



House of Bishops

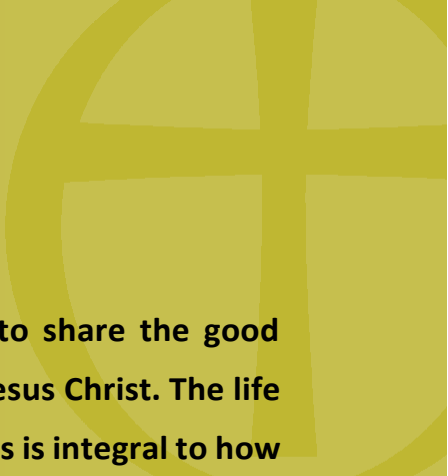
cathedral safeguarding

handbook



Promoting a Safer Church

With an introductory message from the Dean of Manchester



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

From ‘Promoting a Safer Church’, The Church of England’s

Safeguarding Policy Statement

Message from the Very Revd.
Rogers M.Govender MBE,
Dean of Manchester.



Manchester Cathedral is fully committed to safeguarding all God's children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the welfare of every child, young person and vulnerable adult to be paramount.

All clergy, staff and volunteers at Manchester Cathedral will take every reasonable step to ensure that children, young people and vulnerable adults are protected when involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We enable all our staff and those who work with us to make informed and confident decisions regarding safeguarding. We expect everyone (clergy, staff, volunteers, contractors, members of the congregation and anyone working on behalf of the Cathedral) to have read, understood and adhere to this policy and related procedures.

Rogers

Contents

Introduction	iv
Quick Guide to the Handbook.....	vi
1. Roles and Responsibilities.....	1
2. What can the Cathedral Expect from the Diocese?.....	6
3. Abuse and Neglect of Children.....	8
4. Abuse and Neglect of Adults.....	11
5. Safer Recruitment	14
6. Safeguarding Training	17
7. Responding Promptly to Every Safeguarding Concern or Allegation . .	19
8. Caring Pastorally for Victims/Survivors of Abuse and Affected Others	31
9. Caring Pastorally for Church Officers who are the Subject of Concerns or Allegations of Abuse and Affected Others.....	33
10. Responding to Those who May Present a Known Risk to Children, Young People or Vulnerable Adults within a Christian Congregation . .	36
11. A Safe Environment and Activities.....	41
12. Use of Social Media.....	59
13. Manchester Cathedral Visitor Centre	64
14. Further Help and Guidance	65
Appendix – Further Information on Vulnerable Adults.....	67
Notes.....	68

Introduction

- This handbook brings into one place the key safeguarding responsibilities for Manchester 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 Manchester website.
- This handbook is aimed at all those who have a key role to play with children, young people¹ and adults in the Cathedral.
- This handbook is also supplemented by the *Staff Handbook* and the *Volunteer Code of Conduct*, which contain additional Chapter policies and procedures for all those undertaking roles within the Cathedral (paid or unpaid and referred to as 'Cathedral officers' below), mostly covering employment issues, dignity at work, safer systems of working and health and safety; all of these policies are directly relevant to safeguarding and should be adhered to alongside the guidance within this handbook. This handbook does not replace the Cathedral Staff Handbook or Volunteer Code of Conduct.
- Please see the House of Bishops' Glossary for information on the language and terminology used in the handbook.
- Please see the appendix for more information on the term 'vulnerable adult'.
- The duty to have 'due regard' to guidance under section 5 of the Safeguarding and Clergy Discipline Measure 2016³ applies to the handbook. It does not apply to the model templates and additional good practice reference material that have been offered to complement this handbook.

- This is version 2.0, which amended the safeguarding training requirements for all workers (page 18) and was approved at Cathedral Chapter on 22 February 2021, and is reviewed by Chapter annually.
- The most up-to-date version of the handbook will always be available on the Cathedral's website at www.manchestercathedral.org/safeguarding/

Key messages

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

Quick Guide to the Handbook

	<i>Section</i>
What do the Dean and Chapter need to have in place?	1
What support is available from Manchester Diocese?	2
What is child abuse?	3
What is adult abuse?	4
How does the Cathedral ensure that all recruitment (including Volunteers) is done safely?	5
What safeguarding training am I expected to do?	6
What do I do if I have a safeguarding concern or allegation about a child or adult?	7
What do I do if I have safeguarding concerns about someone Who has a role in the Cathedral?	7.2
How do I respond to a safeguarding disclosure?	7.3
Who can I share information with?	7.7
How do we ensure that we support victims/survivors of abuse?	8
What do I do if someone who attends the Cathedral may be a risk to others?	10
What is expected of me if I have a role working with children or young people or adults?	11
What are the safeguarding arrangements for choristers?	11.2
Can I photograph or livestream the choristers?	11.3
What is the daily regime for the choristers?	11.4
What needs to be in place for chorister outings?	11.5

Arrangements for visiting choirs or musicians	11.6
Safeguarding arrangements for the Manchester Children's Choir	11.7
Safeguarding arrangements for the Children's Corner	11.8
How Manchester Cathedral manages visitors	11.9
What is deemed as acceptable touch?	11.10
What are the requirements for running children's activities?	11.11
Can I host an under 18yo to carry out work experience?	11.12
School groups visiting the Cathedral for educational purposes	11.13
Does an activity need to be OFSTED registered?	11.14
Can I visit a member of the congregation at home?	11.15
What should I have in place to support good home visiting?	11.15
Does the Cathedral have a security plan to protect children or adults at risk?	11.16
Can I take photographs or livestream images of children or young people at a Cathedral event or Cathedral service?	11.17
Where can I find guidance on the use of social media?	12
What are the safeguarding arrangements at the Visitor Centre?	13
Where can I obtain further help and guidance?	14

1. Roles and Responsibilities⁴

The Dean and Chapter

The role of the Dean is to provide leadership concerning safeguarding, and to encourage everyone to 'Promote a Safer Church'. The Dean of Manchester has 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 legally responsible body for all that happens in the Cathedral; membership consists of the Dean, residentiary clergy and lay members who are either elected or appointed by the Bishop 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 Dean and Chapter will therefore:

Adopt and implement

- The House of Bishops' Safeguarding Policy 'Promoting a Safer Church'.
- Actions and recommendations identified within the externally commissioned *Cathedral Safeguarding Arrangements Review* and Cathedral's safeguarding development plan.

Appoint

- An appropriately experienced⁷, named Cathedral Safeguarding Officer (CSA) to work with the Dean and Chapter.
- A Cathedral Safeguarding Coordinator (and deputy) to work with the Dean, Chapter and CSA in supporting staff to implement safeguarding policy and procedures.
- A Cathedral Safeguarding Committee to help review implementation of safeguarding policy and operational procedures with the CSA and to discuss best practice.
- Somebody to attend the Diocesan Safeguarding Advisory Panel (DSAP).

