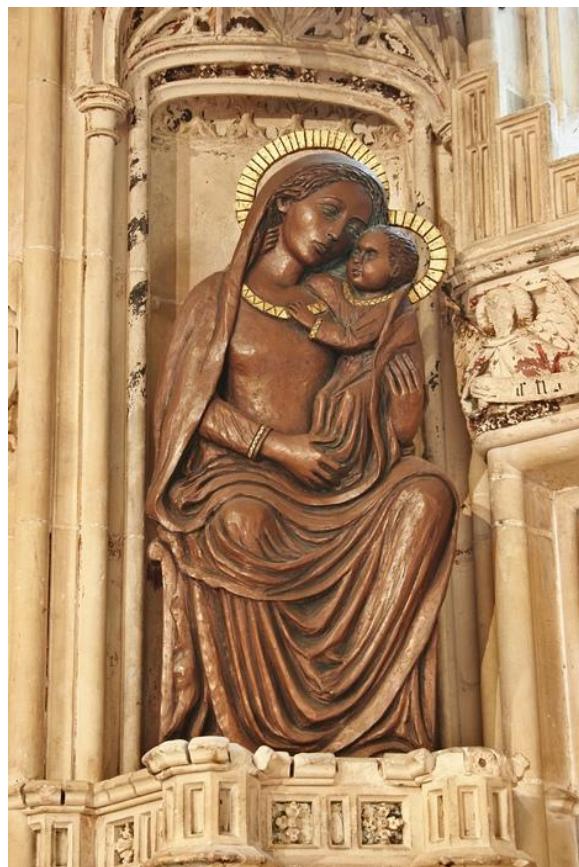




# **Safeguarding Guidelines for the Protection of Children and Vulnerable Adults 2024**



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## **Message from the Dean of Canterbury**

Every day hundreds of people enter the Precincts of Canterbury Cathedral and become part of our community: to each, we have a duty of care and, in particular, a responsibility for children and vulnerable adults.



These Guidelines are written to assist in the implementation of our Children and Vulnerable Adults Protection Policy, and they follow closely the principles of the House of Bishops' Policy Document for the Church of England.

Our Cathedral Guidelines complement the Children and Vulnerable Adults Protection Guidelines of the Canterbury Diocese. Every member of the Cathedral community should be familiar with them in order to ensure that the safety and protection of all who enter the Precincts, especially the most vulnerable, are paramount at all times.

The Very Revd David Monteith,  
Dean of Canterbury

## List of Safeguarding Contacts – Updated Dec 2025



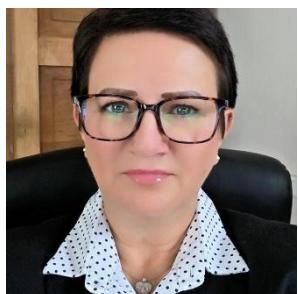
### **Cathedral Safeguarding Lead**

Canon Missioner, Rev'd Dr Emma Pennington:  
01227 865228  
[emma.pennington@canterbury-cathedral.org](mailto:emma.pennington@canterbury-cathedral.org)



### **Deputy Cathedral Safeguarding Lead**

Canon Precentor, Rev'd Lindsay Yates:  
01227 865 213  
[lindsay.yates@canterbury-cathedral.org](mailto:lindsay.yates@canterbury-cathedral.org)



### **Cathedral Safeguarding Officer**

Dawn Taylor:  
01227 865 225  
[dawn.taylor@canterbury-cathedral.org](mailto:dawn.taylor@canterbury-cathedral.org)



### **Safeguarding and Welfare Administrator**

Abigail Parra:  
01227 865 221  
[abigail.parra@canterbury-cathedral.org](mailto:abigail.parra@canterbury-cathedral.org)



### **Canterbury Cathedral Head Constable**

Fred McCormack:  
01227 866237  
[fred.mccormack@canterbury-cathedral.org](mailto:fred.mccormack@canterbury-cathedral.org)

**For Mental Health First Aiders** - contact the Cathedral Constables: 01227 866237

## **Introduction**

The purpose of these Guidelines is to set out safeguarding policies and procedures for those who work in Canterbury Cathedral in either a paid or voluntary capacity.

Children are an essential part of Cathedral life, contributing to, and sharing the life of the Cathedral in many different ways.

Vulnerable adults are involved in a wide range of Cathedral activities, not only within the congregation, but on work experience programmes, as visitors or as volunteers.

In addition to the House of Bishops' policy documents, these Guidelines are also reproduced in the Safeguarding section of the Cathedral Intranet which includes other relevant Safeguarding information.

Guidelines cannot provide for every eventuality, and are therefore no substitute for consultation, training and sensitivity.

Should a member of the Cathedral staff, or a volunteer, become aware of a safeguarding concern it is essential that immediate contact is made with a senior member of staff who must then inform the Cathedral Safeguarding Lead and Head of Human Resources (HR) who will contact the Cathedral Safeguarding Advisers.

## **1. Canterbury Cathedral Safeguarding Policy**

The Chapter of Canterbury fully endorses the Children and Vulnerable Adults Safeguarding Policy of the Church of England, as well as the House of Bishops' (referred to throughout this document as HOB) Safeguarding Policies and Procedures document, including the adoption of key national church safeguarding policy documents:

- Promoting a Safer Church 2017 (Policy);
- Responding Well to Domestic Abuse 2017;
- Responding to, assessing and managing safeguarding concerns or allegations against church officers 2017;
- Protecting All God's Children 2010;
- Promoting a Safe Church 2006;
- Safer Recruitment and People Management 2021;
- Responding well to those who have been sexually abused 2011;
- Dignity at Work: Working Together to Reduce Incidents of Bullying and Harassment, Archbishops' Council, 2008.
- Safer Environment and Activities, 2019
- Code of Safer Working, 2021
- Key Roles and Responsibilities of Church Office Holders and Bodies Practice Guidance 2017
- Responding to Safeguarding Concerns and Allegations that relate to Children, Young People and Vulnerable Adults Practice Guidance 2018

**The Chapter of Canterbury is responsible for implementing this Safeguarding Policy for Children and Vulnerable Adults and to supporting paid and voluntary staff in achieving its implementation. The Cathedral is therefore wholly committed to:**

- safeguarding and protecting all children, young people and vulnerable adults;
- carefully selecting and training paid and voluntary staff who might come into contact with children or vulnerable adults, using the Disclosure and Barring Service, together with other resources, to verify their suitability;
- responding without delay to every complaint made which suggests that an adult, child or young person may have been harmed;
- co-operating fully with the police, local authority and other appropriate statutory bodies relevant to an investigation;
- ministering appropriately to anyone, child or adult, who has experienced abuse;
- extending pastoral care to those known to have offended against children or vulnerable adults while ensuring that children and vulnerable adults are protected;
- challenging any abuse of power especially by anyone in a position of trust;
- providing a pastoral ministry of care and nurture for all children and all adults;
- establishing a safe, caring community which provides a loving environment with a culture of 'informed vigilance' about the dangers of abuse;
- regardless of faith, all children, young people and adults should be treated with care, dignity and compassion so that whatever their gender, race or sexual orientation they are reassured that they are loved, as human beings created in God's image. In this knowledge they and those supporting them will be treated with tact, empathy and respect.

The Church of England's Theological Approach to Safeguarding from the House of Bishops is set out in **Appendix A**.

## 2. Cathedral Responsibilities

### 2.1 Cathedral Safeguarding Policy

The Dean holds ultimate responsibility for safeguarding and along with the Chapter of Canterbury is responsible for implementing the Cathedral Safeguarding Policy and supporting paid and voluntary staff in achieving its implementation.

### 2.2 Operational Responsibilities

The Cathedral Safeguarding Lead is a Chapter member and has responsibility for safeguarding within the Cathedral community. The CSL reports directed to the Dean and Chapter with safeguarding as a standing item at all Chapter meetings. The RG is one of the two Deputy Cathedral Safeguarding Leads and along with the Head of HR has operational responsibility for safeguarding across the cathedral community. The Canon Precentor is the other Deputy Cathedral Safeguarding Lead and has responsibility for safeguarding within the Music and Liturgy department, including the choir. Both Deputies report to the CSL regularly.

**Lead responsibility for safeguarding within the Cathedral community**

Canon Missioner, Canon Emma Pennington: 01227 865228  
[emma.pennington@canterbury-cathedral.org](mailto:emma.pennington@canterbury-cathedral.org)

**Deputy Cathedral Safeguarding Lead**

Canon Precentor, Rev'd Lindsay Yates: 01227 865213  
[lindsay.yates@canterbury-cathedral.org](mailto:lindsay.yates@canterbury-cathedral.org)

**Cathedral Safeguarding Officer**

Dawn Taylor: 01227 865225  
[dawn.taylor@canterbury-cathedral.org](mailto:dawn.taylor@canterbury-cathedral.org)

**Safeguarding and Welfare Administrator**

Abigail Parra - 01227 865221  
[abigail.parra@canterbury-cathedral.org](mailto:abigail.parra@canterbury-cathedral.org)

**Canterbury Cathedral Head Constable**

Fred McCormack: 01227 866237  
[fred.mccormack@canterbury-cathedral.org](mailto:fred.mccormack@canterbury-cathedral.org)

**To report an EMERGENCY safeguarding concern  
contact the Cathedral Constables:**

Call 01227 866237 or go to the Constables' office located  
by the main entrance to the Precincts, Christ Church Gate.  
Alternatively, call the Police on 999.

