 3 in the [House of Bishops' Key Roles and Responsibilities of Church Office Holders and Bodies Practice Guidance](#) ('Roles 2017').

Ely Cathedral has a service level agreement with the Diocese of Ely to provide support in this regard.

Being the principal link with the Chapter Safeguarding Lead and first port of call for any Safeguarding Enquiry from Departmental Safeguarding Officers, the Cathedral Safeguarding Advisor is responsible for:

- Advising and leading where an allegation that a child or vulnerable adult has suffered abuse is made against clergy, officers, staff or volunteers at the Cathedral;
- Processing DBS checks for clergy, staff and volunteers at the Cathedral and providing support and guidance as required in relation to the DBS process;
- Giving advice, information and support to those who have suffered abuse;
- Giving advice to the Dean, The Chapter and other Safeguarding officers and staff in the Cathedral on safeguarding matters;
- Providing, or co-ordinating the provision of, training on safeguarding matters;
- Supporting the Cathedral in implementing and following the guidance issued by the House of Bishops and where appropriate challenging the Cathedral on what they have done to implement that guidance;
- Issuing guidance and support on safeguarding matters as they arise at the Cathedral that is consistent with the guidance issued by the House of Bishops;
- Where a clergy risk assessment is required to be carried out, making the arrangements for it to be carried out;
- Where a non-clergy risk assessment is required to be carried out, either carrying out the assessment or making the arrangements for it to be carried out;
- Giving advice on the conduct of a clergy or non-clergy risk assessment and, where such an assessment has been carried out, advising on the steps to take in light of it and monitoring any such steps as are then taken;
- Promoting good practice on safeguarding matters;
- Attending the Cathedral Safeguarding Advisory Group.

Cathedral Safeguarding Adviser, Lisa Pearson

These are the named person(s) who holds the general 'overview'. The key tasks for the Cathedral Safeguarding Advisers are to:

- Ensure that the Cathedral Safeguarding Policy/Guidance and contact details are displayed in all Cathedral premises;
- Undertake a regular safeguarding self-assessment in the format offered by the Diocese/central church authorities;
- Have an overview of activities in the Cathedral involving children and vulnerable adults and keep a record of these activities;
- Be familiar with diocesan and Cathedral safeguarding guidance, eg Safer Recruitment Training and ensure that these are being implemented across the Cathedral;
- Liaise with the Chapter Safeguarding Lead/Dean and DSA over safeguarding issues;
- Develop a risk and issues register on safeguarding for the Cathedral;
- Ensure that training is being undertaken and checking on that with the Safeguarding Administrator;
- Report all concerns or allegations to the Diocesan Safeguarding Adviser;
- Keep good records of any safeguarding concerns that may arise and copy them to the DSA;
- Be responsible for managing the *Cathedral Safeguarding Administrator(s)*.

Cathedral Safeguarding Administrators, Sarah Coakley & Elizabeth Gill

Are responsible for:

- Management of all Confidential Declarations;
- Keeping a log of all training undertaken;
- Giving notification when refresher training is required;
- In collaboration with the Manager of HR and Compliance, keeping a record of DBS checks of non-clergy staff and Chapter, Staff and Volunteers and giving notice of their need for renewal and training updates.

Departmental Cathedral Safeguarding Officers, Jonathan Bell (Chief Operating Officer), James Garrard (Music and Worship/Link with King's Ely), Jessica Martin (Learning), James Reveley, (Edward Bear/Junior Church/ Café Church)

Have oversight and responsibility for implementing Safeguarding Policy and Practice in their own departments:

The key tasks for the Departmental Cathedral Safeguarding Officers are to:

- Have an overview of activities in their department involving children and vulnerable adults and keep a record of these activities;
- Be familiar with national, diocesan and Cathedral safeguarding guidance, e.g. Safer Recruitment Training and ensuring that these are being implemented in their department;
- Liaise with the Cathedral Safeguarding Adviser on safeguarding issues;
- Report all concerns or allegations to the Cathedral Safeguarding Adviser;
- Keep good records of any safeguarding concerns that may arise in their department and copy them to the Cathedral Safeguarding Adviser;
- The Music Department DCSO has particular responsibilities in relation to the care of Choristers in the Cathedral which include liaising with Safeguarding Professionals at King's Ely and maintaining protocols and procedures which relate specifically to Choristers;
- Be members of Ely Cathedral Safeguarding Advisory Group.

2. Contacts for Key Cathedral Officers

Where to find help in the Cathedral

The Dean

Very Revd Mark Bonney (Clergy)

Tel: 01353 660316 email: M.Bonney@elyCathedral.org

Chapter Safeguarding Lead

Revd Canon James Reveley (Clergy)

Tel: 01353 660302 email: J.Reveley@elycathedral.org

Departmental Safeguarding Officer – *Chief Operating Officer*

Jonathan Bell (Non-Clergy)

Tel: 01353 660308 email: J.Bell@elycathedral.org

Departmental Safeguarding Officer *Music and Worship/Link with King's Ely*

Revd Canon James Garrard (Clergy)

Tel: 01353 660335 email: J.Garrard@elyCathedral.org

Departmental Safeguarding Officer *Learning*

Revd Canon Jessica Martin (Clergy)

Tel: 01353 660304 email: J.Martin@elyCathedral.org

Departmental Safeguarding Officer *Edward Bear/Junior Church*

Revd Canon James Reveley (Clergy)

Tel: 01353 660302 email: J.Reveley@elycathedral.org

Cathedral Safeguarding Administrators

Sarah Coakley (Non-Clergy)

Tel: 01353 772135 email: S.Coakley@elyCathedral.org

Elizabeth Gill (Non-Clergy)

Tel: 01353 660362 email: E.Gill@elycathedral.org

Cathedral Safeguarding Adviser (Independent of Cathedral)

Lisa Pearson

Tel: 01353 652747 email: lisa.pearson@elydiocese.org

Independent Chair of the Cathedral Safeguarding Group (Non-Clergy)

Jon Chapman

Email via: lisa.pearson@elydiocese.org

Diocesan Safeguarding Advisers (Independent of Cathedral)

Rebecca Boswell Tel: 01353 652731 email: rebecca.boswell@elydiocese.org

Sharon Gage Tel: 01353 652706 email: sharon.gage@elydiocese.org

Diocesan Safeguarding Officer (Independent of Cathedral)

Sarah King

Tel: 01353 652735 email: sarah.king@elydiocese.org

Further help and guidance, including independent Charities and information about confidential helplines can be found in Section 15.

3. Cathedral Activities and Groups who use the Cathedral

Guidelines for safeguarding Cathedral Choristers

Ely Cathedral works closely with King's Ely to ensure the safeguarding of choristers in its care. In this area, Cathedral and school safeguarding policies are compatible and regular meetings are held to ensure compliance and oversee training. King's Ely Child Protection Policy can be found here: <https://www.kingsely.org/wp-content/uploads/2019/09/Safeguarding-Policy.pdf> and a Cathedral Chorister Safeguarding Policy is sent to all Choir Parents every year.

The HR departments have a protocol agreed about the checks and training required and to inform each other formally by email of any chorister-related new staff or staff leaving such that both Single Central Registers can be kept up to date.

The Designated Safeguarding Lead at King's Ely is Ben Pennington. He can be contacted on Tel: 01353 660591 or BenPennington@kingsely.org.

Guidelines for Visiting Choirs

Ely Cathedral is committed to safeguarding all those who attend the worship and other activities that we offer. Choirs leading Cathedral Worship that include children, or choirs that will be working directly with children and adults at risk are required to be aware of their Safeguarding responsibilities and confirm that they have their own Safeguarding Policy.

No later than four weeks before a visit all choirs (whether including or working with under 18s or not) must submit:

- a list of all members of the group, including directors and organists
- a signed statement from the leader/organiser stating their familiarity with the Cathedral Safeguarding Handbook and confirming that they know of no Safeguarding concerns around members of their group

Choirs including or working with under 18s must in addition confirm:

- that they have their own Safeguarding policy, and send a copy
- that all leaders of the group hold a clear Enhanced DBS check

Choirs coming from abroad and including or working with under 18s must ensure that all adults have been carefully recruited using whatever checking arrangements are possible in the country of origin, or, if not, suitable references. All choirs of adults not expected to have direct contact with children should ensure they are familiar with the Cathedral's Safeguarding Handbook.

Safeguarding Information about Visiting Choirs will be monitored by the Precentor/Departmental Safeguarding Officer for Music and Worship.

Guidelines for safeguarding children, young people and families during learning activities.

- Activities and sessions involving children, young people and families are pre-booked using the Cathedral Spectrix booking system. The booking system allows us to collect parent contact details and to make it clear that parents/carers should accompany their children.
- Activities are led by a member of the learning team. All members of the learning team undergo training and checks before leading activities including a DBS check. In addition, one parent/carer per family group is expected to stay with the children during the activity.
- Members of the learning team should avoid one-to-one situations with children wherever possible and make sure that there is another adult in sight and ear shot where this is not possible.
- Where activities are held on-line, the Cathedral Code of Conduct for Online Meetings should be shared with all participants before the activity and adhered to throughout.
- Members of the learning team should avoid individual contact with the public via social media. Where this is not possible, for example if a member of the public messages with an enquiry about a session, replies should be brief and to the point. Members of the learning team should not enter into any social chat via social media and should alert the Departmental Safeguarding Officer if they have any concerns.
- If members of the learning team deliver activities through social media, they should follow the same protocols as set out in the Cathedral Code of Conduct for Online Meetings.
- If there are concerns about possible harm to a child advice should always be sought from the Departmental Safeguarding Officer in the first instance or from the Diocesan Safeguarding Adviser or the Cathedral's Safeguarding Adviser.

