

Safeguarding Handbook

April 2021



LICHFIELD

Changes/Additions

13.3.23 – Definition of Spiritual Abuse added to other forms of abuse listed on p12

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1. Introduction

Lichfield Cathedral is committed to Safeguarding and has adopted the National and Diocesan Safeguarding Policies.

This Handbook has been produced in recognition of the importance that Chapter places on the protection of children and vulnerable adults in its community.

It draws on guidance produced by the *thirtyone:eight*, formerly Churches Child Protection Advisory Service and Chapter wishes to acknowledge its continuing help. *thirtyone:eight* has been advising churches of all persuasions on issues of abuse since 1983 and is committed to making essential Safeguarding services available to all regardless of ability to pay. Chapter subscribes to regular updates and newsletters from *thirtyone:eight*.

Chapter has also taken into account guidance and updated material produced by the Diocese of Lichfield, as well as *Safer Environment and Activities, Promoting a Safer Church and Practice Guidance: Safer Recruitment* publications produced on behalf of the House of Bishops and available online

If you have any concerns for a child, please speak to the **Cathedral's Safeguarding Officer**, Mr Simon Warburton

A hardcopy of the Cathedral Safeguarding Handbook is held in the Chapter Office, Vergers' Office and in the Music Department and may be seen on request. Alternatively, copies can be viewed on the Cathedral website: <http://www.lichfield-cathedral.org/safeguardinghandbook>

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2. Child and adult safeguarding policy context

Church of England's Safeguarding Policy Statement

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

Safeguarding is the action the Church takes to promote a safer culture. This means we will promote the welfare of children, young people and adults, work to prevent abuse from occurring, seek to protect those that are at risk of being abused and respond well to those that have been abused. We will take care to identify where a person may present a risk to others and offer support to them whilst taking steps to mitigate such risks.

The Church of England affirms the 'Whole Church' approach to safeguarding. This approach encompasses a commitment to consistent policy and practice across all Church bodies, Church Officers and everyone associated with the Church, who comes into contact with children, young people and adults, has a role to play.

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

Lichfield Cathedral's Mission Statement

Lichfield Cathedral is called to live and proclaim the transforming love of God. Through the fullness of its life in the spirit, it seeks to be a sign of friendship and freedom that God in Jesus Christ has given the whole world to enjoy.

Lichfield Cathedral and the Lichfield Diocese

Lichfield Cathedral works closely with Lichfield Diocese and has a Service Level Agreement with the Diocese for the provision of safeguarding advice, risk assessment and support in connection with referrals. The Diocesan Safeguarding Advisor is a member of the Cathedral's Safeguarding Committee and the Cathedral Safeguarding Officer is a member of the Diocesan Safeguarding Scrutiny Panel. For more information on safeguarding at the Diocese please visit <https://www.lichfield.anglican.org/safeguarding/>

Responsibilities of churches and faith-based organisations

All faith organisations play an important role in safeguarding children through the services they deliver and should have appropriate arrangements in place to safeguard and protect children from harm.

All practitioners working in these organisations and agencies who are working with children and their families are subject to the same safeguarding responsibilities, whether paid or a volunteer and should have policies in place to safeguard and protect children from harm. These should be followed and systems should be in place to ensure compliance in this.

Individual practitioners, whether paid or volunteer, should be aware of their responsibilities for safeguarding and protecting children from harm, how they should respond to child protection concerns and how to make a referral to local authority children's social care or the police if necessary.

Lichfield Cathedral's Safeguarding Policy Statement

The Chapter of Lichfield Cathedral recognises the importance of its ministry to children and vulnerable adults and its responsibility to protect and safeguard the welfare of children and vulnerable adults entrusted to the Cathedral's care.