Promote safer recruitment, support and training

- Have a policy statement on the recruitment of ex-offenders and ensure all those responsible for working with children, young people and vulnerable adults on behalf of the church are safely recruited.
- Ensure all Cathedral officers 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.
- Information about how to contact the CSA, Cathedral Safeguarding Coordinator and how to get help outside the Cathedral with child and adult safeguarding issues on noticeboards.
- Safeguarding arrangements clearly on the Cathedral website⁹.
- Safeguarding information in all service booklets.

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 Cathedral Safeguarding Coordinator and the CSA (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 Cathedral Safeguarding Coordinator and the CSA (see section 10).
- Comply with all data protection legislation especially in regard to using (e.g. storing) information about any Cathedral officers 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

- Safeguarding is a standing agenda item at each Chapter meeting¹⁰ and the Cathedral Safeguarding Coordinator and/or the CSA should report on safeguarding matters at these meetings.
- At the Easter Vestry and Annual General Meeting the Dean will provide an annual report in relation to safeguarding including a statement as to whether or not the Chapter has complied with the duty to have 'due regard' to the House of Bishops' Safeguarding Policy and Practice Guidance.¹¹
- On behalf of the Chapter the Dean will provide an annual report to the Bishop on safeguarding policy, procedures, practice and review in the Cathedral.

Hire of Cathedral premises

- Ensure an addendum to a hire agreement is always used when any person/body hires Cathedral premises for activity that involves children, young people or vulnerable adults¹², for example a pre-school, youth group or mental health support group.

During a vacancy¹³

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

Complaints Procedure

- The Cathedral has a Grievance and Complaints Procedure for those wishing to complain about the handling of any issues including those around safeguarding. A complaint about safeguarding can be raised in writing to the Cathedral Administrator, unless the complaint is about that person in which case the complaint should be raised with the Dean.
- Safeguarding complaints will be responded to in line with the House of Bishops' Safeguarding Policy and Practice Guidance. Responses to all other grievances and complaints will be responded to as laid out in the Staff Handbook and Volunteer Code of Conduct.

Whistleblowing

- Should a Cathedral Officer wish to pass on information about a wrongdoing that they consider to be in the public interest, there is a Whistleblowing Policy detailed in the Staff Handbook and Volunteer Code of Conduct.

Chetham's School of Music

Chetham's School of Music and the Cathedral work very closely together regarding the care and supervision of choristers and there is regular communication between the two institutions.

- It is formally agreed by way of policy that the choristers are the responsibility of the Cathedral's Organist and Master of the Choristers and other Cathedral Officers while they are out of school on chorister-related business; they otherwise remain the responsibility of the School while in school or on school-related trips.
- The School and the Cathedral work closely to ensure coordinated safeguarding policies that refer specifically to the choristers.
- These policies are reviewed annually by the school's Leadership Group, the school's Designated Safeguarding Lead and the Cathedral Safeguarding Coordinator. The latter two meet on a termly basis along with the Cathedral's Deputy Safeguarding Coordinator and the CSA to discuss safeguarding practice across the two institutions; the notes of these meetings are reported to the Chapter and to the school's Safeguarding Committee.
- The Cathedral's Canon Precentor is a member of the school's governing body and the Dean is a Feoffee of the school's Hospital and Library charities.

Risk assessments

- A generic risk assessment is reviewed annually for the regular transfer of choristers between the School and the Cathedral. This ensures adequate measures are in place to ensure their safe transfer between the two sites. Random spot checks are undertaken by Cathedral and School staff on a termly basis to ensure procedures are being followed correctly.
- For specific chorister trips and outings a more fuller risk assessment takes place in advance, which involves consideration of venue specific risks, requesting up to date chorister medical issues and parental permission.

2. 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.

Service Level Agreement (or SLA)

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

- The safeguarding service to be provided to Manchester Cathedral and is reviewable on an annual basis;
- Manchester Cathedral's commitment to working in partnership with Manchester Diocese Safeguarding Team;
- A mechanism for resolving any problems relating to safeguarding provision;
- Funding information pertaining to the provision of a safeguarding service.

Safeguarding advice and support

The diocese has a DSA, who is an experienced safeguarding professional, who offers safeguarding advice and support to the Cathedral as CSA; this arrangement is governed by the SLA.

The Cathedral must report any safeguarding concerns or allegations to the CSA within 24 hours of a concern arising. The CSA will advise on how to respond well. They will manage all concerns or allegations against Church Officers.

The diocese offers an out-of-hours service for any safeguarding concerns or allegations that arise outside normal office hours.

Safeguarding training

The diocese is responsible for the provision of safeguarding training.

Safer recruitment support

The diocese is available for advice on all aspects of safer recruitment, including applications for a DBS check, as is the commissioned DBS provider Thirtyone:eight (formerly the Churches' Child Protection Advisory Service, or CCPAS). The CSA 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 website¹⁴.

Complaints procedure

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

Whistleblowing¹⁵

The diocese is available for advice and support on whistleblowing. This is for when a paid Cathedral or Church Officer decides to pass on information concerning a wrong doing, that they consider is in the public interest. This means it must affect others, e.g. the general public. This includes failure to adhere to health and safety requirements that place others in danger, a 'cover up' by someone and/or a criminal offence. It does not cover personal grievance or complaints.

3. Abuse and Neglect of Children¹⁶

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 abuse¹⁷, 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 offences¹⁸. 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

The Cathedral operates an IT, Communications and Social Media 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 policies is mandatory and forms part of the Terms and Conditions of Employment.

4. Abuse and Neglect of Adults¹⁹

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 unreported²⁰.

Institutions

All people living in institutions are more likely to have a degree of vulnerability. The Care Quality Commission²¹ 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 Ombudsman²² deals with complaints that relate to adult social care. HM Inspectorate of Prisons²³ in England inspects prisons. Some members of the Cathedral may be visiting adults in institutions – hospitals, prisons and residential homes. If, as part of these responsibilities, they have concerns about the care being given and/or the way that someone is being treated, the DSA should 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 inhuman treatment²⁴.

5. Safer Recruitment²⁵

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

The Chapter is responsible for the appointment of those working with children, young people and vulnerable adults, paid or unpaid. The responsibility is delegated to the Cathedral Administrator. At least two post holders must be responsible for recruitment; all those involved in recruitment must be capable and competent, trained in safer recruitment and able to keep personal matters confidential. The Cathedral is committed to following the eleven steps of recruitment as outlined by the National Safeguarding Team:

1. Job/role description Construct a clear and accurate job description and person specification, or for an unpaid role, a role outline, who set out what tasks and responsibilities the applicant will undertake, and the skills and experience required. This will include what level of DBS check is required.	Model Role Description DBS Eligibility DBS Frequently Asked Questions
2. Advertise Advertise unpaid roles within Cathedral notices and website; and paid roles more widely.	
3. Application form Ask all applicants to complete an application form for all paid roles (a Curriculum Vitae may be used for voluntary roles but an application form is good practice and is recommended). Always ask for, take up and check two references.	Model Application Form