**The Cathedral Safeguarding Advisers**, who also work within the diocese, are responsible for giving advice and assistance in relation to the operation and monitoring of safeguarding procedures; individual cases; ensuring good safeguarding practice; training arrangements. The Cathedral Safeguarding Advisers attend Chapter to give their annual report. Safeguarding is a standing item on each agenda at Chapter meetings.

#### 2.3 Safeguarding Executive Group

Chapter has established a Safeguarding Management Group (SEG), responsible for developing, overseeing and monitoring policy, procedures and practice in relation to the safeguarding of children and vulnerable adults. Reporting annually to Chapter, the Group is chaired by the Cathedral's Safeguarding Lead. Other members are the Deputy Cathedral Safeguarding Leads, the Schools' Officer, the Head of HR, the Safeguarding Advisers(s) and the Safety & Security Manager.

The terms of reference of the Safeguarding Executive Group may be obtained from the Head of HR and may also be accessed on the Cathedral intranet.

The Cathedral is represented on the joint Cathedral and Diocese Safeguarding Management Group by the CSL and one of two deputies.

#### 2.4 Disclosures from the Disclosure and Barring Service

The Cathedral provides access to the Disclosure and Barring Service (DBS) for all paid staff and volunteers. This is managed through the HR Department. Further information about the arrangements is given in Section 7.

#### 2.5 Risk Assessment Service

The Cathedral has a Risk Assessment Group (RAG) whose membership comprises those in the SEG. The RAG considers any blemished DBS disclosures or other individual cases of child or adult safeguarding concern and advises Chapter/Cathedral managers accordingly. The Risk Assessment Group has access to a specialist childcare legal adviser. Core Group meetings are arranged according to the criteria set by the National Church.

#### 2.6 Complaints Procedure

A complaints policy, which may be obtained from the Head of HR or the Cathedral Intranet, is available to those wishing to enquire about the handling of safeguarding issues.

## 2.7 Training

In line with the Cathedral's responsibility for providing safeguarding training for paid staff and volunteers, the modular training programmes developed by the National Safeguarding Team are delivered primarily online to all relevant staff and volunteers. Basic awareness and Foundations training event is also provided. Bespoke training for our organists and musicians is also given by the diocesan safeguarding trainer and CSAs. In addition, the chaperones are licensed through Kent County Council and receive particular safeguarding training to acquire this license.

### **3. Responding to Safeguarding Concerns: Children and Vulnerable Adults**

3.1 The Cathedral is committed to ensuring:

- That the CSL and Safeguarding Advisers are informed of any safeguarding concerns, current or historic, including any allegations against the clergy employed person or a member of the volunteer workforce.
- That relevant safeguarding information is shared with other Dioceses, Cathedrals, King's School, St Edmund's School, denominations or church groups as appropriate and the National safeguarding team at Church House.
- If a member of the Cathedral staff or a volunteer becomes aware of a safeguarding concern about a child or vulnerable adult, there must be immediate contact with a senior member of staff and completion of the 'logging a concern form'. The Head of HR and CSL will then be informed who will in turn contact the Cathedral Safeguarding Advisers.
- In the case of an emergency, the Cathedral Security Office and the CSL or deputy CSLs should be contacted.

#### **See Flow Chart in Appendix B**

3.2 The CSL with guidance from the Safeguarding Advisers will advise on how to deal with any safeguarding concern, in particular whether a referral should be made to Social Services and/or the Local Authority Designated Officer (LADO) or the police. Careful consideration must be given to the safety, support and well-being of the child or adult concerned during the investigation. It is also appropriate to arrange support for an individual referring the safeguarding concern and also for the alleged perpetrator.

#### **Particular Issues Concerning Children**

3.3 A child protection concern must be referred to Children's Social Services must be investigated if there is 'reasonable cause to suspect that a child who lives, or is found in their area is suffering, or likely to suffer, significant harm'.

3.4 Immediately following a child protection referral, Children's Social Services will hold a strategy discussion and the person making the referral will be included in this discussion. The Cathedral Safeguarding Advisers act as a liaison person from the Cathedral in this respect.

### 3.5 Hearing a Child's Disclosure/Allegation

3.6 When a child discloses abuse it is important 'to listen actively' to the child and afterwards fill in a 'logging a concern form'. Questioning the child is inappropriate. This might put ideas into the child's mind, possibly prejudicing the outcome of a formal investigation, should that be necessary. Do not attempt to undertake an investigation or speak directly to the person against whom allegations have been made.

3.7 **Do not promise confidentiality.** It is important to tell the child that it will be necessary to pass the information to someone else. Inform the child of what will happen next, while also offering reassurance that it was right to confide, and that the disclosure will be taken seriously.

3.7 It is critical to make a written note of the conversation including:

- what the child has said, if possible including their exact words over critical points;
- where the conversation took place;
- your responses to the child;
- circumstances leading to the disclosure;
- physical and emotional appearance of the child, e.g., the child crying;
- length of conversation;
- date and time of the conversation and your signature.

The 'logging a concern' form needs to be completed within an hour of the discussion. The above list is equally applicable when interviewing a vulnerable adult. A form to log concerns is available from the reception in Cathedral House, the security office, the Head of HR, or from managers.

### Particular Issues Concerning Vulnerable Adults

#### 3.8 Reporting Concerns about Vulnerable Adults

Referrals of suspected abuse may be made to Adult Social Services, the police and other statutory bodies in the following circumstances:

- an individual over 18 with their consent;
- if the individual is a vulnerable adult with the capacity to make decisions, the information belongs to that individual unless there is a public interest concern (see below);
- the individual (over the age of 16 years) does not possess the capacity to make the decision (see below).

#### 3.9 Public Interest Concern

There are some circumstances in which sharing confidential information without consent will normally be justified in the public interest. These are:

- evidence, or reasonable cause to believe, a child or adult is suffering, or is at risk of suffering significant harm;
- prevention of significant harm to a child, or serious harm to an adult, including the prevention, detection and prosecution of serious crime.

### 3.10 Consent and Capacity

Consent: To give consent, a vulnerable adult should possess ability to understand and retain relevant information, believe it to be true and be capable of making a choice.

Capacity: Should be based upon the presumption of mental capacity and upon the consequent right of an adult to make a choice in relation to personal safety. The local authority carries out such assessments under the Mental Capacity Act 2005.

### 3.11 Good Practice in Sharing Information about Vulnerable Adults

Do not make these decisions without consultation. Safeguarding concerns must always be discussed with the CSL who in turn discusses the concern with the Cathedral Safeguarding Advisers. This may be done, at least initially, without identifying the individual concerned. Except in emergencies, the Cathedral Safeguarding Advisers liaise with the statutory agencies.

### 3.12 Responding to an Adult experiencing Domestic Abuse

When supporting a victim of domestic abuse (women are more likely to face issues of domestic violence but not uniquely) consider the following:

- believe what the adult confides;
- offer reassurance;
- do not minimise the danger;
- support and respect an individual's choices – even if the choice is to return to the abuser;
- the protection of confidentiality.

If there are children in the household, their protection must also be considered. Under such circumstances, total confidentiality cannot be promised as the family may need to be referred to Children's Social Services.

The advice of the Cathedral Safeguarding Adviser will be sought by CSL on any domestic abuse case whether or not children are involved. The National Church Guidelines on responding to domestic abuse are available on the Cathedral Intranet.

### 3.13 Record Keeping and Data Protection

The General Data Protection Regulation contains principles governing the use of personal data. Records in relation to safeguarding issues, should not be destroyed. Such records should be kept securely. There is nothing in data protection legislation which limits appropriate disclosure in order to protect a child or adult who might be at risk. The essential element is that information sharing should be reasonable and proportionate. Safeguarding issues must always take precedence over data protection.

Safeguarding Cases are uploaded onto Safebase and as of August 23 onto MyConcern by the CSAs. The HR manager and Head of Constables has access to this new system. Cathedral safeguarding records are kept securely and must not be destroyed without reference to the Cathedral Safeguarding Adviser.

A Subject Access Request would be considered by the RAG.

### 3.14 Allegations or Concerns Against Church Officers

Where there are concerns that a member of the Cathedral staff (ordained, lay, paid or volunteer) is thought to have harmed a child or vulnerable adult and/or has apparently behaved inappropriately, raising questions about the individual's suitability to work with children or vulnerable adults, a referral must be made to the CSL and thereby to the Cathedral Safeguarding Advisers at the earliest opportunity.

Following consultation with the Risk Assessment Group, the CSAs contact the Local Authority Designated Officer (LADO), and if appropriate, the police. For any serious safeguarding situation, the Risk Assessment Group hold an initial strategy discussion related to management of the investigation from the perspective of the Cathedral. A meeting is held at the conclusion of the investigations to review the effectiveness of the Cathedral's management of the case.

