



POLICY

Safeguarding children and young people and vulnerable adults 2017

Introduction

This document sets out Bristol Cathedral's safeguarding policy in relation to children and vulnerable adults. It covers:

- Legal framework, aims and objectives
- Governance and responsibility for implementing the policy
- Recruitment procedures
- Training
- Annual review of the policy
- Procedures for working with children
- Procedures for working with vulnerable adults
- Pastoral support for abuse victims
- Record keeping
- Annex A: general good practice guidance
- **Annex B: Bristol Cathedral notification procedure**
- Annex C: whistleblowing procedure
- Annex D: key contacts

Legal framework

We have a moral and legal responsibility for safeguarding children and young people and vulnerable adults and their welfare is to be paramount in all relevant areas of Cathedral life. The Cathedral's Policy is in line with Diocese of Bristol's Safeguarding policy¹, procedures and practice guidance, and the wider national legal framework including the Children's Acts 1989 and 2004 and the Church of England Policies 'Protecting all God's children', 'Promoting a Safe Church' and 'Promoting a Safer Church'². These policies apply to all clergy, paid staff and Cathedral Volunteers. The Cathedral works closely with the Cathedral Schools Trust to safeguard choristers. The School consists of a state funded academy and a free primary school which are located in the Cathedral precinct. The Schools have a separate legal framework, which is set out in 'Keeping Children Safe in Education in 2016' and its own policy. The Cathedral has a section on safeguarding on its website and both the Cathedral and School policies are publicly available³.

¹ The Diocesan policies and guidance can be found at <http://www.bristol.anglican.org/parish-resources/safeguarding/>

² The national church policies and guidance can be found at <https://www.churchofengland.org/clergy-office-holders/safeguarding-children-vulnerable-adults/national-policy-practice-guidance.aspx>

³ <http://bristol-cathedral.co.uk/about-us/safeguarding/>

Whilst engaged in Cathedral activities, all staff and volunteers have a legal duty to safeguard children, young people and vulnerable adults. They should avoid incidents of risk and record and report concerns in a timely manner. Please note that this policy should also be read in conjunction with:

- the Cathedral's Health and Safety policy and procedures manual which governs risk management processes
- the Staff Handbook, which sets out the HR processes used in relation to paid staff
- the Diocesan Guidance which sets out the HR processes for clergy
- the Cathedral's Volunteer handbook

Aims

- To ensure that all clergy, lay staff and volunteers who work in the Cathedral follow the Policy and implement their duty of care for children and young people and vulnerable adults.
- To ensure the maintenance of high professional standards in all aspects of the Cathedral's work with children and young people and vulnerable adults.
- To ensure that all employees and volunteers, who have direct and regular contact with children and young people and or vulnerable adults in the course of their normal duties have been safely recruited and have the appropriate disclosure obtained from the Disclosure and Barring Service (DBS).
- To ensure that staff and volunteers are made aware of, and comply with, the implications of this Policy.

Objectives

- That Bristol Cathedral can offer a welcoming and safe environment for all our visitors.
- That procedures for the recruitment and appointment of staff and volunteers meet the standard set out in Safer Recruitment Policy (July 2016) for the Church of England.
- That staff and volunteers are confident in managing and contributing to the welfare of children and vulnerable adults visiting the Cathedral.
- That staff and volunteers are encouraged and supported in the valuable work they do with children and young people and vulnerable adults.
- That the Cathedral community has the assurance that they have access to an appropriate system which deals with any issues regarding the safety of children and young people and vulnerable adults.
- That staff and volunteers receive appropriate guidance and training to assist them in this aspect of their duties.
- That all allegations of abuse or neglect will be taken seriously and appropriate action will be taken through the protection notification procedure. In the first instance the Chapter Clerk is notified and she immediately contacts the Diocesan Safeguarding Advisor.
- That the Cathedral Chapter, on receipt of a complaint, will not pursue its own investigations, nor initially involve associated bodies, but will refer matters to the Diocesan Safeguarding Adviser in line with the notification procedure.