4. Confidential Declaration Form Ask all applicants to complete a Confidential Declaration Form.	Confidential Declaration Form
6 Shortlist (paid posts) Shortlist, carefully examining the application forms. Identify any gaps in employment/personal history and ensure those shortlisted meet the requirements of the person specification. Shortlist (unpaid posts) Review any interest from volunteers and assess suitability against requirements.	
6. Interview Have a face-to-face interview (or informal discussion if unpaid) with pre-planned and clear questions to assess applicants' suitability for the role. Seek explanations for gaps in employment/personal history. It may also be appropriate to ask the individual to complete a test or presentation if applicable. Check identification and the Confidential Declaration Form (CDF).	Model Interview Questions Model Reference Request Letter
7. Offer the role Decide whom to offer the role to. This decision will be made by the interviewing panel. This is subject to completion of all checks to the satisfaction of the PCC. No role can commence until satisfactory checks have been completed.	
8. Checks Once the applicant has been offered the role, subject to satisfactory checks, ask the applicant to complete an enhanced Disclosure and Barring Service (DBS)	Model Reference Request Letter

check application²⁶ (online or paper depending on the diocese's process). Any blemished DBS checks or information of concern on the CDF must be risk assessed by the DSA. Always check the applicants' two references. Please note if someone has either never lived in the UK or spent a period of time overseas (i.e. lived abroad), the person making the appointment should request an additional check and ask the applicant to obtain criminality information from the country where he/she was resident²⁷. It is also recommended to undertake an occupational health check for paid roles where possible.	
9. Appoint Once all checks are satisfactory and support the interview decision, the person can be formally appointed. It is recommended to add an end date to unpaid roles. This can always be extended but helps set expectations for both parties.	Model Appointment Letter
10. Probation period Have a period of probation²⁸ for any paid role (or a settling-in period for unpaid) and review throughout, as well as at the end of this period.	
11. Induct, train and support Induct new unpaid and paid workers. This should include expectations in relation to behaviour (a Code of Conduct²⁹). Ensure supervision/support is in place and arrange for attendance on the Church of England safeguarding training (see section 6).	

6. Safeguarding Training³⁰

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

The Training and Development Framework outlines the core safeguarding training that is available from the diocese:

C0 – Basic awareness	Recommended for anyone who needs a basic level of awareness of safeguarding. This online module is a pre-requisite for attendance at any other core training module.
C1 – Foundation	Required for anyone who has safeguarding responsibilities/contact with children and/or vulnerable adults.
C2 – Leadership	Required for anyone who has safeguarding leadership responsibilities and/or leads activities involving children and/or vulnerable adults.
C3 – Clergy and lay ministers	Those holding a license, commission, authorisation, permission to officiate from a bishop, ordained or lay.
C4 – Senior staff	Senior staff who have key roles in safeguarding policy, strategy and practice, and Cathedral Officers supporting this work.
C5 – Refresher	To be undertaken every three years by those who have completed C1, C2 or C3.

Who gets what training in the Cathedral?³¹

C0 is a basic safeguarding awareness course that can be completed by anybody to improve their understanding of abuse and enable them to help build a culture of informed vigilance within the Church. It can be undertaken online at <https://safeguardingtraining.cofeportal.org/login/index.php>.

A comprehensive roles and activities analysis has taken place to help identify the training requirements for all roles at the Cathedral, both paid and unpaid, so that the appropriate training may be delivered in accordance with the House of Bishops' policy. The roles and activities matrix has been reviewed by the CSA and the DSAP. It has been decided by the Chapter that all staff and clergy will be trained to the highest possible level to maximise knowledge and encourage best practice.

The following Training and Development framework outlines the core safeguarding training requirements for working or volunteering at Manchester Cathedral:

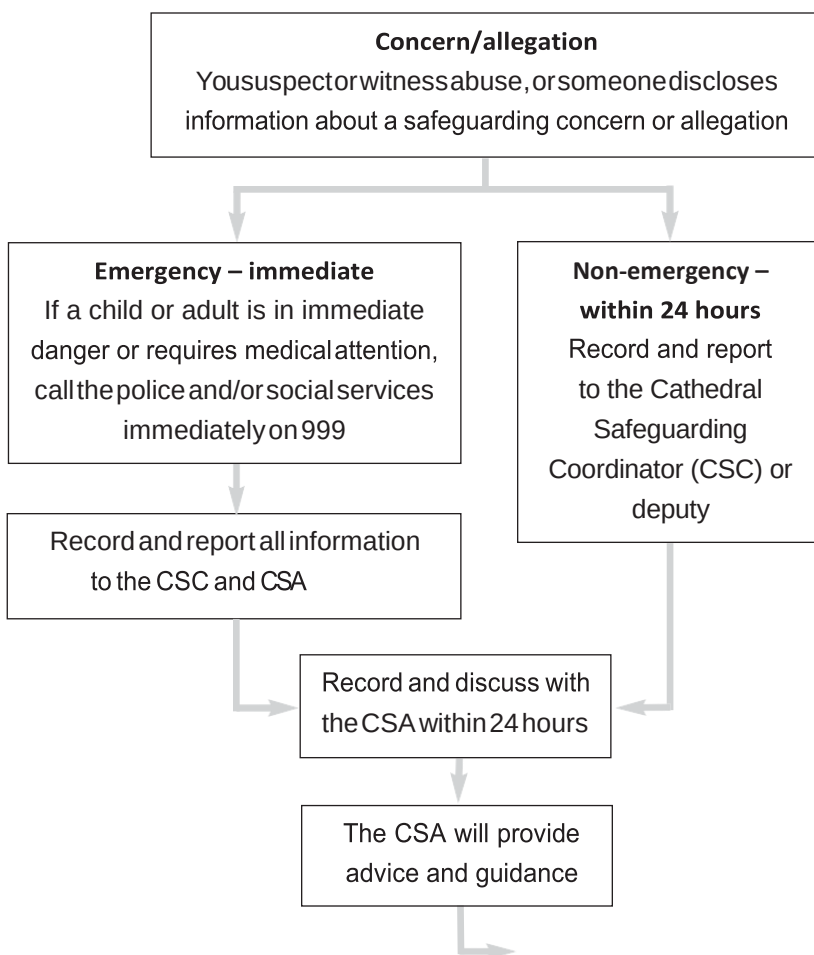
Course	Delivered by	Participants
Brief safeguarding induction on first day	Cathedral Administrator or line manager	All workers (paid and unpaid)
C0 Basic Awareness	Online portal	All workers (paid and unpaid) All Chapter members
C1 Foundations	Online portal	All workers (paid and unpaid) All Chapter members
Leadership	Diocesan safeguarding team <i>*or external provider due to DSA capacity issues</i>	Selected staff (see *Note 1) All Chapter members
Senior Leadership	NST	Selected staff (see *Note 2) Clergy Chapter members
Safer Recruitment	Online portal	Staff involved in recruitment process