Guidelines for visiting School Groups to the Learning Department

- School visits are pre-booked with the Learning Team. The booking confirmation provides essential information about safeguarding including minimum ratio of adults to pupils (Key Stage 1 – 1:7, Key Stage 2 – 1:10; Key Stage 3 and above- 1:20). It states that it is assumed that the school's Safeguarding Policy covers trips out and refers to the Cathedral Safeguarding Policy on the Cathedral website.
- Information regarding risk assessment and fire regulations is sent with the booking confirmation.
- Booked activities are led by a member of the Learning Team. All members of the Learning Team undergo training and checks before leading school activities including a DBS check. In addition, an adult from the school party should remain with the group at all times. Pupils are advised to stay with their group and group adults during the visit and are made aware that members of the public may be in the Cathedral.
- It is important for members of the Learning Team to avoid being in one-to-one situations with children wherever possible and to make sure there is another adult within earshot.
- Toilet visits should be supervised by the school staff as members of the public may be present. If possible, the school should bring one or more male and female members of staff for mixed school groups. Members of the public should be directed to the disabled toilet, whilst the school group are using the main toilets.
- Occasionally young people may disclose information to a member of the Learning Team that gives rise to concern for their physical or emotional safety. In such situations it is important to communicate these concerns to the school's Lead Teacher and inform the Cathedral Safeguarding Officer.
- If there are concerns about possible harm to a child advice should always be sought from the Departmental Safeguarding Officer in the first instance or from the Diocesan Safeguarding Adviser or the Cathedral's Safeguarding Adviser.

Guidelines for safeguarding Work Experience Students

Only children in their last two years of compulsory schooling, or students taking post-16 courses, are eligible. The majority of pre-16 placements last for two weeks, but post-16 placements can be longer depending on the course being followed. The guidance for safeguarding children outlined in Section 13 Best Practice should be followed

Ely Cathedral endeavours to plan work experience placements (e.g. Duke of Edinburgh Award Scheme) so that the students gain a realistic view of a job which is within their capabilities, and are able to feel that they have made a genuine contribution to the activity of the department to which they have been assigned.

A Health and Safety risk assessment is performed prior to the placement and a copy supplied to the student's school. The Cathedral expects to be informed by the school/organisation whether any student requires special arrangements to take account of any disability or medical condition, or other special need.

Students are asked to come for a pre-placement meeting to give them an idea of the activities they will be undertaking and the conditions in which they will be working. At this meeting, they will be interviewed by the Head of the relevant Department and will have the opportunity to ask questions to assure themselves that the placement is right for them. If either party is unhappy with the proposed placement, the school/organisation will be informed and the placement will not take place. Close liaison with the school/organisation is maintained and a visit by school staff/organisational representatives during the placement is always encouraged.

Induction takes place on the first day of the placement, with emphasis on emergency procedures and general Health and Safety rules. In the event that a student refuses to comply with any Health and Safety rule, the placement would be ended and the school/organisation notified. The student is always assigned to a paid employee or suitable volunteer as their Named Supervisor and is never left unsupported in the working role. All employees/volunteers to whom students are assigned are subject to an Enhanced Disclosure from the Disclosure and Barring Service. The Cathedral holds Public and Employers' Liability Insurance which extends to students on work experience

Procedures for safeguarding staff and volunteers from harassment and bullying

All complaints of abuse, harassment and bullying will be taken seriously and thoroughly investigated. Our policy and procedures are in our staff handbook and can be found on the network in the Cathedral staff shared folder 'Policies and Procedures' or a hardcopy is available from the HR department.

Procedures for safeguarding staff and volunteers in the Cathedral who encounter difficult visitors

If a member of staff or volunteer is approached by a difficult visitor they should not challenge them. They should immediately contact a Visitor Services Assistant who will notify the Verger on duty to deal with the situation. If there is no Visitor Services Assistant person on duty then the volunteer or staff member should contact the Verger on duty, the Visitor Experience Manager or the Resident Canon. If none of these can be contacted then they should ring the Police themselves. The incident should be logged in the Vergers' office. There is a separate Handbook for Day Chaplains with information about dealing with vulnerable, distressed and needy people in the Cathedral.

Hire Out of Cathedral Premises

The Cathedral will ensure an addendum to a hire agreement is always used when any person/body hires Cathedral premises (e.g. The Cathedral Centre or Powcher's Hall) for activity that involves children, young people or vulnerable adults⁵, for example a pre-school, youth group or mental health support group.

The addendum is based the Church of England 'Safeguarding Provision for Church Premises Hire Model (<https://www.churchofengland.org/sites/default/files/2017-11/Roles%20and%20Responsibilities%20-%20Appendix%206.docx>)

⁵ This does not include hiring by private individuals for private events, e.g. a child's birthday party.

4. Whistleblowing and Complaints

Whistleblowing⁶

The Cathedral's policy on whistleblowing is set out in our public interest disclosure policy. The policy provides protection for clergy, staff and volunteers who - in the public interest and in good faith - report any wrongdoing relating to Cathedral activities. This can include any breach of a legal obligation or activity which presents a danger to health and safety.

Complaints about the handling of safeguarding concerns

If there is a complaint about the way a safeguarding concern has been handled by the Cathedral or Diocesan Safeguarding Adviser or the Departmental Cathedral Safeguarding Officer, the Diocesan Secretary should be contacted.

If serious harm has been caused to a child or vulnerable adult by someone connected to the Cathedral, or if someone is in danger of serious harm, this must be referred to the police immediately by the Dean or relevant person.

⁶ For information please see the [government's advice on whistleblowing](https://www.gov.uk/government/consultations/government-advice-on-whistleblowing) or the Ely Cathedral website. <https://www.elycathedral.org/who-are-we/useful-documents>

5. Abuse and Neglect of Children⁷

The abuse of children and young people can take many forms. They have the same right to protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Children and young people from minority ethnic groups and those with disabilities (physical, sensory and/or learning difficulties) are especially vulnerable and need special care and protection.

Statutory Definitions

The UK central government document “[Working Together to Safeguard Children](#)” categorises and defines child abuse in terms of:

- **Physical abuse** including hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating.
- **Emotional abuse** including conveying to a child that they are inadequate, humiliation, blaming, controlling, intimidation, verbal abuse, isolation, seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying).
- **Sexual abuse** including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may include involving children in looking at, or in the production of, sexual images, watching sexual activities, or grooming a child in preparation for abuse.
- **Neglect** including failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm or danger, to provide adequate supervision and/or access to appropriate medical care or treatment. It may occur during pregnancy as a result of maternal substance abuse.

Domestic Abuse

Witnessing domestic abuse is child abuse⁸, and young people can suffer domestic abuse in their relationships.

Sexual Exploitation

Child Sexual Exploitation (CSE) is a type of sexual abuse. Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed and exploited online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation.

⁷ Further information is available on the Church of England's **Types of Abuse Fact Sheet** (<https://www.churchofengland.org/sites/default/files/2018-10/Type%20of%20Abuse%20Reference%20Document%20September%202018%20-%20PROOF%20COPY.pdf>)

⁸ This is because impairment caused by seeing or hearing the ill treatment of another (e.g. witnessing domestic violence or abuse) is included in the definition of 'harm' in the Children Act 1989, (for more information see the Church of England's [Responding Well to Domestic Abuse Policy and Practice Guidance](https://www.churchofengland.org/sites/default/files/2017-12/RespondingWellWeb.pdf) (<https://www.churchofengland.org/sites/default/files/2017-12/RespondingWellWeb.pdf>)).

Bullying and Cyberbullying

Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there is no escape because it can happen wherever they are, at any time of day or night.

Online Abuse

With the ever-growing use of the internet, mobile telephones and online gaming/social media, there has been a corresponding rise in the use of the internet and other electronic communication to target, groom and abuse children. Adults may target chat rooms, social networking sites, messaging services, mobile phones, online gaming sites and the internet generally. Children are particularly vulnerable to abuse by adults who pretend to be children of comparable ages when online and who try to obtain images or engineer meetings.

Electronic Images

The downloading, keeping or distributing of indecent images of children are all classified as sexual offences⁹. Such offences are sometimes referred to as non-contact sexual offences. However, it must be remembered that children will have been abused in the making of the images. The texting of sexual messages and photographs (sometimes referred as 'sexting': see [The Church of England's Fact Sheet – Sexting: https://www.churchofengland.org/sites/default/files/2018-09/1.%20Fact%20Sheet%20-%20Sexting%20%28youth%20produced%20sexual%20imagery%29.docx](https://www.churchofengland.org/sites/default/files/2018-09/1.%20Fact%20Sheet%20-%20Sexting%20%28youth%20produced%20sexual%20imagery%29.docx)) can be particularly problematic and abusive amongst children and young people.

