Safeguarding: 
A Guide for Volunteers

Revised 2020 (contacts update Mar 2021)

‘The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.’

(from the introduction to Promoting a Safer Church, CoE, 2017)

‘If you are concerned that someone you know is at risk of, or is being abused, or presents a risk to others please seek advice from a Safeguarding Adviser* or, if necessary, report the matter to the Local Authority Social Care Services or the Police without delay.’

(Promoting a Safer Church, CoE, 2017 p.24)

*see contact details p.40
‘The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.’
(from the introduction to Promoting a Safer Church, CoE, 2017)
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A Introduction

Statement by the Sub Dean

1.1 Welcome to this overview of the safeguarding responsibilities that we all share in the life of our Cathedral.

Our Safeguarding Policy, together with its accompanying Procedures and Arrangements and the shorter companion guides, sets out our commitment to safeguarding, to the safer recruitment of all our staff and volunteers, to ongoing training and raising of awareness, and indicates how we follow up of concerns.

The Policy is reviewed by the Cathedral’s Chapter each year and updated accordingly when any changes are needed.

The Revd Canon Graham Ward is the Cathedral Safeguarding Officer, and the Cathedral Secretary is the Cathedral Safeguarding Lead. In their absence, the Canon in Residence will fulfil this role.

Helen Smee is the Designated Safeguarding Lead for Frideswide Voices.

Safeguarding awareness training is mandatory for all our volunteers and staff, at a level appropriate to your range of activities, work and responsibility, so do please make sure you are familiar with the sections that are relevant to you.

The key message for us all is to ‘be alert’. Properly understanding and applying these measures is a key part of our responsibility in stewarding the gifts and resources entrusted to us, as we continue to look and work for the coming of God’s kingdom among us, and being knowledgeable about what to look out for and how to raise concerns can make all the difference to a child or vulnerable person in need.

The Revd Canon Richard Peers, Sub Dean

1.2 This document aims to provide essential information and guidance for staff and volunteers in relation to the safeguarding arrangements (policy, procedure and practice) at the Cathedral. It is one of four documents approved and adopted by the Christ Church Cathedral Chapter.

- Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements
- Safeguarding at Christ Church Cathedral: Guide for Volunteers
- Safeguarding at Christ Church Cathedral: Guide for Visitors
- Safeguarding at Christ Church Cathedral: Quick Reference Guide
The full policy, procedure and practice guidance (Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020), from which the information in this guide is taken, is available on the Cathedral website.

1.3 This Safeguarding at Christ Church Cathedral: Guide for Volunteers 2020 has six sections primarily taken from the full safeguarding document (which staff and volunteers are encouraged to look at for further detail), organised under the following headings:

B) Safeguarding at Christ Church Cathedral in context;
C) Safeguarding prevention matters;
D) Defining and recognising safeguarding concerns;
E) Responding effectively to safeguarding concerns;
F) Pastoral care and support;
G) Governance and continuing to develop effective safeguarding arrangements.

1 Please note that within the sections taken directly from the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020 retain the numbering of the full document and are also marked in this document with a right-hand margin line.
B Safeguarding at CCC in context:

From the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020 Section 2: Safeguarding Policy statement, foundations and key principles.

2 Safeguarding Policy statement, foundations and key principles

‘The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.’ (from the introduction to Promoting a Safer Church 2017)

2.1 In October 2018, the Chapter of Christ Church Cathedral adopted the Safeguarding policy statement for children, young people and adults: Promoting a Safer Church (House of Bishops) 2017 all Church of England organisations are invited to do. Links to the full documents can be found in Appendix I.

2.2 This policy statement begins with a recognition that:

The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.

2.3 The Introduction to the policy also represents the intention and commitment of the Cathedral:

The Church of England, its archbishops, bishops, clergy and leaders are committed to safeguarding as an integral part of the life and ministry of the Church.

Safeguarding means the action the Church takes to promote a safer culture. This means we will promote the welfare of children, young people and adults, work to prevent abuse from occurring, 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 of England affirms the ‘Whole Church’ approach to safeguarding. This approach encompasses a commitment to consistent policy and practice across all Church bodies, Church Officers and that everyone associated with the Church, who comes into contact with children, young people and adults, has a role to play.

The Church will take appropriate steps to maintain a safer environment for all and to practice fully and positively Christ's Ministry towards children, young people and adults; to respond sensitively and
compassionately to their needs in order to help keep them safe from harm.

2.4 *Promoting a Safer Church* sets out five ‘foundations’ that provide the current underpinning for safeguarding work across the Church:

**The Gospel:** ...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.

**Human Rights and the Law:** ...Safeguarding work is undertaken within a legislative framework supported by government guidance which sets out a range of safeguarding duties, responsibilities and best practice.

**Core principles:**

- The welfare of the child, young person and vulnerable adult is paramount;
- Integrity, respect and listening to all;
- Transparency and openness;
- Accountability;
- Collaboration with key statutory authorities and other partners;
- Use of professional safeguarding advice and support both inside and outside the Church;
- A commitment to the prevention of abuse;
- The active management of risk;
- Promoting a culture of informed vigilance;
- Regular evaluation to ensure best practice.

**Good Safeguarding Practice:** The following key features will help Church bodies promote and maintain a safer culture that protects and promotes the welfare of children, young people and vulnerable adults. These features are:

- A leadership commitment, at all levels, to the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults;
- A safeguarding policy available to Church Officers;
- A clear line of accountability within the Church for work on safeguarding;
- Clear reporting procedures to deal with safeguarding concerns and allegations;
- Clear roles for Church Officers;
- Practice and services informed by on-going learning, review and by the views of children, young people, families and vulnerable adults;
- Safer recruitment procedures in place;
- Clear arrangements for support and/or supervision;
- Safeguarding training for all Church Officers working with or in contact with children, young people and/or vulnerable adults;
- Effective working with statutory and voluntary sector partners;
- Publicly advertised arrangements for children, young people and vulnerable adults to be able to speak to an independent person, as required;
Complaints and whistleblowing procedures that are well publicised;
Effective information sharing;
Good record keeping.

**Learning from the past:** ...The statutory reports and independent reviews into abuse that have involved the Church of England and other faith organisations highlight past errors and significant lessons to be learnt to improve safeguarding. As a Church we continue to commit to a journey of truth, healing, learning and abuse prevention.

2.5 In adopting the national policy and basing safeguarding arrangements on the foundations above, the Church of England and the Dean and Chapter of Christ Church Cathedral also commit to following the six policy areas to structure its safeguarding arrangements, practice and procedures:

1. Promoting a safer environment and culture;
2. Safely recruiting and supporting all those with any responsibility related to children and vulnerable adults within the Church;
3. Responding promptly to every safeguarding concern or allegation;
4. Caring pastorally for victims/survivors of abuse and other affected persons;
5. Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons;
6. Responding to those that may pose a present risk to others.

These policy areas are referenced throughout the document where appropriate.

2.6 Thus, this document seeks to set out the way the Cathedral will build on the firm foundations and realise the six statements in its life and work whilst also meeting the requirements and expectations of:

a) the legal and statutory framework (England and Wales) relating to safeguarding children and adults;
b) the specific recent extensive practice guidance issued by the Church of England; and,
c) the requirements of the regulatory body for charities, the Charity Commission.

Links and references (see Appendix I) to external sources and documents can help ensure that prevention, recognition and response to any safeguarding concerns that arise will be based on the most up-to-date guidance and information. Checking and updating these links and the guidance documentation that governs safeguarding practice should be part of the proposed annual review, revision and reporting arrangements.