Governance and responsibility for implementing the policy

Roles

The overall responsibility for the establishment and delivery of the Cathedral's policy for safeguarding children and young people and vulnerable adults (the Policy), is the Dean and Chapter of the Holy and Undivided Trinity Bristol. In terms of roles and responsibilities:

- The **national church** is responsible for the overarching legal framework, national policies and guidance and the training and development framework for church workers and volunteers.
- The **Diocese** has the overarching responsibility for safeguarding in the Diocese of Bristol and has a Service Level Agreement in place with the Cathedral in relation to safeguarding. The **Diocesan Safeguarding Advisor** (a trained social worker or appropriate specialist) provides the necessary technical support on all safeguarding matters.
- The **Chapter Clerk acts as the Cathedral Safeguarding Officer** and has the management responsibility for the policy and the administration of the necessary systems and processes needed to deliver the policy effectively. The Chapter Clerk is responsible for notifying the Diocesan Safeguarding Advisor of any complaints, concerns or issues and action is only agreed after the Advisor has been notified. In the event of a serious allegation being made the Diocesan strategy group is convened under the chairmanship of the Bishop's Chaplain, and the Cathedral has representation on the panel. The Chapter Clerk is also responsible for making sure that training and induction support is provided for staff and volunteers. The **Diocesan Canon** on Chapter is a member of the Bishop's strategy group and holds the Chapter responsibility for safeguarding.
- In line with the policy set out in Protecting All God's Children the Cathedral has a **Child Advocate and Vulnerable adult contact** (Jeannie Whatmough). Jeannie is not directly involved in the work with children, but is approachable and known to children and their leaders. Posters displaying Jeannie's contact details are placed in the areas children use. The Child Advocate will attend training offered by the Diocesan Safeguarding Adviser as required and is a member of the Safeguarding committee.
- The **Cathedral clergy** (usually Dean, Canon Precentor and Canon Pastor) have the overarching responsibility for pastoral care within the Cathedral for both children and vulnerable adults. They deal with many of the day to day issues when it comes to dealing with distressed or troubled visitors. It is primarily the clergy who would help vulnerable adults with particular issues. The Canon Pastor has the primary responsibility for pastoral work and is assisted by the Cathedral Chaplain, who is a self-supporting minister.
- The **Head Verger, Deputy Head Verger, and Vergers**, play a key role in the day to day management of the cathedral site and are responsible for security. This means that they are responsible for ensuring all children are evacuated safely in an emergency, are not alone or unattended when in the building or on site, and are not approached by strangers on Cathedral premises, and they will also provide First Aid when it is required. They also have a role in relation

to vulnerable adults and will offer support and general assistance as required. If someone becomes aggressive or difficult the Vergers (or Chapter Clerk) will also take the lead in managing the situation, getting the Police where necessary.

- The Cathedral employs an **Education Officer** who plays a key role in the delivery of the Cathedral's education programme and will work directly with children when they attend events at the Cathedral. The Education Officer has the supervisory role in relation to this work. The teachers who accompany school trips have the primary duty of care for the welfare of their pupils. All schools are asked to provide enough teachers to manage the visit, including toilet trips, appropriately.
- The **Director of Music and Assistant Organist** are responsible for choristers and the management of the choir. They have a supervisory role in relation to the children and oversee their pastoral care with the support of a **Chorister Tutor** from Bristol Cathedral Choir School. This is a role performed by one of the school teachers.
- The Cathedral also relies on volunteers to support its work with children and vulnerable adults. The main groups who have contact in this respect are:
 - The **Education Guides** and **Mothers Union helpers** support the Education Officer's work with school groups and other visiting children.
 - The **Children's church leaders** coordinate and manage the children's activities on a Sunday morning.
 - The **Serving team**, who process with the cross and lights during the service, which can include children and vulnerable adults.
 - The **bell-ringing** team. Bell ringers are usually adults, but sometimes children take up the activity and are trained in the ringing chamber.
 - The **welcoming teams**, which include Mother's Union welcomers and Day Chaplains may have contact with vulnerable adults who are distressed in some way.
 - The **Day Chaplains**, may work with children and vulnerable adult in their pastoral work.

All paid staff have child and/ or adult protection responsibilities clearly set out in their job descriptions and contracts and are expected to support delivery of the policy, and relevant procedures, and attend training. The Cathedral volunteers are recruited in line with the Diocese of Bristol's safer recruitment policy. Volunteer inductions will be delivered from 2017. The volunteer handbook contains general advice on safeguarding.

Reporting and Accountability

The Chapter Clerk will update the Chapter at each meeting on child and adult protection issues. The Chapter Clerk will also convene and manage a Safeguarding Committee which will meet quarterly to make sure the policy and procedures are functioning effectively. The terms of reference for the group can be requested from wendy.matthews@bristol-cathedral.co.uk. The membership of the group can vary but will generally include; the Chapter Clerk, Master of Choristers, Chorister Tutor, Education Officer, Head

Verger representative from Bristol Cathedral Choir School (BCCS), the Child Advocate and Diocesan Safeguarding Advisor. Other staff and volunteers would be invited to attend as necessary. The Cathedral clergy are copied on all agendas and papers. The Cathedral will work closely with the Cathedral Schools Trust on all matters relating to the protection of pupils and will share information/policies/processes as necessary. The Diocese has its own safeguarding group with representatives from statutory agencies. Expert advice will be requested as required.