⁹ [The Protection of Children Act 1978 Section 1.](#)

6. Abuse and Neglect of Adults

All adults, including vulnerable adults, have a fundamental human right to choose how and with whom they live, even if this appears to involve a degree of risk. They should be supported to make those choices, to live as independently as possible and treated with respect and dignity.

Who Abuses Adults?

Potentially anyone, adult or child, can be the abuser of an adult. Abuse will sometimes be deliberate, but it may also be an unintended consequence of ignorance or lack of awareness. Alternatively, it may arise from frustration or lack of support. The list can include:

- Relatives of the vulnerable person including husband, wife, partner, son or daughter. It will sometimes include a relative who is a main carer.
- Neighbours.
- Paid carers.
- Workers in places of worship.
- People who are themselves vulnerable and/or are users of a care service.
- Confidence tricksters who prey on people in their own homes or elsewhere.
-

Relatives who are Main Carers

Carers can experience considerable stress, exhaustion and frustration without respite or support. This can lead to unintended poor care or abuse. Relatives who are the main carers may also be subject to abuse by those for whom they are caring. This abuse is often endured for long periods and unreported¹⁰.

Institutions

All people living in institutions are more likely to have a degree of vulnerability. The Care Quality Commission¹¹ in England has responsibility for inspecting and regulating the quality of care in institutions such as residential care homes, domiciliary care services and hospitals. In addition, the Local Government Ombudsman¹² deals with complaints that relate to adult social care. The HM Inspectorate of Prisons¹³ in England inspects prisons. Some members of the Cathedral may be visiting adults in institutions - hospitals, prisons and residential homes. If, as part of these responsibilities, they have concerns about the care being given and/or the way that someone is being treated, the DSA or CSA should be contacted. You can also refer directly to the institution or raise concerns with the appropriate inspection and/or complaints body.

¹⁰ Further information is available from the [Carers Trust](#).

¹¹ [The Care Quality Commission \(CQC\)](#). Also note that [The Parliamentary and Health Ombudsman \(PHSO\)](#) deals with complaints that relate to the NHS, including GP services.

¹² [The Local Government and Social Care Ombudsman](#)

¹³ [The Prison and Probation Ombudsman](#)

Definitions of Adult Abuse

The UK central government document “Care and Support Statutory guidance” (<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>) categorises and defines adult abuse in terms of:

- **Physical abuse** including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- **Sexual abuse** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressurised into consenting.
- **Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect or acts of omission** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse** including racist, sexist, that is based on a person’s disability, and other forms of harassment, slurs or similar treatment.
- **Domestic abuse** that is usually a systematic, repeated and often escalating pattern of behaviour by which the abuser seeks to control, limit and humiliate, often behind closed doors.
- **Organisational abuse** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern Slavery** including human trafficking; forced labour and domestic servitude; traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment¹⁴.

¹⁴ [The Clewer Initiative](#) is currently supporting parishes to recognise and raise awareness of all aspects of modern slavery. For additional further information see anti-slavery partnerships at [Unseen](#).

7. Safer Recruitment ¹⁵

A key way of protecting children and adults from harm is to ensure the careful recruitment of those working with them. The House of Bishops' Safeguarding Policy states '*The Church will select and vet all those with any responsibility related to children, young people and vulnerable adults within the Church*'.

<p>The Chapter is ultimately responsible for the appointment of those working with children, young people and vulnerable adults, paid or unpaid. Often the responsibility is delegated to the Cathedral Managers or Heads of Department (lay or ordained, paid or unpaid). At least two individuals must be responsible for recruitment. All those involved in recruitment must be capable and competent, trained in safer recruitment and able to keep personal matters confidential.</p>		
1.	<p>Job/Role Description Construct a clear and accurate job description and person specification, or for an unpaid role, a role outline, which sets out what tasks and responsibilities the applicant will undertake, and the skills and experience required. This will include what level of DBS check is required.</p>	<p>Model Parish Safeguarding Officer Role Description</p> <p>DBS Eligibility</p> <p>DBS Frequently Asked Questions</p>
2.	<p>Advertise Advertise unpaid roles within notices and paid roles more widely.</p>	
3.	<p>Application Form Ask all applicants to complete an application form for all paid and volunteer roles. All applicants must be required to provide the details of two referees.</p>	<p>Model Application Form</p>
4.	<p>Confidential Declaration Form (CDF) Ask applicants to complete a Confidential Declaration Form.</p>	<p>Confidential Declaration Form</p>

¹⁵ See the [House of Bishops' Safer Recruitment Practice Guidance \(https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance\)](https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance) for further information. A key way of protecting children and adults from harm is to ensure the careful recruitment of those working with them. The House of Bishops' Safeguarding Policy states '*The Church will select and vet all those with any responsibility related to children, young people and vulnerable adults within the Church*'.

5.	<p>Shortlist (Paid posts) Shortlist, carefully examining the application forms. Identify any gaps in employment/personal history and ensure those shortlisted have met the requirements of the person specification.</p> <p>Shortlist (Unpaid roles) Review any interest from volunteers and assess suitability against requirements.</p>	
6.	<p>Interview Have a face-to-face interview (or informal discussion if unpaid) with pre-planned and clear questions to assess applicants' suitability for the role. Seek explanations for gaps in employment/personal history. It may also be appropriate to ask the individual to complete a test or presentation if applicable. Check identification and the Confidential Declaration Form (CDF).</p>	Model Interview Questions
7.	<p>Offer the role Decide whom to offer the role to. This decision will be made by the interviewing panel. This is subject to completion of all checks to the satisfaction of the Cathedral No role can commence until satisfactory checks have been completed.</p>	
8.	<p>Checks Once the applicant has been offered the role, subject to satisfactory checks, ask the applicant to complete an enhanced Disclosure and Barring Service check (DBS) application¹⁶ (online or paper depending on the diocese's process). Any blemished DBS checks or information of concern on the CDF must be risk assessed by the DSA. Please note if someone has either never lived in the UK or spent a period of time overseas (i.e. lived abroad), the person making the appointment should request an additional check and ask the applicant to obtain criminality information from the country where he/she was resident¹⁷. Take up and check the applicant's two references. It is also recommended to undertake an occupational health check for paid roles where possible.</p>	Model Reference Request Letter

¹⁶ This is either an enhanced criminal record check with barring information or an enhanced criminal record check without barring information. See [Safer Recruitment Practice Guidance](https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance), (<https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance>) for further information.

¹⁷ For further details about the recruitment of overseas applicants see the [Safer Recruitment Practice Guidance](https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance).

9.	<p>Appoint</p> <p>Once all checks are satisfactory and support the interview decision, the person can be formally appointed.</p> <p>It is recommended to add an end date to unpaid roles. This can always be extended but helps set expectations for both parties.</p>	Model Appointment Letter
10.	<p>Probation Period</p> <p>Have a period of probation¹⁸ for any paid role (or a settling in period for unpaid) and review throughout, as well as at the end of this period.</p>	
11.	<p>Induct, Train and Support</p> <p>Induct new unpaid and paid workers. This should include expectations in relation to behaviour. Ensure supervision/support is in place and arrange for attendance on the Church of England safeguarding training.</p>	

¹⁸ This may be 6 months for paid roles, depending on the contract, and shorter for unpaid roles.

8. Safeguarding Training¹⁹

The House of Bishops' Safeguarding Policy states that the Church '*will train and equip church officers to have the confidence and skills they need to care and support children, young people and vulnerable adults and to recognise and respond to abuse.*'

The Training and Development Framework outlines the core safeguarding training that is available from the diocese and implemented in Ely Cathedral.

Basic Awareness	Recommended for anyone who needs a basic level of awareness of safeguarding. This module is also a pre-requisite for attendance at any other core training module.
Foundation	Required for anyone who has safeguarding responsibilities/ contact with children and/ or vulnerable adults.
Leadership	Required for anyone who has safeguarding leadership responsibilities and/or leads activities involving children and/or vulnerable adults.
Senior Staff	Senior staff who have key roles in safeguarding policy, strategy and practice.
	In house orientation-training for Departmental Heads, and Managers using the Cathedral Safeguarding Handbook

¹⁹ See the [Safeguarding Training and Development Practice Guidance](#) for further guidance.

Basic Safeguarding Awareness

A basic safeguarding awareness course can be completed by any member of the congregation, to improve their understanding of abuse and enable them to help build a culture of informed vigilance within the Church. It can be undertaken online at <https://safeguardingtraining.cofeportal.org/login/index.php>.

In Ely Cathedral **all staff and volunteers** are required to complete Basic training upon appointment followed by additional training as required because of their position. If unsure about the level of training required, please ask a Cathedral Safeguarding Officer or Head of Department. Specialist Domestic Abuse (DA) and Safer Recruitment Training (SR) will be required to be completed by staff and volunteers, dependent on their position.