### 3.15 Situations when there is no Conviction or Court Determination

For many reasons, a case might not come to court, including innocence of the initial allegations. Sometimes concerns remain, however. Even following an acquittal there may remain evidence of inappropriate or misguided behaviour which needs to be addressed. The advice of the statutory agencies should be sought about any continuing risk to children or adults. It may still be appropriate in some circumstances, and in accord with legal advice, to continue disciplinary action if the allegations relate to an employed Church Officer.

If there remain unresolved matters of concern, a professional risk assessment should be carried out in order to determine the suitability of the person to continue in a professional capacity in which there is contact with children and/or vulnerable adults.

### 3.16 Referral for Barring

In the instance of a paid or voluntary worker offending against a child or vulnerable adult, or displaying behaviour raising safeguarding concerns, the Risk Assessment Group should

consider the case, and then contact the DBS in line with statutory requirements. The DBS will determine whether the individual concerned should be placed on a 'barred' list in order to prevent further direct contact with children and/or vulnerable adults. Prior to any referral, the Cathedral Safeguarding Advisers will contact the DBS professional advice line.

### 3.17 Whistleblowing

Paid staff, volunteers and members of the congregation should be encouraged to acknowledge individual responsibility to bring matters of unacceptable practice, performance, or behaviour to the attention of the Line Manager, a Senior Manager or the Receiver General.

The whistleblowing policy document is available from the Head of HR and may be accessed from the policy section of the Cathedral intranet.

## 4. The Choirs

4.1 **Cathedral boy choristers** are children from across the county as well as pupils at St Edmund's School, Canterbury who live in Choir House in the Cathedral Precincts. As young boys, living away from their parental homes during term time, the St Edmund's choristers are inherently vulnerable. The Cathedral and St Edmund's School have joint responsibility for the boys' welfare, and for ensuring that this is comprehensively overseen. They therefore work closely together and have a shared working agreement.

### See Appendix C

4.2 During the school day, in transit between the Cathedral and school, and vice versa, and overnight, the choristers are the responsibility of St Edmund's School. When in the Cathedral, Cathedral activities elsewhere, and when walking between the Cathedral and Choir House, the boys' welfare is the responsibility of Chapter.

4.3 St Edmund's has its own Child Protection Policy ([www.stedmunds.org.uk](http://www.stedmunds.org.uk)), downloadable from the St Edmund's School website, outlining clear procedures when the choristers are the responsibility of the School.

St Edmund's School is responsible for the pastoral care of the choristers in Choir House and at school, while the Acting Precentor and Director of Music has pastoral care of all the choristers in the Cathedral along with the chaperones.

St Edmund's choristers have access to a Welfare Counsellor which St Edmund's School has responsibility for appointing staff to Choir House.

4.4 Procedure if a Safeguarding Issue Arises relating to the boy choristers:

An initial strategy discussion will be held between the Cathedral Head of HR, the Cathedral Safeguarding Lead, Cathedral Safeguarding Advisers and the Director of Safeguarding at St Edmund's School. The strategy discussion may be on the telephone or a face-to-face meeting.

The focus of the discussion should be to determine the handling of the investigation; the issue of responsibility, whether of the Cathedral or School, or both; those to be informed; and to ensure that the child is safely protected and reassured during the investigation. Advice will be sought from KCC Children's Services if relevant.

### See Flow Chart in Appendix D

4.5 Chapter does not have a formal responsibility for the Child Protection Policy and Procedures at St Edmund's. Nevertheless, Chapter has a moral and ethical responsibility to ensure that such procedures are embedded and effective. St Edmund's likewise desires assurance that the Cathedral Child Protection Policy is in line with the school's procedures.

4.6 Staff with Designated Child Protection Responsibilities at St Edmund's School:

- Director of Safeguarding
- Assistant Head of St Edmund's.
- Head of the Junior School.
- Deputy Head of the Junior School.
- in the absence of one of the above, the Head of St Edmund's Senior School.

4.7 During Christmas, Easter and the summer, there are periods when the choristers board in Choir House while St Edmund's is closed for the holidays. At these times, the school is responsible for the welfare and safeguarding of the St Edmund's pupils who are members of the Cathedral Choir when in residence at Choir House. The Cathedral will take sole responsibility for Boarder Choir. Choir House staff will be able to take part in Boarder Choir in a volunteer capacity if they so wish. Any safeguarding concerns must be reported immediately to Deputy DSL for Junior School (Kelly French). They will be progressed in line with our school's safeguarding procedures.

St Edmund's School at night, and during the day when the Choristers are not engaged in Cathedral activities. When in the Cathedral, in transit to Cathedral activities elsewhere, when engaged in Cathedral activities elsewhere, and when walking between the Cathedral and Choir House, the boys' welfare is the responsibility of Chapter.

If there are any safeguarding concerns during these periods, these should be raised with the Head of the Junior School. A strategy discussion will then be initiated (see 4.4 above). If the Heads of the Junior or Senior Schools are not contactable, initial investigations will be handled through the Cathedral Safeguarding Policy and Procedures.

4.8 The Canon Librarian is a governor of St Edmund's providing a formal link with the School at Chapter level. Safeguarding is an agenda item at weekly meetings between the Cathedral, the School and Choir House representatives.

4.9 Termly meetings with the DSL of St Edmund's Junior School, Choir House Parent, Head of Pastoral and Deputy DSL, Acting Head of the Junior School, Director of Music, CSAs and the Cathedral Safeguarding Lead are held to review the co-ordination and effectiveness of joint Safeguarding policies.

4.10 The Girls' Choir members are drawn from a number of local schools and therefore do not board. Their protection and well-being are ensured through the Cathedral Safeguarding Policy and procedures. The Cathedral Head of HR, the Cathedral Safeguarding Lead and the Director of the Girls' Choir, meet once a year to review the effectiveness of the Cathedral Safeguarding Policy in relation to the Girls' Choir, and issues which might have arisen.

4.11 When involved in Cathedral activities, the Director of Music has responsibility for the protection and welfare of all choristers. In addition, he is responsible for conducting risk assessments for all residential trips made by the Choirs when on singing on tour. When away from the Cathedral, an additional responsible adult must be present, including responsibility for members of the Choirs when in transit.

In relation to transit, the Cathedral minibus policy is available on the Cathedral Intranet.

4.12 Chaperones are provided for all choristers both girls and boys. The team of Chaperones work to a rota to ensure they are present when the choirs both perform and rehearse. Each chaperone is DBS checked and licensed through Kent County Council. They fill in a chaperone report form for every rehearsal which is handed to the Canon Precentor and reviewed regularly by the CSAs.

## 5. A Safe Environment for Children

### 5.1 Sunday Club

The Cathedral has a Sunday Club which meets during Cathedral Sunday morning services. Children under five are accompanied by parents. The Club leader and permanent helpers are DBS checked. A list is kept of all children registered to attend and no child can attend without the written consent of their parents. Any special health and dietary needs of the children are recorded.

### 5.2 The Schools Department runs tours and activities for visiting children of all ages from schools in the UK and overseas.

All visiting children are accompanied by a responsible adult from their school at all times and the children remain the responsibility of these adults throughout their visit.

All Schools Department permanent staff and volunteer guides are DBS checked.

OFSTED guidelines for registered groups of children under eight recommend staffing levels as follows:

|                   | Adult | Child |
|-------------------|-------|-------|
| 2 years and under | 1     | 3     |
| 3 years           | 1     | 4     |
| 4 to 8 years      | 1     | 8     |

There should always be a minimum of two adults present, preferably one of each gender.

Any non-registered group in the Cathedral should have a similar adult/child ratio.

### 5.3 There is no official statutory guidance for children over eight years old. Numbers should be based on a risk assessment. As a minimum there should be at least TWO adults (preferably one male and one female) for the first TEN children and an additional adult for each additional TEN children.

Staffing numbers would need to be increased for outdoor activities, and more so if that activity is considered high risk, or potentially dangerous, or when children with disabilities or special needs are involved; a similar approach should be taken with vulnerable adult groups.

5.4 For all groups using the Cathedral, there should be:

- a first aid kit on any premises used by children or vulnerable adults.
- an incident book kept in a secure place where all accidents and significant incidents are recorded as well as the names of any adults visiting the group.
- a register of children attending the group including contact numbers for their parents, key medical information (e.g. allergies) and any special needs. For visiting school groups, this information should be held by the accompanying teachers.
- in premises which are used by children's groups, the ChildLine telephone number (0800 1111) and that of Family Lives (0808 800 2222) should be displayed. Family Lives provides advice and support to parents and carers in all aspects of family life.

5.5 Good Practice in Working with Children

Some physical contact with children, particularly younger children is wholly appropriate in certain contexts. Care needs to be taken, however. The following guidelines drawn up by the Churches' Child Protection Advisory Service (CCPAS) are suggested:

- keep everything public.
- touch should be in response to a child's needs and not related to the worker's needs.
- touch should be age appropriate, welcome and generally initiated by the child, not the worker.
- avoid any physical activity which is, or could be construed as, sexually stimulating to the adult or the child.
- allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention);
- ensure that workers take responsibility for one another in the area of physical contact with children. They should be encouraged to challenge another worker if necessary.