The Cathedral is therefore committed to:

- Promoting a safe environment and culture
- The safeguarding, care and nurture of all children and vulnerable adults within our Cathedral community
- The careful selection of ordained and lay ministers, volunteers and paid staff with responsibility for children and vulnerable adults, using the Church of England 'Safer Recruitment (2016) Guidance' and the Disclosure and Barring Service or similar overseas organisation, amongst other tools, to check the background of each person
- Offering appropriate support and training to all those working with children and vulnerable adults
- Responding without delay to every complaint made that children or vulnerable adults for whom we are responsible may have been harmed
- Fully co-operating with the statutory agencies during any investigation made into allegations concerning a member of the Cathedral community
- Seeking to offer informed pastoral care to any child or vulnerable adult who has suffered abuse and to any other affected persons
- Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons
- Responding to those that may pose a present risk to others

To implement the Cathedral Safeguarding Policy, Chapter will:

- Create a safe and caring place for all
- Appoint a Safeguarding Officer to work with Chapter to follow and implement the policy documents related to safeguarding published by the Church of England
- Visibly display national and local sources of help and support
- Ensure that all those authorised to work with children and vulnerable adults are safely recruited, trained and supported and that all authorised personnel are advised of the location of relevant Safeguarding policies, appropriate procedures and good practice guidelines
- Safeguarding training will be provided to all staff and volunteers and renewed in line with Church of England guidance
- Provide appropriate insurance cover for all activities undertaken in the name of the

Cathedral

- Display on Cathedral premises and on the Cathedral's website the details of who to contact if there are safeguarding concerns or support needs
- Listen to and take seriously all those who disclose abuse
- Take steps to protect children and adults when a safeguarding concern of any kind arises, following House of Bishop's guidance, including notifying the statutory agencies and the Diocesan Safeguarding Advisor immediately
- Offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred
- Respect diversity and ensure full integration and protection with the Cathedral congregation and community
- Co-operate with those schools that form part of our educational outreach to ensure our procedures satisfy their requirements and vice versa
- Work closely with Lichfield Cathedral School to provide a safe environment for the Cathedral choristers
- Ensure that those who may pose a threat to children and vulnerable adults are effectively, assessed, managed and monitored whilst maintaining appropriate confidentiality and the safety of all parties
- Ensure that appropriate health and safety policy, procedures and risk assessments are in place and that these are reviewed annually
- Review, at least, annually the implementation of the Safeguarding policy, procedures and practices

3. National and local guidance links

There is a hierarchy of guidance:

- Law and statutory guidance
- Local safeguarding children / adult boards or partnership interagency procedures
- Church of England guidance
- Lichfield procedures and guidance

Importantly, the role of Church of England and Cathedral guidance is to translate and apply Governmental guidance within a church or cathedral setting. There are occasions where, due to Government guidance being updated, there is a delay in revising Church guidance. In these cases, Government guidance should be followed.

Statutory and local authority guidance

[Working together to safeguard children \(statutory guidance\) 2018](#)

[Care Act 2014 \(statutory\) guidance](#)

[Staffordshire Children Board interagency guidance](#)

[Staffordshire and Stoke on Trent Adult Safeguarding Partnership Board guidance](#)

Church of England policy and practice guidance links

Responding to Safeguarding Concerns or Allegations that relate to Children, Young People and Vulnerable Adults practice guidance (2018)

- [The parish safeguarding handbook](#)
- [Responding well to domestic abuse practice guidance \(2017\)](#)
- [Responding well to those who have been sexually abused practice guidance \(2011\)](#)
- [Practice Guidance: Responding to, assessing and managing safeguarding concerns or allegations against church officers](#)

Lichfield Cathedral policy and practice guidance links

Lichfield Cathedral's Safeguarding Policies and Procedures as listed below can be found at the following link: <https://www.lichfield-cathedral.org/downloads/safeguarding/safeguarding-policies-and-procedures.pdf>