Procedures

Recruitment Procedures

Staff and volunteers who have direct contact and responsibility for children and young people and/ or vulnerable adults in the work of the Cathedral require a Disclosure Scotland or DBS check in line with DBS eligibility criteria. A list of which check is required for which role is maintained by the Chapter Clerk. This is regularly reviewed and updated when national guidance changes and advice taken from the Diocesan Safeguarding Adviser when required.

In addition, all Staff and Volunteers are required to make a confidential self-declaration and to provide the names of referees. Details must be given of any criminal record or disqualification from caring for children. The Chapter Clerk and Line Managers need to ensure references are taken up and that there are no concerns about child or adult protection.

Once appointed, it is the responsibility of each member of staff to update and amend personal details, including criminal record details.

Details of Recruitment Process:

- Advertisements for posts must state the Dean and Chapter's requirements regarding DBS Disclosure. All staff and volunteers will be interviewed and relevant questions asked at interview.
- The Chapter Clerk manages applications for DBS checks utilising the on-line system commissioned by the Bristol Diocesan Board of Finance.
- Contracts for new staff will only be issued once a satisfactory check has been completed and staff will not be allowed to start work if the check and full safer recruitment process has not been completed.
- The Chapter Clerk keeps a record indicating the current status of all people working with children and young people and vulnerable adults. Details are not removed when a person leaves but a change of status note is made on the record.
- This data is held securely within the Cathedral's IT system in line with record retention guidance issued by the Church of England.

Training

From 2017 the Cathedral, alongside the Diocesan Safeguarding Training and Development Officer will implement the Church of England's new national training and development framework for safeguarding. This will include;

- General training for all staff and volunteers.
- Advanced training for the Chapter Clerk and Nominated person to manage the formal processes and systems. This will include Diocesan training courses.

Specialist training for the clergy and other staff involved in recruitment and other issues.

Procedures for working with children and young people

The following section explains more about who has the duty of care for the various groups that use the Cathedral and how their engagement should be managed.

Choristers in the Cathedral choir. The Probationers come from primary schools across the city and the Choristers attend the secondary Bristol Cathedral Choir school (BCCS). The duty of care for these children sits with the Cathedral when they are on site, and with BCCS whilst they are on the School premises. The Master of Choristers and the Chorister Tutor have the supervisory responsibility and the main pastoral and management responsibility, along with the Assistant Organist. The Chorister Tutor is a member of the school staff. In the event of sickness or any problems they are the first contact, and can be supported by the checked staff where necessary.

The Vergers are responsible for the security of the Cathedral site and for opening up and closing down the building. There is a lone working first thing in the morning and last thing at night, and children should not be on the premises during these times. The BCCS pupils are required to wait in the school café or library.

The Choir regularly goes on foreign, overnight choir tours. The Cathedral has the primary duty of care for tours. The staff who are responsible for the welfare of the children during any visits will include; the Master of Choristers, Assistant Organist, the Chorister Tutor and any clergy attending. The adult singers have no supervisory responsibility for the children during the visit. The staff are responsible for ensuring the children are supervised by 2 adults at all times, except during sleeping times and that procedures are in place for dealing with sickness and other issues. A full health and safety and child protection risk assessment will be prepared well in advance of any tour. Any adult singers going on tour, including deputies, are required to have basic criminal record disclosure (currently provided by mygov.scot) as a minimum, and will sign a code of conduct before leaving. A letter is sent to parents informing them of arrangements and asking them to brief their children on safe practices before they leave as a preventative measure.

Visiting choirs will sometimes attend the Cathedral to sing when the main choir is on leave, and may include children. As with school visits (below) the duty of care sits primarily with the leader of the choir in these circumstances.

Music lessons. Pupils from BCCS and elsewhere may come to the Cathedral for organ lessons or singing lessons. The Master of Choristers/Assistant Organist has the supervisory responsibility during organ lessons and the DBS checked singing teachers have the responsibility during singing lessons. Lessons are marked in the Cathedral diary and they take place in rooms where staff are visible, or the door is left open.