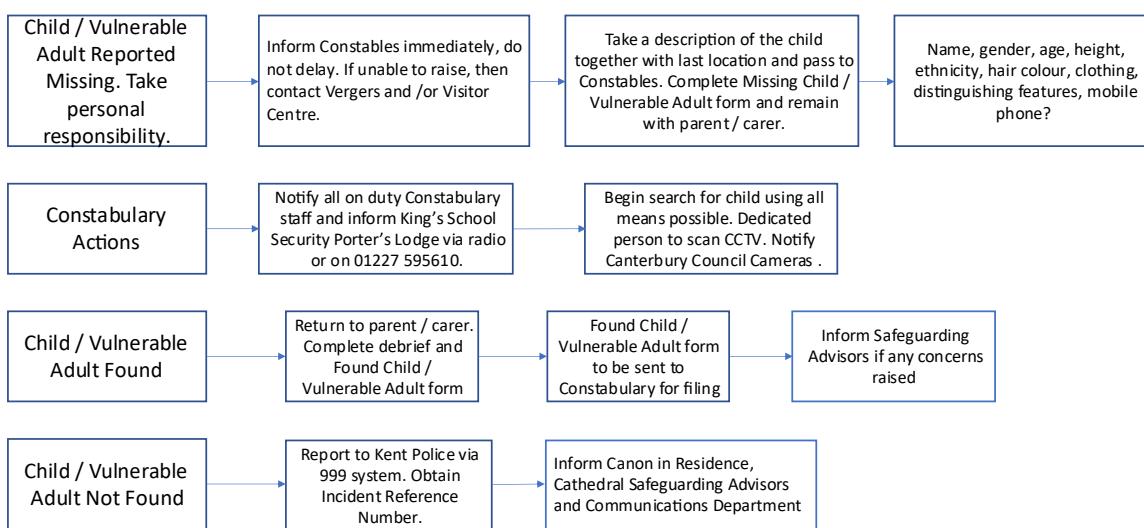
5.6 Further Dos and Don'ts in Working with Children:

- do treat all children and young people with respect.
- do watch your speech, tone of voice and body language.
- do not use any form of physical punishment.
- do not play rough physical or sexually provocative games.
- do not be sexually suggestive about, or to a young person, even in fun.
- do not show favouritism to any one child.
- do not allow unknown adults access to children under your responsibility.
- a known person should accompany visitors.

## 5.7 Guidelines for dealing with a missing or found child / vulnerable adult

### If a child / vulnerable adult is reported missing

- Inform Constables immediately, if unable to raise then contact Virgers and/or Visitor Centre.
- Take a description and last known location and **pass to Constables**. Complete the missing child / vulnerable adult form (See Appendix B). These are available from the Welcome Desk in the Visitor Centre and the Visitor Experience Desk in the Cathedral building.
- Description will be circulated to all Constabulary staff who will initiate search procedures. If the person is not found, the decision to report the matter to Kent Police will be made by the senior member of the Constabulary on duty. The on-duty Canon in residence, media officer and Cathedral Safeguarding Advisors will also be notified.
- Member of staff to stay with parent/guardian.
- Update Constables when child is found.



### Missing Child and Vulnerable Adult Fast Track Actions

#### Finding a lost child / vulnerable adult

- On finding a lost child, immediately contact a second member of staff / volunteer and supervise the child together. Endeavour to make sure you are never alone with a child.
- Report immediately to the Visits Office, Schools Office, Welcome Centre, Virgers or the Constabulary who will take over responsibility. Again, staff should ensure that they are never alone with a child.
- Complete the Missing Child / Vulnerable Adult form with all available information. These are available from the Welcome Desk in the Visitor Centre and the Visitor Experience Desk in the Cathedral building.

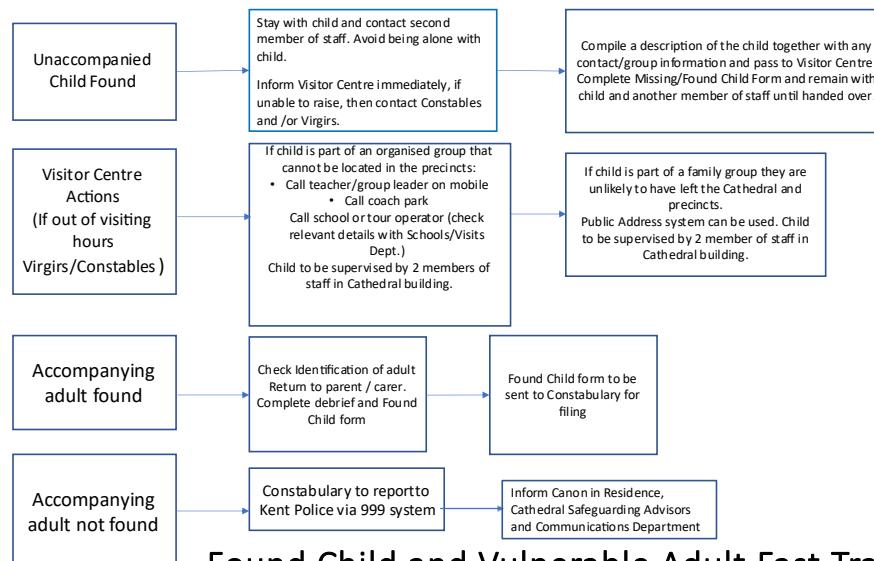
- Physical contact can easily be misinterpreted and should be avoided. With a small upset child, it would be natural to hold hands. However, only do so if the child is comfortable with it. Avoid any unnecessary and unjustified physical contact.
- Outside Service times the Cathedral public address system may be used to locate the group / family – ask the Virgers for assistance. Meeting point inside the Cathedral is the Nave Pulpit / Altar area.
- If the child is part of a group which cannot be located in the Cathedral / Precincts, staff will contact:
  - Teacher / group leader** on their mobile number. The Visitor Centre obtain a mobile number of all teachers / group leaders when they first arrive in the Precincts. Leave Cathedral contact name, telephone number and collection point.
  - Coach Park** to see if group has returned or if they have mobile contact number. Leave message that a lost child is at Cathedral with Cathedral contact name, telephone number and collection point.
  - School/tour operator** to see if they have mobile number of teacher / tour leader. Contact number can be obtained through Schools or Visits Office.

Outside office/charging times: the child is likely to be part of a family group and it is unlikely that they would have left the Cathedral without the child. The child should be kept inside the Cathedral, supervised by 2 staff members until they are re-united with their family. Use public address system as advised above.

- If contact cannot be made to reunite the child with their group / family, the Constabulary should be requested to contact Kent Police. Cathedral staff may of course assist the police until the child is re-united with the group – especially when foreign language assistance is required. However, the police should take over responsibility for re-uniting the child with their carer group.

Under no circumstances is the child to be taken out of the Precincts by Cathedral representatives.

The identity of the adult must be checked before handing the child back.



### Found Child and Vulnerable Adult Fast Track Actions

## **Administration**

- When completed, all missing/found forms are to be sent to the Head Constable for filing on the Safeguarding system.

### **5.8 e-Safety**

In the context of children and young people:

- ensure all electronic communications are appropriate and professional.
- if using e-technology as a group activity, ensure that an adult worker knows and understands what is happening within the group.
- do not make any relationships with a child (other than family members) through a social networking site.
- maintain a log of all electronic contact with individuals or groups including messaging and texting.

## **6. Known offenders as Members of the Congregation**

6.1 It is not always possible to know whether an individual in the congregation has offended against children or adults, especially with the large number of visitors to the Cathedral. In the case of an individual acting suspiciously in relation to children or vulnerable adults, either inside the Cathedral or within the Precincts, the Security Office should be contacted immediately.

6.2 When it is known that a member of the Cathedral congregation has offended against a child or vulnerable adult, the advice of the Cathedral Safeguarding Advisers must be sought through the CSL so that risks posed in the congregation, and around the Cathedral, may be considered and clear boundaries drawn up in a written contract. Any known sexual offender in the Cathedral should never be alone with children/vulnerable adults not only for the protection of children and vulnerable adults, but also to lessen the possibility of the person concerned being wrongly suspected of any form of abuse in the future.

6.3 If an individual who is on the sex offenders register, subject to MAPPA (multi agency public protection authority) regulations or who is on Licence, wishes to worship in the Cathedral, a detailed discussion will always be held with the CSL and Cathedral Safeguarding Advisers and the relevant responsible agencies. A contract, setting out worship and other arrangements will be put in place in discussion with the CSL and CSAs.

6.4 St Edmund's School should be consulted if anyone is to be the subject of a contract. In exceptional circumstances, for the protection of children and vulnerable adults, an individual may be deemed of such high risk that there might be a ban from entering the Cathedral and its Precincts.

6.5 In addition to sexual offenders, there may be individuals within the congregation who have committed other offences against children or adults, such as offences of serious violence.

6.6 A sexual offender should not accept any official role or office in the church which gives him or her status or authority; a child may deem that person to be trustworthy. Sexual offending is often addictive, and it is naïve to assume that an offender has reformed, making it possible to 'forgive and forget'. There may well be temptation to re-offend, to fantasize about abuse, and attempts to gain access to children and young people by befriending parents. There may be attempts at manipulation and control, attending church specifically to come into contact with children. Sex offenders tend to be highly manipulative people.