Additional Core Training Requirements

Role (example)	Basic	Foundation	Leadership	Senior	SR	DA
The Dean, Resident Clergy	✓	✓	✓	✓	✓	✓
Non-Clergy Chapter Members	✓	✓	✓	✓	✓	x
Departmental Managers	✓	✓	✓	✓	✓	Optional
Priest Vicars / Lay Ministers (LLM or ALM)	✓	✓	✓	x	x	✓
Day Chaplains	✓	✓	✓	x	x	✓
Cathedral Staff or Volunteer Leaders working with children/vulnerable adults	✓	✓	Optional	x	✓	✓
Cathedral Safeguarding Officers	✓	✓	✓	✓	✓	✓
Vergers and Bedesmen	✓	✓	x	x	x	Optional
Supervisors of work with children/vulnerable adults (volunteer)	✓	✓	✓	x	x	✓
Children's Work helpers (Junior Church, Edward Bear), Learning Guides	✓	✓	x	x	x	Optional
Pastoral Care Team	✓	✓	x	x	x	✓
Directors of Music	✓	✓	✓	✓	✓	✓
Assistant Director of Music	✓	✓	✓	✓	✓	✓
Lay Clerks, Choir Chaperones	✓	✓	x	x	x	x
Extra Occasional Singers	✓	x	x	x	x	x
Flower Guild Members	✓	x	x	x	x	x
Guides, Stewards, Welcomers	✓	x	x	x	x	x

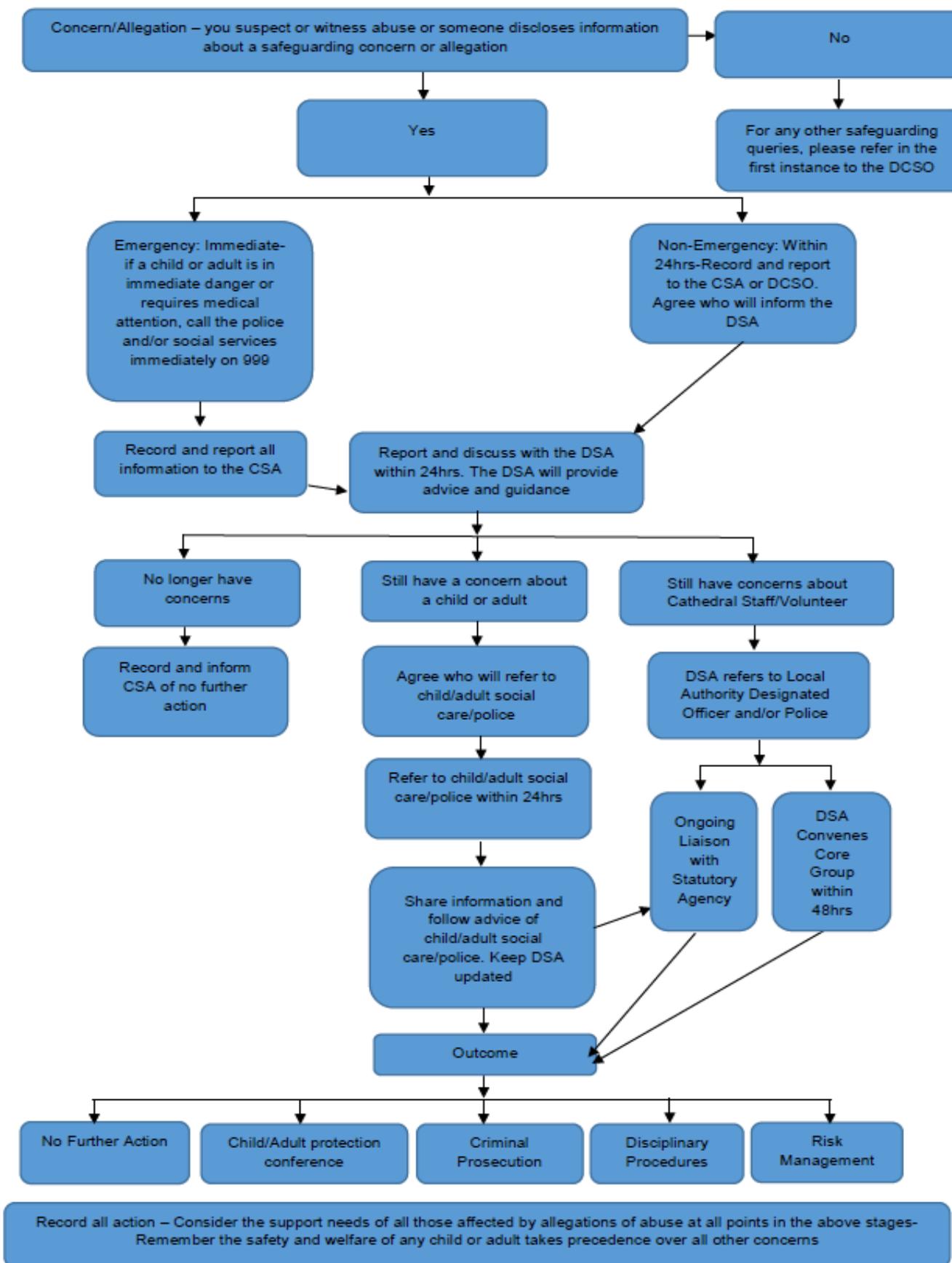
Please note that for those with a previous requirement to have undertaken a joint Foundation & Leadership module (C3), this module has been replaced with a requirement to ensure you have completed a Basic Awareness, Foundation and Leadership module. Refresher training thereafter will only be required every three years on the Leadership element unless the requirement of your role changes.

Those with existing valid joint Foundation & Leadership modules (C3) on their training records will have this module transferred to show that they have obtained the requirements of the Foundation and Leadership modules, even if these modules had not been completed by the individual.

These individuals will thereafter have to ensure that they repeat the Leadership module every three years. It is a requirement that anyone required to complete any of the Core training modules must have obtained the Basic module at least once.

9. Responding Promptly to Every Safeguarding Concern or Allegation

9.1. Quick Guide



9.2. What to do if you are concerned about a child or adult or if you are concerned that a Cathedral officer may be abusing a child or adult

If you have a concern that a child or adult is or may be being abused, or that a Cathedral member of staff or volunteer is or may be abusing a child or adult²⁰ (see [sections 3 and 4](#) for information on types of abuse):

1. Respond well to the victim/survivor, if it is a direct disclosure, to ensure they feel listened to and taken seriously. Explain what will happen next and check out support requirements. They should be informed that their identity and the identity of the respondent²¹ will be shared with key officers²², and may be shared with the statutory agencies³⁸, if there is any current risk to children or adults. The concern or allegation should not be shared with anyone other than those who need to know (e.g. the statutory agencies and appropriate church officers - see footnote 27) ([see section 7.3](#)).
2. **EMERGENCY:** If you believe a child or adult is in immediate danger of significant or serious harm, contact the emergency services on 999.
3. **NON-EMERGENCY:** Contact the Cathedral Safeguarding Adviser, Departmental Safeguarding Officer, in the first instance. They **must** then contact the Cathedral/Diocesan Safeguarding Adviser. If the concern arises in an activity, discuss with the group/activity leader, who will contact the Cathedral Safeguarding Adviser.
4. Any safeguarding concerns **must** be reported to the Diocesan Safeguarding Adviser **within 24 hours**.
5. If none of the Cathedral Safeguarding Adviser (including Departmental Safeguarding Officers) or the Diocesan Safeguarding Adviser are not available within 24 hours, contact Children's Social Care or Adult Social Care²³ and/or the police directly, if the concern is that a child or adult is being abused. Contact the Local Authority Designated Officer (LADO)²⁴ and/or police if the concern is that a Cathedral member of staff or volunteer may be abusing a child or adult.

Advise the Cathedral Safeguarding Adviser as soon as possible that you have made a referral, they will advise the Diocesan Safeguarding Adviser.

If in doubt don't delay, seek advice from statutory agencies.

²⁰ Please see the [House of Bishops' Responding to, assessing and managing safeguarding concerns or allegations against Church Officers Practice Guidance](#) for further information.

²¹ The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.

²² This would normally be a Cathedral Safeguarding Officer or Departmental Safeguarding Officer and Diocesan Safeguarding Adviser.

²³ Please note that in some areas this is called the Multi Agency Safeguarding Hub (MASH). In some areas this will be for children only, in other areas it will be for both children and adults.

²⁴ This means the Local Authority and/or the police. Please note that the LADO should be the first point of contact. They will then inform the police, as required.

6. Do not contact the respondent²⁵ or anyone who may be implicated in the allegation or disclosure, even if they would normally be contacted as part of the procedure, until advice has been sought from the DSA or statutory agencies²⁶.
7. Record the details of the concern or allegation. Where it is not appropriate to take notes at the time (usually it will not be), make a written record as soon as possible afterwards or before the end of the day. Record the time, date, location, persons present and how the concern or allegation was received, e.g. by telephone, face to face conversation, letter, etc. The record should include details of information provided to that person as well as the information received. Always sign and date the record. Keep it factual. Pass on a copy to the Diocesan Safeguarding Adviser (and/or the Cathedral Safeguarding Adviser). The records should be kept secure and confidential.

If the concern is about a child or adult:

8. The Diocesan Safeguarding Adviser will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and help to make the required referrals. If there is a risk of harm, the concerns must be reported to the statutory agencies within 24 hours of the Diocesan Safeguarding Adviser receiving the concerns. This would be Children's or Adult Social Care and/or the police. There should be close communication between the Diocesan Safeguarding Adviser, Cathedral Safeguarding Adviser until the situation is resolved.