**The key roles and responsibilities of staff and volunteers** of the Cathedral are set out in the following table, taken from the full *Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020*, (Appendix B) *Safeguarding at CCC: summary of key roles and responsibilities, training requirements and lines of accountability; terms of reference; accountability; agreement with the Diocese of Oxford.*
<table>
<thead>
<tr>
<th>Title/role</th>
<th>Safeguarding responsibilities</th>
<th>Key relevant minimum documentation and practice guidance</th>
<th>Accountable to, reporting arrangements</th>
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<tr>
<td><strong>Volunteers &amp; volunteer chaperones</strong></td>
<td>Prevention: awareness of potential risks and hazards in environment and activities (places and people) &lt;br&gt;Respond to any concerns following the process set out in the flowchart in section 5.6.3 and in the <em>Safeguarding at CCC: Guide for Staff and Visitors</em> &lt;br&gt;Continue to raise concerns if it is considered that the concern remains and has not been responded to adequately &lt;br&gt;Be familiar with documentation (see next column) (see next column) &lt;br&gt;Undertake required training</td>
<td><em>Safeguarding at CCC: Guide for Volunteers</em> &lt;br&gt;<em>Safeguarding at CCC: Guide for Visitors</em> &lt;br&gt;<em>Guidance for safer working practice for those working with children and young people in education settings (2015)</em></td>
<td>Cathedral Safeguarding Leads &lt;br&gt;Cathedral Visitor Officer &lt;br&gt;Director of Frideswide Voices</td>
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<td><strong>Education Guides</strong></td>
<td>Prevention: awareness of potential risks and hazards in environment and activities (places and people) &lt;br&gt;Respond to any concerns following the process set out in the flowchart in section 5.6.3 and in the <em>Safeguarding at CCC: Guide for Staff and Visitors</em> &lt;br&gt;Continue to raise concerns if it is considered that the concern remains and has not been responded to adequately &lt;br&gt;Be familiar with relevant documentation (see next column) &lt;br&gt;Undertake required training</td>
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<td>Cathedral Safeguarding Leads &lt;br&gt;Cathedral Education Officer</td>
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<td><strong>Cathedral Visitor Officer, Frideswide Voices Administrator Cathedral Education Officer</strong></td>
<td>Prevention: awareness of potential risks and hazards in environment and activities (places and people) &lt;br&gt;Respond to any concerns following the process set out in the flowchart in section 5.6.3 and in the <em>Safeguarding at CCC: Guide for Staff and Visitors</em></td>
<td><em>CCC Safeguarding Policy, Procedures and Arrangements</em> &lt;br&gt;<em>Safeguarding at CCC: Guide for Volunteers</em> &lt;br&gt;<em>Safeguarding at CCC: Guide for Visitors</em> &lt;br&gt;<em>Guidance for safer working practice for those working with</em></td>
<td>Cathedral Safeguarding Leads &lt;br&gt;Director of Frideswide Voices</td>
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| Vergers, Cathedral Operations Manager and Cathedral Assistant | Prevention: awareness of potential risks and hazards in environment and activities (places and people) | *CCC Safeguarding Policy, Procedures and Arrangements*  
*Safeguarding at CCC: Guide for Staff and Visitors*  
*Guidance for safer working practice for those working with children and young people in education settings (2015)* | Cathedral Safeguarding Leads |
| Organist, Sub Organist, Director of Frideswide Voices, Lay Clerks, Organ Scholars, FV Music Coordinator, music theory teachers, and singing teachers. | Prevention: awareness of potential risks and hazards in environment and activities (places and people) | *CCC Safeguarding Policy, Procedures and Arrangements*  
*Guidance for safer working practice for those working with children and young people in education settings (2015)* | Cathedral Safeguarding Leads |

- Continue to raise concerns if it is considered that the concern remains and has not been responded to adequately
- Be familiar with relevant documentation (see next column)
- Undertake required training
- Ensure that volunteers understand their safeguarding responsibilities and will act as required – through induction and updates

- Prevention: awareness of potential risks and hazards in environment and activities (places and people)
- Respond to any concerns following the process set out in the flowchart in section 5.6.3 and in the *Safeguarding at CCC: Guide for Staff and Visitors*
- Continue to raise concerns if it is considered that the concern remains and has not been responded to adequately
- Be familiar with relevant documentation (see next column)
- Undertake required training

- *children and young people in education settings (2015)*
- *Safer recruitment practice guidance (2016)*
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<td>Cathedral Safeguarding Officer</td>
<td>Strategic oversight</td>
<td>As for Cathedral Safeguarding Leads, above</td>
<td>The Dean</td>
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<td>Chair/Member of Chapter Safeguarding Sub-committee</td>
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<td>The Chapter</td>
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<td>Be familiar with relevant documentation (see next column)</td>
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<td>Governing Body</td>
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<td>Undertake required training</td>
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<td>Safeguarding Sub Committee:</td>
<td>To meet at least annually to review safeguarding activity and arrangements of the Cathedral.</td>
<td>As for Cathedral Safeguarding Leads and Cathedral Safeguarding Officer, above</td>
<td>Chapter</td>
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<td>• Cathedral Safeguarding Officer</td>
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<td>• Sub Dean</td>
<td>To oversee and advise on the management of specific ‘cases’ and situations, meeting in full or as an appropriately agreed group of members as required.</td>
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<tr>
<td>Title/role</td>
<td>Safeguarding responsibilities</td>
<td>Key relevant minimum documentation and practice guidance</td>
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<td>Cathedral Secretary • Other Safeguarding Leads if identified as necessary • Cathedral staff and volunteer representatives • Organist • Director of Frideswide Voices • Headmaster • Junior Censor / College representative Diocesan Safeguarding Adviser</td>
<td>To prepare an annual safeguarding report for the Chapter reviewing safeguarding activity and the safeguarding arrangements of the Cathedral; making recommendations about changes in policy, procedures and practice as required. To receive and review complaints about safeguarding practice and processes that may arise. Be familiar with relevant documentation (see next column) Undertake required training</td>
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<td>Members of Chapter</td>
<td>To receive the annual report (CCC Annual Safeguarding Report) of the Safeguarding Advisory Panel regarding safeguarding activity and arrangements To amend/approve changes in policy and procedures and practice as required. To make available such resources as are required to enable effective safeguarding activity in the Cathedral Be familiar with relevant documentation (see next column) Undertake required training</td>
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<tr>
<td>Dean</td>
<td>Primary responsibility head of the charity: The Dean and Chapter of the Cathedral Church of Christ in Oxford of the Foundation of King Henry VIII</td>
<td>CCC Safeguarding Policy, Procedures and Arrangements Charity Commission: Essential Trustee: 6 main duties</td>
<td>Chapter Governing Body</td>
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<tr>
<td>Title/role</td>
<td>Safeguarding responsibilities</td>
<td>Key relevant minimum documentation and practice guidance</td>
<td>Accountable to, reporting arrangements</td>
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<td>and its constituent parts: • Christ Church Cathedral • Christ Church Cathedral School • Christ Church College</td>
<td>Chair of Chapter: receiving the <em>CCC Annual Safeguarding Report</em> Be familiar with relevant documentation (see next column) Undertake required training</td>
<td>10 actions trustee boards need to take to ensure good safeguarding governance (2018) The essential trustee: what you need to know, what you need to do (May 2018) Regulatory and Risk Framework Feb 2018) Strategy for dealing with safeguarding issues in charities (Dec 2017) Tackling abuse and mismanagement in your charity (Sept 2017) How to report a serious incident in your charity (Sept. 2017) and Table of examples Deciding what to report Safeguarding - the role of other agencies (2017)</td>
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</table>

Other relevant organisations or groups (e.g: Cathedral Singers, Visiting Choirs) would be expected to have their own safeguarding arrangements, policies and procedures)
C Prevention

From Section 4 of the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020. NB: The numbering of the sections below follows the numbering in the full document.

Introduction

4.1 The Cathedral Chapter is committed to promoting the wellbeing of worshippers, visitors, volunteers, students and staff through ensuring that, as far as is possible, the Cathedral is a safe place to worship and to visit and work in and around; that activities and events are managed safely with appropriate risk assessments and risk management arrangements; and that, as far as is reasonably possible, the people for whom the Cathedral is responsible for recruiting and authorising in formal roles (staff and volunteers, those who may be contracted to undertake work in the Cathedral) do not constitute a risk to others.

4.2 Safe places and safe events and activities

4.2.1 All staff and volunteers have a general duty to ensure that the Cathedral, the services, events and activities that take place in and around it are safe. Safety in this context includes both the safety of the environment (primarily addressed through the health and safety policies and procedures that are in place e.g: fire and evacuation etc. but also in relation to the prevention or appropriate response to abuse, to safeguarding and promoting the wellbeing of visitors and participants - again recognising that:

  effective safeguarding is achieved by putting children at the centre of the system and by every individual and agency playing their full part.  

The same could be said for the effective safeguarding of adults.

4.2.2 General risk assessments

It is expected that risk assessments will be undertaken for both regular and occasional or specific activities and events. The generic Cathedral risk assessment form and process should be completed and held in the Cathedral Office.