Advice from the Cathedral Safeguarding Advisers through the CSL must be sought when it is thought that an individual might pose a risk to children.

## **7. Disclosures from the Disclosure and Barring Service (DBS)**

### **7.1 DBS Disclosures**

An enhanced disclosure lists any criminal convictions, including cautions. This may include 'spent' convictions and cautions not under the DBS filtering rules introduced in 2013. The list might also include police information about an individual which did not result in a conviction, but which has been disclosed because of the relevance of the information to the safeguarding of a child or vulnerable adult. All disclosures applied for by the Cathedral are enhanced.

### **7.2 DBS Arrangements for the Cathedral**

The Cathedral is registered with the DBS to enable access to the disclosure service in relation to its paid staff and volunteers. Disclosures should be renewed every five years. Disclosure arrangements for the Cathedral are managed by the Head of HR with administration support being given by the Diocese. Advice about the disclosure process may be obtained from the HR Department.

### **7.3 Disclosures and Safeguarding**

DBS disclosures are now an expectation for those working with children and vulnerable adults in the statutory and voluntary fields, not only to help to reduce the risk to children and adults but also as protection for the employee or volunteer.

A clear DBS disclosure does not guarantee that a risk is not posed:

- the disclosure becomes out of date almost immediately as an individual may commit an offence against a child after the disclosure has been made.
- an offender may never have been caught.
- a false name and identification details may have been supplied.

The Disclosure process is one of a number of measures to help ensure the protection of children and vulnerable adults. In addition, a structured recruitment policy, clear safeguarding procedures and staff training help to ensure greater protection. Evidence from the Churches' Child Protection Advisory Service (CCPAS) has, however, shown that offenders are less likely to join church communities with a robustly managed DBS disclosure policy.

### **7.4 Policy on those requiring DBS checking**

The Chapter policy is that all those who regularly work with children and/or vulnerable adults, including those on a rota, should have enhanced DBS checks. DBS checks are also required of people who manage or supervise those who work with vulnerable groups, and of those in a leadership or training capacity with responsibility for safeguarding children and vulnerable adults.

7.5 The Protection of Freedom Act, 2012 allows fewer people to be DBS checked within a church context. For example, in some mixed age activities involving children, such as bell ringers, the expectation is for leaders, and those responsible for the supervision and/or teaching of children in the group to be DBS checked. This puts greater responsibility on the leaders/supervisors and has implications for their training. It also demands high standards in safe recruitment.

## **8. Safer Recruitment**

8.1 Careful recruitment is essential in helping to protect children from harm. The HOB documents on recruitment, particularly 'Safer Recruitment and People Management Guidance', 2021, reflect the significance of safe recruitment to the Church of England.

8.2 The recruitment of paid staff is the responsibility of the Head of HR and is subject to employment law.

8.3 In line with HOB guidance, prospective volunteers who are to work with children and/or vulnerable adults should:

- be regarded as job applicants.
- have a defined role with a job description.
- complete an application form.
- name two appropriate referees who are in a position to comment on their character and skills.
- those under 18 in education one of those references must be from school.
- any young person on work experience must have a reference from their school.
- no young person under 18 should be expected to take on a role with sole responsibility.
- be interviewed appropriately and professionally.

8.4 If an individual is appointed, he or she must be subject to a satisfactory DBS disclosure:

- the appointment should be confirmed in writing.
- the appointment should be reviewed at intervals.
- clear and consistent arrangements should be made for supervising and supporting the person appointed.
- appropriate training should be provided.
- no one appointed into a paid or voluntary post which requires a DBS disclosure should start work until their DBS disclosure document has been received.

In exceptional circumstances, and only with the agreement of the Head of HR, an individual may be permitted to begin work during the DBS Disclosure process check with the provision that he or she does not have access to children or vulnerable adults.

8.5 The Head of HR must be notified of any work experience placement of any young person under 18, not least so that advice may be given on health and safety arrangements.

8.6 The Cathedral's policy for employing people with a criminal record is available on the policy section of the Cathedral intranet.

## 9. Confidentiality

### 9.1 General

If a child or adult is judged to be at risk of significant harm, and in need of protection, it will normally be necessary to share all relevant information with the statutory agencies.

All safeguarding concerns must be discussed with the CSL.

### 9.2 Confession

A particular issue regarding confidentiality is raised by the practice of formal confession which is available to visitors to the Cathedral from duty chaplains. The HoB Safeguarding Children Policy offers guidance.

9.3 Although the national church guidance specifies issues of concern relating to children it applies equally to adults.

9.4 The Bishop of Dover states that for all clergy who hold a licence:

*'No priest should hear confession on a regular basis unless he/she is under the discipline of the confessional themselves, and confession is part of his/her spiritual practice;*

*Any priest hearing a confession, regularly or otherwise, must say prior to hearing the confession, the following: "If you touch on any matter in your confession that raises a concern about the well-being or safeguarding of another person or yourself, I am duty bound to pass that information on to the relevant agencies, which means that I am unable to keep such information confidential".*

## **10. Pastoral Care of Victims of Abuse**

10.1 Church communities, including Cathedrals, are likely to have among them adults who have experienced abuse as children. If such abuse is disclosed, great sensitivity will be required. It is likely to have been a major step of trust for the individual to have disclosed information.

10.2 There is no single, correct procedure for dealing with a disclosure of historical abuse by an adult. The wishes of the individual disclosing the abuse must be central. For some adults, merely being able to talk to a trusted person about such experiences may be a powerful healing event. The pastoral care of the person who has been abused should be a priority.

10.3 It may be helpful to remind those who disclose historic abuse that people who have committed historic abuse against someone many years previously might well be continuing to abuse children. A survivor should be encouraged, and supported, in reporting the matter to the police if this has not already happened. The Cathedral Safeguarding Advisers will assist in doing this. A survivor's details should not be given to the police without their agreement. In most cases, however, it will be necessary for the details of the alleged perpetrator to be passed to the police.

10.4 A survivor needs to be aware that if the alleged abuser is still known to be working with children in either a paid or voluntary capacity, a referral to the Local Authority Designated Officer (LADO), and to the police, must be made. The Cathedral Safeguarding Advisers would normally make this referral.

10.5 If the Cathedral was involved in any capacity with the alleged perpetrator, even if the individual has since died, the Cathedral must examine its actions when the abuse was reported and consider whether or not the actions were appropriate in what was known good practice at that time.

10.6 Any serious safeguarding allegation made against a member of the church who is dead must be reported to the CLS and Cathedral Safeguarding Advisers who will then pass on the details to the National Safeguarding Adviser at Church House as well as to the police. This is to ensure that any information is formally logged on the individual's data base should others make allegations against the same person in the future. The name of the individual making the allegation may be withheld if desired.

10.7 No pressure or encouragement should be given to the survivor to forgive the perpetrator. This would be abusive in itself. It is for God to forgive the perpetrator, not the victim. Advice may be sought from the Cathedral Safeguarding Advisers or HR on counselling services available for victims of abuse and their families, including specialist Church counselling services.

## 10.8 The Authorised Listener

The Church of England Policy and Guidance on Working with those who have been Sexually Abused is contained in the Church House publication, 'Responding Well to those who have been Sexually Abused,' 2011. The document is available on the Safeguarding section of the Cathedral Intranet and from the Head of HR. 'Responding Well' recommends the appointment of an Authorised Listener to be available if an individual wishes to discuss their experiences of past abuse. The Authorised Listeners will provide an attentive and ear to help individual reflect on feelings, assist in thinking about the next step and provide support.

If you have any concerns or worries, or just want to discuss a situation generally, do not hesitate to contact the Cathedral Safeguarding Lead, who is there to help.

## **Appendix A**

Theological approach and definitions

Based on guidance issued by the Churches' Child Protection Advisory Service: CCPAS.

### **A      Safeguarding in the Church of England**

A.1 People of all ages with a vast range of life experiences, including those with personal difficulties, come into the buildings of the Church of England buildings every day. The majority wish to share their beliefs and positive life experiences to ensure that children and vulnerable adults are given opportunities to understand the Christian faith. Among those who attend churches, cathedrals and church activities are, however, people who might abuse children, or vulnerable adults. The abuser might be a man, a woman or even an older child. It is imperative that the Church is a safe place for all.

A.2 The following sections from the House of Bishops' Safeguarding Children Policy, Protecting All God's Children: The Policy for Safeguarding Children in the Church of England, The Archbishops' Council 2010, Fourth impression 2010, for the House of Bishops of the General Synod of the Church of England, set out the key principles of the Church of England's approach to the safeguarding of children and vulnerable adults.

#### **Principles of the House of Bishops' Safeguarding Policy**

'The care, nurture and respectful pastoral ministry with all children and all adults.

The safeguarding and protection of all children, young people and adults when they are vulnerable.

The establishing of safe, caring communities which provide a loving environment where there is a culture of 'informed vigilance' as to the dangers of abuse.

We will carefully select and train all those with any responsibility within the Church, in line with safer recruitment principles, including the use of criminal records disclosures and registration with the relevant vetting and barring schemes.

We will respond without delay to all complaints which suggests that an adult, child or young person may have been harmed, co-operating with the police and local authority in any investigation.

We will seek to work with anyone who has suffered abuse, developing with him or her an appropriate ministry of informed pastoral care.