If the concern is about a member of Cathedral Staff or Volunteer:

9. The Diocesan Safeguarding Adviser will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and refer the concerns to the Local Authority Designated Officer (LADO) and/or police within 24 hours. The DSA will now take over the management of the safeguarding concern in conjunction with the core group (which will be convened within 48 hours) and statutory agencies. There may also be a requirement for Cathedral representatives to attend a subsequent core group(s). If there are doubts about the whether to make a referral and under what route, the DSA will seek advice from the LADO.

Please note that the procedure is the same for non-recent abuse²⁷

A proper balance must be struck between protecting children and adults and respecting the rights of the person against whom an allegation is made. **In such circumstances the welfare of the child, young person or adult must come first.** The rights of the person against whom the allegation is made are important and must be given due weight, once the immediate safety and protection of the child, young person or adult has been assured.

²⁵ The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.

²⁶ This means the Local Authority and/or the police.

²⁷ This means abuse disclosed by an adult which happened to them in the past, either as a child or as a younger adult; and abuse disclosed by a child which happened to them in the past as a younger child.

9.3. Guidelines for Responding to a Person Disclosing Abuse

Respond & Reassure

Do

- Listen.
- Take what is said seriously.
- Only use open questions (open questions begin with words like who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Remain calm.
- Take into account the person's age and level of understanding.
- Check, if face to face, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly.
- Offer reassurance that disclosing is the right thing to do.
- Establish only as much information as is needed to be able to tell your Departmental Manager, Departmental Safeguarding Officer, Cathedral Safeguarding Adviser or Diocesan Safeguarding Adviser and statutory authorities what is believed to have happened, when and where.
- Check out what the person hopes to result from the disclosure.
- Tell the child or adult what you are going to do next.

Do Not

- Make promises that cannot be kept (e.g. that you won't share the information).
- Make assumptions or offer alternative explanations.
- Investigate.
- Contact the person about whom allegations have been made.
- Do a physical or medical examination.

Record

- Make some very brief notes at the time, if appropriate, and write them up in detail as soon as possible.
- Do not destroy your original notes in case they are required by the DSA or the statutory authorities.
- Record the date, time, place, words used and how they appeared to you. Record the actual words used, including any swear words or slang.
- Record facts and observable things, not your interpretations or assumptions.
- Don't speculate or jump to conclusions.

Report

- If there is immediate danger to a child or adult contact the police.
- Otherwise report to your Departmental Safeguarding Officer, Cathedral Safeguarding Adviser immediately.
- Within 24 hours the persons above should report the concerns to the Diocesan Safeguarding Adviser.
- The Diocesan Safeguarding Adviser will advise regarding reporting to statutory agencies within 24 hours.
- If there is any doubt seek advice from social services or the police.

9.4. Non-Recent Abuse

Safeguarding concerns or allegations may be about something that is going on now and/or something that may happen in the future (recent) or something that happened in the past (non-recent). Non-recent allegations of abuse must be treated as seriously as recent allegations. Research evidences that it may take up to 25 years or longer for an adult to disclose sexual abuse that happened to him/her either as a child or younger adult. A victim/survivor needs to be aware that if a respondent is known to be currently working with children/vulnerable adults in either a paid or voluntary capacity a referral to the statutory services will be made. The Diocesan Safeguarding Adviser will make this referral²⁸.

9.5. Domestic Abuse²⁹

The House of Bishops' policy states that '*The Church is committed to those who have been victims and survivors of domestic abuse. Domestic abuse in all its forms is contrary to the will of God and an affront to human dignity. All need to play their part in preventing or halting it.*' The welfare of the adult victim of domestic abuse is important, but where there are children in the family it must be understood that they too are victims of domestic abuse. Consideration of the child's welfare always comes first. In all circumstances, contact the Cathedral Safeguarding Adviser who will help clarify the issues and steps needed, which may involve contacting Children's Social Care. There may be a need for a risk assessment and for a Safeguarding Agreement to be put in place. The Diocesan Safeguarding Adviser will undertake this work in conjunction with the Cathedral and any statutory agencies ([see section 10](#)).

9.6. Ministry of Deliverance

Concerns may be expressed that a child, young person or adult is troubled by or possessed by evil spirits or demons and that this may account for behavioural issues in the individual or be considered to justify harsh treatment by the family, guardians, friends or carers.

If a Cathedral member of staff or volunteer, including a member of clergy, becomes aware of the above situation and/or a request is made for deliverance ministry, the Cathedral **must** contact the Diocesan Safeguarding Adviser who will contact the appropriate person.

9.7. Recording, Data Protection and Information Sharing

Opening a Cathedral Safeguarding Case File

Good record keeping is an important part of the safeguarding task. A record, called a case file, should be opened whenever a safeguarding concern or allegation occurs in the Cathedral. The record should include key contact details, dates of when the information became known and the nature of the concerns. The record should include ongoing actions with dates, other key documents on the case file (e.g. observation notes, reports, consent forms etc.) and the case closure date. Records should use straightforward language and be concise and accurate so that they can be understood by anyone not familiar with the case. Please see Model Parish Recording Template (see - <https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance/templates-resources>)

²⁸ Please note that any safeguarding concern or allegation made against a church officer who has died must also be reported to the DSA/CSA.

²⁹ For further information please see House of Bishops' Responding Well to Domestic Abuse Practice Guidance 2017 (<https://www.churchofengland.org/sites/default/files/2017-12/RespondingWellWeb.pdf>).

Record Retention and Security

The safeguarding case files, whether electronic or paper, must be stored securely by Cathedral Safeguarding Adviser. This should include identifying who should have access to them. Records in relation to safeguarding issues, even if they have not been proven, should be maintained in accordance with the Church's retention guidance (<https://www.churchofengland.org/more/libraries-and-archives/records-management-guides>)

Data Protection and Information Sharing

In May 2018, the General Data Protection Regulation (GDPR) and the [Data Protection Act 2018](#) replaced the Data Protection Act 1998. The GDPR contains the principles governing the use of personal data. It should be noted that the GDPR and the Data Protection Act 2018 place greater significance on organisations being accountable and transparent in relation to their use of personal data. The Cathedral has made the appropriate arrangements for collecting, storing and sharing information³⁰.

Personal information in relation to safeguarding will often be sensitive and is likely to be classed as what is called "special categories of personal data" under the GDPR, which means extra care will need to be taken when handling such data. Nevertheless, it is important to be aware that the Data Protection Act 2018 includes specific reference to processing data in relation to the "safeguarding of children and individuals at risk" and allows individuals to share, in certain situations, personal data without consent (see below)³¹. "The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe" and this can equally be said to apply to vulnerable adults³².

Reporting Concerns about Adults

Referrals of suspected abuse are made to Adult Social Services and the police. Where possible, for a person over 18, this should be done with their written consent. The starting point is the presumption that an adult can give consent and has the mental capacity to do so. The provisions of the [Mental Capacity Act 2005](#) are complex and questions and concerns about consent and mental capacity should always be discussed with the Diocesan Safeguarding Adviser.

³⁰ More information for parishes about the new data protection regime can be found at <https://www.parishresources.org.uk/gdpr/>.

³¹ There are also provisions that allow the sharing of personal data without consent for the prevention or detection of unlawful acts or to protect members of the public from dishonesty, malpractice or seriously improper conduct. However, you should always seek legal advice before relying on these provisions.

³² [Information Sharing – Advice for practitioners providing safeguarding services to children, young people, parents and carers \(July 2018\)](#).

Sharing without consent

Information can be shared legally without consent, if a person is unable to or cannot reasonably be expected to gain consent from the individual concerned; or if to gain consent could place somebody at risk. Relevant personal data can be shared lawfully without consent if it is to keep a child or vulnerable adult safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental or emotional well-being.

Never make these decisions on your own. If you are going to share personal data, this should always be discussed with the Diocesan Safeguarding Adviser. Of course, you may be able to share data, at least initially, without identifying the individual concerned both within the Cathedral and with the statutory services.

Ultimately, the most important consideration is whether the sharing of information is likely to support the safeguarding of a child, young person or vulnerable adult.

10. Caring Pastorally for Victims/Survivors of Abuse and Affected Others

The [House of Bishops' Safeguarding Policy 2017](#) states that '*The Church will endeavour to offer care and support to all those that have been abused, regardless of the type of abuse, when or where it occurred...Those who have suffered abuse within the Church will receive a compassionate response, be listened to and be taken seriously. Our first response to those who have suffered abuse, especially abuse within the Church, should be compassionate; we must listen and take what we are hearing seriously.*'

Most Churches are likely to have amongst their congregation children and young people who have been abused and/or adults who have experienced abuse, either as adults or when they themselves were children. This is also true for the Cathedral. Some may have been abused in a church context or even in the Cathedral (see below).

Responding well to a disclosure of abuse is essential to being able to build trust and support. For some, just being able to talk to a trusted person about their experiences can be a powerful, healing event. Some may be seeking pastoral support. Some may need advice about how best to seek professional help. This may involve support to access local specialist services. Victims/survivors who are children or young people will require specialist support. If you need any advice about how best to support a victim/survivor of abuse, please contact the Diocesan Safeguarding Adviser.

