CARLISLE CATHEDRAL

CATHEDRAL SAFEGUARDING HANDBOOK

Date: December 2025

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

From 'Promoting a Safer Church' (2017),

The Church of England's Safeguarding Policy Statement

All Cathedral Policies referred to in this handbook are available on request from the Cathedral Office.

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Introduction

- This handbook brings into one place the key safeguarding responsibilities for Carlisle Cathedral that are outlined in the House of Bishops' Safeguarding Policy and Practice Guidance. It is not exhaustive but is designed to support the day-to-day safeguarding work that takes place. The handbook signposts to more detailed guidance that can be accessed as required and complements the Parish Safeguarding Handbook, which can be found on the Diocese of Carlisle website www.carlislediocese.org.uk

- This handbook is aimed at all those who have a key role to play with children, young people and adults in the Cathedral.

- This handbook is also supplemented by the Staff Handbook, the Volunteer Handbook, the Bell Tower Handbook, and the Choir Chaperone's Folder, which contain additional Chapter policies and procedures for all those undertaking roles within the Cathedral

- Please see the House of Bishops' Glossary for information on the language and terminology used in the handbook.

- The duty to have 'due regard' to guidance under section 5 of the Safeguarding and Clergy Discipline Measure 2016 applies to the procedure in this handbook. It does not apply to the model templates and additional good practice reference material that have been offered to complement this handbook. The most up-to-date version of the handbook will always be available on the Cathedral's website at www.carlislecathedral.org/safeguarding/

Section 1:
Roles and Responsibilities

The Chapter

The role of the Chapter of Carlisle Cathedral is to provide leadership concerning safeguarding, and to encourage everyone to 'Promote a Safer Church'. The Dean of Carlisle has overall responsibility for this and has delegated day to day responsibility to the Chapter Safeguarding Lead who has day to day oversight of all activities that are the responsibility of the Chapter, particularly those involving children and vulnerable adults.

As the Cathedral's governing body, the Chapter accepts its duty of care to 'Promote a Safer Church' for all in the Cathedral community, and ensure that there is a safeguarding strategy in place. The Chapter is the legally responsible body for all that happens in the Cathedral; membership consists of Executive members, namely the Dean and residentiary clergy and Non-Executive members who are appointed in accordance with the Cathedral's Constitution.

In terms of safeguarding, the Dean and Chapter together have a duty to create an environment that is welcoming, respectful and safe from abuse, and enables and encourages concerns to be raised and responded to openly, promptly and consistently. The Chapter will therefore:

Adopt and implement

- The House of Bishops' Safeguarding Policy 'Promoting a Safer Church'.

- An annual Safeguarding Policy Statement.
- Actions and recommendations identified within the 2025 INEQE Audit are contained and regularly monitored in the Cathedral Safeguarding Development Plan

Safeguarding Appointments

- A Chapter Safeguarding Lead (CSL) to lead on the day-to-day responsibility for all matters concerning safeguarding.
- A Safeguarding Administrator (SA) to work with the CSL and Diocesan Safeguarding Officer (DSO) in supporting staff to implement safeguarding policy and procedures.
- A Cathedral Lay Safeguarding Lead (CLSL) to act as chair of the Cathedral Safeguarding Group.
- A Cathedral Safeguarding Group to represent and advise Chapter (through the CSL) on the safeguarding needs of all the different communities within the Cathedral.
- Somebody (ordinarily the CSL) to attend the Diocesan Safeguarding Advisory Panel (DSAP).

Through best practice

- Promote safer recruitment, support and training.
- Have a policy statement on safer recruitment.
- Ensure all Cathedral staff and volunteers are aware of the safeguarding policy/guidance and are trained appropriately for their roles.
- Provide appropriate insurance to cover for all activities undertaken in the name of the Cathedral which involve children, young people and adults.

- Display a formal statement of adoption of the House of Bishops' 'Promoting a Safer Church: Safeguarding Policy Statement'. This should be signed by the Dean on behalf of the Cathedral Chapter.
- Display information about how to contact the DSO, CLSL and CSL, and how to get help outside the Cathedral with child and adult safeguarding issues on noticeboards.
- Ensure safeguarding arrangements are clearly available on the Cathedral website.

Respond

- Have a procedure in place to deal promptly with safeguarding allegations or suspicions of abuse (see section 7).
- Report all safeguarding concerns or allegations including those against Cathedral officers to the CSL and the DSO (see section 7).
- Ensure that known offenders or others who may pose a risk to children and/or vulnerable adults are effectively managed and monitored in consultation with the CSL and the DSO (see section 10).
- Comply with all data protection legislation especially in regard to using (e.g. storing) information about any Cathedral staff and volunteers and any safeguarding records.
- Ensure an 'activity risk assessment' is completed and reviewed regularly for each activity which is associated with either children or vulnerable adults and run in the name of the Cathedral.
- Review and report progress promptly and in an appropriate manner.
- Ensure safeguarding is a standing agenda item at each Chapter meeting and the CSL and/or the DSO should report on safeguarding matters at these meetings.

Hire of Cathedral premises

- Ensure a Safeguarding addendum to a hire agreement is always used when any person/body hires Cathedral premises for activity that involves children, young people or vulnerable adults, for example a pre-school, youth group or mental health support group.

During a vacancy

- The Chapter must ensure that all information about Cathedral safeguarding matters is securely stored before either the Dean, CSL or the DSO leave their posts and information is transferred by way of a formal handover meeting.

Section 2:
Policies and Procedures

The Chapter on an annual basis reviews and adopts a series of policies and procedures relating to its Safeguarding responsibilities. Below are outlined the policies which relate most directly to the operation of a safe environment for all at the Cathedral.

Information on these, and all other Cathedral policies are available on the Cathedral website.

Feedback and Complaints

- Carlisle Cathedral has a "Feedback and Complaints Policy" and believes it should be easy to give feedback or make a complaint. This policy is written by the Cathedral to help anyone give us feedback or make a complaint. The policy, which is available on the Cathedral website, outlines what will happen and what someone can expect as part of this process.

Whistleblowing

- Should a member of Cathedral Chapter, office holder, employee, worker, or volunteer wish to pass on information about a wrongdoing that they consider to be in the public interest or raise any serious concerns they may have about colleagues or anything taking place in the cathedral with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result there is a Whistleblowing Policy which is available on the Cathedral website.

Safer Recruitment

- The safer recruitment of staff and volunteers is the first step to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employer, Carlisle Cathedral expects all staff and volunteers to share this commitment. In order to help safeguard and promote the welfare of everyone in its care, Carlisle Cathedral is committed to a thorough and consistent Safer Recruitment policy and follows the church of England guidance on safer recruitment https://www.churchofengland.org/safeguarding/safeguarding-e-manual/safer-recruitment-and-people-management-guidancec.
- The Cathedral follows the Church of England Safeguarding Training and Development Framework. This ensures that all staff and volunteers receive the correct level of Safeguarding Training for their role.
- Members of the Cathedral team, including the Chief Operating Officer (COO) and HR Officer have completed Safer Recruitment training.
- The Cathedral's Safer Recruitment policy is available from the Cathedral Office.

Disclosure & Barring Service (DBS) Checks.