Education tours and visits. Both primary and secondary school children visit the Cathedral for organised tours, visits, workshops and events. The School Teachers accompanying the children have the duty of care and supervisory responsibility for the protection of the children whilst they are on site, and are supported by the DBS checked Education Officer. The event organisers in the Cathedral should encourage the Schools to provide sufficient teachers for supervision to ensure that in the event of sickness or trouble the children are still supervised appropriately. The Cathedral's volunteer guides and Mother's Union helpers, who work with the groups, are **not** directly responsible for the children whilst they are on site and should not take them to the toilet.

Children's church. The Cathedral's Sunday school (Cathedral Kids) provides activities for both younger and older children. Younger children are accompanied by their parents and the teaching staff are DBS checked. The parents will take the younger children to the toilet, older children are unaccompanied.

Serving team. Some children support our worship by acting as servers in the regular Sunday and other services. The clergy have the overarching duty of care and supervisory responsibility, but the DBS checked Head Server and Deputy Head Server (volunteers) will also work closely with them. The children should not be left on their own when they come in for duty.

Bell ringers. We may occasionally get children who are interested in learning bell ringing and may be in the bell tower alone with the Tower Captain or other ringers. The Tower Captain who supervises and teaches children requires an Enhanced DBS check, including barred list check because of this and are required to check in with the Vergers and let them know when children are using the bells.

Visiting families and unaccompanied children. The vast majority of children who visit the Cathedral do so with their families, and are the responsibility of their parents/carers whilst they are on site. Occasionally unaccompanied children may visit and the Verger team would monitor their visit.

Work experience. The Cathedral sometimes get requests for children or vulnerable adult to complete a short period of work experience within the Cathedral. A risk assessment will be completed in relation to the activities undertaken and children would always be supervised by DBS checked staff during their placement.

Home visits. It is highly unlikely that a Priest of the Cathedral, or Cathedral staff, would make a home visit to a child, but in the event it is required the parent/carer must be present, and the member of staff should let the Chapter Clerk know of the visit and the reason for it.

Managing the Cathedral site safely

- The Cathedral maintains a CCTV system in the Cathedral which can help ensure that children are monitored in the building. The system records activity, which is deleted on a rolling basis. In 2016 the CCTV system was reviewed and a proposal for an extension is being developed and will be rolled out in 2017, subject to grant funding. New radios for staff and volunteer use were introduced in 2017.
- Access for the public to the small number of private areas in the Cathedral is limited. Keys to private areas, such as the Tower, are kept in a separate key cabinet and the code is known only to staff. The Cathedral meeting rooms are kept locked and some areas can only be accessed through doors with numeric security locks. Staff should report any concerns about the misuse of facilities by colleagues.
- There are separate toilet facilities for the boy and girl choristers, in the Song School. Visiting education groups have portaloos which are just used by the children.
- The Cathedral diary will monitor when children are having an organ lesson or using the bells and the Verging team should keep an eye on the organ loft/bell tower when children are being taught.
- The Cathedral operates a sonic wall to prevent staff and users of the ICT system accessing pornography or other inappropriate material. Clauses in the staff contract make it clear that the use of electronic devices for the downloading of indecent material is a disciplinary offence. The Cathedral has password protected wi-fi in limited areas of the Cathedral and the sonic wall also covers these areas. Adults or children using devices in the Cathedral should not be able to download indecent material.

Communications and social media policy

The following sets out what is expected in terms of staff communications with the children (under 18s in the choir and consort). The staff handbook contains details of the Cathedral's electronic information, communications systems and social media policy.

For under-18s choir and Consort staff should:

- Communicate with under-18 members of the Choir via their parents, using the staff e-mail address and Cathedral landlines. Staff may use their mobiles in exceptional circumstances to talk to a child, but it should be limited to matters of personal safety, requiring first aid or to highlight danger.
- Once the child reaches 16 staff can communicate with them directly by e-mail, but only if written permission has been received from the parents/carers, and parent/carers are still copied into the communication. The Music Administrator should hold a copy of the consent on file. These communications are limited to relevant information and not used for social discussions not related to Choir.

Staff are not permitted to:

- Take photos on mobile phones or other camera devices, unless it is for marketing purposes where we have the written permission of the parents/carers in advance. Group shots in public spaces are acceptable, but staff should have a colleague present if they are taking individual shots for any reason, or should preferably be in the public part of the Cathedral. When the choir is on tour one person should be designated as the photographer and the amount of photographs taken should be proportionate.
- Use social media to communicate with present or past members of the choir who are under-18.
- Use personal e-mail to communicate with present or past members of the choir who are under-18.
- Use instant messaging with under-18s, except in emergency situations when it is more important to prioritise the child's safety. An example would be a child who arrives home to find no parents present and who texts for help. Where this is necessary, the trail of texts should be kept as a record and shown to the Chapter Clerk.
- Use social networking sites (Facebook and Twitter etc.) with present or past members of the choir who are under-18.