- Code of Conduct for Clergy, Staff and Volunteers
- Safeguarding Code of Conduct for Clergy, Staff and Volunteers
- Conflict of Interest policy
- Disciplinary and performance procedure
- Disclosure and barring checks and policy on handling and storage of disclosures
- Policy statement on disclosure information, secure storage, handling, use, retention and disposal of disclosures
- Domestic abuse policy
- Equal opportunities policy including for the recruitment of ex-offenders
- Grievance policy
- Insurance statement
- Internet use policy
- Managing allegations against or concerns about people who work or volunteer with children and/or vulnerable adults
- Privacy notice
- Safeguarding privacy notice
- Safeguarding training
- Safer recruitment procedures
- Whistleblowing policy

Children and vulnerable adults at Lichfield Cathedral

Children

The mission and ministry of Lichfield Cathedral will touch the lives of children in many ways. There are numerous diverse groups involving children who meet on a regular basis and others who come to the Cathedral occasionally for educational visits from schools or colleges.

Regular activities, promoted by the Cathedral, in which children are involved are:

- Cathedral Choristers, with whom the Cathedral has a regular and contractual relationship to include rehearsals, singing lessons and attendance at services
- Young and Youth Voices Choir is a non-auditioned choir which meets regularly throughout term time
- MusicShare, is an award-winning music collaboration project between the Cathedral, Lichfield Cathedral School and Entrust. Using a small group of choristers, school visits are arranged to take part in singing activities in schools around the Diocese
- Pupils/students on pre-arranged educational visits from schools and colleges
- Children are also visitors to the Cathedral on an occasional basis, usually accompanied by their parents
- Messy Church
- Weekly Children's Church
- Bell ringing
- School activities in the Cathedral
- Children's holiday craft activity sessions

Further specific procedures appropriate to each individual group involving children and vulnerable adults are included in the Guidance Manuals listed below and accessed via the links.

- [Cathedral Choristers – boys and girls](#)
- [Cathedral Bellringers – young ringers](#)
- [Children's Church](#)
- [Messy Church](#)
- [Schools' guidance](#)

Vulnerable adults

The mission and ministry of Lichfield Cathedral will touch the lives of vulnerable adults in many ways. Some come to the Cathedral as worshippers, as visitors, for educational visits from local schools and colleges, on work experience placements and as volunteers.

4. Understanding safeguarding

Children

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. For the purposes of this guidance safeguarding is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care *and*
- Taking action to enable all children to have the best outcomes

Child: Anyone under the age of 18 years.

Child Protection: is an aspect of safeguarding referring to the activity undertaken to protect children who are suffering, or are likely to suffer, significant harm.

Abuse: Somebody may abuse a child by inflicting harm, failing to act to prevent harm, or by neglecting a child's physical or emotional needs. Children may be abused in a family or in an institutional or community setting by those known to them or by others – including online. Children can be abused by an adult or another child.

Physical abuse: Includes hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates symptoms or deliberately induces an illness in a child.

Emotional abuse: Includes the emotional mistreatment of a child that harms a child's emotional development. It may involve telling a child that they are worthless or unloved, inadequate, or only valued when they meet the needs of another person. It also includes:

- Conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- Not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- Age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- Seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

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

A child can consent to sexual activity once they reach 16 years and if they are capable of consent. However, it is an offence for adults in a 'position of trust' to engage in any sexual activity with a child under the age of 18 years.

Neglect: The persistent failure to meet a child's basic physical and/or psychological needs. Neglect has been shown to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

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

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

Domestic abuse: Can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home.

Witnessing the ill-treatment of another person is recognised in law as a form of child abuse. However, living in a household where there is domestic abuse is also harmful to a child even if they do not witness a physically abusive event. Importantly, domestic violence is the physical expression of what is typically an emotionally abusive relationship. It should also be noted that children can experience domestic abuse in their intimate 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 includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen at school, at home or online. It is usually repeated over time and can harm a child physically and emotionally. Bullying that

happens online, using social networks, games and mobile phones, is referred to as cyberbullying.