- As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, Carlisle Cathedral complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.
- Carlisle Cathedral complies fully with its obligations under the Data Protection Act 2018 and UK GDPR, and other relevant legislation

pertaining to the safe handling, use, storage, retention and disposal of certificate information.

- Carlisle Cathedral is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
- All staff, including volunteers, will be subject to the satisfactory outcome of the appropriate DBS Check for their post, as part of the recruitment process.
- The Cathedral's DBS policy is available from the Cathedral Office.

Equality, Diversity and Inclusion

- The Cathedral is committed to encouraging equality, diversity and inclusion among our workforce, members and volunteers, and eliminating unlawful discrimination.
- The aim is for our staff, trustees, directors, members and volunteers to be truly representative of all sections of society and for each employee and volunteer to feel respected and able to give their best.
- The Cathedral is also committed against unlawful discrimination of customers or the general public.
- The Cathedral Equality, Diversity, and Inclusion Policy is available on the Cathedral's website.

Social Media and IT Acceptable Use.

- The internet and technology provide opportunities to participate in interactive discussions and share information on particular topics. However, use of social media and technology can pose risks to the organisation's confidential information and reputation, and can jeopardise compliance with legal obligations including Safeguarding.

- Information on the Cathedral's Social Media and IT Acceptable Use policies are available from the Cathedral Office.

General Data Protection Regulation (GDPR)

- The Cathedral's GDPR policy outlines how we protect and manage any personal data that is shared with us, and how we collect, process, protect and share that data.
- A copy of the policy can be found on the Cathedral website.

Section 3:
What can the Cathedral expect from the Diocese?

Safeguarding policy and guidance

The Diocese is responsible for supporting the Cathedral in implementing the House of Bishops' Safeguarding Policy and Practice Guidance.

Memorandum of Understanding (MoU)

A MoU formalises the commitment and partnership arrangements in relation to safeguarding provision. The agreement sets out:

- The provision of professional advice to the Cathedral.
- The provision of safeguarding support and training required by the Cathedral.

Safeguarding advice and support

- The diocese has a DSO, who is an experienced safeguarding professional, who offers safeguarding advice and support to the Cathedral under the MoU.
- The Cathedral must report any safeguarding concerns or allegations to the DSO within 24 hours of a concern arising. The DSO will advise on how to respond well. They will manage all concerns or allegations against Church Officers.
- The diocese is responsible for the provision of safeguarding training arranged with the support of the Cathedral.

Safer recruitment support

The diocese is available for advice on all aspects of safer recruitment and supports the Cathedral in its applications for a DBS check, via the commissioned DBS provider Thirtyone:eight (formerly the Churches'

Child Protection Advisory Service, or CCPAS). The DSO is also the person who risk assesses any blemished DBS checks.

External scrutiny of safeguarding

The diocese has a group of senior clergy, church officers and external safeguarding professionals, independently chaired by an external safeguarding expert, known as the Diocesan Safeguarding Advisory Panel (DSAP). The Cathedral is a member of this group, which is responsible for overseeing the implementation of policy, training and the effectiveness and quality of safeguarding arrangements at diocesan level but also includes the Cathedral. Details of the group can be found on the diocesan website.

Complaints procedure

The diocese has a complaints procedure for those wishing to complain about the handling of safeguarding issues by the DSO.

Section 4:
The Abuse and Neglect of Children

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

Statutory definitions

The UK central government document 'Working Together to Safeguard Children' categorises and defines abuse in terms of:

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

Domestic abuse

- Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships.

Sexual exploitation

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

Bullying and cyberbullying

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

Online abuse

- With the ever-growing use of the internet, mobile telephones and online gaming (e.g. Xbox/ PlayStation), there has been a corresponding rise in the use of the internet and other electronic communication to target, groom and abuse children. Adults may target chat rooms, social networking sites, messaging services, mobile phones, online gaming sites and the internet generally. Children are particularly vulnerable to abuse by adults who pretend

to be children of similar ages when online and who try to obtain images or engineer meetings.

Electronic images

- The downloading, keeping or distributing of indecent images of children are all classified as sexual offences. Such offences are sometimes referred to as non-contact sexual offences. However, it must be remembered that children will have been abused in the making of the images. The texting of sexual messages and photographs (sometimes referred to as 'sexting') can be particularly problematic and abusive amongst children and young people. The National Safeguarding Team has developed a fact sheet, 'Sexting', which can be downloaded from their website.

IT, Communications and Social Media

- As stated in Section 2, the Cathedral operates Social Media and IT, Acceptable use policies in order to set out its rules and guidance in relation to paid Cathedral Officers' use of IT, communications and social media to ensure e-safety and best practice. Compliance with the polices is mandatory and forms part of the Terms and Conditions of Employment.

Section 5:
Abuse and Neglect of Adults

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

Who abuses adults?

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

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

Relatives who are main carers

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

Institutions

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

Definitions of adult abuse

The UK central government document 'Care and Support Statutory Guidance' categorises and defines adult abuse in terms of:

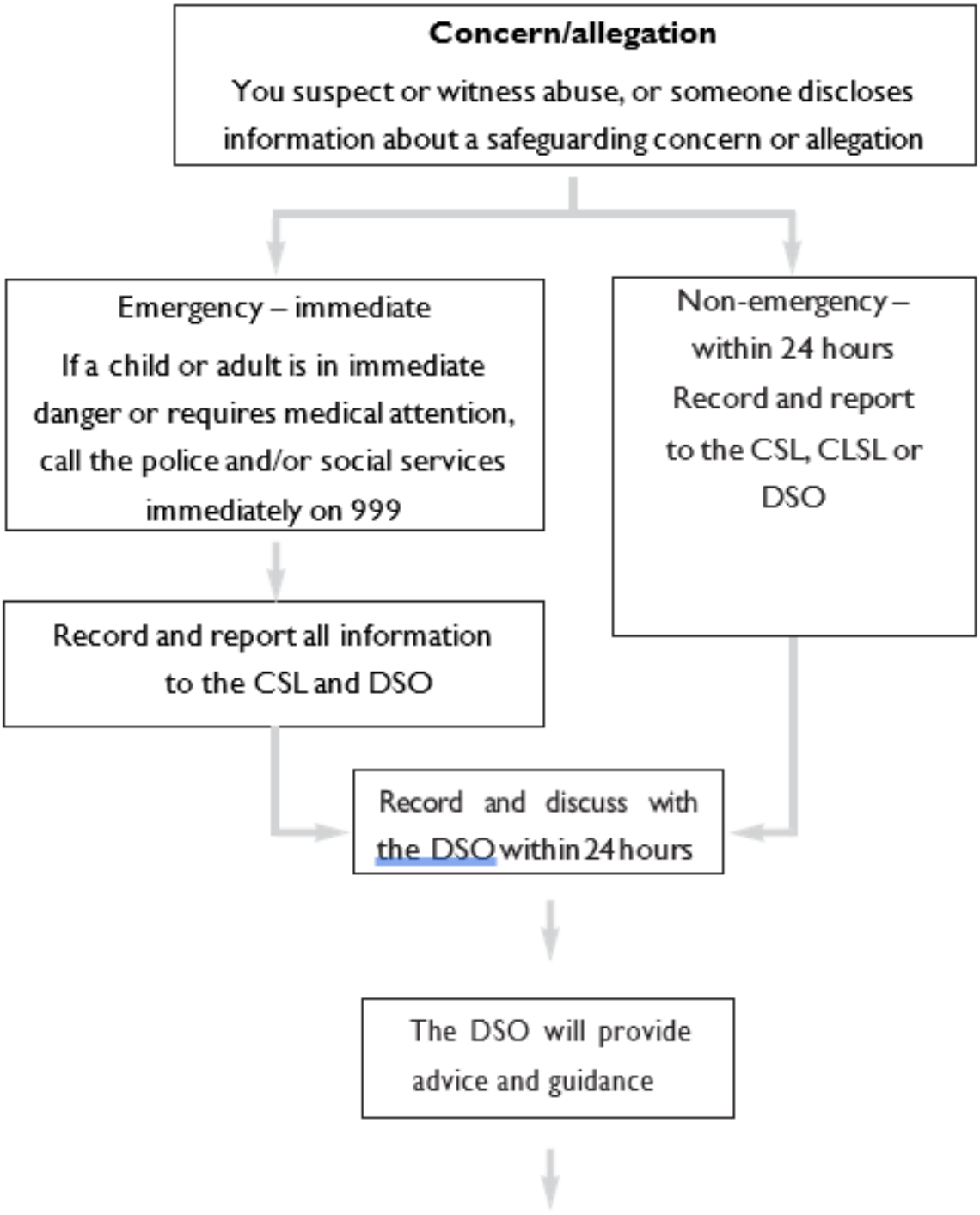
- *Physical abuse* including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- *Sexual abuse* including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressurised into consenting.
- *Psychological abuse* including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- *Financial or material abuse* including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or