4.3 Safe people

4.3.1 Recruitment The Cathedral recognises and shares the expectation of the House of Bishops that the CoE national Safer Recruitment Practice Guidance 2016 will be followed for the appointment of all Church Officers, (a link to this publication is included in Appendix I), acknowledging that:

  • Safer recruitment practice is an essential part of the Church of England’s approach to safeguarding.
4.3.2 The Cathedral is committed to the principles of the national guidance in:

- Ensuring that recruitment and selection processes are inclusive, fair, consistent and transparent.
- Taking all reasonable steps to prevent those who might harm children or adults from taking up, in our Churches, positions of respect, responsibility or authority where they are trusted by others.
- Adhering to safer recruitment legislation, guidance and standards, responding positively to changing understandings of good safer recruitment practice. (adapted from Safer recruitment practice guidance 2016)

4.3.3 The national CoE Safer Recruitment Practice Guidance (2016) covers safer recruitment practices for people working or volunteering with children and adults and addresses two key areas:

1. The recruitment process
2. Criminal record checks (DBS).

4.3.4 The document addresses or provides guidance relating to:

- A Policy Statement on Safer Recruitment
- The recruitment process
- Criminal Records Checks
- Criminal Records Checks outcome
- The DBS on line update service
- DBS Portability
- Referral to the Disclosure and Barring Service
- Activities that make a person eligible for an enhanced criminal record check
- Church of England roles where the activity is seen to be eligible for a criminal record check.

A number of helpful model documents or templates are provided e.g:

- Model Volunteer Job Role
- Model Volunteer Application form
- Model Volunteer Reference form
- Church of England Confidential Declaration Form
- Model Volunteer interview / discussion
- Model Volunteer Letter of appointment

4.3.5 In recruiting and appointing staff and volunteers, the Cathedral will also comply with the requirements of national legislation, statutory guidance and best practice set out in the Safeguarding Vulnerable Groups Act 2006 and related Disclosure and Barring Service arrangements. Links to these publications are included in Appendix I.

4.3.6 The government has published national Disclosure and Barring Service guidance and practice tools such as a ‘checking tool’ to help find out which DBS check is right for an employee or volunteer, and the Cathedral will further develop its safer recruitment work drawing on the current guidance and best practice principles.

4.3.7 Induction and training
As part of all induction programmes, new staff members and volunteers will be given a copy of Safeguarding at Christ Church Cathedral: Guide for Staff and Volunteers (2019) and required to undertake the CoE national safeguarding course C0 (an online version is available) within four weeks of the commencement of their duties and as part of their as part of their role-specific induction programme.

4.3.8 The Cathedral recognises and shares the expectation of the House of Bishops that the CoE national Training and Development Practice Guidance (2019) (a link to this publication is included in Appendix I) will be followed.

The guidance outlines:
- the expectations and requirements for safeguarding training and development in the church context, and how this relates to statutory requirements;
- the elements of church safeguarding training and the requirements for delivery;
- details of the range of core training modules, including learning aims and objectives, and expectations and requirements to undertake training by role;
- details of the range of specialist training modules, including learning aims and objectives, and expectations and requirements to undertake training by role;
- proposals for implementation of the framework.

4.3.9 The national Training and Development Practice Guidance begins with a policy statement (p.6):

All Church bodies will encourage the provision of supervision and training in order to ensure that:

- consistent training of the highest quality is offered to all Church officers who work with children, young people and vulnerable adults in every Christian community, and at every stage of ministry;
- all Church officers are trained in aspects of safeguarding relevant to and commensurate with their role;
- all training courses will be informed by and support the implementation of the House of Bishops policy and practice guidance;
- all those who work with children, young people and vulnerable adults are inducted into the Church body's policy and procedures on safeguarding;
- each Church body conducts an annual training needs analysis that identifies all Church officers (ordained/lay/paid/unpaid) who require training and develops a training plan based on this, and that this training is monitored and refreshed every three years;
- all Church bodies ensure delivery at a local level of core and specialist training modules, in line with the House of Bishops practice guidance, as rolled out by the National Safeguarding Team, where they have been identified as necessary through the training needs analysis;
- training programmes as rolled out by the National Safeguarding Team and outlined in the practice guidance are delivered and updated in line with current legislation, guidance and best practice, and
• the Church body facilitates the provision of an appropriate level of support to all involved with the delivery of safeguarding training.

4.3.10 The national training strategy is modular in nature recognising that:

Safeguarding is everyone’s responsibility. Core safeguarding training modules aim to promote a safer church across church communities from members of our congregations to our senior leaders. Whilst for some completion of safeguarding training is an expectation as we strive to achieve best practice, for others it is a mandatory requirement for the role that they fulfil. (p.5)

4.3.11 Christ Church Cathedral will follow the recommended training requirements in relation to both ‘core’ and ‘specialist’ modules – as set out in the *Training and Development Practice Guidance* (2019). The full document should be consulted to ensure that all roles and responsibilities and related training requirements are met but the primary expectations are included in the summary table below:

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<tr>
<th>Title/role</th>
<th>Training requirements</th>
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<td>• Basic Awareness</td>
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<td>• Foundation</td>
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<td>Education Guides</td>
<td>• Basic Awareness</td>
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<td>Cathedral Visitor Officer &amp; Cathedral Education Officer</td>
<td>• Basic Awareness</td>
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<td>• Leadership</td>
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<td>• Safer Recruitment</td>
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<td>Frideswide Voices Administrator</td>
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<td>Vergers, Cathedral Operations Manager and Events Assistant</td>
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<td>Organist, Director of Frideswide Voices</td>
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### Safeguarding Sub Committee:
- Cathedral Safeguarding Officer
- Sub Dean
- Cathedral Secretary
- Other Safeguarding Leads if identified as necessary
- Cathedral staff and volunteer representatives
- Organist
- Director of Frideswide Voices
- Headmaster
- Junior Censor / College representative
- Diocesan Safeguarding Adviser

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### Dean

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From *Training and Development Practice Guidance* (2019) p.15:

- **Basic Awareness**: to develop a basic awareness of safeguarding in the context of the Church and Christian pastoral care. *Refresher requirements: completing highest previous level training every 3 years.*

- **Foundation**: to situate safeguarding in the context of the Church and equip participants with knowledge and skills in knowing what, when and how to report concerns. *Refresher requirements: completing highest previous level training every 3 years.*

- **Leadership**: to equip parish officers to embed healthy parish safeguarding practice, and to explore the roles and personal vulnerabilities of parish officers in implementing parish safeguarding procedures and responding to serious situations. *Refresher requirements: completing highest previous level training every 3 years.*

- **Safeguarding Training for Senior Leaders**: to equip the bishop and senior team to embed healthy safeguarding practice and explore
the roles and vulnerabilities of senior diocesan officers in implementing diocesan safeguarding procedures and responding to serious situations. **Refresher requirements:** completing highest previous level training every 3 years.

- **Refresher Training:** to refresh and deepen personal knowledge and practice of safeguarding and equip participants to understand and implement changes and developments in national/House of Bishops’/Diocesan safeguarding policies and practice guidance.

- **Safer Recruitment:** to develop understanding of why safer recruitment is important in the context of developing a culture of safeguarding in the Church, and to explain how to safely recruit staff and volunteers in line with Church of England policy and guidance. **Refresher requirements:** completing highest previous level training every 3 years.

- **Raising awareness of Domestic Violence and Abuse:** Examine issues relating to domestic abuse, especially for vulnerable groups and children in the context of adult abuse, and how the Church can respond well to this.

* It is noted in the *Training and Development Practice Guidance (2019)* that the specialist modules are designed to raise awareness of the relevant specific areas of safeguarding rather than to develop expertise. The guidance advises that the following courses are yet to be written; they will be developed and available upon the House of Bishops approval of accompanying policy and practice guidance:

- Grooming, sexual abuse, responding to survivors;
- Spiritual abuse and healthy Christian cultures.

4.3.12 The Cathedral Office will be responsible for overseeing plans for organising required training, with detailed plans being the responsibility of those who manage or co-ordinate specific groups of Cathedral staff e.g: Education Officer, Visitor Officer.

4.3.13 The Cathedral Office will maintain a record of the evidence of safeguarding training and development opportunities and completion for staff and Cathedral volunteers. Such a record should meet the minimum expectations outlined in the CoE national *Training and Development Practice Guidance (2019):*

- induction documentation/guidance;
- training needs analysis demonstrating the requirements for core and specialist modules have been considered;
- a copy of training plans/programmes demonstrating role specific safeguarding training;
- tracking training, gaps and required refreshers for church officers;
- records of course attendance;
- recognising that:
  - training will need to be recorded consistently and accurately to ensure that all those requiring training have a training record. These training records will enable refresher training cycles to be identified and will facilitate monitoring and quality assurance of training.
4.3.14 Some of the training national training courses are available on-line and could be accessed individually or as a group (e.g.: if there is a new group of volunteers starting together). Refresher training as a group could enable a valuable shared discussion of safeguarding issues, awareness and effective arrangements in the Cathedral.