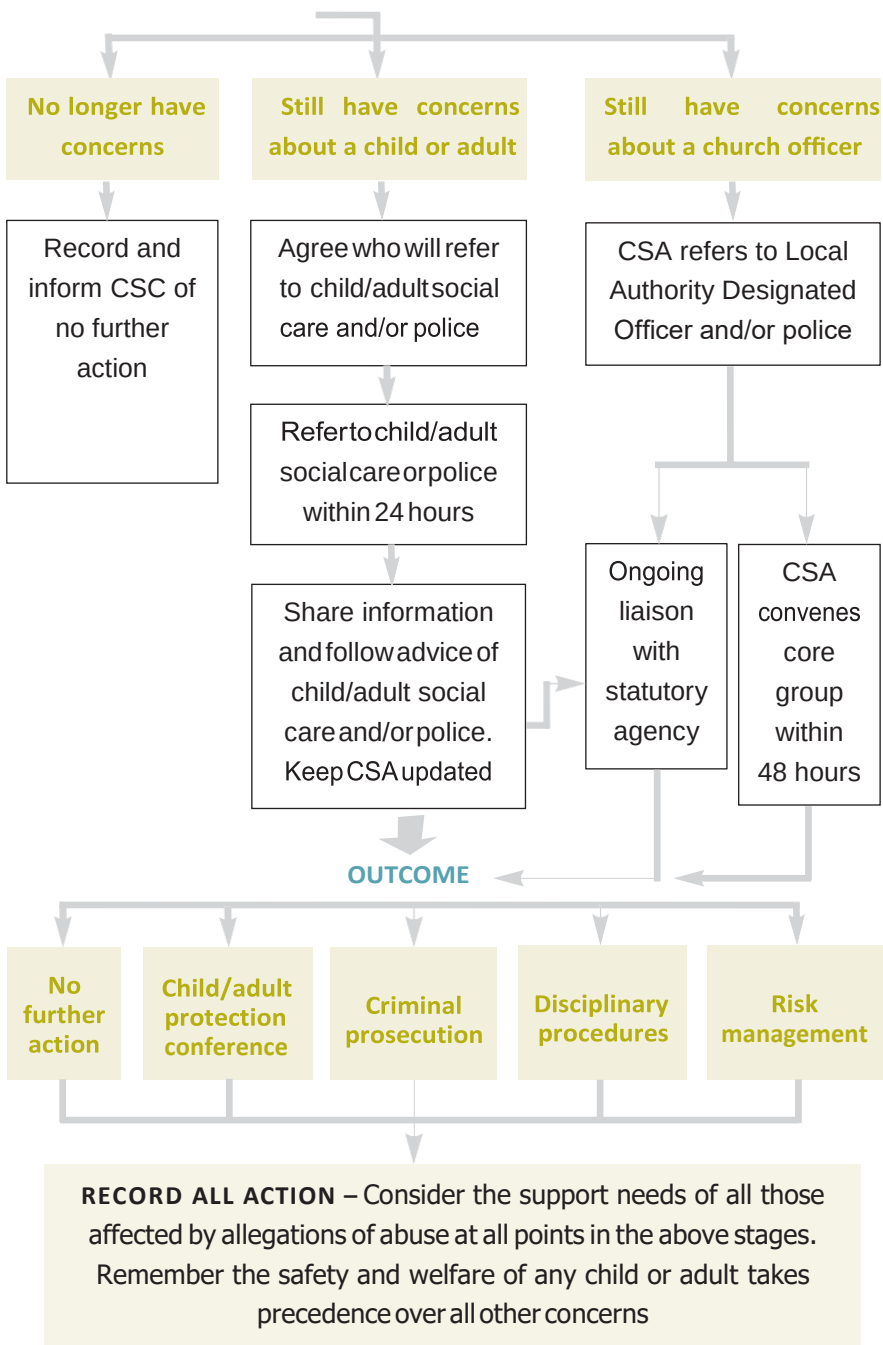
***Note 1** – Chapter Members, Cathedral clergy, the Cathedral Administrator, the Organist and Master of Choristers, the Sub-Organist, Chorister Recruitment Officer, Sydney Nicholson Organ Scholar and the Cathedral Digital Officer. ***Note 2** – Cathedral Administrator, Organist and Master of Choristers.

In line with policy requirements, the Cathedral Chapter requires anybody undertaking a role at Manchester Cathedral to refresh their training once every three years. Participation in training delivered by Chetham's School of Music, the local authority or other employer does not exempt from undertaking Cathedral Safeguarding Training but may still be required in addition.

7. Responding Promptly to Every Safeguarding Concern or Allegation

7.1 Quick guide





7.2 What to do if you are concerned about a child or adult and/or you are concerned that a cathedral officer³² may be abusing a child or adult³³

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 adult³⁴ (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 respondent³⁵ will be shared with key cathedral officers³⁶, and may be shared with the statutory agencies³⁷, 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 endnote 36) (see section 7.3).
2. **Emergency:** If you believe a child or adult is in immediate danger of significant or serious harm, contact the emergency services on 999.
3. **Non-emergency:** Contact the Cathedral Safeguarding Coordinator (CSC), or their deputy, in the first instance. They must then contact the CSA. If neither are available, contact the CSA directly³⁸. If the concern arises in an activity, discuss with the group/activity leader, who will contact the CSC or their deputy.
4. Any safeguarding concerns must be reported to the CSA within 24 hours.

5. If the CSC or the CSA are not available within 24 hours, contact Children's Social Care or Adult Social Care³⁹ and/or the police directly, if the concern is that a child or adult is being abused. Contact the Local Authority Designated Officer (LADO)⁴⁰ and/or police if the concern is that a cathedral officer may be abusing a child or adult.

Advise the CSC as soon as possible that you have made a referral; they will advise the CSA.

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

6. Do not contact the respondent⁴¹ 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 CSA or statutory agencies⁴².
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 CSA (and/or the CSC). The records should be kept secure and confidential.

If the concern is about a child or adult:

8. The CSA 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 CSA receiving the concerns. This would be Children's or Adult Social Care and/or the police.

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

If the concern also involves a Cathedral Officer:

9. The CSA 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 CSA (as DSA) will now take over the management of the safeguarding concern in conjunction with the core group (which will be convened within 48 hours) and statutory agencies. There may also be a requirement for cathedral representatives to attend a subsequent core group/s. If there are doubts about whether or not to make a referral and under what route, the CSA will seek advice from the LADO.

Please note that the procedure is the same for non-recent abuse⁴³.

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.

7.3 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/ CSC/ CSA 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 CSA 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/CSC immediately.
- Within 24 hours the CSC reports the concerns to the CSA.
- The CSA 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.

7.4 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 CSA will make this referral⁴⁴.

7.5 Domestic abuse⁴⁵

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 CSA 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 CSA will undertake this work in conjunction with the Cathedral and any statutory agencies (see section 10).

What do you need to do?

- Chapter to agree a Cathedral domestic abuse statement including who to contact if there are concerns.
- Appoint a named individual who is a point of contact for any advice and support. This may be the Cathedral Safeguarding Coordinator or their deputy or the Cathedral Safeguarding Advisor.
- Follow the process on how to respond to safeguarding concerns or allegations.
- Support those in leadership positions, pastoral and safeguarding roles to engage in diocesan domestic abuse training.
- Consider the best place to display the domestic abuse statement including information about helplines and local services.
- Discuss domestic abuse in appropriate contexts such as marriage preparation.
- Challenge inappropriate comments and behaviour by cathedral community members.