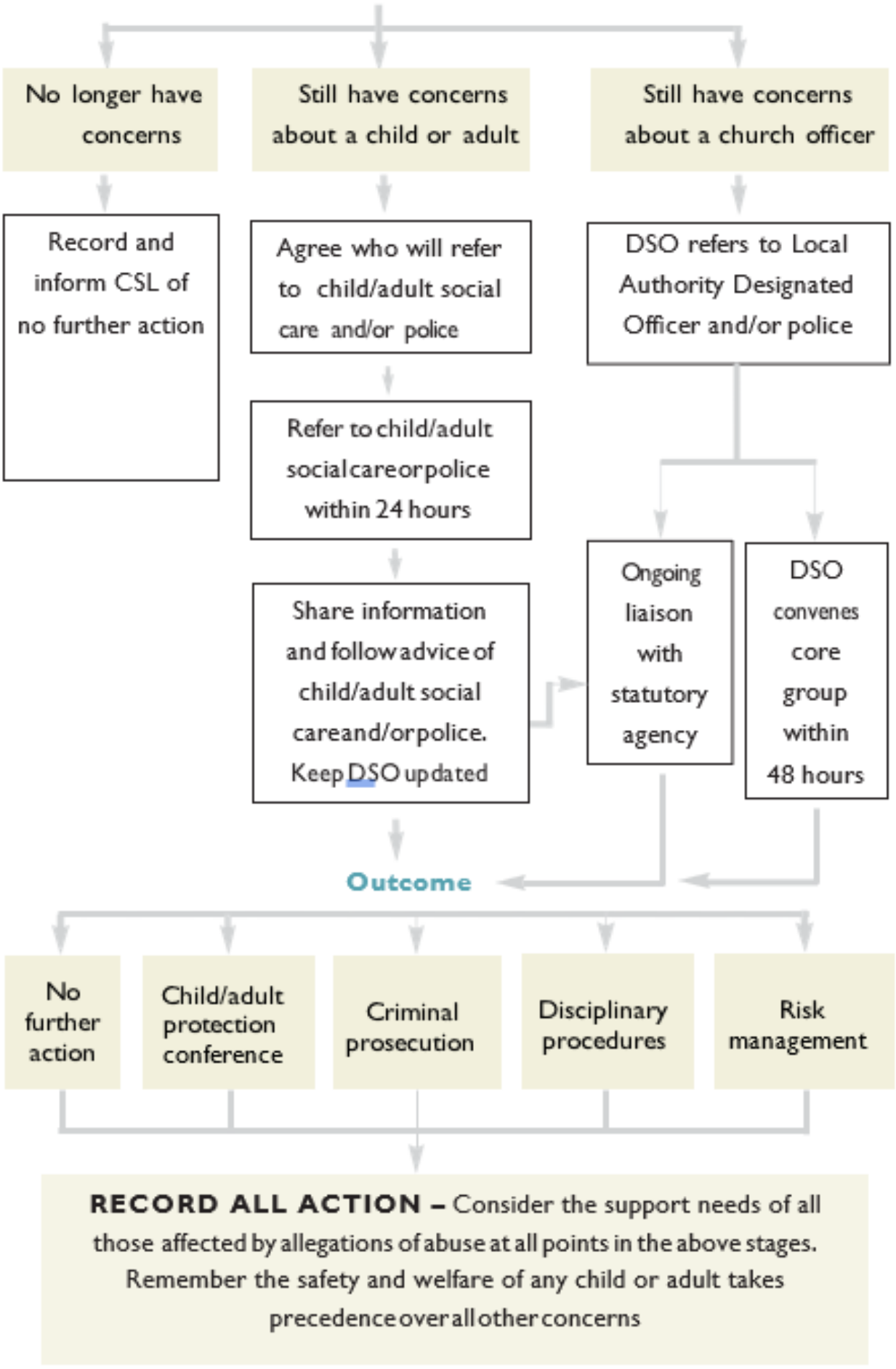
financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- *Neglect* or acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- *Discriminatory abuse* including racist, sexist, based on a person's disability, and other forms of harassment, slurs or similar treatment.
- *Domestic abuse* that is usually a systematic, repeated and escalating pattern of behaviour, by which the abuser seeks to control, limit and humiliate, often behind closed doors.
- *Organisational abuse* including neglect and poor care practice within an institution or specific care setting such as a hospital or care home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- *Modern slavery* including human trafficking; forced labour and domestic servitude; and traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Section 6:
Responding Promptly to Every Safeguarding Concern or Allegation

6.1 Quick guide




No longer have concerns
Still have concerns about a child or adult
Still have concerns about a church officer
Record and inform CSL of no further action
Agree who will refer to child/adult social care and/or police
DSO refers to Local Authority Designated Officer and/or police
Refer to child/adult social care or police within 24 hours
Share information and follow advice of child/adult social care and/or police. Keep DSO updated
Ongoing liaison with statutory agency
DSO convenes core group within 48 hours
Outcome
No further action
Child/adult protection conference
Criminal prosecution
Disciplinary procedures
Risk management
RECORD ALL ACTION – Consider the support needs of all those affected by allegations of abuse at all points in the above stages. Remember the safety and welfare of any child or adult takes precedence over all other concerns

6.2 What to do if you are concerned about a child or adult and/or you are concerned that a cathedral officer may be abusing a child or adult

If you have a concern that a child or adult is or may be being abused, or that a cathedral officer is or may be abusing a child or adult (see sections 3 and 4 for information on types of abuse):