Online abuse: Adults may target chatrooms, 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 sexual offences. Although they are sometimes referred to as no-contact offences, 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.

Spiritual Abuse: Spiritual abuse is not a category of abuse recognised in statutory guidance but is of concern both within and outside faith communities including the Church. (*Protecting All God's Children 2010, Church 4th edition*).

Spiritual abuse is coercion and control of one individual by another in a spiritual context.

The target experiences spiritual abuse as a deeply emotional personal attack.

(Oakley and Kinmond, 2013)

This abuse may include

- the misuse of Scripture, the authority of leadership or penitential discipline, with a requirement to be obedient to the abuser
- enforced accountability and pressure to conform
- requirements for secrecy and silence, with isolation from others external to the abuse context
- oppressive teaching
- censorship of decision making
- intrusive or forced healing and deliverance ministries or rituals
- the denial of the right to faith or the opportunity to grow in the knowledge and love of God.

Examples:

It might be seen in a leader who is intimidating and imposes their will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. They may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or, more seriously God's) acceptance and approval.

Vulnerable adults

Abuse and Neglect: Abuse / neglect can happen anywhere including at home, in care homes, day care centres or hospitals. It may be a single act or take place over a longer period of time.

Although the list below is primarily focused on abuse and neglect of ‘adults at risk’ under the definitions in The Care Act (2014), the forms of abuse and neglect can relate to anyone we may encounter in the context of Lichfield Cathedral; and, anyone can be vulnerable, and at risk, at any point in their life.

The Care Act 2014 definition of a **Vulnerable Adult** is where a person:

- Is aged over 18
- Has needs for care and support *and*
- Is experiencing, or at risk of, abuse or neglect *and*
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

The Safeguarding and Clergy Discipline Measure (2016) expands on the Care Act definition of a ‘vulnerable adult’:

‘...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 or illness, old age, emotional fragility or distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired...’

The Church of England definition recognises that any adult can be vulnerable at any point in their life, regardless of ability, age, gender, health, marital status, sexuality, race, culture, etc.

Vulnerability is often hidden, and can be affected by a number of factors, for example: temporary (e.g., unemployment, short-term health problem or housing issues, etc.); incident based (e.g., bereavement, breakdown of a relationship, traumatic event); and/or, longer standing or permanent characteristics (e.g., physical or learning disability, mental ill-health, chronic abuse, etc.). These can be interchangeable, and inter-react.

Care and Support Needs arise from or are related to a physical or mental impairment or illness.

Abuse can take different forms:

Physical abuse: Includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic Violence: Can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home.

Sexual abuse: Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography.

Psychological abuse: Includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation or blaming.

Financial or material abuse: Includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements.

Modern slavery: Encompasses slavery, human trafficking, forced labour and domestic servitude.

Discriminatory abuse: Includes forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse: Includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home.

Neglect and acts of omission: Includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect: Covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

It is right that individuals, regardless of their background, abilities, needs etc. are able to be involved in worship and other activities at Lichfield Cathedral. Additionally, individuals may seek solace, safety and sanctuary in a church setting. It would be reasonable and right for individuals to believe that all the people they encounter in the setting will be trustworthy, honest and safe. This can leave some individuals more vulnerable to, and at increased risk of, a range of abusive acts or negligence. As an institution it is important that we recognise this dynamic and take an organisational and individual responsibility to safeguard all those who may be vulnerable.

5. Lichfield Cathedral safeguarding procedures

What to do if you are concerned about a child, vulnerable adult or Church Officer

The following processes applies to any concern you may have about a child or vulnerable adult including concerns about Church Officers or other people who work or volunteer with children and/or vulnerable adults.

Step by step guide to responding to a safeguarding concern

The first principle is that you MUST report any concern you have about a child or vulnerable adult. It is not yours or the Cathedral's role to investigate a concern.