Recommended good practice:

- Encourage leaders and those who preach to speak against domestic abuse in teaching, sermons, prayers, social media and Cathedral News – remember that many of the congregation may have personal experience of domestic abuse.
- Offer some awareness-raising activities e.g. invite speakers from local domestic abuse agencies.
- Consider including activities around healthy relationships within activities for children and young people.
- Develop links with local domestic abuse organisations.
- Organise courses in parenting and confidence-building.

7.6 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 CSA who will consult with the Dean and contact the appropriate person.

7.7 Recording, data protection and information sharing

Opening a Cathedral safeguarding case file

Good record keeping is an important part of the safeguarding task. A record, called a case file, should be opened whenever a safeguarding concern or allegation occurs in the Cathedral. The record should include key contact details, dates of when the information

became known and the nature of the concerns. The record should include ongoing actions with dates, other key documents on the case file (e.g. observation notes, reports, consent forms etc.) and the case closure date. Records should use straightforward language and be concise and accurate so that they can be understood by anyone not familiar with the case.

Record retention and security

The safeguarding case files, whether electronic or paper, must be stored securely by the CSA, the CSC and the Dean. 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 CSA, CSC 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 information⁴⁶.

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)⁴⁷.

'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 adults⁴⁸.

The Cathedral Chapter is committed to respecting privacy and protecting personal information and wholeheartedly welcomed the improvements to data protection brought about by the GDPR. The Cathedral's Privacy Notice explains the reasons why personal information is collected, the types of personal information collected, how it is used and legal rights regarding use. The Privacy Notice is not intended for children and can be found on the Cathedral website at <http://www.manchestercathedral.org/privacy>

Reporting concerns about adults

Referrals of suspected abuse are made to Adult Social Services and the police. Where possible, for a person over 18, this should be done with their written consent.

The starting point is the presumption that an adult can give consent and has the mental capacity to do so. The provisions of the Mental Capacity Act 2005 are complex and questions and concerns about consent and mental capacity should always be discussed with the CSA.

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 CSA. 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.

8. Caring Pastorally for Victims/Survivors of Abuse & Affected Others

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

Most 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 CSA.

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 forgive⁴⁹.

Support following alleged abuse by a Cathedral Officer

All concerns or allegations of abuse by a cathedral officer must be reported to the CSA (see section 7.2). The CSA 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' guidance⁵⁰. 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 CSA.

Victims/survivors who are children or young people will require specialist support. The CSA 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 Cathedral Safeguarding Coordinator, CSA and the Dean as appropriate.

In addition, dioceses have access to specialist support services for victims/survivors of abuse. This may be through a Diocesan Authorised Listener or a commissioned external service. The nature of any ongoing support needs will be agreed by the CSA with the victim/survivor⁵¹.

9. Caring Pastorally for Cathedral Officers who are the Subject of Concerns or Allegations of Abuse and Affected Others

9.1 Support for the respondent⁵²

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

Where the statutory agencies are not involved, the core group will determine when and what the respondent should be told. This will normally be done by the diocesan bishop's nominated representative and the CSA, 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' guidance⁵³. 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.

9.2 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 CSA, in close liaison with the Dean, 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 CSA.

10. Responding to Those who May Present a Known Risk to Children, Young People or Vulnerable Adults within a Christian Congregation⁵⁴

The House of Bishops' Safeguarding Policy 2017 states,

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

This means that there are likely to be those with criminal convictions for sexual offences and other forms of abuse attending 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 CSA 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 CSA 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 CSA will notify the Cathedral Safeguarding Coordinator and the Dean in the first instance.

The CSA 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 Dean, Cathedral Safeguarding Coordinator and, if involved, statutory agencies e.g. police, National Probation Service and Children's Social Care. Who is involved will depend on the case.

If a person is assessed as posing a risk to children or adults, the CSA, 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 example that of churchwarden, worship leader 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 CSA 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 CSA 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 service⁵⁶, 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, vergers, 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).

11. A Safe Environment and Activities⁵⁷

The House of Bishops' Safeguarding Policy Statement states that *'The Church will strive to create and maintain environments that are safer for all, that promote 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'*.

11.1 Code of safer working practice⁵⁸

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

- Treat all individuals with respect and dignity.
- Ensure that their own language, tone of voice and body language 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 with their activity leader or Cathedral Safeguarding Coordinator. Sign and date the record.
- Obtain written consent for any photographs/videos to be taken, shown, displayed or stored.

- Administer any First Aid with others around.

In addition, for children and young people must:

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

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

- Invade an individual's privacy whilst washing and toileting.
- Use any form of physical punishment.
- Be sexually suggestive about or to an individual.
- Scapegoat, ridicule or reject an individual or group.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Show favoritism to anyone individual or group.
- Allow an individual to involve you in excessive attention seeking.

- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person.
- Allow strangers to give children, young people and adults who may be vulnerable in the group, lifts.
- Befriend children, young people and adults who may be vulnerable on social media.
- 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 adult family members/carers) outside organised group occasions.

11.2 Cathedral Choristers

Whilst at Chetham's School of Music, choristers are protected by the school's safeguarding policy, which meets all statutory legal regulations. The safeguarding of choristers, however, presents specific issues for the school as they are routinely supervised by adults who are not employed by the school, for example whilst at Manchester Cathedral. As such the School and the Cathedral work closely together regarding the care and supervision of choristers and there is regular communication between the two institutions.

It is formally agreed by way of policy that the choristers are the responsibility of the Cathedral's Organist and Master of the Choristers and Cathedral staff while they are out of school on chorister-related business; they otherwise remain the responsibility of the School while in school or on school-related trips. Safeguarding policies of both institutions and related procedures specific to the choristers are reviewed annually by the school's Leadership Group, the school's Designated Safeguarding Lead, the Cathedral Safeguarding Coordinator and the CSA.

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

- The Choristers will always be supervised by at least one Cathedral Officer (generally speaking, the choristers are the responsibility of the Organist and Master of the Choristers).
- Two Cathedral Officers must always collect the choristers from the School gate and escort them to the Cathedral (as soon as the choristers leave the school gate they become the responsibility of the Cathedral). Those Cathedral Officers authorised to chaperone choristers to/from the School are as follows:
 - the Organist & Master of the Choristers;
 - the Sub-Organist;
 - the Sydney Nicholson Organ Scholar;
 - the Worship and Music Administrator;
 - Volunteer Chorister Chaperones.