1. Respond well to the victim/survivor, if it is a direct disclosure, to ensure they feel listened to and taken seriously. Explain what will happen next and check out support requirements. They should be informed that their identity and the identity of the person about whom the allegation has been made will be shared with key cathedral officers, and may be shared with the statutory agencies, if there is any current risk to children or adults. The concern or allegation should not be shared with anyone other than those who need to know (e.g. the statutory agencies and appropriate cathedral officers) (see section 7.3).
2. Emergency: If you believe a child or adult is in immediate danger of significant or serious harm, contact the emergency services on 999.
3. Non-emergency: Contact the CSL, in the first instance. They must then contact the DSO. If neither are available, contact the DSO directly. If the concern arises in an activity, discuss with the group/activity leader, who will contact the CSL or DSO
4. Any safeguarding concerns must be reported to the DSO within 24 hours.
5. If the CSL or the DSO are not available within 24 hours, contact Children's Social Care or Adult Social Care and/or the Police directly, if the concern is that a child or adult is being abused. Contact the Local Authority Designated Officer (LADO) and/or

Police if the concern is that a cathedral officer may be abusing a child or adult. Advise the CSL as soon as possible that you have made a referral; they will advise the DSO.

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

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

If the concern is about a child or adult:

8. The DSO will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and help to make the required referrals. If there is a risk of harm, the concerns must be reported to the statutory agencies within 24 hours of the DSO receiving the concerns. This would be Children's or Adult Social Care and/or the Police.

There should be close communication between the DSO and CSL until the situation is resolved. The Dean should also be informed.

If the concern also involves a Cathedral Officer:

9. The DSO will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and refer the concerns to the Local Authority Designated Officer (LADO) and/or Police within 24 hours. The DSO will now take over the management of the safeguarding concern in conjunction with the core group (which will be convened by the DSO within 48 hours) and statutory agencies. There may also be a requirement for cathedral representatives to attend a subsequent core group/s. If there are doubts about whether or not to make a referral and under what route, the DSO will seek advice from the LADO.

Please note that the procedure is the same for non-recent abuse.

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

6.3 Guidelines for responding to a person disclosing abuse

Respond

Do:

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

Do not:

- Make promises that cannot be kept (e.g. that you won't share the information).
- Make assumptions or offer alternative explanations.
- Investigate.

- Contact the person about whom allegations have been made.
- Do a physical or medical examination.

Record

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

Report

- If there is immediate danger to a child or adult contact the Police.
- Otherwise report to your activity leader/CSL immediately.
- Within 24 hours the CSL reports the concerns to the DSO.
- The DSO will advise regarding reporting to statutory agencies within 24 hours.
- If there is any doubt seek advice from Children's/Adult's Social Care or the Police.

6.4 Non-recent abuse

Safeguarding concerns or allegations may be about something that is going on now and/or something that may happen in the future (recent) or something that happened in the past (non-recent). Non-recent allegations of abuse must be treated as seriously as recent allegations. Research evidences that it may take up to 25 years or longer for an adult to disclose sexual abuse that happened to him/her either as a

child or younger adult. A victim/survivor needs to be aware that if a respondent is known to be currently working with children/vulnerable adults in either a paid or voluntary capacity a referral to the statutory services will be made. The DSO will make this referral.

6.5 Domestic abuse

The House of Bishops' policy states that

> *'The Church is committed to those who have been victims and survivors of domestic abuse. Domestic abuse in all its forms is contrary to the will of God and an affront to human dignity. All need to play their part in preventing or halting it'.*

The welfare of the adult victim of domestic abuse is important, but where there are children in the family it must be understood that they too are victims of domestic abuse. Consideration of the child's welfare always comes first. In all circumstances, contact the DSO who will help clarify the issues and steps needed, which may involve contacting Children's Social Care. There may be a need for a risk assessment and for a Safeguarding Agreement to be put in place. The DSO will undertake this work in conjunction with the Cathedral and any statutory agencies (see section 10).

6.6 Ministry of deliverance

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

If a cathedral officer, including a member of clergy, becomes aware of the above situation and/or a request is made for deliverance ministry, they must contact the DSO who will consult with the Dean and contact the appropriate person.

6.7 Recording, data protection and information sharing

Opening a Cathedral safeguarding record

- Good record keeping is an important part of the safeguarding task. A record should be opened whenever a safeguarding concern or allegation occurs in the Cathedral. The record should include key contact details, dates of when the information became known and the nature of the concerns. The record should include ongoing actions with dates, other key documents (e.g. observation notes, reports, consent forms etc.) and the closure date. Records should use straightforward language and be concise and accurate so that they can be understood by anyone not familiar with the issues.

Record retention and security

- Records whether electronic or paper, must be stored securely by the SA. This should include identifying who should have access to them. Records in relation to safeguarding issues, even if they have not been proven, should be maintained in accordance with the Cathedral's retention guidance. If the DSO, CSL or the Dean move from the Cathedral, the records should be passed to the newly appointed person.

Data protection and information sharing

- In May 2018, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 replaced the Data Protection Act 1998. The GDPR contains the principles governing the use of personal data. It should be noted that the GDPR and the Data Protection Act 2018 place greater significance on organisations being accountable and transparent in relation to their use of personal data; handling personal data needs to have the proper arrangements for collecting, storing and sharing information.

- Personal information in relation to safeguarding will often be sensitive and is likely to be classed as what is called 'special categories of personal data' under the GDPR, which means extra care will need to be taken when handling such data. Nevertheless, it is important to be aware that the Data Protection Act 2018 includes specific reference to processing data in relation to the 'safeguarding of children and individuals at risk' and allows individuals to share, in certain situations, personal data without consent (see below).

- 'The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe' and this can equally be said to apply to vulnerable adults.

- The Cathedral Chapter is committed to respecting privacy and protecting personal information and wholeheartedly welcome the improvements to data protection brought about by the GDPR. The Cathedral's Data Protection Policy and Privacy Notices explain the reasons why personal information is collected, the types of personal information collected, how it is used and legal rights regarding use. These Privacy Notices are not intended for children and can be found on the Cathedral website.

- The Cathedral works within the Church of England Information Sharing Framework.

Reporting concerns about adults

- Referrals of suspected abuse are made to Adult Social Care and the Police. Where possible, for a person over 18, this should be done with their written consent.
- The starting point is the presumption that an adult can give consent and has the mental capacity to do so. The provisions of the Mental Capacity Act 2005 are complex and questions and concerns about consent and mental capacity should always be discussed with the CSL.

Sharing without consent

- Information can be shared legally without consent, if a person is unable to or cannot reasonably be expected to gain consent from the individual concerned, or if to gain consent could place somebody at risk. Relevant personal data can be shared lawfully without consent if it is to keep a child or vulnerable adult safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental or emotional well-being.
- Never make these decisions on your own. If you are going to share personal data, this should always be discussed with the CSL. Of course, you may be able to share data, at least initially, without identifying the individual concerned both within the Cathedral and with the statutory services.
- Ultimately, the most important consideration is whether the sharing of information is likely to support the safeguarding of a child, young person or vulnerable adult.

Section 7:
Caring Pastorally for Victims/Survivors of Abuse & Affected Others

Promoting a Safer Church (2017) states that

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

Most cathedrals are likely to have amongst their congregation children and young people who have been abused and/or adults who have experienced abuse, either as adults or when they themselves were children. Some may have been abused in the Church (see below).