4.3.15 The Cathedral may choose to encourage staff and volunteers to access the safeguarding training programme of the Diocese or commission training from an appropriate external provider.

4.3.16 The Chapter will enable sufficient resources to be available to support the training plan (including in relation to recording arrangements) and enable all staff and volunteers to meet the training requirements as part of their regular duties and responsibilities.

4.3.17 Supervision, support and guidance

Safeguarding should be seen as a key aspect of the work (paid or voluntary, formal or informal) of everyone associated with the Cathedral and everyone is expected to play a part in preventing harm; recognising situations or behaviour that may cause likely or actual harm; and responding effectively to concerns that may arise, in line with these procedures. Discussion about safeguarding matters could also be considered a ‘standing item’ on the agenda for supervision, team or group meetings, staff appraisals and reviews where appropriate.

4.3.18 If individuals are involved in responding to a safeguarding concern it needs to be recognised that this may elicit strong feelings – and colleagues may not be aware of each other’s own personal or professional experiences past or present. Particular support needs to be given to someone who raises or reports a safeguarding concern and is involved in or may be affected by the ongoing management of the matter.

4.3.19 Those people with managerial/supervisory responsibilities should, especially, seek to promote a culture of awareness (including not being naïve about the possibility of risk or harm occurring), have and promote clear expectations about appropriate sharing of concerns with the Cathedral Safeguarding Leads or Cathedral Safeguarding Officer – including in relation to behaviour of anyone associated with the Cathedral (staff, volunteers or visitors) that may put someone at risk. Staff and volunteers need to be made aware of the policy and process to report concerns of this nature (commonly known as ‘whistleblowing’). The relevant policy is included in Appendix H (the policy has been adapted from that included in the Cathedral School safeguarding procedures); a link and some information to guidance from the Charity Commission: Report serious wrongdoing at a charity as a worker or volunteer (October 2018) is also included in this appendix.

4.3.20 In the event of an allegation about a member of staff or volunteer (both considered in the CoE national practice guidance to be a ‘Church officer’) relating to a safeguarding matter, then support and contact should be managed in discussion and agreement with the local authority designated officer or team overseeing the process. Working Together 2018 (p.59) requires the following:

7. Employers, school governors, trustees and voluntary organisations should ensure that they have clear policies in place setting out the process, including timescales for investigation and what support and advice will be available to individuals against whom allegations have been made. Any allegation against people who work with children
should be reported immediately to a senior manager within the organisation or agency. The (local authority) designated officer, or team of officers, should also be informed within one working day of all allegations that come to an employer’s attention or that are made directly to the police.

4.3.21 Code of conduct

The ‘core principles’ comprising one of the five ‘foundations’ for effective safeguarding work in *Promoting a Safer Church (2017)* (see p.4/5 of this document, above) provide a firm basis for sensitive, respectful and safe practice and include:

- The welfare of the child, young person and vulnerable adult is paramount
- Integrity, respect and listening to all
- Transparency and openness
- Accountability
- A commitment to the prevention of abuse
- The active management of risk
- Promoting a culture of informed vigilance

4.3.22 The following general good practice points from Appendix 11 of the national practice guidance *Safer recruitment practice guidance (2016)* – and also included in section 5.6.6 c) below – are helpful:

**c. Things to remember:**

1. Treat everyone with respect, setting a positive example for others.
2. Respect personal space and privacy.
3. Ensure any actions cannot be misrepresented by someone else.
5. Do not put anyone, including yourself, in a vulnerable or compromising situation.
6. Do not have inappropriate physical or verbal contact with others.
7. You must not keep allegations or suspected abuse secret.

4.3.23 The CoE produces national Guidelines for the Professional Conduct of the Clergy but none of the CoE national safeguarding practice guidance documents include a safeguarding code of conduct.

4.3.24 There is a potentially useful ‘code’ initially developed in 2009 by the DCSF (Department of Children, Schools and Families) and later revised by the Safer Recruitment Consortium in 2015. Whilst its primary focus is to guide safer practice for those who work with children and young people (and originally in education settings), many of the topics and points would also appear relevant for work with adults, especially vulnerable adults. The document addresses topics such as:

- Power and positions of trust and authority;
- Standards of behaviour;
- Gifts, rewards, favouritism and exclusion;
- Communication including the use of technology;
- Physical contact;
- Behaviour management;
- Transportation;
- Educational visits;
- First Aid and medication;
- Photography, video and other images.

The guide can be found as a link in Appendix F. All new staff and volunteers should be made aware of this guide and be expected to follow it.

### 4.3.25 Managing agreements – ‘responding to those that may pose a risk to others’

Section 7 of the CoE national guidance: *Practice Guidance: Responding to, assessing and managing safeguarding concerns or allegations against church officers (2017)* recognises (p.70) that:

The Church has a duty to minister to all, which imposes a particular responsibility to ensure that everyone who attends the Church is safe. This includes not only victims/survivors of abuse offences but all individuals who come to church. This means that it will include those people who have convictions. All must be considered equally to ensure everyone is safe, no matter what their background.

Where people have convictions, which give rise to a safeguarding concern, their position in a congregation or community may need to be carefully and sensitively considered/assessed to decide whether they pose a risk to others and to put in place arrangements to ensure that these risks are mitigated. This may include people convicted of violent or sexual offences against children, young people and/or vulnerable adults. It may also include those convicted of offences linked to domestic violence/abuse and people involved in drug or alcohol addiction. 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 present a risk to others.

### 4.3.26 The Cathedral recognises that:

Any person who may present a potential known risk to children, young people or vulnerable adults (e.g. because they are an offender of a sexual/violent offence) and who is seeking to be a member of a Christian congregation or community must have a risk assessment. (p.70 as above)

The processes for risk assessment and management is set out in *Practice Guidance: Responding to, assessing and managing safeguarding concerns or allegations against church officers (2017)* and the Cathedral will follow these in discussion with the Diocesan Safeguarding Adviser and Team where necessary and appropriate.
D Defining and recognising safeguarding concerns

The following information is taken from Appendix C) of the full document: Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020.

Appendix C

Essential knowledge: definitions, ‘contextual’ safeguarding (including radicalisation etc.), signs and symptoms

a) Focusing on children and young people
b) Focusing on vulnerable adults

a) Focusing on children and young people

Working Together to Safeguard Children and Young People (2018)

Glossary (p.103 to 107) including:

Children

Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

Safeguarding and promoting the welfare of children

Defined for the purposes of this guidance as: a. protecting children from maltreatment b. preventing impairment of children’s health or development c. ensuring that children are growing up in circumstances consistent with the provision of safe and effective care d. taking action to enable all children to have the best outcomes.

Child protection

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Abuse

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an
institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

**Physical abuse** A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional abuse** The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meets the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**Sexual abuse** Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Child sexual exploitation** Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator. An agreement or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
Neglect  The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical and emotional harm or danger c. ensure adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

Extremism  Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

Local authority designated officer  County level and unitary local authorities should ensure that allegations against people who work with children are not dealt with in isolation. Any action necessary to address corresponding welfare concerns in relation to the child or children involved should be taken without delay and in a coordinated manner. Local authorities should, in addition, have designated a particular officer, or team of officers (either as part of multi-agency arrangements or otherwise), to be involved in the management and oversight of allegations against people who work with children. Any such officer, or team of officers, should be sufficiently qualified and experienced to be able to fulfil this role effectively, for example qualified social workers. Any new appointments to such a role, other than current or former designated officers moving between local authorities, should be qualified social workers. Arrangements should be put in place to ensure that any allegations about those who work with children are passed to the designated officer, or team of officers, without delay.

Safeguarding partners  A safeguarding partner in relation to a local authority area in England is defined under the Children Act 2004 as: (a) the local authority, (b) a clinical commissioning group for an area any part of which falls within the local authority area, and (c) the chief officer of police for an area any part of which falls within the local authority area. The three safeguarding partners should agree on ways to co-ordinate their safeguarding services; act as a strategic leadership group in supporting and engaging others; and implement local and national learning including from serious child safeguarding incidents. To fulfil this role, the three safeguarding partners must set out how they will work together and with any relevant agencies as well as arrangements for conducting local reviews.
**Child criminal exploitation** As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

**Peer on Peer Abuse** *(Keeping Children Safe in Education 2019. p. 9)* all staff should be aware that children can abuse other children (often referred to as peer on peer abuse). This is most likely to include, but may not be limited to:

- bullying (including cyberbullying);
- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm;
- sexual violence,8 such as rape, assault by penetration and sexual assault;
- sexual harassment,9 such as sexual comments, remarks, jokes and online sexual harassment, which may be stand-alone or part of a broader pattern of abuse;
- upskirting, typically involves taking a picture under a person’s clothing without them knowing, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm; 10 which
- sexting (also known as youth produced sexual imagery); and
- initiation/hazing type violence and rituals.