- 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 must never chaperone choristers and this is made clear during recruitment, in the job description and during training.
- In areas other than the Song School, 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.
- A Cathedral Officer responsible for the choristers must always carry a Cathedral radio so that assistance may be summoned should, for example, a chorister fall ill and help be required.
- It is Cathedral policy that chorister toilet trips are limited to specific times (e.g. at the start/end of rehearsals) so that these may be supervised accordingly. Toilet visits must always be supervised as members of the public may occasionally be present or other members of Cathedral staff. Members of the public and Cathedral staff should be directed to the disabled toilet when choristers are using the main toilets.
- Next of kin and emergency contact details are requested at the beginning of each academic year and prior to any off-site activities taking place (see below under Chorister Trips, Outings and Residential Visits).
- 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.) and update this prior to any off-site activities taking place (see below under Chorister Trips, Outings and Residential Visits).
- The Music Department also maintains a record of attendance for rehearsals and choristers are signed out of the Song School by their parent or trusted adult after each service; no chorister is permitted to journey home alone or under the supervision of any other adult other than their parent or trusted adult, unless this has been agreed in writing and in advance.

- 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 Cathedral Safeguarding Co-ordinator will discuss the concerns immediately with the CSA and then involve the Designated Safeguarding Lead at Chetham's School of Music if deemed appropriate.

11.3 Photographing or livestreaming of the Cathedral Choristers

The Cathedral will always seek the permission of chorister parents or of their legal guardians should images be taken of the choristers for the Cathedral's own marketing or for other commercial purposes. Permissions will also be sought prior to livestreaming of choristers during services. Otherwise the Cathedral strictly forbids all visitors and worshippers from taking any images (photographs or video footage) of choristers during services or whenever rehearsals take place in the Quire or Cathedral nave.

11.4 Chorister Handbook

The Chorister Handbook is made available to chorister parents, which clearly outlines expectations on choristers regarding behavior, dress code, daily tasks, a statement on solo allocation to ensure all have a fair chance, a draft timetable and various details on chorister care.

11.5 Chorister Trips, Outings and Residential Visits

The Organist & Master of the Choristers and other Cathedral Officers are responsible for the welfare and safety of the choristers during any trips undertaken for Cathedral business (including the annual residential trip for choristers).

Where the Cathedral organises any trips, outings or residential visits for the choristers, a full risk assessment and consent procedure must be

undertaken beforehand; the Cathedral and the School have agreed to use the same risk assessment documentation.

The Organist & Master of the Choristers is responsible for checking chorister medical records with the School, seeking updates from parents during the permissions process, and for then updating the School's StREAM record with details of any trip that takes place during school hours/term time.

A member of the School's Leadership Group must countersign any risk assessment drawn up for the choristers if they will be absent from school during school hours.

The Cathedral Safeguarding Coordinator will countersign all other risk assessments drawn up for the choristers.

All of the associated forms and checks must be recorded in writing and copies of all documentation lodged with the Cathedral Safeguarding Coordinator at least two weeks prior to the commencement of any trip, outing or residential visit.

11.6 Visiting Choirs and Visiting Musicians

Manchester 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 list of all members of the group, including directors, organists and other musicians;
- a signed statement from the choir leader or group organiser to confirm that they know of no safeguarding concerns around members of their group;
- a copy of their own safeguarding policy or a signed statement to the effect that they are familiar with the Cathedral Safeguarding Handbook; and
- will abide by the terms of the safeguarding policy for the duration of their visit.

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

- they have their own safeguarding policy, and provide a copy prior to their visit;
- 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, using whatever checking arrangements apply in the country of origin, or at the very least that suitable references have been obtained.

All adult-only visiting choirs who are not expected to have direct contact with any children should ensure they are familiar with the Cathedral Safeguarding Handbook.

Safeguarding Information about Visiting Choirs will be monitored by the Sub-Organist on behalf of the Organist and Master of Choristers.

11.7 Manchester Children's Choir

Manchester Cathedral is committed to safeguarding all those who attend worship and other activities that we offer, for example the Saturday Morning Children's Choir in the Song School.

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 Chorister Recruitment Officer 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.

Parents are required to remain in attendance at all times for the

duration of Children's Choir; the Chorister Recruitment Officer is not in *loco parentis* and as such, this particular activity is not deemed to be regulated in the typical sense. This is made clear to parents when children join the choir and is clearly stated on the choir enrolment form.

11.8 Children's Corner

Every Sunday the Cathedral sets up the Children's Corner where parents can find activities for their children to do during the 10.30am service. Parents are welcomed to sit in this area with their children. Parents are then invited to bring the children up during the administration of communion for a blessing.

Baby changing facilities are available for parents in the unisex disabled toilet adjacent to the Jesus Chapel (where the Children's Corner takes place).

Parents are responsible for their own children at all times and no Cathedral Officers are recruited to supervise this activity. This is clearly messaged in the Sunday service sheets.

11.9 Visitors

Manchester 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 operates a Management of Contractors policy to ensure 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 with proximity cards that only grant access through specific doors as required.

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 lanyards with proximity cards that only grant access through specific doors as required.

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.

In response to advice from Greater Manchester Police's Counter Terrorism Department, the Cathedral operates an extensive (but un-monitored) CCTV system for the safety and security of all who are visiting the site (referred to as the prevention and detection of crime). The system records facial recognition image capture on all entrances and exits and images are retained for approximately five weeks in case of query. Requests for CCTV images are usually made by Greater Manchester Police or other statutory authorities but questions regarding use/coverage should be sent directly to the Cathedral Administrator as detailed in the Cathedral's Privacy Notice online.

11.10 Acceptable touch

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

- Always ask permission.
- Be mindful of your body position.
- Keep everything public – a hug in the context of a group is very different from a hug behind closed doors.
- Touch should be in response to a child's needs and not related to the worker's needs. It should be age appropriate, welcome and generally initiated by the child, not the Cathedral Officer.

- Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive.
- Allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention).

In addition:

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

Ensure that Cathedral officers at all levels 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.

11.11 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. The minimum staffing levels for groups should be as follows⁵⁹:

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

Each group/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 form⁶⁰ must be completed for every child or young person who attends groups or activities which should include up to date information on parents' contact numbers, medical information (e.g. allergies) and any special needs.
- 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. A Cathedral radio must be carried at all times by the leading Cathedral Officer.
- 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 offsite⁶¹:

- 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.

11.12 Work experience for young people

Children and young people helping in activities can be an excellent opportunity for people under 18 to participate in Cathedral life and gain valuable ministerial or work experience. Should this be deemed appropriate by the Dean or Chapter then the following applies:

- Observe an appropriate age-gap: a five-year age-gap between children and those working with them is highly advisable. This may

not always be possible with, for instance, trainee youth-workers, but in that instance the group should be led by other adults who are at least five years older than the young people in the group. For young helpers this should also apply; a 17 year-old helping in the children's work should help with those 12 years old or younger.

- Designate any young person volunteering in this way as a 'helper' rather than a leader, and ensure they are supervised by an adult who has been safely recruited, and who can take overall responsibility for the leadership of the group.
- Remember always that the young person is themselves legally a child, and that the adult leader has safeguarding responsibilities for the young person volunteering too.
- Counting these young people as part of the adult/child ratios (outlined above); they are additional helpers, not part of the core team.
- It is particularly important to follow the lone working rule, and not to consider an older child who is helping out to be the equivalent of an adult for the purposes of observing this rule. For instance, a 17year old who is a helper shouldn't be in a planning meeting on their own with the adult leader. Two adults should be present with children at all times.
- For some situations (e.g. crèche) it may be appropriate to have children under the age of 16 helping on an occasional basis. However, it is recommended that 14 is the minimum age, and that young helpers are utilised only occasionally. Such opportunities should be seen as a chance for the young to grow in responsibility rather than to 'help the Cathedral out' when volunteer numbers are low.