Responding well to a disclosure of abuse is essential to being able to build trust and support (see section 7.3). For some, just being able to talk to a trusted person about their experiences can be a powerful, healing event. Some may be seeking pastoral support from the Church. Some may need advice about how best to seek professional help. This may involve support to access local specialist services. Victims/survivors who are children or young people will require specialist support. If you need any advice about how best to support a victim/survivor of abuse, please contact the CSL and/or DSO.

We journey alongside those who have been abused; for some, forgiveness may be a part of that journey, while for others, it may not

be so. In any event, there should not be any pressure or expectation from the Cathedral on the victim/survivor to forgive.

Support following alleged abuse by a Cathedral Officer

All concerns or allegations of abuse by a cathedral officer must be reported to the DSO (see section 7.2). The DSO will arrange for a Support Person to be offered to all alleged adult victims/survivors. The role of the Support Person is set out in the House of Bishops' guidance. What the Support Person offers will be agreed with the alleged victim/survivor, but it is likely they will:

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

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

Support for families of victims/survivors and for the Cathedral is co-ordinated by the core group in conjunction with statutory agencies. This would involve discussion with the CSL, DSO and the Dean as appropriate.

In addition, dioceses have access to specialist support services for victims/survivors of abuse. This may be through the DSO or a commissioned external service. The nature of any ongoing support needs will be agreed by the DSO with the victim/survivor.

Section 8:
Caring Pastorally for Cathedral Officers who are the Subject of Concerns or Allegations of Abuse and Affected Others

8.1 Support for the respondent

Support for the respondent is provided by a Link Person. All cathedral officers who are the subject of a concern will be offered a Link Person.

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

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

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

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

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

8.2 Support to the Cathedral and others affected by safeguarding concerns or allegations

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

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

The core group will advise the DSO, in close liaison with the CSL, who should support the affected members of the Cathedral Community.

During the period of investigation, which may last for many months, the information that can be shared with the Cathedral Community will be limited. Advice and support are available from the DSOand the Core Group.

Section 9:
Responding to Those who May Present a Known Risk to Children, Young People or Vulnerable Adults within a Christian Congregation

Promoting a Safer Church (2017) states,

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

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

Some examples of the risk that individuals may pose to children, young people and adults are:

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

Take action

Always contact the DSO as soon as practicable, but within 24 hours, if you learn that any of the following people attend the Cathedral:

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

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

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

If the DSO is made aware by any other source of any person in the above categories who is intending to or is worshipping at the Cathedral, the DSO will notify the CSL in the first instance.

The DSO will determine the appropriate action to be taken to best safeguard the Cathedral based on the particular facts and circumstances of each case. They will undertake a risk assessment and the formation of a risk management plan known as a Safeguarding Agreement. This will involve the respondent and usually the CSL if involved, statutory agencies e.g. Police, National Probation Service and Children's Social Care. Who is involved will depend on the case.

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

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

The Safeguarding Agreement may include the following elements:

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

The clergy, vergers or other cathedral officers should be involved in the drawing up of the written agreement with the respondent. Cathedral vergers can direct worshippers where to sit and have a duty to maintain good order during services. If a 'disturbance' is anticipated then the Police must be notified.

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

Should the respondent refuse to sign the agreement the DSO will advise the Cathedral and liaise with the Police and other relevant agencies, as required, to seek a resolution. Any breach should be shared with the DSO immediately, who will liaise with the statutory agencies, as required. It should be remembered that it is not possible to prevent somebody from attending a service, unless this is a condition included in a court order or in his/her licence conditions

upon release from prison (although, of course, he/she could voluntarily agree not to attend certain services). If a respondent wishes to attend any service as part of the safeguarding arrangement (and this could be contained in his/her ongoing Safeguarding Agreement), it is possible for the clergy, verger, or other cathedral officer to direct that person where to sit, put measures in place to closely supervise them (e.g. accompany the individual) and remove that person if they cause a disturbance. It is also possible to refuse access to other Cathedral activities (e.g. social activities such as tea/coffee after the service and choir and bellringing activities).

Section 10: A Safe Environment for Activities

Promoting a Safer Church (2017) states

> *'The Church will strive to create and maintain environments that are safer for all, that promote well-being, that prevent abuse, and that create nurturing, caring conditions within the Church for children, young people and vulnerable adults … The Church will strive to support all church officers to adhere to safer working good practice and to challenge the abuse of power'.*

10.1 Code of safer working practice

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

- Treat all individuals with respect and dignity;
- Respect people's rights to personal privacy;
- Ensure that their own language, tone of voice and body language are respectful;
- Ensure that children, young people and adults know who they can talk to about a personal concern;
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker to the Chapter Safeguarding Lead and/or the Cathedral Lay Safeguarding Lead. All written records should be signed and dated;
- Obtain written consent for any photographs or videos to be taken, shown, displayed or stored.

In addition, those working with children and young people must:

- Always aim to work with or within sight of another adult;

- Ensure another adult is informed if a child needs to be taken to the toilet;
- Respond warmly to a child who needs comforting but make sure there are other adults around;
- Ensure that the child and parents are aware of any activity that requires physical contact and of its nature before the activity takes place.

All those working on behalf of the Cathedral with children, young people and adults must not:

- Use any form of physical punishment;
- Be sexually suggestive about or to an individual;
- Scapegoat, ridicule or reject an individual or group;
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying;
- Show favouritism to any one individual or group;
- Allow an individual to involve them in excessive attention seeking;
- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person;
- Allow strangers to give lifts to children, young people and adults who may be vulnerable in the group;
- Befriend children, young people and adults who may be vulnerable on social media;
- Take photographs on personal phones or cameras as this means that images are stored on personal devices.

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

- Give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances e.g. in an emergency

for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity);

- Smoke or drink alcohol in the presence of children and young people;
- Arrange social occasions with children and young people (other than events which also include family members/carers) outside organised group occasions.

10.2 Cathedral Choirs

Whilst the Choristers are in the care of Cathedral Officers, the following applies:

The Choristers (which includes for these purposes all children who sing as Choristers, Cantate Children's Choir, or as members of the Cathedral Consort) will always be supervised by at least one Cathedral Officer (generally speaking, the Choristers are the responsibility of the Director of Music).

Those Cathedral Officers authorised to chaperone Choristers

- the Director of Music
- the Assistant Organist.
- the Organ Scholar;
- the Music Administrator;
- Volunteer Chorister Chaperones.
- The Chaperones appointed for the children's activities during the Sunday morning service.

The Cathedral Officers above will have all undergone safe recruitment and had their criminal records checked with the Disclosure and Barring Service at the enhanced level.

Lay Clerks and Deputy Lay Clerks do not act as Chaperones as part of their duties, and this is made clear during the recruitment and training process. However, suitable Lay Clerks who wish to help with the Choristers may be appointed to do so, subject to the appropriate recruitment and training.

In areas other than the Song Room, where a Cathedral Officer is supervising Choristers on their own, doors to the area should be left open and another person must always be in the building.

Next of kin and emergency contact details are requested at the beginning of each academic year and kept up to date in the Music Department records.