**Contextual safeguarding (p. 23)**

**Contextual safeguarding** As well as threats to the welfare of children from within their families, children may be vulnerable to abuse or exploitation from outside their families. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online. These threats can take a variety of different forms and children can be vulnerable to multiple threats, including: exploitation by criminal gangs and organised crime groups such as county lines; trafficking, online abuse; sexual exploitation and the influences of extremism leading to radicalisation. Extremist groups make use of the internet to radicalise and recruit and to promote extremist materials. Any potential harmful effects to individuals identified as vulnerable to extremist ideologies or being drawn into terrorism should also be considered.

**Links (p.108 – 111)**

Hypertext links from *Working Together 2018* to other guidance and supporting publications, including:

- Care of unaccompanied migrant children and child victims of modern slavery
- Child sexual exploitation: definition and guide for practitioners
- Listening to and involving children and young people Department for Education and Home Office
• Mandatory reporting of female genital mutilation: procedural information
  Department for Education and Home Office
• Multi-agency statutory guidance on female genital mutilation Department for
  Education, Department of Health and Social Care, and Home Office
• National action plan to tackle child abuse linked to faith or belief
• Pathways to harm, pathways to protection: a triennial analysis of serious case
  reviews, 2011 to 2014
• Preventing and tackling bullying
• Safeguarding children Department for Education
• What to do if you’re worried a child is being abused: advice for practitioners
• Channel Duty guidance - Protecting vulnerable people from being drawn into
  terrorism Home Office
• Criminal exploitation of children and vulnerable adults: county lines Home Office
• Cyber Aware National Cyber Security Centre
• DBS barring referral guidance Disclosure and Barring Service
• Developing local substance misuse safeguarding protocols Public Health England
• Disclosure and Barring Services Disclosure and Barring Service
• Female Genital Mutilation Protection Orders: factsheet Home Office
• Forced marriage Foreign & Commonwealth Office and Home Office
• Indecent images of children guidance for young people Home Office
• Mental Health Act 1983 Code of Practice: Guidance on the visiting of psychiatric
  patients by children Department of Health
• Mental Health Act 1983 Code of Practice: Guidance on the visiting of psychiatric
  patients by children Department of Health
• Missing Children and Adults - A Cross Government Strategy Home Office
• Modern slavery Act statutory guidance Home Office
• Multi-agency public protection arrangements (MAPPA) Ministry of Justice,
  National Offender Management Service, and HM Prison Service
• Radicalisation - Prevent Strategy Home Office
• Violence against women and girls Home Office
• NICE guideline on child abuse and neglect NICE

NB: If it is considered that any of these publications and guidance documents would be
of potential help in understanding and responding effectively to a safeguarding matter
that has arisen, then following the links from Working Together 2018 (p.108-113) is the
best way to access them and to ensure that the latest versions are used.

‘Signs and symptoms’
Understanding and identifying abuse and neglect from What to do if you’re worried a
child is being abused (2015) also linked from Working Together 2018

Guiding principles

1. No matter where you work, you are likely to encounter children during the
   course of your normal working activities. You are in a unique position to be
   able to observe signs of abuse or neglect, or changes in behaviour which may
   indicate a child may be being abused or neglected.
2. You should make sure that you are alert to the signs of abuse and neglect, that you question the behaviour of children and parents/carers and don’t necessarily take what you are told at face value. You should make sure you know where to turn to if you need to ask for help, and that you refer to children’s social care or to the police, if you suspect that a child is at risk of harm or is immediate danger.

3. You should make sure that you understand and work within the local multi-agency safeguarding arrangements that are in place in your area. In doing so, you should be guided by the following key principles:

   - children have a right to be safe and should be protected from all forms of abuse and neglect;
   - safeguarding children is everyone’s responsibility;
   - it is better to help children as early as possible, before issues escalate and become more damaging; and
   - children and families are best supported and protected when there is a coordinated response from all relevant agencies.

4. You should not let other considerations, like the fear of damaging relationships with adults, get in the way of protecting children from abuse and neglect. If you think that referral to children’s social care is necessary, you should view it as the beginning of a process of inquiry, not as an accusation.

Understanding and identifying abuse and neglect

5. Abuse and neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

6. Child welfare concerns may arise in many different contexts, and can vary greatly in terms of their nature and seriousness. Children may be abused in a family or in an institutional or community setting, by those known to them or by a stranger, including, via the internet. In the case of female genital mutilation, children may be taken out of the country to be abused. They may be abused by an adult or adults, or another child or children. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. Abuse and neglect can happen over a period of time, but can also be a one-off event. Child abuse and neglect can have major long-term impacts on all aspects of a child’s health, development and well-being.

7. The warning signs and symptoms of child abuse and neglect can vary from child to child. Disabled children may be especially vulnerable to abuse, including because they may have an impaired capacity to resist or avoid abuse. They may have speech, language and communication needs which may make it difficult to tell others what is happening. Children also develop and mature at different rates so what appears to be worrying for a younger child might be normal behaviour for an older child. Parental behaviours may also indicate child abuse or neglect, so you should also be alert to parent-child interactions which are concerning and other parental behaviours. This could include parents who are under the influence of drugs or alcohol or if there is a sudden change in their mental health. By understanding the warning signs, you can respond to problems as early as possible and provide the right support and services for the child and their family. It is important to recognise that a warning sign doesn’t automatically mean a child is being abused.
8. There are a number of warning indicators which might suggest that a child may be being abused or neglected. Some of the following signs might be indicators of abuse or neglect:

- Children whose behaviour changes – they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed;
- Children with clothes which are ill-fitting and/or dirty;
- Children with consistently poor hygiene;
- Children who make strong efforts to avoid specific family members or friends, without an obvious reason;
- Children who don’t want to change clothes in front of others or participate in physical activities;
- Children who are having problems at school, for example, a sudden lack of concentration and learning or they appear to be tired and hungry;
- Children who talk about being left home alone, with inappropriate carers or with strangers;
- Children who reach developmental milestones, such as learning to speak or walk, late, with no medical reason;
- Children who are regularly missing from school or education;
- Children who are reluctant to go home after school;
- Children with poor school attendance and punctuality, or who are consistently late being picked up;
- Parents who are dismissive and non-responsive to practitioners’ concerns;
- Parents who collect their children from school when drunk, or under the influence of drugs;
- Children who drink alcohol regularly from an early age;
- Children who are concerned for younger siblings without explaining why;
- Children who talk about running away; and
- Children who shy away from being touched or flinch at sudden movements.

Some of the following signs may be indicators of physical abuse:

- Children with frequent injuries;
- Children with unexplained or unusual fractures or broken bones; and
- Children with unexplained: bruises or cuts; burns or scalds; or bite marks.

Some of the following signs may be indicators of emotional abuse:

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong;
- Parents or carers who withdraw their attention from their child, giving the child the ‘cold shoulder’;
- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

Some of the following signs may be indicators of sexual abuse:
• Children who display knowledge or interest in sexual acts inappropriate to their age;
• Children who use sexual language or have sexual knowledge that you wouldn’t expect them to have;
• Children who ask others to behave sexually or play sexual games; and
• Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

Some of the following signs may be indicators of sexual exploitation:
• Children who appear with unexplained gifts or new possessions;
• Children who associate with other young people involved in exploitation;
• Children who have older boyfriends or girlfriends;
• Children who suffer from sexually transmitted infections or become pregnant;
• Children who suffer from changes in emotional well-being;
• Children who misuse drugs and alcohol;
• Children who go missing for periods of time or regularly come home late; and
• Children who regularly miss school or education or don’t take part in education.

Some of the following signs may be indicators of neglect:
• Children who are living in a home that is indisputably dirty or unsafe;
• Children who are left hungry or dirty;
• Children who are left without adequate clothing, e.g. not having a winter coat;
• Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence;
• Children who are often angry, aggressive or self-harm;
• Children who fail to receive basic health care; and
• Parents who fail to seek medical treatment when their children are ill or are injured.

b) Focusing on adults

Care and Support Statutory guidance (2018) from section 14: Safeguarding

What constitutes abuse and neglect?