For over-16's social events staff should:

- Ensure that they maintain professional boundaries at all times and that DBS checked staff can keep an eye on children. Alcohol should not be served to under-18s at any Cathedral event.

Failure to follow these rules would be treated as a disciplinary matter, and will be dealt with under the policy laid out in the staff handbook.

Procedures for working with vulnerable adults

The Cathedral has a responsibility to safeguard vulnerable adults, as well as children. If there are any concerns then the notification procedure at Annex A should be followed. The definition of 'regulated activity' in this context does not generally apply to church work (e.g. personal care, or financial/driving support), but the Cathedral does provide pastoral care to vulnerable adults.

- The Cathedral will often receive visits from those who are considered vulnerable in terms of their mental and physical health, and social circumstances, for example people who are homeless coping with addiction to drugs and/or alcohol. This can include people who are emotionally upset and distressed for some reason. The Day Chaplains, Clergy, Verging team and volunteer welcomers may all engage with and talk to these people. Often they will sit down and have a conversation with them, helping them by listening and if necessary sign posting them to professional support. This contact generally takes place in public spaces and will be time limited.
- There are some regular visitors and members of the congregation who would be considered to be vulnerable. Some will come in on a daily basis, or attend services, and staff and volunteers will engage them in conversation and give them support, but they do not have direct responsibility for care or welfare and they do not support them in their own homes.

Conversion and baptism/confirmation

It is possible that at times vulnerable adults will become part of the Cathedral community and will take part in worship and may eventually ask for the rites of baptism or confirmation. Care should be taken when dealing with vulnerable adults who have significant or severe mental health issues who are also exploring the Christian faith. If necessary appropriate medical advice should be sought from the local GP/other relevant health professionals with the permission of the person concerned.

We are conscious that conversion can also be a sensitive issue if a vulnerable adult is part of other faith traditions and/or Christian denominations. Clergy must take care to investigate wider relationships as part of the conversation about conversion. Any specific cases should be discussed with the Dean/residentiary clergy to ensure consistency of approach.

Domestic abuse ⁴:

All forms of domestic abuse are wrong and must stop.

We are committed to promoting and supporting environments which:

- ensure that all people feel welcomed, respected and safe from abuse;
- protect those vulnerable to domestic abuse from actual or potential harm;
- recognise equality amongst people and within relationships;
- enable and encourage concerns to be raised and responded to appropriately and consistently.

⁴ See: <https://www.churchofengland.org/media/3896806/responding-well-to-domestic-abuse-2017.pdf> for the entire policy.

We recognise that:

- all forms of domestic abuse cause damage to the survivor and express an imbalance of power in the relationship;
- all survivors (regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity) have the right to equal protection from all types of harm or abuse;
- domestic abuse can occur in all communities;
- domestic abuse may be a single incident, but is usually a systematic, repeated pattern which escalates in severity and frequency;
- domestic abuse, if witnessed or overheard by a child, is a form of abuse by the perpetrator of the abusive behaviour;
- working in partnership with children, adults and other agencies is essential in promoting the welfare of any child or adult suffering abuse.

We will endeavour to respond to domestic abuse by:**In all our activities –**

- valuing, listening to and respecting both survivors and alleged or known perpetrators of domestic abuse.

In our publicity –

- raising awareness about other agencies, support services, resources and expertise, through providing information in public and women-only areas of relevance to survivors, children and alleged or known perpetrators of domestic abuse.

When concerns are raised –

- ensuring that those who have experienced abuse can find safety and informed help;
- working with the appropriate statutory bodies during an investigation into domestic abuse, including when allegations are made against a member of the church community.

In our care –

- ensuring that informed and appropriate pastoral care is offered to any child, young person or adult who has suffered abuse;
- identifying and outlining the appropriate relationship of those with pastoral care responsibilities with both survivors and alleged or known perpetrators of domestic abuse.

Staff and volunteers should use the notification procedure at **Annex B** to reports issues and raise concerns. The Chapter Clerk would notify the Diocesan Safeguarding Advisor and seek advice about an appropriate response.