The Music Department maintains a record of dietary and medication requirements, including medication to be administered in an emergency (e.g. epi pens, inhalers etc.). This information is maintained in the Chaperones' Folder.

The Music Department also maintains a record of attendance for rehearsals and Choristers are signed out of the Song Room; Parents can give permission for their child to walk home or into town after services or rehearsals. Choristers can also be collected by a trusted adult identified by the parents. This information is kept in the Chaperones folder.

Chorister Chaperones, being safely recruited and suitably vetted, are issued with identification cards and lanyards, which must be worn at all times during duty.

In the event of a safeguarding issue relating to a Cathedral Chorister, the CSL will discuss the concerns immediately with the DSO.

10.3 Visiting Choirs and Visiting Musicians

Carlisle Cathedral is committed to safeguarding all those who attend worship and other activities that we offer.

No less than four weeks in advance, all visiting choirs and/or musicians must submit:

- a signed statement from the choir leader or group organiser to confirm that they know of no safeguarding concerns around members of their group.

Choirs that include, or will be working with, under 18s must also confirm that:

- they have their own robust Safeguarding Policy which they will abide by for the duration of their visit which can be viewed on request by the Cathedral if required.
- that all leaders of the group hold a clear Enhanced DBS check; and
- provide full name and contact details of the safeguarding lead for the group.

Choirs coming from abroad that include, or will be working with, under 18s must ensure that all adults have been carefully recruited, to a level which is equivalent to the Cathedral's policy using whatever checking arrangements apply in the country of origin including the taking up of suitable references. If they do not they will be required to sign up to the Cathedral's policy as part of the booking agreement.

All visiting choirs, including adult only choirs who are not expected to have any contact with children, will be made aware of the Cathedral's Safeguarding Policies and procedures through links to the Cathedral website during the booking process.

Safeguarding Information about Visiting Choirs will be monitored by the Music Administrator.

10.4 Carlisle Cantate Children's Choir

Carlisle Cathedral is committed to safeguarding all those who attend worship and other activities that we offer, for example Cantate Children's Choir.

During these sessions, children learn and have fun through singing and musical games. The children learn to sing a wide variety of songs and play music games to encourage social interaction, physical co-ordination and self-confidence. They learn to pitch and perform simple melodies and grasp basic rhythms and pulse. The aim is to have one concert per term to show family and friends what has been achieved.

The Assistant Organist is responsible for leading the Children's Choir and so the role is safely recruited in accordance with the principles outlined in this handbook; it is also subject to an enhanced criminal

record check with the DBS. Arrangements for the Chaperones are as those outlined above for the Cathedral Choirs.

10.5 Bell Tower

The life and ministry of the Cathedral is enhanced by the committed work of the Cathedral Bell Ringers Society (The Society) who are, in turn, affiliated to the Carlisle Diocesan Guild of Bell Ringers and the Central Council of Church Bell Ringers.

The work of the Bell Tower is overseen by the Cathedral Chapter through a nominated member of the Chapter, currently the Canon Warden. The day-to-day work of the Bell Tower is managed by the Tower Captain who is appointed by Chapter on the advice of the Society. The Chapter also appoints the Bell Tower Safeguarding and Attendance Officer who is responsible for the correct management and transfer of Bell Tower paperwork to the Cathedral Office. The Safeguarding and Attendance Officer also represents the Society on the Cathedral Safeguarding Group.

The Tower Captain is assisted in their work by a series of Bell Tower Officers elected by members of The Society at their Annual General Meeting. All members of the Society are recruited as volunteers and safely recruited by the Cathedral to a level appropriate to their role. Further information on the safe working of the Bell Tower is held in the Cathedral Bell Tower Handbook which is updated annually.

On occasion we welcome visitors to the Bell Tower. They are usually either:

- Those interested to learn about the history of the Cathedral bells and why and how they are rung

- Those enquiring about joining The Society.
- Those learning to ring from other Bell Towers within Carlisle Diocese.
- Visiting Tower Teams who have applied to the Tower Captain to ring on a one-off occasion.

In all cases those visiting the Tower are:

- Required to sign in and sign out using agreed process which included an agreement to adhere to the Cathedral's Safeguarding policies and Health and Safety protocols governing the Bell Tower.
- accompanied at all times by a fully safely recruited member of the Bell Tower leadership team.
- governed by the Bell Tower risk assessment for visitors and visiting ringers.

In addition Visiting Tower Teams who apply to visit and ring the Cathedral Bells must, no less than four weeks in advance, submit a signed statement from the leader or group organiser to confirm that they know of no safeguarding concerns around members of their group.

Visiting Tower Teams that include, or will be working with, under 18s must also confirm that:

- they have their own robust Safeguarding Policy which they will abide by for the duration of their visit which can be viewed on request by the Cathedral if required.
- that all leaders of the group hold a clear Enhanced DBS check; and
- provide full name and contact details of the safeguarding lead for the group.

Safeguarding Information about Visiting Tower Teams will be monitored by the Bell Tower Safeguarding and Attendance Officer.

10.6 Visitors

Carlisle Cathedral welcomes numerous visitors every day of the year. Most of these arrive for worship or to enjoy the beauty and delights of our Grade I Listed Building. A small few, however, arrive here for other more formal purposes, such as business meetings, deliveries, maintenance tasks and such likes, which by their very nature mean they need to be granted access to areas that are typically out of bounds to the general visitor. Most of these individuals will often be accompanied by a member of Cathedral staff who will attend the same event.

The Cathedral ensures that all those working on-site unsupervised are known and authorised to proceed. Such visitors are required to sign-in and sign-out on a daily basis and are issued with suitable identification lanyards.

Similarly some visitors also need to work unsupervised without being shadowed by a member of the Cathedral team (for example, auditors or insurers). Such individuals are also required to sign-in and sign-out on a daily basis and given suitable identification.

Casual visitors i.e. those who have not been authorised by the Cathedral as leaders, helpers or are here by invitation, for example speakers, will never have access to children.

10.7 Acceptable touch

Sympathetic attention, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, can be wholly appropriate. However, abusers can use touch that appears safe to 'normalise' physical contact which then becomes abusive. As a general rule, the use of touch between adults in positions of responsibility and those with whom they are working or volunteering should be initiated by the person themselves, and kept to the minimum. In addition to this, always follow the guidelines below:

- Ask permission before you touch someone;
- Allow the other person to determine the degree of touch except in exceptional circumstances (e.g. when they need medical attention);
- Avoid any physical contact that is or could be construed as sexual, abusive or offensive;
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors;
- Touch should be in response to a person'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.

In addition:

- You can allow people you support to give you brief hugs if you feel comfortable with this.
- You can allow people you support to hold hands or link arms with you to help with travel and stability.

- You should discourage people you support from touching your face. You can offer your hand instead.
- You should discourage people you support from sitting on your lap. You can offer to sit side by side.
- You should avoid using touch if the person you support is very distressed and is unlikely to tolerate it.

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

10.8 Children's activities

Cathedral groups/activities that involve children need to ensure good practice standards across a wide range of areas including: recruitment of activity leaders; DBS checking; staffing ratios; suitability of premises; health and safety arrangements; and facilities for children with special needs. Each group/activity should have at least two workers and avoid lone working whenever practicable, even for smaller groups, and if possible one male and one female. Staff ratios for all groups should always be based on a risk assessment. For example, staffing numbers would need to be increased for outdoor activities and more so if that activity is considered higher risk, potentially dangerous or when children with disabilities or special needs are involved.