14.16 This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical abuse including:
• assault
• hitting
• slapping
• pushing
• misuse of medication
• restraint
• inappropriate physical sanctions

**Domestic violence including:**
• psychological
• physical
• sexual
• financial
• emotional abuse
• so called ‘honour’ based violence

**Sexual abuse including:**
• rape
• indecent exposure
• sexual harassment
• inappropriate looking or touching
• sexual teasing or innuendo
• sexual photography
• subjection to pornography or witnessing sexual acts
• indecent exposure
• sexual assault
• sexual acts to which the adult has not consented or was pressured into consenting

**Psychological abuse including:**
• emotional abuse
• threats of harm or abandonment
• deprivation of contact
• humiliation
• blaming
• controlling
• intimidation
• coercion
• harassment
• verbal abuse
• cyber bullying
• isolation
• unreasonable and unjustified withdrawal of services or supportive networks

**Financial or material abuse including:**
• theft
• fraud
• internet scamming
• coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
• the misuse or misappropriation of property, possessions or benefits

**Modern slavery encompasses:**
• slavery
• 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 treatment

**Discriminatory abuse including forms of:**
• harassment
• slurs or similar treatment because of
  • race
  • gender and gender identity
  • age
  • disability
  • sexual orientation
  • religion
• Read Discrimination: your rights for further information.

**Neglect and acts of omission including:**
• ignoring medical emotional or physical care needs
• failure to provide access to appropriate health, care and support or educational services
• the withholding of the necessities of life, such as medication, adequate nutrition and heating.
E Responding effectively to safeguarding concerns, recording and information management

From Section 5 of the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020. NB: The numbering of the sections below follows the numbering in the full document.

5.1 The primary national CoE practice guidance relevant for all ‘Church bodies’ (where Church bodies are defined as: ‘...PCCs, diocesan bodies, cathedrals, religious communities, theological educational institutions and the National Church Institutions.’ footnote on p.6) for responding to concerns is: Practice guidance: Responding to assessing and managing concerns and allegations against church officers (2017) (A link to this publication is included in Appendix I) and this guidance also includes guidance in relation to: Risk assessment and management of those that may pose a known risk to children, young people or vulnerable adults within a Christian Congregation or Community.

Page 2: includes a statement of the Church’s commitment:

...to responding promptly to every safeguarding concern or allegation as set out in ‘Promoting a Safer Church’ the Church of England’s Policy Statement for children, young people and adults. This requires that anyone who brings any safeguarding suspicion, concern, knowledge or allegation of current or non-current abuse to the notice of the Church will be responded to respectfully and in a timely manner. The response must also be in line with statutory child and adult safeguarding procedures, criminal and ecclesiastical law and the House of Bishops’ safeguarding policy and practice guidance.

It is recognised that:

Despite all efforts to recruit and /or appoint and /or elect safely there will be occasions when safeguarding concerns or allegations against church officers, who have a role in relation to children, young people and /or vulnerable adults, are raised. (p.7)

The practice guidance defines Church officers as:

A “church officer” is anyone appointed/elected by or on behalf of the Church to a post or role, whether they are ordained or lay, paid or unpaid. (footnote to p. 6)

5.2 Christ Church Cathedral is committed to following this practice guidance including in all situations where there is a concern or allegation that a church officer (member of staff or volunteer), has:

- Behaved in a way that has harmed a child, young person and/or vulnerable adult, or may have harmed a child, young person and/or vulnerable adult;
- Possibly committed a criminal offence against or related to a child, young person and/or vulnerable adult;
- Behaved towards a child, young person and/or vulnerable adult in a way that indicates they may pose a risk of harm to children, young people and/or vulnerable adults. These behaviours should be considered within the context of the main categories of abuse (see guidance on categories of abuse).

These include concerns relating to:

- Domestic Abuse;
- 'Grooming', i.e. meeting a child or young person under 16 with intent to commit a relevant offence (see s15 Sexual Offences Act 2003);
- Other 'grooming' behaviour giving rise to concerns of a broader child/adult protection nature e.g. inappropriate text / e-mail messages or images, gifts, socialising etc.( see s67 Serious Crime Act 2015);
- Possession of indecent photographs / pseudo-photographs of children or young people. This guidance should always be followed when information about a safeguarding concern or allegation against a church officer, who has a role in relation to children, young people and/or vulnerable adults is received, irrespective of how information comes to light (for instance, through review of files; media contact; information from an alleged victim/survivor; information from a statutory agency; report from a local church) P.7

5.3 Similarly, the following general guidance is relevant: (p.8/9 of Practice guidance: Responding to assessing and managing concerns and allegations against church officers 2017)

If staff are uncertain about whether the matter is a safeguarding concern or allegation or whether the respondent is a ‘church officer’ who has a role with children, young people and/or vulnerable adults, advice should be sought from the Diocesan Safeguarding Adviser (DSA); if they are in doubt, they should take advice from local Children or Adults Services, from the National Safeguarding Team and/or the registrar. Anyone receiving information about or observing a safeguarding concern or allegation, where a child, young person or vulnerable adult is in immediate danger or requires immediate medical attention must call the emergency services on 999. Do not delay.

If at any point during the process, of responding to, assessing or managing a safeguarding concern or allegation, information comes to light which suggests a child, young person and/or vulnerable adult is at risk of harm, the referral to the statutory agencies should not be delayed.
The overarching aim of this practice guidance is to ensure that the Church has in place a fair process for responding to safeguarding concerns or allegations against a church officer who has a role with children, young people and/or vulnerable adults.

When a safeguarding concern or allegation is raised, a system of support and monitoring for those subject to concerns or allegations or who present a risk of harm to children, young people and/or vulnerable adults (referred to from this point as the respondent) is provided.

This guidance provides the process to be followed when information is received about a safeguarding concern or allegation, including:

- clear roles and responsibilities of safeguarding personnel in relation to responding to safeguarding concerns or allegations;
- initial response to the concern or allegation;
- immediate response to ensure safety, including making sure arrangements are in place to inform the respondent, when appropriate, that an allegation has been received about them, and a procedure for deciding whether an Interim Safeguarding Agreement needs to be put in place;
- immediate reporting and collaboration with statutory agencies;
- identification of the risk assessment and management process, and the procedures for carrying them out;
- risk assessment and management of those that may pose a known risk to children, young people and/or vulnerable adults within a Christian congregation or community;
- management of the safeguarding situation;
- action required following a statutory investigation; - review of process and learning from the situation.

This guidance recognises that there are additional approaches to be considered when responding to concerns or allegations that relate to someone who is deceased. An addendum to this guidance is being developed to address this specialist situation.

5.6 What to do if...

5.6.1 The Practice Guidance: Responding to, assessing and managing concerns and allegations against church officers practice guidance (2017) includes a reporting flowchart (p.24) which:

...refers to any safeguarding concern or allegation against a church officer¹ who has a role with children, young people and/or vulnerable adults.

¹ Again, the guidance defines a Church officer:
adults, including where the situation relates to a person involved with the Church and the situation is likely to have an impact on or for the Church. It is the responsibility of everyone in the Church to ensure those who may need help and protection are not left at risk.

5.6.2 The flow chart below indicates the process that should be followed when a safeguarding concern or allegation is received relating to a Church Officer and the Cathedral Safeguarding Leads will follow this in accordance with the agreement established with the Diocesan Safeguarding Adviser/Team, the Bishop and the chair of the Diocese of Oxford’s Safeguarding Advisory Panel.

5.6.3 However, it is important to indicate a clear process that will be followed within the Cathedral by all staff and volunteers should a safeguarding concern arise.

This process is complementary and perhaps precedes the considerations and steps that will be followed in the national CoE guidance; both flowcharts should be used.

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A “church officer” is anyone appointed/elected by or on behalf of the Church to a post or role, whether they are ordained or lay, paid or unpaid. Footnote to p. 6 of Practice Guidance: Responding to, assessing and managing concerns and allegations against church officers (2017)
See flowchart diagram below – please note that specific local contact numbers have not been included but a comprehensive list of contact numbers is included in Appendix A.
5.6.4 The following general advice may be helpful for anyone who has a safeguarding concern

- Remember you may be in just the right place at just the right time to help protect someone or to prevent harm;
- Always put the welfare of the child, young person or adult first – when deciding what to do;
- Your role is not to investigate;
- Listen carefully, make a clear record of what you are concerned about and what you have seen or heard; date and time this record;
- Share the information you have with someone who has a safeguarding role and/or who you trust will act;
- If you continue to have concerns: keep raising them; speak to someone else listed in the contact details (see Appendix A and the Safeguarding at Christ Church Cathedral: Guide for Staff and Volunteers).