People trafficking and hate crime

The Cathedral and agencies in Bristol take a strong lead on anti-trafficking and we regard anyone who has been trafficked, or is a political refugee or asylum seeker, as a vulnerable individual who should be supported. This can apply to both adults and children. The Police and Diocesan Safeguarding Advisor should be immediately informed. There is a national trafficking helpline which can be rung if required – 08000 121 700. We also have a close working relationship with the charity Unseen, who are experts in this area of work and we would seek their advice where necessary. We would also respond if people reported concerns about

female genital mutilation and forced marriage. We also work closely with SARI on hate crime and would refer any incidents of hate crime for advice and support.

Pastoral Visiting

Clergy and Day Chaplains may make some home visits to vulnerable adults as part of our pastoral work. These visits would not generally involve any activities under the 'regulated activity' definition, but would be for pastoral purposes; e.g. bereavement visits, providing Holy Communion, a listening ear and spiritual support. Clergy may very occasionally need to respond to an emergency situation and provide appropriate support for a short period, to help resolve a crisis situation. If there are any concerns about an individual situation we would advise our clergy to make notes after a meeting/crisis so that there is a written record of what has occurred. Clergy should make it clear in what circumstances they can, and cannot, offer confidentiality in their discussions with vulnerable adults.

Good practice guidance in terms of managing relationships with vulnerable people is set out in 'Promoting a Safe Church', a copy of which is available on the G drive in the shared folder/child and adult protection. We expect all staff to consider the appropriate professional boundaries required by their role when supporting vulnerable adults. We would expect any meetings and discussions to generally take place during the day and on Cathedral premises, with the support of other Cathedral staff where required. We would expect staff to do a dynamic risk assessment and make sure they have thought through the implications of engaging and supporting vulnerable adults as well as following Health and Safety Procedures involving personal safety and lone working.

Financial giving

We operate a planned giving scheme for members of the congregation. We also have a framework which helps us to complete due diligence in relation to donations from individuals or organisations. If a vulnerable adult wished to give us a donation or legacy, we would consider the request carefully before accepting. The Dean and Chapter Clerk, and if necessary Chapter, would make the final decision. It is important that the Cathedral does not gain financially in an inappropriate way from their engagement with vulnerable people.

Confession

A national working group is reviewing the issues raised by confession and confidentiality. If a priest has an issue with anything raised in a confession advice should be sought from the Bishop of Bristol.

Pastoral support for abuse victims

If a disclosure is made the Cathedral will deal with the initial issues by following the notification procedures at **Annex B**. Further down the line it is also important that the right kind of specialist pastoral support is put in place to help an adult or child process and address issues in the longer term. The Diocese of Bristol is responsible for commissioning suitable services and signposting to survivor groups and other forms of support. People will be referred to the service by the Diocese of Bristol as appropriate. Teenagers or young people may need specialist support from service providers who are trained to work with younger groups.

The Dean and Chapter would always aim to act compassionately and sensitively to those who have been abused and would support the victim's needs in relation to apologies or other measures. Advice would be sought from the Diocesan Safeguarding Advisor about an appropriate response.

Record keeping

The national church has issued guidance on record keeping in relation to safeguarding matters. The Diocese of Bristol will be responsible for commissioning electronic pastoral systems with the appropriate level of encryption to protect confidentiality.

Annual review of the Policy

The policy is amended on a rolling basis as new advice and guidance becomes available. However, there will be a more formal review every two years with the Safeguarding Committee to see how it is working in practice. Any significant changes or revised version would be submitted to Chapter for approval. The Chapter Clerk is responsible for circulating the policy to all staff and volunteers

Annex A: Guide to Good Practice

The main concerns where it comes to the protection of children and vulnerable adults are that predatory people may develop a relationship with them and use that relationship to abuse them, whether mentally, physically, sexually or emotionally. Sadly, it can also be the case that as a result of being abused, some people can also become abusers later on in their life. It is recognised that vulnerable people may also be at risk of neglect, discrimination or institutional abuse. Staff should aim to develop and maintain positive and professional relationship with children and vulnerable adults, but not develop an inappropriate level of closeness with individuals. Staff need to understand that 'it could happen here', and always act in the interests of the child or vulnerable adult. Our general advice is that staff should:

- Avoid private one-to-one situations
- Avoid giving lifts to a child unless it is an emergency. Notify line manager/Chapter Clerk of the circumstance and agree a course of action to resolve the situation.
- Not invite children met through the Cathedral into their home or go to their home without parental/carers' permission. If it was necessary for some work reason then a parent/carer would need to be present, however, this is unlikely to be necessary for most roles in the Cathedral.