We journey alongside those who have been abused, for some forgiveness may be a part of that journey, for others, it may not be so. In any event, there should not be any pressure or expectation from the church on the victim/survivor to forgive³³.

Support following alleged abuse by a Cathedral officer

All concerns or allegations of abuse by a Cathedral Officer must be reported to the Cathedral/Cathedral/Diocesan Safeguarding Adviser (see [section 7.2](#)). The Diocesan Safeguarding Adviser will arrange for a **Support Person** to be offered to all alleged adult victims/survivors. The role of the Support Person is set out in the House of Bishops' guidance³⁴. What the Support Person offers will be agreed with the alleged victim/survivor, but it is likely they will:

- Listen to and represent the victim/survivor's pastoral needs.
- Identify any therapeutic or other needs and offer choices as to how these may be best met.
- Record any meetings or contact they have with the victim/survivor.
- Share relevant information with the DSA/CSA

Victims/survivors who are children or young people will require specialist support. The DSA will seek advice from Children's Social Care to access support from a professional agency, as required.

Support for families of victims/survivors and for the Cathedral is co-ordinated by the core group in conjunction with statutory agencies. This would involve discussion with the Dean, the Cathedral Safeguarding Adviser and relevant Cathedral staff.

³³ Please see '[Forgiveness and Reconciliation in the Aftermath of Abuse](#)' for further information.

³⁴ See section 1.4 of 'Responding to, assessing and managing concerns or allegations against Church Officers 2017.'<https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf>

In addition, Ely Diocese has access to specialist support services for victims/survivors of abuse. This may be through a Diocesan Authorised Listener or a commissioned external service. The nature of any ongoing support needs will be agreed by the DSA/CSA with the victim/survivor³⁵.

Free and independent support services are also available for those who have suffered abuse within the Church of England called Safe Spaces (see Section 15).

³⁵ Please see [House of Bishops' "Responding Well to Those Who Have Been Sexually Abused" Practice Guidance 2011 \(https://www.churchofengland.org/sites/default/files/2017-11/Responding%20well%20to%20those%20who%20have%20been%20sexually%20abused%20%282011%29.pdf\)](https://www.churchofengland.org/sites/default/files/2017-11/Responding%20well%20to%20those%20who%20have%20been%20sexually%20abused%20%282011%29.pdf) for further information.

11. Caring Pastorally for Cathedral Staff or Volunteers who are the Subject of Concerns or Allegations of Abuse (The Respondent) and Affected Others

11.1. Support for the respondent

Support for the respondent is provided by a **Link Person**. All Cathedral Staff or Volunteers who are the subject of a concern will be offered a Link Person. These will be appointed by Chapter.

The statutory agencies, where involved, will inform the Diocesan Safeguarding Adviser about when and what they can tell the respondent about an allegation that has been made. It may be that the statutory agencies themselves inform the respondent as part of their own investigative practices i.e. where a voluntary interview or arrest is necessary.

Where the statutory agencies are not involved, the core group will determine when and what the respondent should be told. This will normally be done by the diocesan bishop's nominated representative and the Diocesan Safeguarding Adviser, at an arranged meeting with the respondent. At this meeting the respondent will also be offered a Link Person and the support needs of the respondent's family will be considered.

The role of the Link Person is set out in the House of Bishops' guidance³⁶. What the Link Person offers will be agreed with the respondent, but it is likely he/she will:

- Keep the person up to date with the progress of their case.
- Help with access to advice and additional support.
- Make and keep a written record of any meetings or contact with the respondent and share relevant information with the Diocesan Safeguarding Advisor.

For clergy or lay workers whose accommodation is provided by the Cathedral, alternative temporary accommodation for the respondent may need to be considered.

11.2. Support to congregations and others affected by safeguarding concerns or allegations

When a member of clergy leaves a place in which they have lived and worked for some time, there is usually a period of notice during which they can take their leave and people can say their goodbyes. The pastoral relationship between the respondent and congregations can also be very close, so when it is ending it is to be expected that there will be some sense of loss and sadness; but there is also an opportunity to mark their departure.

When someone in a position of office or ministry must step aside at short notice or is suspended because of a safeguarding concern or allegation, a crisis arises for them, but also for the congregations who have had no warning. The feelings that can arise for congregation members in these circumstances can be very varied and can include disbelief about the allegation, defensiveness about the respondent, shock, disappointment, anger and confusion. People can feel abandoned, especially if they had been working closely with that person in some element of Cathedral life.

³⁶ See section 1.5 '[Responding to, assessing and managing concerns or allegations against Church Officers 2017](https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf)' (<https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf>)

The core group will advise the Diocesan Safeguarding Advisor, in close liaison with the Dean, who should support the congregation.

During the period of investigation, which may last for many months, the information that can be shared with the congregation will be limited. Advice and support is available from the Diocesan Safeguarding Advisor.

12. Responding to those that may present a known risk to children, young people or vulnerable adults within a Christian congregation³⁷

The House of Bishops' Safeguarding Policy 2017 states '*The Church, based on the message of the gospel, opens its doors to all. It will therefore endeavour to offer pastoral care and support to any member of the church community whom may present a known risk*'.

This means that there are likely to be those with criminal convictions for sexual offences and other forms of abuse attending any church. In addition, there may be those who do not have convictions or cautions but where there are sound reasons for considering that they still might pose a risk to others. Where people may pose a risk to others, their position in a congregation will need to be carefully and sensitively assessed to decide whether they pose a present risk to others and to put in place arrangements to ensure that these risks are mitigated. In these circumstances it is not only about monitoring individuals but offering support to lead a fulfilled life. As such, the Cathedral has an important role in contributing to the prevention of future abuse. Some examples of the risk that individuals may pose to children, young people and adults are:

- **Sexual offences – against both adults and children:** This includes accessing indecent images of children on the internet.
- **Financial abuse:** targeting of vulnerable adults for financial gain, for example, asking for money, the acceptance of large 'gifts' or offering to do a job for someone at an extortionate rate of pay.

Duty to “have due regard” to House of Bishops safeguarding guidance

The Safeguarding and Clergy Discipline Measure 2016 imposes a legal duty on the clergy, readers and lay workers, churchwardens and parochial church councils to “have due regard to guidance issued by the House of Bishops on matters relating to the safeguarding of children and vulnerable adults”. More information is available from the CSA and the Church of England Website - <https://www.churchofengland.org/safeguarding/promoting-safer-church-safeguarding#no-back>

Take action: always contact the Diocesan Safeguarding Advisor as soon as practicable, but within 24 hours, **if you learn that any of the following people worship in the Cathedral:**

1. Anyone placed on the sex offenders register, with a violent offence or conviction and/or who is barred from working with children or adults by the Disclosure and Barring Service.
2. Anyone who admits to being an abuser including non-recent abuse.
3. Anyone who is subject to an investigation for suspected abuse, including possession of indecent images of children, and/or is suspended from their usual role.
4. Anyone who may pose a risk to other church members due to their behaviour, irrespective of their criminal status.

³⁷ Please see section 7 of the [House of Bishops' Responding to, assessing and managing safeguarding concerns or allegations against Church Officers Practice Guidance](https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf) .(https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf) for further information.

Category (4) above may include a person in relation to whom:

- An allegation of abuse against a child or adult has been investigated, but the matter has not proceeded to court, or the person has been acquitted, or the matter is currently the subject of proceedings in the criminal or civil courts but the person may still pose a risk.
- A complaint or grievance has been received alleging inappropriate behaviour, which is not criminal.
- There have been concerns about the person's alleged abusive behaviour to a previous or current partner.

If the Diocesan Safeguarding Advisor is made aware by any other source of any person in the above categories who is intending to or is worshipping in the Cathedral, s/he will notify the Cathedral Safeguarding Adviser/Dean in the first instance.

The Diocesan Safeguarding Advisor will determine the appropriate action to be taken to best safeguard the Cathedral and its congregation, based on the particular facts and circumstances of each case. They will undertake a risk assessment and the formation of a risk management plan known as a Safeguarding Agreement.

This will involve the respondent and usually the Dean, Cathedral Safeguarding Adviser and, if involved, statutory agencies e.g. police, National Probation Service and Children's Social Care. Who is involved will depend on the case.

If a person is assessed as posing a risk to children or adults, the Diocesan Safeguarding Advisor, together with any statutory agencies involved, will support the Cathedral to:

- Form a small group of people to offer pastoral support, friendship and to monitor the respondent.
- Maintain the highest levels of confidentiality unless there is a breach of the agreement and it is necessary to inform others to protect a child or vulnerable adult.
- Agree with the respondent that he/she worship elsewhere if his/her victim or their family worship in the same place.
- Ensure the respondent is never offered any official role in the Cathedral or position of responsibility where he/she may be trusted by others, or any in which a child or vulnerable adult may, as a result, place trust in that person.
- Consider whether, with the person's agreement and that of any statutory authorities involved, the congregation should be informed.
- Meet with the respondent to draft a Safeguarding Agreement, setting out the parameters of his/her behaviour in the church setting.