We will seek to challenge any abuse of power, especially by anyone in a position of trust.\*

We will seek to offer pastoral care and support, including supervision and referral to the proper authorities, to any member of our church community known to have offended against a child, young person or vulnerable adult.

In all these principles we will follow legislation, guidance and recognised good practice.

\* This principle refers to those in positions of trust and responsibility who might be tempted to abuse power and exploit or otherwise harm others.'

### A.3 Theological Approach

'Every human being has a value and dignity which comes directly from the creation of male and female in God's own image and likeness. Christians see this potential fulfilled by God's recreation of us in Christ. Among other things this implies a duty to value all people as bearing the image of God and therefore to protect them from harm. Christ saw children as demonstrating a full relationship with God. He gave them status, time and respect.'

The Church is intended to be a place where men, women and children, including those who are hurt and damaged, may find healing and wholeness. It is our calling to be agents of healing and recovery in such a way that enables all who have suffered from abuse to lead lives with dignity in a context that is as safe as possible.

As individual Christians and as part of the Church, our vocation is to reflect the character of God. We are called to welcome and care for the oppressed, the marginalised, and the victims of injustice. Safeguarding good practice concerns the development of safer expressions of care to all and underpins the love and welcome of God.

The Church must hold in tension concerns for both justice and compassion. Nevertheless, those who have suffered child abuse have sometimes found an unsympathetic hearing. They may be disbelieved, discouraged and damaged further. Some people may side with the alleged perpetrator. This occurs in all parts of society, but it is particularly hurtful when it occurs within the Church.

Because redemption and the possibility of forgiveness are so central to the gospel, the Church is not only well equipped to assist in the rehabilitation of offenders, but it is also challenged by the issues their presence raises for us.

Our congregations can be a refuge for those who have perpetrated abuse but are seeking help in maintaining a non-abusive way of life. We have also to be aware that some who abuse may see church membership as an opportunity to be close to children or vulnerable parents in order to continue their abusive patterns of behaviour. Experience shows that whether penitent or not, those who abuse need support in taking responsibility for their own actions and in stopping their abusive behaviour: in addition, of course, the vulnerable need protection from them.'

## B. Definitions of Children and Vulnerable Adults

B.1 The Children Act 1989 defines a child as being any person under the age of 18: 'child' or 'children' is used to refer to all children under the age of 18.'

B.2 The HOB Safeguarding Adults Policy defines a vulnerable adult as:

Any adult aged 18 or over who, by reason of mental or other disability, age, illness, or other situation is permanently or for the time-being unable to take care of him or herself, or to protect him or herself against significant harm or exploitation. Some factors which increase vulnerability include:

- a sensory or physical disability or impairment.
- a learning disability.
- a physical illness.
- a mental illness, chronic or acute.
- dementia.
- an addiction to alcohol or drugs.
- failing faculties of old age.
- an unpaid carer.
- those who are homeless.
- immigrant families or individuals.
- victims of domestic abuse – direct violence and/or significant emotional coercion.
- a permanent or temporary reduction in physical, mental or emotional capacity brought about by life events – for example bereavement or abuse or trauma.

B.3 Sometimes a person may have more than one vulnerability which can be missed: for example, someone with a drink problem masking underlying dementia.

### **C. Definitions of Child Abuse**

The central government document, 'Working together to safeguard children: A Guide to Inter-Agency Working to Safeguard and Promote the Welfare of Children', Department for Education 2015, pp. 92-3, categorises and defines child abuse as follows:

#### **C.1 Physical Abuse**

Physical abuse 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.

#### **C.2 Emotional Abuse**

Emotional abuse is 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 children that they are worthless or unloved, inadequate, or valued only insofar as they meet 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 which are beyond the 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.

#### **C.3 Sexual Abuse**

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

#### C.4 Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in 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:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment).
- protect a child from physical and emotional harm or danger.
- ensure adequate supervision (including the use of inadequate caregivers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### D. Vulnerable Adults

#### See Appendix E

D.1 All vulnerable adults should be treated with respect and dignity. Their privacy should be respected. They should be allowed to lead as independent a life as possible. They are entitled to the full protection of the law as much as anyone else.

D.2 All adults, including vulnerable adults, have a fundamental human right to choose how and with whom they live, even if to outsiders this appears to involve a degree of risk. The only occasion when that right should be superseded is in situations where other people are put at risk or where the adult is mentally incapacitated, and decisions need to be taken on the basis of their best interests.

#### D.3 Who Abuses Vulnerable adults?

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

- relatives of the vulnerable person including husband, wife, partner, son or daughter. It will sometimes include a relative who is a main carer.
- neighbours.

- workers in places of worship.
- people who are themselves vulnerable and/or are users of a care service.
- confidence tricksters who prey on people in their own homes.

## D.2 Relatives who are Main Carers

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

## D.3 Institutions

All living in institutions have, by definition, a degree of vulnerability. The national Care Quality Commission (CQC) is responsible for inspecting and regulating hospitals, nursing homes and other care homes. In the CQC 2014 annual report concerns about the quality of care in some residential care homes and nursing homes were highlighted. The CQC received on average 100 complaints a day in 2013 to 2014 in England and Wales relating to such units.

## E. Definitions of Adult Abuse

E.1 Six categories of adult abuse are identified in the government publication, 'No Secrets' which provides guidelines on protecting vulnerable adults (Department of Health 2000). They are:

- physical abuse including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions;
- sexual abuse including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressurised into consenting;
- psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- financial or material abuse including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- neglect or acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;
- discriminatory abuse including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

To these should be added:

Survivors of abuse which may have been in childhood or adulthood and who may need specific pastoral care.

## **E.2 Domestic Abuse**

Domestic abuse is usually a systematic, repeated and often escalating pattern of behaviour by which the abuser seeks to control, limit and humiliate, often behind closed doors.

Research evidence and practice experience is increasingly highlighting the profound emotional harm and sometimes physical harm caused to children witnessing domestic abuse.

Detailed guidelines are available in the Church House publication, 'Responding to Domestic Abuse', 2006. This may be accessed via the Cathedral intranet.

## **E.3 Human Trafficking**

The number of people trafficked for sexual exploitation, domestic servitude, 'sweat-shop labour', or other exploitation has risen sharply in the UK. Violence, intimidation and restriction of liberty often go hand in hand. Detailed guidelines on the recognition of human trafficking are available on the Cathedral intranet.

# **F. Abuse, Neglect and Exploitation**

## **Children**

### **F.1 Children with a Disability**

The abuse of children may take many forms. Children and young people with disabilities (physical, sensory and/or learning difficulties) are especially vulnerable and need special care and protection.

### **F.2 Racial, Cultural and Religious issues**

Crucial to any assessment is knowledge and sensitivity to racial, cultural and religious patterns. While different practices must be taken into account, all children have a right to protection. Differences in child rearing do not justify child abuse; no racial group advocates the abuse of children. Equally, these issues apply within the safeguarding context of vulnerable adults.

### **F.3 Statutory Definitions**

The central government document, 'Working Together to Safeguard Children', HM Government, DfE Publications, 2015, defines child abuse in terms of:

- physical abuse; emotional abuse;
- sexual abuse;
- neglect.

Full definitions of these categories are set out below in Appendix

#### F.4 Spiritual Abuse

The enquiry into the death of Victoria Climbié found that she had been severely traumatised by 'deliverance prayer' sessions at her church which led her to believe that she was possessed by demons and was evil. Sensitivity and discretion is required in prayer for children. Welfare of the child is paramount. The guiding principle should always be the example of Christ himself; in his dealings with children he was always gentle and never frightening.

#### F.5 Sexual Exploitation

Recent court cases have highlighted the serious problem in some cities of vulnerable adolescents being targeted by criminal gangs for sexual exploitation. Guidelines on recognising the plight of such children are on the safeguarding section of the Cathedral intranet.

#### F.6 Abuse by Children and Young People

Abuse by children and young people is more common than is generally realised, accounting for almost one third of all sexual abuse against children. While it is not unusual for children and young people to be curious about the opposite sex and for them to experiment sexually, where a child is in a position of power or responsibility over another and breaches that trust through some sexual activity, then this is abuse. Where one child forces him or herself on another child of any age, this is abuse. Such situations should be taken as seriously as if an adult were involved and should be investigated in the same way by the child protection agencies. The damaging effect on the child victim may be significant and the perpetrator might also be a victim and in need of help.

#### F.7 Downloading of Child Pornography/Exchange of Sexual Images of Children

The number of convictions of people who download child pornography from the internet has increased in recent years. This is classified as a sexual offence. Such offences are sometimes erroneously referred to as non-contact sexual offences; it must be remembered that children will have been abused in the making of such images. The texting of sexual messages and photographs (sometimes referred to as 'sexting') can be particularly problematic and abusive amongst children and young people.

#### F.8 e-Safety and Abuse

With the constant increase in the use of electronic (e) communication technology there has been a corresponding rise in the use of e-technology to target, groom and abuse children. Adults or older children may target chat rooms, social networking sites, messaging services, mobile phones and the internet generally.