11.13 School Groups Visiting the Cathedral

School visits are pre-booked with the Education Officer who offers a varied programme of trails and workshops, which can either be Cathedral led or self-directed. The Education Officer 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. Volunteer Education Assistants are also available to lead trails and workshops in the absence of the Education Officer; these Cathedral Officers have also been safely recruited and their criminal records checked with the DBS.

The booking confirmation and the Cathedral website both provide essential information about the Cathedral's expectations on

safeguarding (including statutory ratios of adults to children excluding all Cathedral Officers) 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.

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 Officers 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 Officers 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. Cathedral staff should be directed to the disabled toilet when the school group are using the main toilets.
- 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 Cathedral Safeguarding Coordinator.
- If there are concerns about possible harm to a child, advice should always be sought from the Cathedral Safeguarding Coordinator or the CSA in the first instance.

11.14 OFSTED Registration

If the Cathedral or a visiting group (e.g. corporate client) opts to provide a group for children under the age of eight who will attend regularly for more than two hours a day for more than fourteen days in any period of twelve months, without their parents/carers, they will need to register the activity with OFSTED unless an exemption

applies. Evidence of registration will need to be shown to the Cathedral Safeguarding Coordinator in advance of the event taking place. The CSA will offer advice on any queries regarding this requirement.

11.15 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.
- 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 Accountant or Finance Officer.
- 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 CSA if they are not available.

11.16 Emergency planning

Accidents and emergencies are by definition unanticipated, but that does not mean they should be unprepared for. The Cathedral has an extensive suite of security procedures and all staff have been trained in fire evacuation, first aid and security evacuation. A number of volunteers have also received this training.

The Cathedral works closely with Greater Manchester Police and with officers from the Counter Terrorism Unit and engages with the City Council to ensure our incident response and business continuity plans are well thought out and well-rehearsed.

11.17 Photography and livestreaming at services and events

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.

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.

12. 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 Cathedral Officer or the Dean, 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 Officers 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

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 Cathedral Safeguarding Coordinator and the CSA.
- ✓ 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. 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.
- ✓ 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, Cathedral Safeguarding Coordinator, the Dean, or if appropriate, CSA.
- ✓ 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. 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.

Mobile phones

Wherever possible, Cathedral Officers should be supplied with a mobile phone dedicated for work purposes. This allows for the phone to be switched off outside working hours, and for usage to be accountable. This means that the work phone number is the only number that young people or adults are given, and the Cathedral Officer's personal number can remain private. Texts or conversations that raise concerns should be saved and passed on to the named person or the Cathedral Safeguarding Coordinator or the Dean (or if unavailable the CSA).

13. Manchester Cathedral Visitor Centre

Manchester Cathedral Visitor Centre (MCVC), at 10 Cateaton Street (directly opposite the south porch of the Cathedral), is a charitable trust dedicated to sharing the city's rich heritage with its local, national and international visitors. It is owned by the Dean and Canons of Manchester.

The building is home to our conference facilities (Meeting Rooms at MCVC), the Hanging Bridge (a scheduled ancient monument), Volition Community (a return to work programme for the long term unemployed and a separate charity in itself) and a tenanted hospitality offer, Altered. The building also provides for a private tenanted business on the top floor.

The charitable trust that is Manchester Cathedral Visitor Centre wholly owns a trading subsidiary, Manchester Cathedral Ventures Limited, which employs one individual to manage the facility (the MCVC Manager).

Although the MCVC is a separate legal entity in its own right, the policies and procedures of this Cathedral Safeguarding Handbook must be equally applied to all activities within the Visitor Centre due to the fact that it is wholly owned by the Dean and Canons of Manchester and shares the same name and brand as the Cathedral itself.

The MCVC Manager has been safely recruited in accordance with the principles outlined in this handbook. It is confirmed by job description and contract of employment that the role involves ensuring that the CVC remains a safe and secure environment whereby children, young people and those who may be vulnerable for any reason are able to visit safely in accordance with policy.

The Cathedral Safeguarding Coordinator and CSA are available for advice at all times.

Tenant organisations must be made aware of this handbook and are expected to adhere to its principles and where applicable, have their own safeguarding policy in force.

14. Further Help and Guidance

Helplines

NSPCC for adults concerned about a child – 0808 800 5000

Childline for children and young people – 0800 1111

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

MACSAS for people who have been abused by Cathedral officers – 0808 801 0340

Samaritans for people struggling to cope and needing someone to talk to – 116 123

Sources of support for victims and families of abuse

The Survivors Trust – <http://thesurvivorstrust.org>

Safeline – www.safeline.org.uk/what-can-friends-and-family-members-do-to-support-survivors-of-sexual-abuse

SupportLine – 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.restoredrelationships.org

www.stopitnow.org.uk

www.scie.org.uk

www.ceop.police.uk

www.elderabuse.org.uk

www.ageuk.org.uk

www.barnardos.org.uk

www.spiritualabuse.com

www.modernslavery.co.uk

<https://carers.org>

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

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

In addition, please see the safeguarding pages of your diocesan website.

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 impaired⁶².

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.

Notes

Introduction

1. The term 'child' is used to include all children and young people who have not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently, is in further education, is a member of the armed forces, in hospital, in prison or in a Young Offender's institution does not change his or her status or entitlement to services or protection under the Children Act 1989. The handbook also uses the term 'young person/people' for those aged between 14 and 17.
2. Please note that these may be the same person.
3. This means that the 'relevant persons' as defined in the 2016 Measure (who include but are not limited to the incumbent, the PCC and the church wardens) will need to comply with its terms unless they can point to cogent reasons for not doing so (to be 'cogent', such reasons must be clear, logical and convincing).

1. Parish Roles and Responsibilities

4. For further information, please see section 3 in the House of Bishops' Key Roles and Responsibilities of Church Office Holders and Bodies Practice Guidance (Roles 2017).
5. Church wardens operate in accordance with the Church Wardens Measure 2001 and the Canons of the Church of England (see Canon E1 in particular). Their safeguarding responsibilities are outlined in section 3 of Roles 2017.
6. In addition, the diocese may offer an aligned parish safeguarding policy bespoke for its parishes.
7. Section 3.3 of Roles 2017 states that '*Preferably the PSO should be someone who is a lay person, has good pastoral and organisational skills and experience of working with children/young people or vulnerable adults, although not always currently involved in such work in the parish. They should not be the incumbent or his or her partner.*'

8. The role of the PSO is outlined in section 3 of Roles 2017.
9. Some parishes do not have their own website. In this situation, the parish may want to offer some information on the A Church Near You website.
10. Regular reporting means a minimum of twice a year to the PCC.
11. Church Representation Rules 9(2A).
12. This does not include hiring by private individuals for private events, e.g. a child's birthday party.
13. This relates to a clergy vacancy in a benefice and is known as an interregnum.