Physical Contact

In terms of children and touching behaviours:

- Touch and behaviour with children and young people should be age-appropriate.
- The touching should be related to the child's needs, not the worker.
- Generally touch should be initiated by the child, not the worker.
- Children have the right to decide how much physical contact they have with others.
- Keep everything public. Physical contact in the context of a group is very different from one-to-one contact behind closed doors.
- Staff should raise any concerns about touching at the Safeguarding committee. Staff should discuss any issues with their line manager or Chapter Clerk if there are concerns about how to handle a situation.
- Remember – some children and adults are 'touch/feely' and some are not.

Toilets and emergencies

- Adults with the duty of care for particular groups of children using the Cathedral (see below) have the responsibility for taking young children to the toilet. Older children, such as the choristers, use the particular toilets provided or the main facilities without assistance.
- Volunteers should **not** take young children to the toilet.
- There can sometimes be difficulties if a child is sick, for example in Evensong, and there are no choir staff who can help. Vergers should give the child whatever support they need in terms of first aid, and help them to the toilet if necessary. They should wait outside whilst the child uses the facilities. If necessary other staff at the service should leave in order to help the Verger, so that two people are present.

In the event of an emergency we do expect staff to put the welfare of the child first and use common sense. Concern for safeguarding should not mean that staff do not help when it is necessary. If a staff member is in doubt they should contact the Chapter Clerk or Child Advocate or Canon in Residence on their mobiles (see Annex D). Staff should respond if a child asks for help. An example would include a young child who arrived home to find no-one in and rang the Choir Tutor to ask for help. Staff should notify the Chapter Clerk of any such circumstances so that a record can be kept of an incident.

Annex B: Bristol Cathedral notification procedure

Child/vulnerable adult protection – notification of incident procedure

This brief notes sets out what a member of the Cathedral staff or volunteer should do if a child, vulnerable adult, or anyone else, makes a disclosure relating to a safeguarding issue. The Cathedral takes any issues raised very seriously, and will take action in accordance with the Diocesan and Cathedral's policy and procedures.

Step 1: If any concerns are raised please notify the Chapter Clerk or Nominated person immediately.

- Chapter Clerk – **Wendy Matthews** – **0117 946 8172**, or
0750 222 1626 in emergencies
(wendy.matthews@bristol-cathedral.co.uk)

Child advocate – **Jeannie Whatmough** – **0117 962 5472** or jmwhatmough@yahoo.co.uk. Jeannie is the person who the choristers, and Cathedral Kids are told to contact if they have any concerns.

If neither of these people is available please contact the Dean or Canon in Residence – a member of the clergy team is always available either in the Cathedral or the Abbey Gatehouse.

Step 2: Make sure the person is not left alone whilst you notify the people mentioned above. Ask a member of the Verger team, or another paid member of staff, to stay with the person involved – for support. Do not give them any details but explain that they need to be supported whilst you get advice about a sensitive issue.

Step 3: The Dean/Chapter Clerk/Child Advocate will inform the Diocesan Safeguarding Advisor of the situation/disclosure immediately and agree a course of action. The Diocesan Advisor will notify the Police/LADO and other statutory services as necessary. In the event of a serious allegation being made about a church officer the Bishop's strategy group will be convened, and the Cathedral represented on the group (by the Dean or C/Clerk or Canon in Residence) to manage the situation.

If the allegation involves a chorister or pupil from BCCS then the school safeguarding officer (Martyn Gunn – mgunn@bristolcathedral.org.uk and **0741 234 1296**) should be informed of the issue by the Chapter Clerk/other as soon as possible, and there should be a joint discussion about the appropriate action that should be taken. The Head of School and Executive Principal should be copied into relevant communications.

Equally, if there is an incident in the school or concerns raised (e.g. a person of concern) then the Chapter Clerk should be notified by e-mail or telephone depending on the urgency. If a concern is related to a Probationer in the choir it is the Cathedral's responsibility to take action in the first instance as the pupils are not members of BCCS. The C/Clerk would in that case get in touch with the relevant School Head as soon as possible.

CLERGY should note that any request for deliverance ministry relating to a child must be referred to the Chapter Clerk, who will inform the Diocesan Safeguarding Advisor. No request should be taken forward without DSA involvement.

If people make a disclosure about other forms of abuse, or other similar issues then the Chapter Clerk should be notified in the first instance. The Diocesan Safeguarding officer will provide advice on referral and support mechanisms in those cases.