Children are particularly vulnerable to abuse by adults who pretend to be children of comparable ages on social networking sites and who try to obtain images of children and/or engineer meetings. Guidelines in the context of e-communication in a church setting have been produced by Canterbury Diocese and are available on the safeguarding section of the Cathedral intranet.

## **G. Signs and Symptoms of Abuse**

The following behavioural signs may or may not be indications that abuse has taken place, but the possibility should be considered:

### **G.1 Physical signs of abuse:**

- injuries not consistent with the explanation;
- injuries which occur to the body in places which are not normally exposed to falls, rough games, etc.;
- injuries which have not received medical attention;
- neglect – undernourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.;
- bruises, burns, bites, fractures, etc., which do not have an accidental explanation;
- female circumcision (which is illegal in the United Kingdom).

### **G.2 Signs of Emotional of abuse:**

- changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging;
- depression/ extreme anxiety;
- nervousness, ‘frozen watchfulness’;
- obsessions or phobias;
- sudden underachievement or extreme lack of concentration;
- over-readiness to relate to strangers;
- excessive attention-seeking behaviour;
- persistent tiredness;
- very low self-esteem;
- unduly aggressive behaviour.

### **G.3 Signs of possible sexual abuse:**

- any allegations made by a child concerning sexual abuse;
- child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour;
- sexual activity through words, play or drawing;
- child who is sexually provocative or seductive with adults;
- severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations;
- sexualised play with other children;
- recurrent urinary tract infections;
- self-harm or mutilation.

## **Contacts**

### **ChildLine**

0800 1111

Freepost NAT1111, London E1 6BR

Website: [www.childline.org.uk](http://www.childline.org.uk)

(Children can also write to ChildLine if they wish.)

### **Family Lives**

0808 80 2222; e-mail: [parentssupport@familylives.org.uk](mailto:parentssupport@familylives.org.uk)

### **Police**

01622 690690 (non-emergency)

### **Stop it Now!**

Stop it Now! UK and Ireland is a child sexual abuse prevention campaign: [stopitnow.org.uk](http://stopitnow.org.uk)  
0808 1000 900

## Appendix B

# Responding to Safeguarding Concerns about a Child or Adult

A safeguarding issue is when a child or adult is being harmed  
or at risk of being harmed by others or themselves

## Non-emergency safeguarding concerns about a child or adult

Contact Manager and Cathedral Safeguarding Lead or deputy

- Manager to contact Head of Department
- CSL to contact Cathedral Safeguarding Advisers

- Referral to CSAs and advice given
- CSL inform Dean and HR manager
- Ongoing enquires with HR and CSAs

- CSAs inform LADO and other agencies
- Professionals or Core group
- CSAs report to CSEG
- CSL report to Chapter

## Emergency safeguarding concerns about a child or adult

Contact Cathedral Security on 01227 866237, or internal 6237

- Cathedral Security inform CSL and CSAs
- CSL informs Dean
- CSA inform LADO and other agencies

Careful recording using “Safeguarding Logging Form”

## Appendix C



### Procedures for the transfer and safeguarding of the St Edmund's Pupils who are members of Canterbury Cathedral Choir between St Edmund's School, Canterbury and Canterbury Cathedral

#### **Safeguarding**

The welfare and safety of the children of Canterbury Cathedral is of paramount importance and at the centre of our decision making. The guidance is underpinned by the Children Act 1989 and its supporting legislation and guidance (including KCSIE 2021 and Working Together to Safeguard Children 2018) and reflects the 5 key principles of child protection (the 5 P's)

- Prevention
- Paramountcy
- Partnership
- Protection
- Parental Responsibility

Keeping Children Safe in Education (2022) and Working Together to Safeguard Children (2018) form the basis of policy and practice. The partnership between Canterbury Cathedral and St Edmund's adheres to the statutory guidance of inter-agency working and principles; a coordinated approach is key to this – safeguarding is everyone's responsibility.

Both organisations discuss the welfare of the St Edmund's pupils who are members of the Cathedral Choir regularly in the formal settings of fortnightly Keeping In Touch (KIT) meetings and termly Safeguarding Meetings. Whilst the agenda for the regular KIT meetings involves procedural and operational matters, Safeguarding – including live cases – is discussed so that the organisations (together with the parents if appropriate) can share information to provide the child with the necessary support and intervention.

#### **Safeguarding Liaison and Oversight**

The Cathedral Safeguarding Lead and the St Edmund's Designated Safeguarding Lead are the principal officers responsible for the oversight of our joint work in safeguarding. They are the primary channel of communication about safeguarding matters between the institutions. If contact is needed in the absence of either Lead, their Deputies should act for them.

The Junior School DSL acts as the main point of contact during fortnightly KIT meetings.

#### **Inter-Agency Thresholds**

Specific concerns are discussed according to Kent County Council's Inter-Agency Threshold Criteria for Children and Young People.

**Level 1: Universal**

All children and families have core needs such as parenting, health and education. Children are supported by their family and in universal services to meet all their needs. Services are provided to all children and families who live in the area.

**Level 2: Additional**

Children and families with additional needs who would benefit from or who require extra help to improve education, parenting and/or behaviour or to meet specific health or emotional needs or to improve their material welfare. Child's needs can be met by universal services working together or with the addition of some targeted services. Services are provided on a voluntary basis

**Level 3: Intensive**

Vulnerable children and their families with multiple needs or whose needs are more complex. Life chances would be impaired without coordinated support. A multi-agency plan is developed with the family coordinated by a lead professional or family worker. A wide range of services, including Early Help Units or/and Children in Need services, might be involved. Services are provided on a voluntary basis

**Level 4: Specialist**

Children and/or family members are likely to suffer significant harm/ removal from home/serious and lasting impairment without the intervention of statutory specialist services. Referral is to services with the power to undertake statutory non voluntary intervention and services with specialist skills

Level 2 – For those receiving additional support (Level 2), both organisations will communicate concerns in the KIT meetings, including strategies to support the child.

When a concern about a St Edmund's pupil enters Level 3, both St Edmund's School and the Cathedral will appoint a Key Worker – one for each setting. They will work together to monitor progress on the case and ensure that necessary actions are taken. If there is uncertainty about whether a key worker should be appointed in a particular case, guidance will be taken from the Cathedral's Safeguarding Advisors and the School's DSL.

When there are concerns regarding members of the Cathedral Staff relating to a St Edmund's pupil, the School's DSL will be invited to meet with the Cathedral's Safeguarding Core Group. Similarly, if there are concerns about St Edmund's School staff, these will be passed onto the Cathedral's Safeguarding Lead. This will be done to establish if any transferrable risks exist and how they should best be managed. All information will be shared in compliance with relevant data protection and GDPR regulations, on the understanding that the safeguarding of a child or vulnerable adult will always take priority if it conflicts with these regulations.

When a safeguarding concern with regard to a St Edmund's pupil and another member of the Cathedral choir is highlighted, this will be passed on to the Cathedral Safeguarding Lead (Emma Pennington) as soon as possible.

**Transfer of information regarding training and DBS**

All Cathedral and St Edmund's School staff involved in regulated activity involving the Boy Choristers and in their transfer from the school site (including Choir House) to the Cathedral and vice versa, should have the necessary safeguarding checks including an enhanced DBS check. These should include the following (the following list is not exhaustive):

- Cathedral Director of Music & Assistant Director of Music
- Assistant Organists;
- The Precentor;
- Chorister Chaperones;
- Minibus drivers;
- Choir House Staff

## **Policies and Procedures**

Both organisations must be familiar with (and abide by) the Statutory Guidance Keeping Children Safe in Education (2022) and Working Together to Safeguard Children (2018). Both organisations must also be familiar with each other's Child Protection and Safeguarding policies and procedures, Anti-Bullying policies and other relevant documents.

Both organisations should acknowledge receipt and the reading of the policies and procedures.

### **Information sharing between Chorister Chaperones and Choir House Staff**

To protect the wellbeing and safeguarding of the St Edmund's pupils on a day-to-day basis, basic welfare information is exchanged directly between the Cathedral's Chorister Chaperones and the Choir House Staff who are employed at St Edmund's School. Chaperone forms, which log behaviour and welfare issues, are handed to the Precentor on a weekly basis and any welfare concerns will be shared at the KIT meetings. These forms are reviewed with the CSL (Cathedral Safeguarding Lead), DSL (St Edmund's Safeguarding Lead) and CSAs (Cathedral Safeguarding Advisors) on a regular basis. If a Chaperone has a non-urgent safeguarding concern about a Chorister, this should be passed to the Precentor (line-manager) in the first instance, who will refer it to the Cathedral Safeguarding Lead, they will then take the lead on any necessary liaison with the School. Urgent safeguarding concerns, where a child is under imminent threat, should be reported to the Close Constables (Cathedral Security) or directly to the Police (St Edmund's). Followed by an immediate referral to Kent Integrated Children' Services through the CSA/St Edmund's DSL.

Any concerns about the behaviour of an adult toward a child will be reported in line with the institution's Safeguarding Policy.

The CSL and DSL will keep each informed.

### **Staff who work for both the Cathedral and St Edmund's School**

Individuals who are employed by both St Edmund's School and the Cathedral hold separate contracts of employment for their separate roles. If a safeguarding concern arises, they should follow the policies and procedures of the institution employing them in the context in which the concern arose. However, if there is any doubt as to the right course of action, the staff member should report the concern to both institutions to ensure that it is not missed.