The Safeguarding Agreement may include the following elements:

- Attend designated services or meetings only.
- Sit apart from children.
- Stay away from areas of the building where children or vulnerable adults meet.
- Attend a house group where there are no children or vulnerable adults.
- Decline hospitality where there are children or vulnerable adults.
- Never be alone with children or vulnerable adults.
- Never work or be part of a mixed group with children or vulnerable adults.
- Take no role or office in the Cathedral that gives him or her status or authority as others may deem that person to be trustworthy.

The Safeguarding Agreement will be monitored and reviewed at least annually.

Should the respondent refuse to sign the agreement the Diocesan Safeguarding Advisor will advise the Cathedral and liaise with the police and other relevant agencies, as required, to seek a resolution. Any breach should be shared with the Diocesan Safeguarding Advisor immediately, who will liaise with the statutory agencies, as required. It should be remembered that it is not possible to prevent someone from attending divine service³⁸, unless this is a condition included in a court order or in his/her licence conditions upon release from prison (although, of course, he/she could voluntarily agree not to attend certain services).

If a respondent worshipper wishes to attend any service, as part of the safeguarding arrangement (and this could be contained in his/her ongoing Safeguarding Agreement), it is possible to direct a person where to sit, put measures in place to closely supervise them (e.g. accompany the individual) and remove that person if they cause a disturbance. It is also possible to refuse access to other Cathedral activities (e.g. social activities such as tea/coffee after the service and choir activities).

³⁸ An individual has the right to attend acts of worship at the church of the parish within which they reside.

13. Safe Environment and Activities³⁹

The House of Bishops' Safeguarding Policy Statement states that '*The Church will strive to create and maintain environments that are safer for all, that promote wellbeing, that prevent abuse, and that create nurturing, caring conditions within the Church for children, young people and vulnerable adults...The Church will strive to support all church officers to adhere to safer working good practice and to challenge the abuse of power*'.

13.1. Code of Safer Working Practice⁴⁰

Code of Safer Working Practice

All those working on behalf of the Cathedral with children, young people and adults

Must:

- Treat all individuals with respect and dignity.
- Ensure that their own language, tone of voice, and body language is respectful.
- Ensure that children, young people and adults know who they can talk to about a personal concern.
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or Cathedral Safeguarding Adviser. Sign and date the record.
- Obtain written consent for any photographs/videos to be taken, shown, displayed or stored (Model Consent form available on the Cathedral Website).
- Administer any First Aid with others around.

In addition, for children and young people must:

- Always aim to work with or within sight of another adult.
- Ensure another adult is informed if a child needs to be taken to the toilet. Toilet breaks should be organised for young children.
- Respond warmly to a child who needs comforting but make sure there are other adults around.
- Ensure that the child and parents are aware of any activity that requires physical contact and its nature before the activity takes place.

Must not:

- Invade an individual's privacy whilst washing and toileting.
- Use any form of physical punishment.
- Be sexually suggestive about or to an individual.
- Scapegoat, ridicule or reject an individual or group.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Show favouritism to any one individual or group.
- Allow an individual to involve you in excessive attention seeking.
- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person.
- Allow strangers to give children, young people and adults who may be vulnerable in the group, lifts. Befriend children, young people and adults who may be vulnerable on social media.

³⁹ Safer Environment and Activities Practice Guidance (https://www.churchofengland.org/sites/default/files/2019-11/Safer%20Environment%20and%20Activities%20Oct19_0.pdf)

⁴⁰ A 'Model Code of Safer Working Practice' will be available in Safer Environment and Activities Practice Guidance above.

- Take photographs on personal phones or cameras as this means that images are stored on personal devices.

In addition, for children and young people, must not;

- Give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances e.g. in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity).
- Smoke or drink alcohol in the presence of children and young people, unless it forms part of an organised social event.
- Arrange social occasions with children and young people (other than events which also include adult family members/carers) outside organised group occasions.

13.2. Acceptable Touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, is wholly appropriate. The following guidelines regarding touching are suggested:

- **Always** ask permission.
- Be mindful of your body position.
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be in response to a child's needs and not related to the worker's needs. It should be age appropriate, welcome and generally initiated by the child, not the church officer.
- Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive.
- Allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention).

In addition:

- You can allow people you support to give you brief hugs if you feel comfortable with this.
- You can allow people you support to hold hands or link arms with you to help with travel and stability.
- You should discourage people you support from touching your face. You can offer your hand instead.
- You should discourage people you support from sitting on your lap. You can offer to sit side by side.
- You should avoid using touch if the person you support is very distressed and is unlikely to tolerate it.

Ensure that Cathedral officers at all levels must take responsibility for monitoring one another in the area of physical contact. They should be encouraged to challenge one another if necessary. Concerns about possible abuse or inappropriate behaviour should always be reported.

13.3. Children's Activities

Church groups that involve children need to ensure good practice standards across a wide range of areas including: recruitment and training of group leaders; DBS checking; staffing ratios; suitability of premises; health and safety arrangements; and facilities for children with special needs. Activities with Choristers will have their own policies and procedures based on the following and on School Policies.

The minimum staffing levels for groups should be as follows⁴¹:

0 – 2 years	1 adult to 3 children	1:3
2 – 3 years	1 adult to 4 children	1:4
4 – 8 years	1 adult to 6 children	1:6
9 – 12 years	1 adult to 8 children	1:8
13 – 18 years	1 adult to 10 children	1:10

Each group should have at least two workers, even for smaller groups, and if possible one male and one female. Staff ratios for all groups should always be based on a risk assessment. For example, staffing numbers would need to be increased for outdoor activities and more so if that activity is considered higher risk, potentially dangerous or when children with disabilities or special needs are involved.

For all groups and activities:

- Undertake a health and safety risk assessment- see [Model Activity Risk Assessment Template](#).
- A registration form⁴² must be completed for every child or young person who attends groups or activities which should include up to date information on parents' contact numbers, medical information (e.g. allergies) and any special needs and information on who may and who may not collect given child. – see [Model Registration Form – Activities and Trips](#).
- An attendance register must be kept and be available at all group meetings.
- A First Aid kit must be available on any premises that are used by children.
- An accident and incident logbook must be available, and all accidents recorded. The logbook should be stored in a secure place. Any significant incidents must be recorded (e.g. a fight between children). This is not the place to record a safeguarding concern or disclosure.
- There should be access to a telephone, if possible.
- In premises where children's groups meet, the Childline and Family Lives telephone numbers should be displayed (see section 13).
- Parents of children attending groups may stay with them but they are responsible for their child only and will not be counted as official helpers or asked to undertake any responsibilities pertaining to that role.
- Parents must sign a consent form before children are transported in a private car, and before any photography or images are taken - see [Model Consent Form – Transport \(https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance/templates-resources\)](https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance/templates-resources)

⁴¹ The above ratio is based on [NSPCC guidance](#).

⁴² The information in these forms should be reviewed annually or as and when it changes i.e. a child is diagnosed with a medical condition/ allergy etc. It will normally be completed by a parent.

In addition, when taking children offsite⁴³:

- The Department Safeguarding Officer must be informed and agree to the activity. (E.g. for Chorister Trips this is the Precentor).
- Details of the activity and any itinerary must be given in advance to parent/s and consent forms received in advance of the activity taking place.
- Details of the activity and a list of contacts must be left with someone in the Cathedral.
- Details of the activity and arrangements must be given to the Department Safeguarding Officer.
- A risk assessment must be undertaken, and confirmation obtained that the activity is covered by Cathedral Insurance
- A leader must be designated to take responsibility for First Aid.

Many of these items are equally applicable to groups involving vulnerable adults.

13.4. Visiting Adults

Visiting vulnerable adults in their homes is an essential element of some volunteer roles. Many people will be well known to the visitor and where there have been no previous concerns the level of risk to the visitor or the person being visited during visits will usually be low. However, unexpected circumstances can be encountered, some of which may place a visitor at risk. For example, the unexpected presence in the home of a relative or friend with a history of violence or threatening behaviour. Unfortunately, case histories also show that the person being visited may be at risk from a visitor. For these reasons it is very important for the Cathedral to ensure that volunteers and those whom they are visiting are as safe as they can be, and that there is accountability and transparency in the manner in which Cathedral officers engage in lone working or visits to homes.

To assure the person you are visiting of their safety, and for your own as a volunteer/Cathedral member of staff

- If possible, undertake a risk assessment before an initial visit, especially if you do not know the person. If there are any concerns or risks known before a visit is made, you are advised always to undertake a risk assessment - see [Model Risk Assessment Checklist for Home Visiting \(https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance/templates-resources\)](https://www.churchofengland.org/safeguarding/promoting-safer-church/policy-practice-guidance/templates-resources). In these circumstances, consider whether the visit is necessary, or whether you should be accompanied by another volunteer. In addition, visiting in pairs may be advisable, especially if the adult is perceived to be vulnerable.
- Do not call unannounced; call by appointment, if appropriate telephoning the person just before visiting.
- Be clear about what support you can offer and the purpose and limitations of any pastoral care/support that is available.
- Do not make referrals to any agency that could provide help without the adult's permission, and ideally encourage them to set up the contact, unless there are safeguarding concerns.
- Never offer "over the counter" remedies to people on visits or administer prescribed medicines, even if asked to do so.
- Do not accept any gifts from adults other than token items, to avoid misunderstandings or subsequent accusations from the person or their family. If someone wants to make a donation to the Cathedral, put it in an envelope, mark it on the outside as a donation and obtain a receipt from the Accounts Department.
- Make a note of the date when you visit people, report back about the visit to the agreed named person and say what is concerning or going well. They will report safeguarding concerns to the Cathedral Safeguarding Adviser or directly to the Diocesan Safeguarding Advisor if they are not available.