5.6.5 If anyone has concerns relating to the wellbeing or safety of any individual (including themselves) or the conduct or behaviour of a ‘church officer’ member of staff or volunteer, or visitor then they have a duty to share their concerns with one of the Cathedral Safeguarding Leads or Cathedral Safeguarding Officer (it may be appropriate for the person who has the concern to do this via their line manager/supervisor unless to do so might delay a necessary response), or any other person in a position of authority within the Cathedral whom they trust (especially if the concern relates to someone with a particular safeguarding responsibility at the Cathedral).

5.6.6 What to do if you’re worried a child is being abused (2015) also linked from Working Together 2018 includes a number of guiding principles, whilst these refer to children and young people, they may be equally helpful in considering how to respond to concerns about adults. These principles are also included in Appendix C: Essential Knowledge etc.

Guiding principles

1. No matter where you work, you are likely to encounter children during the course of your normal working activities. You are in a unique position to be able to observe signs of abuse or neglect, or changes in behaviour which may indicate a child may be being abused or neglected.

2. You should make sure that you are alert to the signs of abuse and neglect, that you question the behaviour of children and parents/carers and don’t necessarily take what you are told at face value. You should make sure you know where to turn to if you need to ask for help, and that you refer to children’s social care or to the police, if you suspect that a child is at risk of harm or is immediate danger.

3. You should make sure that you understand and work within the local multi-agency safeguarding arrangements that are in place in your area. In doing so, you should be guided by the following key principles:
• children have a right to be safe and should be protected from all forms of abuse and neglect;
• safeguarding children is everyone’s responsibility;
• it is better to help children as early as possible, before issues escalate and become more damaging; and
• children and families are best supported and protected when there is a coordinated response from all relevant agencies.

4. You should not let other considerations, like the fear of damaging relationships with adults, get in the way of protecting children from abuse and neglect. If you think that referral to children’s social care is necessary, you should view it as the beginning of a process of inquiry, not as an accusation.

5.6.7 Appendix 11 of the national practice guidance Safer recruitment practice guidance (2016) includes these notes taken from the Church of England Model Pocket Sized Guide to Safeguarding (2014)

What to do if:

a) You have concerns about possible abuse (including allegations):
   1. In an emergency, call emergency services 999.
   2. If you have concerns always consult with children’s or adult care services.
   3. Always inform the Diocesan Safeguarding Adviser
   4. Keep a record of what happened, your concerns and your actions.

b) A child, young person or adult wishes to disclose they have been abused:
   1. Listen. Keep listening. Do not question or investigate. Do not promise confidentiality; tell them we need to share this. Assure them they are not to blame. Tell them what you are going to do and that they will be told what happens.
   2. Make careful notes of what is said, record dates, times, events and when you are told. Report it to the person to whom you are responsible and your priest or safeguarding representative.
   3. Only tell those who need to know.

c) Things to remember:
   1. Treat everyone with respect, setting a positive example for others.
   2. Respect personal space and privacy.
   3. Ensure any actions cannot be misrepresented by someone else.
5. Do not put anyone, including yourself, in a vulnerable or compromising situation.
6. Do not have inappropriate physical or verbal contact with others.
7. You must not keep allegations or suspected abuse secret.

5.6.8 Details of the concerns should be recorded using the agreed recording form. The Cathedral Safeguarding Lead will review the information, discuss with colleagues (including the Cathedral Safeguarding Officer) as appropriate, and report and discuss the information with the Diocesan Safeguarding Adviser/Team in accordance with the agreement for joint work between the Cathedral and the Diocesan Safeguarding Team.

5.7 Disclosures including historic concerns

The Practice Guidance Responding to assessing and managing concerns and allegations against church officers (2017) also includes initial guidance in relation to concerns or allegations of past or non-current (historical) abuse - in essence, that these should be responded to in the same way as current ones following the processes set out in the flowcharts above.

In such cases, it is important to find out whether the person against whom the concern or allegation is made is still working with children, young people and/or vulnerable adults and if so, to inform the person’s current body for whom they work or other voluntary organisation or refer their family for assessment. (p.8)

5.8 Final comments

The statement of commitment from the Practice guidance: Responding to assessing and managing concerns and allegations against church officers (2017) in section 5.1 merits repeating here, confirming that the Church and Christ Church Cathedral are committed to:

...responding promptly to every safeguarding concern or allegation as set out in ‘Promoting a Safer Church’ the Church of England’s Policy Statement for children, young people and adults. This requires that anyone who brings any safeguarding suspicion, concern, knowledge or allegation of current or non-current abuse to the notice of the Church will be responded to respectfully and in a timely manner. The response must also be in line with statutory child and adult safeguarding procedures, criminal and ecclesiastical law and the House of Bishops’ safeguarding policy and practice guidance.
Information Sharing

From Section 7 of the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020.

7.1 Information sharing

7.1.1 The *Practice guidance: Responding to assessing and managing concerns and allegations against church officers (2017)* includes the following:

2.10 Information sharing The effective protection of children, young people and/or vulnerable adults often depends on the willingness of people to share and exchange relevant information appropriately.

7.1.3 The statutory guidance document *Working Together 2018* also has useful guidance relating to the sharing and management of information in safeguarding matters and includes (p.10) a *Myth-busting guide to information sharing* which includes the following:

Sharing information enables practitioners and agencies to identify and provide appropriate services that safeguard and promote the welfare of children.

Below are common myths that may hinder effective information sharing.

Data protection legislation is a barrier to sharing information
No – the *Data Protection Act 2018* and GDPR do not prohibit the collection and sharing of personal information, but rather provide a framework to ensure that personal information is shared appropriately. In particular, the *Data Protection Act 2018* balances the rights of the information subject (the individual whom the information is about) and the possible need to share information about them.

Consent is always needed to share personal information
No – you do not necessarily need consent to share personal information. Wherever possible, you should seek consent and be open and honest with the individual from the outset as to why, what, how and with whom, their information will be shared. You should seek consent where an individual may not expect their information to be passed on. When you gain consent to share information, it must be explicit, and freely given. There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent, or it is not reasonable to obtain consent, or because to gain consent would put a child’s or young person’s safety at risk.
Personal information collected by one organisation/agency cannot be disclosed to another

No – this is not the case, unless the information is to be used for a purpose incompatible with the purpose for which it was originally collected. In the case of children in need, or children at risk of significant harm, it is difficult to foresee circumstances where information law would be a barrier to sharing personal information with other practitioners.

The common law duty of confidence and the Human Rights Act 1998 prevent the sharing of personal information

No – this is not the case.
In addition to the Data Protection Act 2018 and GDPR, practitioners need to balance the common law duty of confidence and the Human Rights Act 1998 against the effect on individuals or others of not sharing the information.
F  Pastoral care and support

From Section 6 of the full document: *Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020*.

6.1 *Promoting a Safer Church (2017)* has two key sections relating to pastoral care and support and the Cathedral is committed to work within the spirit and expectations of the national policy statement when the need for pastoral support relating to safeguarding matters of anyone associated with the Cathedral (worshippers and visitors, students, volunteers and staff) is identified.

The expectations and commitments in *Promoting a Safer Church (2017) p.20/21* - are included in full below.

6.2 Pastoral care for victims/survivors of abuse and other affected persons (p.20)

*Caring pastorally for victims/survivors of abuse and other affected persons*

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. The Church is committed to continuing to learn how to respond in a supportive and healing way to the needs of those who have suffered abuse.

Those who have suffered abuse within the Church will receive a compassionate response, be listened to and be taken seriously. The Church will respond to any disclosure of abuse in accordance with House of Bishops policy and practice guidance. This will be done in collaboration with the relevant statutory agencies in accordance with criminal, civil and ecclesiastical law. They will be offered appropriate pastoral care, counselling and support – according to the agreed need.

All Church Officers will cooperate with the statutory authorities in all cases.

In responding to concerns or allegations of abuse relating to Church Officers, the Church will act in accordance with the requirements of criminal, civil and ecclesiastical law, and so will respect the rights and uphold the safeguards afforded in these, both to the victim/survivor and the subject of concerns or allegations.

An appropriate pastoral response to the family, parish, congregation or order will be considered, with due regard to the right of privacy of those directly involved, and to the administration of justice.
6.3 **Pastoral care for those who are the subject of concerns or allegations of abuse and other affected persons (p.21)**

The Church in exercising its responsibilities to suspicions, concerns, knowledge or allegations of abuse will endeavour to respect the rights under criminal, civil and ecclesiastical law of an accused Church Officer including the clergy. A legal presumption of innocence will be maintained during the statutory and Church inquiry processes. As the process progresses additional assessment, therapy and support services may be offered.

The Church will take responsibility for ensuring that steps are taken to protect others when any Church Officer is considered a risk to children, young people and vulnerable adults. This will be done by working to mitigate any identified risks according to a safeguarding agreement.