All staff should note that if someone makes a disclosure to lay staff in relation to being abusive or having a past conviction which indicates that they may pose a risk or harm, they should not keep it confidential, even if requested to do so. An example might be someone new to the Cathedral who mentions they have a conviction for a sexual offence to a member of staff but then asks the member of staff to keep that quiet so they are not targeted for their past. In these kind of circumstances staff must make it clear that they have a duty to report the issue to the Chapter Clerk under the requirements of the Cathedral policy. Formal agreements are referred to the Diocesan Safeguarding Advisor for known offenders and others who may pose a risk who want to visit places of worship.

Advice on what to say if someone makes a disclosure about being abused:

If a child, or young person, or vulnerable adult, approaches you to tell you about something that relates to sexual or other forms of abuse please do the following:

- Listen to whatever the person has to say and give them the space to say as much or as little as they want – try not to lead or prompt.
- Reassure them that they are being brave to talk to you and that you are taking the matter seriously.
- **Avoid** passing judgement on what they report – be neutral. Do not try to interrogate the person. **Do not attempt to do any investigating.**
- **Avoid** telling them that everything will be OK.
- **You should not promise confidentiality** – as the matter should be reported. You should not discuss the issue with anyone at the Cathedral other than the Chapter Clerk or the Child Advocate.
- It is best not to disrupt the flow whilst someone is talking to you – if you cannot easily take notes at the time then write up the conversation as soon as you can afterwards. **Do not** take any photos of any bruises or injuries. Note the locations in your notes later, with permission from the person you are talking to. Equally the person disclosing should not record the conversation without your permission. When recording verbatim notes take down all words used, for e.g. swear words, words that you may personally find offensive. Print your name, specify your role, date and sign your notes.
- Conversations can be recorded on mobile phones. If you do this the phone and the recording will be handed over to the Police (if they become involved). Recording conversations **is not** recommended as it may stop the person talking to you openly.

In your notes please record:

- the name of the person
- contact details – address, phone etc.
- details of where and when you were approached by the person
- a summary of the allegations/concerns
- details of any injuries – either shown or mentioned

The notes, or a copy of them, should be given to the Chapter Clerk/Nominated person as soon as possible.

Annex C: Whistleblowing

If a lay employee, or member of the clergy, or volunteer, in the Cathedral has any concerns about a safeguarding issue it can be raised through the Whistleblowing policy set out in the staff handbook. Copies can be requested from the Chapter Clerk on 01 17 946 8172.

If an alternative option is required contact the NSPCC Whistleblowing Advice line on **0800 028 0285**.

The advice line is **not** intended to replace our policy or notification procedure (see Annex B), but it does offer an alternative route if there are internal issues or concerns. Just to reiterate – we expect all staff to report any issues or problems to the Chapter Clerk and all reports will be acted upon appropriately in conjunction with the Diocesan Safeguarding Advisor.

Annex D: Contact details

Chapter Clerk – Wendy Matthews – 0750 222 1626 or wendy.matthews@bristol-cathedral.co.uk

Child Advocate – Jeannie Whatmough – 07714791146 or jmwhatmough@yahoo.co.uk

Dean – David Hoyle – 07584 252 325 or dean@bristol-cathedral.co.uk

First response – one stop shop support service for child and young person safeguarding queries. Can be used in emergency situations – 0117 933 6444 (out of hours 01454 615 165)

Care Direct (Part of Bristol City Council) to report any safeguarding concerns for adults 0117 922 2700

Other useful contacts:

Diocesan Safeguarding Adviser – Adam Bond – 0117 9060700 (out of hours 0844 892 0104,) adam.bond@bristoldiocese.org

School Safeguarding lead – Martyn Gunn – mgunn@bristolcathedral.org

Head of BCCS – Paul Atkins – patkins@bristolcathedral.org, 07528 527577.

Executive Principal of Cathedrals School Trust - Neil Blundell – executiveprincipal@bristolcathedral.org, 07710 420585

Emergency out of hours number – 07795 473286

Domestic abuse – Local charity Bristol Against Violence and Abuse offers support services to people who may need help. See www.bava.org.uk/types-of-abuse/domestic-violence-and-abuse.

Sexual assault – if someone discloses to you that they have been a victim of a sexual assault the Sexual Assault Referral Centre (SARC) can help. See www.turntothebridge.org.

See also: Somerset and Avon rape and sexual abuse support (SARSAS). www.sarsas.org.uk

Tel: 0808 801 0456 – for women

0808 801 0464 – for men and boys

Hate crime –hate crime can be reported via SARI – 0800 171 2272.

www.sariweb.org.uk

People trafficking – the national anti-trafficking helpline is 0800 121 700.

Advice can also be sought from Unseen – www.unseenuk.org

National anti-terrorism hotline – 0800 789321