2. What can a Parish Expect from the Diocese?

14. Please note that the group is called a number of different names in dioceses, e.g. the Diocesan Safeguarding Group, Diocesan Safeguarding Management Group and the Diocesan Safeguarding Advisory Panel.
15. For further information, please see the government's advice on whistleblowing or the safeguarding section of your diocesan website.

3. Abuse and Neglect of Children

16. Further information is available in the Types of Abuse Fact Sheet [{}](#).
17. This is because impairment caused by seeing or hearing the ill treatment of another (e.g. witnessing domestic violence or abuse) is included in the definition of 'harm' in the Children Act 1989. For more information, see the Responding Well to Domestic Abuse Policy and Practice Guidance [{}](#).
18. The Protection of Children Act 1978, Section 1.

4. Abuse and Neglect of Adults

19. Further information is available on the Type of Abuse Fact Sheet [{}](#).
20. Further information is available from the Carers Trust.
21. The Care Quality Commission (CQC). Also note that The Parliamentary and Health Ombudsman (PHSO) deals with complaints that relate to the NHS, including GP services.
22. The Local Government and Social Care Ombudsman.
23. The Prison and Probation Ombudsman.

24. The Clewer Initiative is currently supporting parishes to recognise and raise awareness of all aspects of modern slavery. For further information, see anti-slavery partnerships at Unseen.

5. Safer Recruitment

25. See the Safer Recruitment Practice Guidance [{} for further information.](#)
26. This is either an enhanced criminal record check with barring information or an enhanced criminal record check without barring information. See Safer Recruitment Practice Guidance, appendices 7 and 8 for further information.
27. For further details about the recruitment of overseas applicants see the Safer Recruitment Practice Guidance.
28. This may be six months for paid roles, depending on the contract, and shorter for unpaid roles.
29. See section 11.

6. Safeguarding Training

30. See the Safeguarding Training and Development Practice Guidance [{} for further guidance.](#)
31. Please note that this is not an exhaustive list but aims to cover the most common roles in a parish.

7. Responding Promptly to Every Safeguarding Concern or Allegation

32. A 'church officer' is anyone appointed/elected by or on behalf of the Church to a post or role, whether they are ordained or lay, paid or unpaid, for example a priest, church warden, bell-ringer, organist or youth activity leader.
33. Please see the House of Bishops' Responding to, Assessing and Managing Safeguarding Concerns or Allegations Against Church Officers Practice Guidance 2017 for further information.
34. Please note that this includes a concern about a church officer's behaviour that is not in line with safer working practices as outlined in section 11.

35. The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.
36. This would normally be a Parish Safeguarding Officer, incumbent, archdeacon and DSA. It may also be an activity leader if the concern arose within an activity.
37. This means the Local Authority and/or the police.
38. If concerns arise outside of normal office hours, contact the diocesan out-of-hours service.
39. Please note that in some areas this is called the Multi Agency Safeguarding Hub (MASH). In some areas this will be for children only; in other areas it will be for both children and adults.
40. Please note that the LADO should be the first point of contact. They will then inform the police, as required.
41. The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.
42. This means the Local Authority and/or the police.
43. This means abuse disclosed by an adult which happened to them in the past, either as a child or as a younger adult; and abuse disclosed by a child which happened to them in the past as a younger child.
44. Please note that any safeguarding concern or allegation made against a church officer who has died must also be reported to the DSA.
45. For further information please see House of Bishops' Responding Well to Domestic Abuse Practice Guidance 2017.
46. More information for parishes about the new data protection regime can be found at www.parishresources.org.uk/gdpr
47. There are also provisions that allow the sharing of personal data without consent for the prevention or detection of unlawful acts or to protect members of the public from dishonesty, malpractice or seriously improper conduct. However, you should always seek legal advice before relying on these provisions.

48. Information Sharing – Advice is for practitioners providing safeguarding services to children, young people, parents and carers (July 2018).

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

49. Please see Forgiveness and Reconciliation in the Aftermath of Abuse for further information.
50. See section 1.4 of Responding to, Assessing and Managing Safeguarding Concerns or Allegations Against Church Officers Practice Guidance 2017.
51. Please see House of Bishops' Responding Well to Those Who Have Been Sexually Abused Practice Guidance 2011 for further information.

9. Caring Pastorally for Church Officers who are the Subject of Concerns or Allegations of Abuse and Affected Others

52. The term 'respondent' refers to the person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'. This should not be confused with the term 'respondent' that is used under the CDM to describe the person who is the subject of a complaint.
53. See section 1.5 of Responding to, Assessing and Managing Safeguarding Concerns or Allegations Against Church Officers Practice Guidance 2017.

10. Responding to Those who May Present a Known Risk to Children, Young People or Vulnerable Adults within a Christian Congregation

54. Please see section 7 of the House of Bishops' Responding to, Assessing and Managing Safeguarding Concerns or Allegations Against Church Officers Practice Guidance 2017 for further information.
55. Powers of arrest should not be exercised by anyone who does not have the knowledge of the legal requirements of arrest because if a person were to be manhandled in circumstances which went beyond the arrest powers, the person carrying out the arrest (and perhaps the body/organisation which appointed that person) could be sued for assault and/or false imprisonment for any period of detention.

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

11. A Safe Environment and Activities

57. Please see the Safer Environment and Activities Practice Guidance for further information. This will be available shortly.
58. Please see the Model Code of Safer Working Practice in Safer Environment and Activities Practice Guidance.
59. These ratios are based on NSPCC guidance.
60. The information in these forms should be reviewed annually or as and when it changes i.e. if a child is diagnosed with a medical condition/allergy etc. It will normally be completed by a parent.
61. This means an activity that takes place away from church premises.

Appendix – Information on Vulnerable Adults

62. Section 6 of the Safeguarding and Clergy Discipline Measure 2016.

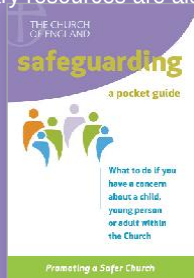
This *Cathedral Safeguarding Handbook* brings together in one place the safeguarding responsibilities of Church of England cathedrals, as outlined in the House of Bishops' Safeguarding Policies and Practice Guidance. This particular edition is specific to Manchester Cathedral.

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:

- Safe recruitment
- Safeguarding training requirements
- 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.

The practice guidance contained in *Cathedral Safeguarding Handbook* has been commended by the House of Bishops for use in all parishes and cathedrals, particularly by clergy, Cathedral Safeguarding Officers and all those in the Cathedral who have a key role to play with children, young people and vulnerable adults.

The following complementary resources are also available from Church House Publishing:



Safeguarding: A Pocket Guide

ISBN 978 0 7151 1144 4



Safeguarding Contact Card

ISBN 978 0 7151 1145 1

All safeguarding policy and practice guidance can be found via www.churchofengland.org/safeguarding