For all groups and activities:

- Undertake a health and safety risk assessment .
- A registration form must be completed for every child or young person who attends groups or activities where parents or carers

are not present which should include up to date information on parents' contact numbers, medical information (e.g. allergies) and any special needs.

- An attendance register must be kept and be available at all group meetings.
- A First Aid kit must be available on any premises that are used by children.
- An accident and incident logbook must be available, and all accidents recorded. The logbook should be stored in a secure place. Any significant incidents must be recorded (e.g. a fight between children).
- There should be access to a telephone, if possible.
- In premises where children's groups meet, the Childline and Family Lives telephone numbers should be displayed (see section 13).
- Parents must sign a consent form before children are transported in a private car, and before any photography or images are taken.

In addition, when taking children offsite:

- The Cathedral leadership must be informed and agree to the activity.
- Details of the activity and any itinerary must be given in advance to parent/s and consent forms received in advance of the activity taking place.
- Details of the activity and a list of contacts must be left with someone in the Cathedral.
- Details of the activity and arrangements must be given to the Cathedral Safeguarding Coordinator.
- A risk assessment must be undertaken, and confirmation obtained that the activity is covered by the Cathedral insurance policy.
- A leader must be designated to take responsibility for First Aid.

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

10.9 School Groups Visiting the Cathedral

School visits are pre-booked with the Learning and Volunteer Officer (LVO) who offers a varied programme of trails and workshops. The LVO is safely recruited in accordance with the principles outlined in this handbook and the role is offered subject to an enhanced criminal record check with the DBS.

The Cathedral website both provide essential information about the Cathedral's expectations on safeguarding and there is a comprehensive frequently asked questions for teachers and group leaders to ensure no area is left uncovered; specific site risk assessment information is also made available. Any additional clarification can be sought from the LVO or CSL.

These procedures must be followed by any formal group visiting the Cathedral that includes children and not just school groups.

- Two people, one of whom must be from the school party, should be with the children for duration of the visit;
- Cathedral Staff or Volunteers should not be left alone with a group of children;
- Children are under the supervision of their own group leader/teacher, for the duration of the visit.
- The discipline and welfare of groups will remain the responsibility of the group leader/teacher organising the visit.

- Cathedral Staff or Volunteers will take no responsibility for the supervision of children during the lunch break.
- Toilet visits should always be supervised by the school staff, as Cathedral staff may occasionally be present. If possible, the school should bring one or more male and female members of staff for mixed school groups.
- Occasionally children may disclose information, to a member of the Education Department, that gives cause for concern regarding the child's physical or emotional safety. In such situations it is important to communicate these concerns to the school's Lead Teacher and to inform the CSL.
- If there are concerns about possible harm to a child, advice should always be sought from the CSL or the DSO in the first instance.

10.10 Visiting adults at home

Visiting vulnerable adults in their homes may be an essential element of the clergy or Cathedral Officer roles. Those being visited are often well known to the Cathedral and so where there have been no previous concerns, the level of risk during visits will usually be low.

However, unexpected circumstances can be encountered, some of which may place the member of clergy or Cathedral Officer at risk. For example, the unexpected presence in the home of a relative or friend with a history of violence or threatening behaviour. Unfortunately, case histories also show that those being visited may also be at risk from clergy or officers. For these reasons it is important to note that only those specifically authorised in writing for such ministry by the Dean, and following DBS checks where appropriate and all safe recruitment processes have been completed, may

individuals carry out formal or informal visiting on behalf of the Cathedral. This ensures all are kept as safe as they can be, and that there is accountability and transparency in the manner in which home visits take place.

To assure the person you are visiting of their safety, and for your own as a Cathedral Officer or member of the clergy team:

- If possible undertake a risk assessment before an initial visit, especially if you do not know the person. If there are any concerns or risks known before a visit is made, you are advised always to undertake a risk assessment. In these circumstances, consider whether the visit is necessary, or whether you should be accompanied by another authorised member of the team. In addition, visiting in pairs may be advisable, especially if the adult is perceived to be vulnerable.
- Do not call unannounced; call by appointment, if appropriate telephoning the person just before visiting.
- Be clear about what support you can offer and the purpose and limitations of any pastoral care/support that is available.
- Do not make referrals to any agency that could provide help without the adult's permission, and ideally encourage them to set up the contact, unless there are safeguarding concerns.
- Never offer 'over-the-counter' remedies to people on visits or administer prescribed medicines, even if asked to do so.
- If permission is given for touch to accompany prayer (the laying on of hands) then only hands placed on the shoulder may be used.
- Do not accept any gifts from adults other than token items, to avoid misunderstandings or subsequent accusations from the person or their family. If someone wants to make a donation to the Cathedral, put it in an envelope, mark it on the outside as a donation and

obtain a receipt from the Cathedral Head of Finance or Accounts Assistant.

- Make a note of the date when you visit people, report back about the visit to the agreed named person and say what is concerning or going well. They will report safeguarding concerns to the Cathedral Safeguarding Coordinator and/or the Dean or directly to the DSO if they are not available.

10.11 Photography, filming, and livestreaming

Photography and livestreaming of children and young people involved in Cathedral activities can be very positive and bring useful publicity, but there are some important issues to note. The issues are the same for still photographs, digital images or films. For convenience they are all referred to as images.

Images count as sensitive personal data under the General Data Protection Regulations (GDPR). As with all such data, they should only be used with the consent of the person in the image.

Photography and videos taken for personal use should not include images of other people without their express permission.

The Cathedral expressly forbids any photography of children or young people during services or events without the written permission of the Dean. Before approving any such requests, the Dean will need to be assured that consent for such images has been obtained by the photographer.

The list below provides a simple point of reference for gaining consent regarding the use of images of children:

- Children under the age of 13: consent should be gained from their parents;
- Children aged between 13 and 16: consent should be gained from parents and the children themselves;
- Children aged 17: consent should be gained from the children themselves.

Please note that the above list shows 'all you need to do', rather than 'all you might want to do'. It would be good practice to ask a child younger than 13 before you use their photograph, and to inform the parents of a 17 year that their child has agreed to the use of their image.

The photographer must always inform the Dean, the parents (and children over 13: see above) about how, where, when and in what context an image may be used – for example, on a public website, through social media or in a printed resource.

Within part of the Cathedral or Precinct, photographs and videos may be taken for personal use. Those taking photographs or videos for personal use should respect the privacy of other visitors and do not take photographs of children. The following restrictions always apply:

No photographs or videos may be taken of the choir(s) at any time (unless fulfilling the requirements outlined above).

- No photographs or videos may be taken during services.
- Please do not access areas which are closed off.
- No tripods

The Cathedral is happy to make arrangements for the taking of photographs and videos for commercial, educational or non-personal use. In these cases an arrangement must be made with a member of Cathedral staff.

In these cases, explicit permission should be given by a member of Cathedral Staff for any photography or videoing for commercial, educational or non-personal use both inside the cathedral and within the precinct, including for weddings, private and public events. Members of staff may request to view images and videos as part of the process of permission.