⁴³ This means activity that takes place away from Cathedral premises.

14. Use of Social Media

Social media sites enable users to create and share content and keep in touch with other users. They include maintaining a profile page on a networking site such as Facebook, Twitter, Instagram, Snapchat; writing or commenting on a blog, whether it is your own or the blog of another person; taking part in discussions on web forums or message boards. For many, especially young people, using social media is an extension of physical face to face relationships. It is therefore important that churches also engage with their community and worshippers through these platforms. However, this must be done safely to avoid the risk of:

- Forming inappropriate relationships.
- Saying things you should not, such as offensive, sexual or suggestive comments.
- Blurring the boundaries between public work/ministry and your private life.
- Grooming and impersonation.
- Bullying and harassment.

Communications

The Cathedral hosts a number of social media platforms which are monitored by the Communications Department and a named person who has responsibility for overseeing this work. The named person must be a Cathedral employee and should be aware of the account name and password so that they can at any time log on to the account to monitor the communications. The named person should be proactive in fulfilling this role and remain bound by professional rules of confidentiality. Where there is concern that a young person or adult is at risk of abuse, or they themselves pose a risk of abuse to others, safeguarding procedures must always be followed.

Guidance for Staff and Volunteers on Social Media

DO

- Have your eyes open and be vigilant.
- Maintain utmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children (and their parents), young people and adults as you would communication that is face to face. Always maintain the same level of confidentiality.
- Report any safeguarding concerns that arise on social media to the Cathedral Safeguarding Adviser and the Diocesan Safeguarding Advisor
- Always assume that everything you write is permanent and may be viewed by anyone at any time; that everything can be traced back to you personally as well as to your colleagues or the Cathedral. Always think before you post.
- Draw clear boundaries around your social media usage associated with your private life and your use of different social media for public ministry or work. Keep Cathedral account/s and profiles separate from your personal social media account/s e.g. only use a Facebook page, Twitter or blogs for public ministry or work, while keeping a separate Facebook profile for private life.
- Always ask parents/carers for written consent to:
 - Use and store photographs of children/young people from activities or events in official church publications, or on the church's social media, website and displays.
 - Use telephone, text message, email and other messaging services to communicate with young people.
 - Young people connecting to the church's social media pages.

- Only use an approved Cathedral account to communicate with children, young people and/or vulnerable adults. The named person should be able to access this and review conversations, and the account should be visible to young people and their parents. Young people must be made aware that any communication will be viewed by all users. Save any messages and threads through social networking sites, so that you can provide evidence to the named person of your exchange when required.
- Avoid one-to-one communication with a child or young person.
- Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted.
- Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person, CSA, if appropriate, Diocesan Safeguarding Adviser.
- Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you.

DO NOT

- Use a personal Facebook or any other social media account in your work with children, young people or vulnerable adults.
- Add children, young people or vulnerable adults as friends on your personal accounts.
- Facebook stalk (i.e. dig through people's Facebook pages to find out about them).
- Say anything on social media that you would not be happy saying in a public meeting, to someone's face, writing in a local newspaper or on headed notepaper.
- Comment on photos or posts, or share content, unless appropriate to your church role.
- Use visual media (e.g. Skype, Facetime) for one to one conversations with young people, use only in group settings.

In particular, do not allow content to contain or share links to other sites that contain:

- Libellous, defamatory, bullying or harassing statements.
- Breaches of copyright and data protection.
- Material of an illegal nature.
- Offensive sexual or abusive references.
- Inappropriate language.
- Anything which may be harmful to a child, young person or vulnerable adult, or which may bring the church into disrepute or compromise its reputation.

Mobile Phones

Cathedral employees may be supplied with a mobile phone dedicated for work purposes. This allows for the phone to be switched off outside working hours, and for usage to be accountable. It also means that the work phone number is the only number that young people or adults are given, and the employee's personal number can remain private. Texts or conversations that raise concerns should be saved and passed on to the named person or the Cathedral Safeguarding Adviser, The Dean, or, if unavailable, the Diocesan Safeguarding Advisor.

Emails

Where an under-18 in the Cathedral's care is a pupil at King's Ely and a member of Cathedral staff is also a King's Ely staff member, both parties should use their King's Ely email addresses for electronic communication, in accordance with school policies.

Photographs and Video Recording

Photographs and video recording are not permitted during public worship or rehearsals for worship unless special permission has been granted by all those involved and the congregation has been informed. Where children are involved, the permission of the parent or carer should be obtained. People will be informed in advance how the photo or video recording will be used. A written information note will be included with advance publicity and at on notices at the doors when 'roving' informal pictures are taken and certain areas should be designated as except from any photography or recording for those who do not wish to be recorded during worship.

Particularly with children, photographs and video recording should not be labelled with full names, ages, etc. Photographs and videos should be stored in locked filing cabinets or secure digital files, especially if they accompany personal identifiers such as addresses etc. Photographs and video recordings (of those for whom we hold a professional duty of care) should be taken on a designated Cathedral camera. They should not be stored on a personal phone or computer. They should be stored on a designated Cathedral computer

Video Meetings

A code of conduct has been put together to try and help staff facilitate and participate in online sessions for meetings and groups whilst the Corona Virus pandemic prevents staff from meeting face to face. It is designed to keep everyone within the groups including children, parents and carers and leaders safe.

In participating in the sessions in Zoom (or Teams, etc..) everyone must follow the following guidelines to promote a safe space for us to meet:

- The sessions will be live only and not recorded. Please do not screen shot the session or record the session from your own device.
- Children should be supervised at all times during the session and parents should remain in earshot with their child.
- A register of those attending will be kept as well as a record of the times of the session and brief overview of the session.
- Participation should be in a family room.
- Adults and children should be fully dressed.
- Ely Cathedral will ensure that there are always two adults on in the session who have up to date DBS and safeguarding training.
- Please be aware that whilst staff will take a register and monitor who has visibly joined the session, they cannot monitor who is off screen but can see a device that has joined the session. Please be mindful of this whilst taking part in the session. Whilst staff would never want to discourage people from activities such as breast feeding and changing children during a session, please do be mindful of this.

CCTV

Chapter uses closed circuit television (CCTV) images to provide a safe and secure environment for worshippers, employees and visitors to Chapter's premises, as part of Chapter's safeguarding policy and practice, and to protect Chapter's property.

The CCTV policy sets out the use and management of the CCTV equipment and images in compliance with the Data Protection Act 1998 and the Information Commissioner's Office CCTV Code of Practice.

15. Further help and guidance

Helplines

- **NSPCC** for adults concerned about a child - **0808 800 5000**
- **Childline** for children and young people - **0800 1111**
- **Safe Spaces** – support for anyone who has experienced abuse in relation to the Church of England, the Church in Wales or the Catholic Church of England and Wales – **0300 303105**
- **Action on Elder Abuse** helpline - **0808 808 8141**
- **24-hour National Domestic Violence** helpline - **0808 2000 247**
- **NAPAC** offer support and advice to adult survivors of childhood abuse – **0808 801 0331**
- **Stop It Now** preventing child sexual abuse - **0808 1000 900**
- **Cruse** bereavement helpline - **0808 808 1677**
- **Family Lives** support and advice on **family issues** - **0808 800 222**
- **MACSAS** for people who have been abused by church officers - **0808 801 0340**
- **Samaritans** for people struggling to cope and needing someone to talk to - **116 123**

Some sources of support for victims and families of abuse:

- **SAFE SPACES** - www.safespacesenglandandwales.org.uk
A free and independent support service run independently by the charity Victim Support for anyone who has experienced abuse in relation to the Church of England, the Church in Wales or the Catholic Church of England and Wales. This could be abuse by someone who holds any role at the church or is linked to participating in a church-led activity or group role at the church or is linked to participating in a church-led activity or group. If you have been affected, however long ago, Safe Spaces can provide you with support. You do not have to have told the police or the church authorities, and you do not have to still be involved with the church. Your information will not be shared without your consent unless you or someone else is in immediate danger.
- **SAFELINE**
<https://www.safeline.org.uk/what-can-friends-and-family-members-do-to-supportsurvivors-of-sexual-abuse>
- **SUPPORT LINE**
http://www.supportline.org.uk/problems/rape_sexual-assault.php
- **VICTIM SUPPORT**
<https://www.victimsupport.org.uk/crime-info/types-crime/childhood-abuse>

Websites

www.nspcc.org.uk

www.womensaid.org.uk

www.restoredrelationships.org

www.stopitnow.org.uk

www.scie.org.uk

www.ceop.police.uk

www.elderabuse.org.uk

www.ageuk.org.uk

www.barnardos.org.uk

www.spiritualabuse.com

www.modernslavery.co.uk

<https://carers.org>

All model templates and all House of Bishops' Safeguarding Policy and Guidance can be found here. <https://www.churchofengland.org/more/safeguarding#na>

In addition, please also see the safeguarding pages of the Diocesan Website: <https://www.elydiocese.org/safeguarding>