Church Officers who are the subject of concerns or allegations of abuse belong to families, congregations and church communities. The Church will be mindful of the need to provide support to members of families, parishes and congregations affected by the Church Officers in such situations.

6.4 In the Cathedral, this means that, following discussion and agreement with any relevant parties, appropriate support could be sought from such people as a neighbouring parish priest or the College Chaplain.

6.5 Liturgical resources have been put together and published by the Church of England’s Liturgical Commission and commended by the House of Bishops to support a variety of pastoral circumstances, range from a safeguarding prayer that could be used to conclude a day of safeguarding training, to a litany of penitence for past failures. They will be updated by the Commission as new materials evolve.

G Governance and continuing to develop effective safeguarding arrangements

From Section 9 of the full document: Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020.

9.1 Introduction
The full section from Promoting a Safer Church (2017) from which the sentence above is taken reads:
The statutory reports and independent reviews into abuse that have involved the Church of England and other faith organisations highlight past errors and significant lessons to be learnt to improve safeguarding. As a Church we continue to commit to a journey of truth, healing, learning and abuse prevention. (p.16)

9.2 The Dean and Canons of Christ Church Cathedral retain the primary responsibility for the governance of safeguarding arrangements and are committed to continuing to develop safeguarding arrangements and practice through:

- Promoting awareness and compliance with this document (Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020) and the related guides:
  - Safeguarding at Christ Church Cathedral: Guide for Volunteers
  - Safeguarding at Christ Church Cathedral: Guide for Visitors
  - Safeguarding at Christ Church Cathedral: Quick Reference Guide
- Meeting the expectations for induction and training relating to respective roles and responsibilities in the CoE national: Training and Development Practice Guidance (2019)
- Developing a preventative approach through promoting safe places and activities, safe people and a capacity to recognise and respond effectively to safeguarding concerns at all levels
- Having a Cathedral Safeguarding Officer and Cathedral Safeguarding Leads (and with the Canon in Residence deputising where necessary) to ensure a daily primary contact and capacity to respond without delay - with clear terms of reference for their role (see Appendix B).
- Having an additional Designated Safeguarding Lead for Frideswide Voices.
- Developing and maintaining formal and informal effective working partnerships with others who hold safeguarding responsibilities in the Cathedral School, the College, the University, the Diocese (including developing an agreement with the Bishop and the Diocesan Safeguarding Adviser/Team and Safeguarding Advisory Panel in relation to operational arrangements - consultation, advice and the co-management of responding to safeguarding matters that may arise) and the local Safeguarding Children and Safeguarding Adults Boards (or their successor bodies – see Working Together 2018 and local arrangements)
- Membership of the Diocesan Safeguarding Advisory Panel
- Establishing a Cathedral Chapter Safeguarding Sub Committee (see below)
• Reviewing annually incidents and learning – from within the Cathedral, locally and nationally
• Reviewing annually the Cathedral’s safeguarding arrangements (including these procedures and related documents (perhaps using the guidance regarding the content of procedures in the Care and Support statutory guidance 2018 – see section 3.3.5 above) and revising as required
• Presenting an annual safeguarding report to the Cathedral Chapter
• Participating in audits and reviews undertaken for the CoE National Safeguarding Panel and Team and using audit tools to ensure that best practice is in place e.g: Safeguarding Standards and Guidance for the Voluntary and Community Sector (2017 ed). NSPCC
• Providing sufficient resources to support the Cathedral to fulfil its requirements under legislation and statutory guidance; the requirements and expectations of the House of Bishops, the National Safeguarding Panel and Team; and the Charity Commission.

H Conclusion

Staff and volunteers are encouraged:

• to consult the full Cathedral safeguarding document: Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020 for further information
• to understand their own roles and responsibilities
• to understand what may constitute a safeguarding concern (see section C, above)
• to respond effectively when necessary, using the information in section D, above and following the flowchart
• to remember the key principles that are cited on the cover of this document:

‘The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.’
(from the introduction to Promoting a Safer Church, CoE, 2017)

‘If you are concerned that someone you know is at risk of, or is being abused, or presents a risk to others please seek advice from a Safeguarding Adviser* or, if necessary, report the matter to the Local Authority Social Care Services or the Police without delay.’
(Promoting a Safer Church, CoE, 2017 p.24)

*At Christ Church Cathedral the first point of contact is one of the Cathedral Safeguarding Leads – see contact list that follows.

• and remember the general advice taken from section 5 of the full Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020 (and also included in section D, above):
5.6.4 The following general advice may be helpful for anyone who has a safeguarding concern

- Remember you may be in just the right place at just the right time to help protect someone or to prevent harm;
- Always put the welfare of the child, young person or adult first – when deciding what to do;
- Your role is not to investigate;
- Listen carefully, make a clear record of what you are concerned about and what you have seen or heard; date and time this record;
- Share the information you have with someone who has a safeguarding role and/or who you trust will act;
- If you continue to have concerns: keep raising them; speak to someone else listed in the contact details (see Appendix A and the *Safeguarding at Christ Church Cathedral: Guide for Volunteers*).

5.6.5 If anyone has concerns relating to the wellbeing or safety of any individual (including themselves) or the conduct or behaviour of a ‘church officer’ member of staff or volunteer, or visitor then they have a duty to share their concerns with one of the Cathedral Safeguarding Leads or Cathedral Safeguarding Officer (it may be appropriate for the person who has the concern to do this via their line manager/supervisor unless to do so might delay a necessary response), or any other person in a position of authority within the Cathedral whom they trust (especially if the concern relates to someone with a particular safeguarding responsibility at the Cathedral).

On behalf of my colleagues on the Chapter, may I thank you for taking the time to familiarise yourself with our Safeguarding Policy and its associated Procedures and Arrangements. I wish you every blessing in all that you do with us to serve God and God’s people in this wonderful place.

The Revd Canon Richard Peers, Sub Dean
I Key Contact List

From Appendix A of the full document: *Christ Church Cathedral Safeguarding Policy, Procedures and Arrangements 2020* (NB: other useful contact details are to be found in the full Appendix A)

In an emergency, contact the relevant service: ambulance or police: 999

**Christ Church Cathedral**

- **Cathedral Safeguarding Lead:** Sarah Hope sarah.hope@chch.ox.ac.uk 01865 610935
- **Cathedral Safeguarding Officer:** Canon Graham Ward graham.ward@chch.ox.ac.uk 01865 286334
- **Designated Safeguarding Lead for Frideswide Voices:** Helen Smee helen.smee@chch.ox.ac.uk

**Oxford Diocese**

For general safeguarding enquiries and advice on policies or procedures:
safeguarding@oxford.anglican.org

**Diocesan Safeguarding Team:**

For urgent and confidential safeguarding matters:
   - Lisa Wilkins, interim Diocesan Safeguarding Advisor – lisa.wilkins@oxford.anglican.org or 01865 208290
   - Jane Fisher, Diocesan Safeguarding Support Role, jane.fisher@oxford.anglican.org or 07840 186814
   - Sophie Harney, Safeguarding Casework Officer, sophie.harney@oxford.anglican.org or 01865 208295

For queries on safeguarding training:
   - Rebecca Norris-Bulpitt, Safeguarding Assistant & Training Officer – rebecca.norris-bulpitt@oxford.anglican.org or 01865 587041

For DBS and general safeguarding enquiries:
   - Linda Carpenter, Safeguarding Administrator – linda.carpenter@oxford.anglican.org or 01865 208267

**Relevant Local Authority/Safeguarding Partners**
Reporting concerns: You should call the MASH (Multi-Agency Safeguarding Hub) immediately Tel: 0345 050 7666 (This number will take you through to Customer Services who will ask a series of questions and triage into MASH where safeguarding concerns are raised).

National CoE Safeguarding Team

If you wish to report any safeguarding concerns directly to the NST please email safeguarding@churchofengland.org.

Charity Commission

The Charity Commission:

- How to report a serious incident in your charity
- You can report serious incidents via email to: RSI@charitycommission.gsi.gov.uk
- Guidance on deciding what to report

- Help and advice for potential whistleblowers: the charity Protect (formerly Public Concern at Work) provides free confidential advice to employees who have concerns about wrongdoing in the workplace. Contact the charity on 020 7404 6609. [https://www.pcaw.org.uk/](https://www.pcaw.org.uk/)

Others

Childline: 0800 11 11

Silverline: 0800 470 80 90 (to seek help for older people)

Kingfisher Team: kingerfisherteam@oxfordshire.gov.uk 01865 309196