Charges are considered on a case-by-case basis.

We ask anyone challenged about why they are taking photographs or videos in any part of the Cathedral or Precinct not to take offence.

Section 11:
Use of Social Media

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

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

The role of the Cathedral Chapter

The Chapter must approve the use of social media and mobile phones by all Cathedral Officers, which includes activities involving the choirs (statutory, voluntary and children's) and others such as bellringing, educational and outreach. Where there are online groups set up on the Cathedral's behalf, the Chapter must ensure there is a named person to whom all workers are accountable.

The named person must be a member of Cathedral staff or volunteer, who should be aware of the account name and password so that they can at any time log on to the account to monitor the communications. The named person should be proactive in fulfilling this role.

Communications must be shared with the named person. Cathedral staff and volunteers remain bound by professional rules of confidentiality. Where there is concern that a young person or adult is at risk of abuse, or they themselves pose a risk of abuse to others, safeguarding procedures must always be followed.

Guidance for Cathedral Officers and volunteers

Do:

- Have your eyes open and be vigilant.
- Maintain the upmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children, young people and adults as you would communication that is face-to-face. Always maintain the same level of confidentiality.
- Report any safeguarding concerns that arise on social media to the CSL and the DSO.
- Always assume that everything you write is permanent and may be viewed by anyone at any time; and that everything can be traced back to you personally as well as to your colleagues or the Cathedral. Always think before you post.
- Draw clear boundaries around your social media usage associated with your private life and your use of different social media for public ministry or in your role as a volunteer. Keep Cathedral account/s and profiles separate from your personal social media

account/s e.g. only use a Facebook page, Twitter or blogs for public ministry, while keeping a separate Facebook profile for private life.

- Always ask parents/carers for written consent to:
    - Use and store photographs of children/young people from activities or events in official Cathedral publications, or on the Cathedral's social media, website and displays.
    - Use telephone, text message, email and other messaging services to communicate with young people.
    - Allow young people to connect to the Cathedral's social media pages.
- When undertaking your role for the Cathedral as an officer or volunteer only use an approved Cathedral account to communicate with children, young people and/or vulnerable adults. The named person should be able to access this and review conversations, and the account should be visible to young people and their parents. Young people must be made aware that any communication will be viewed by all users. Save any messages and threads through social networking sites, so that you can provide evidence to the named person of your exchange when required.
- Avoid one-to-one communication with a child or young person.
- Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted.
- Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person, CSL, or if appropriate, DSO.
- Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you.

Do not:

- Use a personal Facebook or any other social media account in your work with children, young people or vulnerable adults.
- Add children, young people or vulnerable adults as friends on your personal accounts.
- Facebook stalk (i.e. dig through people's Facebook pages to find out about them).
- Say anything on social media that you would not be happy saying in a public meeting, to someone's face, writing in a local newspaper or on headed notepaper.
- Comment on photos or posts, or share content, unless appropriate to your Cathedral role.
- Use visual media (e.g. Zoom, Skype, Facetime) for one-to-one conversations with young people – use only in group settings.
- In particular, do not allow content to contain or share links to other sites that contain:
  - Libellous, defamatory, bullying or harassing statements.
  - Breaches of copyright and data protection.
  - Material of an illegal nature.
  - Offensive sexual or abusive references.
  - Inappropriate language.
  - Anything which may be harmful to a child, young person or vulnerable adult, or which may bring the Cathedral into disrepute or compromise its reputation.

Section12:
Further Help and Guidance

Helplines

- Safe Spaces: 0300 303 1056
- NSPCC for adults concerned about a child – 0808 800 5000 Childline for children and young people – 0800 1111
- Women's Aid 24 hour helpline: 0808 2000 247
- The Men's Advice Line: 0808 801 0327
- Action on Elder Abuse helpline – 0808 808 8141
- 24-hour National Domestic Violence helpline – 0808 2000 247
- NAPAC offers support and advice to adult survivors of childhood abuse – 08088010331
- Stop It Now helps prevent child sexual abuse – 0808 1000 900
- Cruse bereavement helpline – 0808 808 1677
- Family Lives provides support and advice on family issues – 0808 800 222
- Samaritans for people struggling to cope and needing someone to talk to – 116 123

Sources of support for victims and families of abuse

- Safespaces - https://www.safespacesenglandandwales.org.uk/
- The Survivors Trust – http://thesurvivorstrust.org
- Safeline – www.safeline.org.uk/what-can-friends-and-family-members-do-to- support-survivors-of-sexual-abuse
- Support Line – www.supportline.org.uk/problems/rape_sexual-assault.php
- Victim Support – www.victimsupport.org.uk/crime-info/types-crime/ childhood-abuse

Websites

www.nspcc.org.uk
www.womensaid.org.uk
www.mensadviceline.org.uk
www.restoredrelationships.org
www.stopitnow.org.uk
www.ineqe.comwww.ceop.police.uk
www.elderabuse.org.uk
www.ageuk.org.uk
www.barnardos.org.uk
www.spiritualabuse.com
www.modernslavery.co.uk
https://carers.org

For links to the resources and templates mentioned in this handbook, go to
https://www.churchofengland.org/safeguarding/

All House of Bishops' Safeguarding Policy and Guidance can be found at
https://www.churchofengland.org/safeguarding/policy-and-practice-guidance

In addition, please see the safeguarding pages of the diocesan website at
https://www.carlislediocese.org.uk/safeguarding/

Appendix: Further Information on Vulnerable Adults

The term 'vulnerable adult' refers to a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability, illness, old age, emotional fragility, distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired. Please note that some adults may not consider themselves vulnerable but may be vulnerable to being abused by individuals in positions of leadership and responsibility. As adults are not inherently vulnerable and in need of protection it is important to recognise that the factors described below do not, of themselves, mean that a person is vulnerable. It is a combination of these factors and the circumstances that a person finds him/herself in that can make an individual vulnerable to abuse or neglect.

Some factors that increase vulnerability include:

- *A mental illness, chronic or acute.*
- *A sensory or physical disability or impairment.*
- *A learning disability.*
- *A physical illness.*
- *Dementia.*
- *An addiction to alcohol or drugs.*
- *Failing faculties of old age.*
- *Those who are homeless.*
- *Refugee families or individuals (including those seeking asylum)*
- *Victims/survivors of domestic abuse – direct violence and/or significant emotional coercion.*
- *Those who have suffered historic abuse in childhood.*
- *A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events – for example bereavement or abuse or trauma.*

These factors may not exist in isolation; for example, someone with a drink problem masking underlying dementia; or a frail housebound elderly person with underlying depression.

This Cathedral Safeguarding Handbook brings together in one place the safeguarding responsibilities of Church of England cathedrals, as outlined in the House of Bishops' Safeguarding Policies and Practice Guidance.

This particular edition is specific to Carlisle Cathedral.

Designed to support the day-to-day work of the Cathedral in relation to safeguarding, it includes a basic safeguarding policy and a guide to roles and responsibilities, as well as advice on:

- How to respond promptly to safeguarding concerns;
- Confidentiality and data protection;
- Pastoral care of victims, alleged abusers and those who pose a risk;
- Creating safe environments;
- Use of social media;
- Support from the diocese;
- Useful contacts and support networks.