### **Chorister trips and tours**

Responsibility for all Cathedral trips involving the St Edmund's pupils, including overseas tours and Boarder Choir, resides with the Cathedral Chapter. It is the responsibility of the Cathedral to produce suitable planning documentation and risk assessments which include the safeguarding arrangements for the St Edmund's pupils and to provide, pay, train, and manage the necessary staff to ensure the safety of the trip. For trips which take place during term time/boarder choir, the documentation must be shared in advance with St Edmund's School. This documentation (and any subsequent discussion) should be exchanged between the Director of Music and the Head of St Edmund's Junior School. Such trips are to follow expectations set in the school's Educational visits policy, which is applied to all external trips.

In the case of trips and tours *outside* times when the St Edmund's pupils would usually board (when the boys are released for the activity directly by their parents), the Cathedral will communicate details to parents directly.

As a matter of good practice, the Cathedral will inform St Edmund's school of any impending major commitments for the St Edmund's pupils away from the Cathedral during the holidays (such as an international tour), even in circumstances where the parents are directly responsible for releasing their children on the trip. Likewise, if a St Edmund's School term-time trip takes place at a time which will impact on the St Edmund's pupils' duties in the Cathedral Choir, permission will be sought in advance from the Cathedral (via the Director of Music) for the trip to take place.

### **Concerns and Advice**

If there is a concern that someone is at risk of, or is being abused, or presents a risk to others, it should be reported without delay. If a child, young person or adult is in immediate need of protection the Close Constables/Police should be called.

Education Safeguarding Advisors in Kent can also be contacted to advise on safeguarding concerns: **03000 418503**

Allegations about members of staff: LADO (Local Authority Designated Officer) **03000 410888**

The National Society for the Protection of Cruelty to Children operates two 24-hour helplines:

Help for children and young people – **Childline 0800 1111**

Help for adults concerned about a child – **0808 800 5000**

For victims of domestic abuse National Domestic Violence Helpline – **0808 2000 247**

The Church of England National Safeguarding Team have also published an interactive guide to safeguarding which provides a useful overview of safeguarding in the Church of England: <https://www.churchofengland.org/safeguarding/policy-and-practice-guidance>

Links to St Edmund's School and Canterbury Cathedral Safeguarding policies.

Contact information for key School and Cathedral personnel are as follows:

|  |                                 |  |
|--|---------------------------------|--|
| Cathedral Safeguarding Lead            | Emma Pennington                 | emma.pennington@canterbury-cathedral.org   |
| St Edmund's DSL                        | Ross Underwood                  | safeguarding@stedmunds.org.uk  |
| Cathedral Safeguarding Advisors        | Paul Brightwell<br>Fiona Coombs | <a href="mailto:pbrightwell@diocant.org">pbrightwell@diocant.org</a><br><a href="mailto:fcoombs@diocant.org">fcoombs@diocant.org</a> |
| Precentor & Deputy CSL                 | Wendy Dalrymple                 | <a href="mailto:wendy.dalrymple@canterbury-cathedral.org">wendy.dalrymple@canterbury-cathedral.org</a>                               |
| Receiver General & Deputy CSL          | Kathryn Beldon                  | rg@canterbury-cathedral.org  |
| St Edmund's Junior School (Deputy) DSL | Kelly French                    | safeguarding@stedmunds.org.uk  |
| Director of Music                      | David Newsholme                 | david.newsholme@canterbury-cathedral.org   |
| Assistant Director of Music            | Jamie Rogers                    | jamie.rogers@canterbury-cathedral.org  |
| Head of St Edmund's Junior School      | Ross Comfort                    | JSHead@stedmunds.org.uk  |
| Head of St Edmund's School Canterbury  | Ed O'Connor                     | Head@stedmunds.org.uk  |

## **Appendix D**

### **Safeguarding information flowchart Cathedral – St Edmund’s School**

Depending on what this concern was and how immediate the risk:

Safeguarding concern at Cathedral involving chorister - reported to



CSL (Emma Pennington) - who inform and liaise with



CSA (Fiona Coombs and Paul Brightwell), DSL (Kelly French/Ross Underwood)



Deputy CSL (Canon Precentor), Director of Music (David Newholme)



Recorded on Cathedral Safebase system (from August 23 Myconcern)

Contact with parents dependent on the safeguarding concern and to be agreed with DSL/Head

If the risk was immediate, the process would be to either contact the constables/emergency services/CSAs before the flow chart is followed.

## **Safeguarding information flowchart St Edmund's School - Cathedral**

Safeguarding concern at St Edmund's School involving chorister - reported to



DSL – (Kelly French/Ross Underwood) - who inform and liaise with



Head of Junior School (Ross Comfort), Choir House parent (Mary Morley), CSL (Emma Pennington)



Advice sought from Local Area Safeguarding if necessary



Recorded on School Cpoms system

Contact with parents dependent on the safeguarding concern and to be agreed with DSL/Head

If the risk was immediate, the process would be to either contact the police/emergency services/local area safeguarding before the flow chart is followed.

## **Appendix E**

### **Good practice with adults**

#### **A Safe Environment for Adults**

##### **1 Attitudes**

The Cathedral strives to be welcoming and accessible to vulnerable adults. An adult with a disability is not necessarily vulnerable, nor is a vulnerable adult necessarily disabled. However, discrimination faced by disabled people is not uncommon. It is essential therefore that every effort is made to create an environment that is inclusive and accessible where vulnerable adults are free from fear of being exploited, marginalised or abused. Those with impairments have contributed to the following good practice points relating to church buildings and activities.

##### **2 Good Practice with the Visually Impaired:**

- identify yourself by name;
- reserve seats near the front for the partially sighted to sit closer;
- offer assistance to someone visually impaired in finding their way around;
- do not push, always offer an arm for support and, if necessary, provide space for a guide dog to lie down;
- ensure all corridors, approaches and circulating areas are free from obstructions;
- ensure large print versions are available for songs/hymns and other written material (e.g. Bible, news sheets, etc.). Print for the partially sighted should be in a Sans Serif typeface (e.g., Arial );
- good lighting is required for the partially sighted;
- the international symbol for visual impairment may be shown on literature and notice boards to indicate what facilities are provided for blind and partially sighted people.

##### **3 Good Practice in relation to those with a Hearing Impairment:**

- get the attention of the deaf person before speaking;
- address the deaf person directly, not an accompanying person;
- if deaf from birth, speech may not be possible;
- ensure that face and mouth may be seen clearly;
- look directly at the person, speaking at a normal speed and volume with clear lip patterns;
- avoid exaggerated lip patterns which are harder to read;
- keep hands away from your face;
- eating or chewing gum while talking hinders effective lip reading;

- do not speak directly into the person's ear;
- a hearing induction loop should be provided;
- a hearing aid is not always obvious and many do not wish to draw this to the attention of others;
- if an individual is accustomed to signing, the signer needs to be in a clearly visible, well-lit place;
- background noise may create distorted sound for those using a hearing aid;
- be prepared to write key messages down, and do not give up if communication is difficult;
- indicate that facilities are available for the hard of hearing, the international symbol may be shown on literature or notice boards.

4  Good Practice in relation to those with Impaired Mobility:

- internal or external access needs to be level or ramped;
- try not to designate one area for wheelchair users, thus drawing attention to disability;
- reserve a seat being reserved next to a wheelchair user for a friend or helper;
- when talking to a wheelchair user, try sit down so that you are on the same level, making eye contact easier;
- try not to lean on the wheelchair, hold it or attempt to move it/push it unless otherwise requested as a wheelchair is part of the user's personal space;
- the international symbol may be shown on literature, notice boards and facilities such as toilets to indicate that there is access for those with impaired mobility.

5 Good Practice in relation to those with Learning Disabilities:

- adults with learning disabilities may have impaired reading skills, and so, if possible, signpost facilities and directions (fire exits, toilets etc.) using images as well as words;
- offer assistance if it appears there are difficulties with comprehension;
- try to speak in short sentences;
- beware of 'veeर skills' in which an impression of understanding is given;
- try to allow sufficient time to process questions and answers;
- try to avoid completing sentences for those with learning disabilities;
- try to check with someone who knows the person how it might be best to communicate;
- be patient if individuals are noisy or move about when it seems inappropriate;
- be flexible and kind and try not to pick up on the norms of how things are usually during worship.

6 Those with a learning disability are welcome to participate in Cathedral life and Cathedral activities. Difficulties might, however, emerge when an adult with a learning disability is given responsibilities in a children's group.

In such cases, thought needs to be given to: supervision arrangements; the age and vulnerability of the children in the group; how well 'boundaried' the adult might be; and whether or not the individual has the intellectual ability to pick up on cues presented by the children. If in doubt, the advice of the Cathedral Safeguarding Adviser should be sought.

7 Good Practice for Those Working with People with Dementia:

- within the wide spectrum of dementia, sufferers may have varying disabilities, and it is therefore important to find out what skills the individual has within this spectrum;
- those with dementia require stability, attention, calm ordered routines, familiar faces and a familiar home environment;
- the good practice points in paragraph 5 might assist in speaking to those with dementia.