The Cathedral Safeguarding Officer (CSO), is the main point of contact for all safeguarding concerns. If the CSO is not available, please speak to the Cathedral Safeguarding Coordinator (CSC) or Diocesan Safeguarding Advisor (DSA). If the concern relates to the CSO, please take advice from the DSA.

The following process must be followed for all concerns relating to a child, vulnerable adult or Church Officer:

Child	Vulnerable adult	Church Officer
<p>You have a concern that a child has suffered or is likely to suffer significant harm from a family member, friend or another person (other than a Church Officer or a person who works with children – see Church Officer column).</p>	<p>You have a concern that a vulnerable adult has suffered or is likely to suffer serious harm from a family member, friend or another person</p>	<p>You have a concern that a Church Officer (member of the clergy, Cathedral employee or volunteer) has:</p> <ul style="list-style-type: none"> Behaved in a way that has harmed, or may have harmed a child / vulnerable adult Possibly committed a criminal offence against, or related to, a child / vulnerable adult Behaved towards a child or children or vulnerable adult in a way that indicates they may pose a risk of harm to children / vulnerable adult

Child	Vulnerable adult	Church Officer
		<ul style="list-style-type: none"> Behaved in a way that indicates they may not be suitable to work with children / vulnerable adult. <p>The process also includes allegations of domestic abuse made against a Church Officer.</p>
<p>Any concern that indicates that a child or adult is in imminent risk, must be reported to the police using 999.</p>		
<p>Do not discuss your concern with the alleged / suspected subject of the concern or allegation.</p>		
<p>You must make a record of what happened, your concerns, who you spoke with, what was said (as verbatim as possible) and what actions you have taken. Any notes should be given to the Cathedral Safeguarding Officer (CSO) as soon as possible.</p>		
<p>The child should be told that any concern must be shared. If the child is of an age and understanding, you should ask for their consent to share their information. However, where the concern indicates that the child or another person is at risk of significant harm or where it is in the public interest e.g., the prevention of a serious offence, consent can and should be overridden. The withholding of consent should be discussed with the CSO.</p> <p>The CSO must consider that – if they decide to make a referral this should be discussed with a child’s parents or carers and their consent sought unless doing so would put the child at risk.</p>	<p>Consent should be sought from a vulnerable adult to share their information. However, where the concern indicates that the person or another person is at serious risk or where it is in the public interest e.g., the prevention of a serious offence, consent can and should be overridden. The withholding of consent should be discussed with the CSO.</p>	<p>All allegations and concerns about a Church Officer must be reported to the CSO.</p>

Child	Vulnerable adult	Church Officer
Where it is not possible to speak to a child's parents or carer and where it is urgent, a referral should still be made.		
All concerns must be reported immediately to the CSO.		All concerns must be reported immediately to the CSO.
Failure to report a concern or to cooperate with any criminal, safeguarding or disciplinary enquiry may lead to disciplinary proceedings.		
If you are unsure about what you have been told or seen, please seek advice from the CSO. You can keep the subject of the concern's name anonymous. The CSO will advise you if it is a concern that needs to be taken further, and will support you with this. You must disclose the name if action needs to be taken.		If you are unsure about what you have been told or seen, please seek advice from the CSO.
You must maintain confidentiality at all times and only discuss your concerns with an authorised person. An authorised person is defined as the, CSO, CSC, DSA, police or a Children and Adult Social care social worker.		
Where the CSO or DSA assesses that the threshold is met, a referral should be made to Children's Social Care	Where the CSO or DSA assesses that the threshold is met, a referral should be made to Adult Social Care	All allegations or safeguarding concerns that meet one of more of the three criteria (above), should be referred to or discussed with the Local Authority Designated Officer
The decision to report a concern to statutory services rests with the CSO or DSA. The CSO or DSA will decide, within the same working day, whether the concern should be reported to statutory services (Staffordshire Police / Children or Adult Social Care).		

Staff and volunteers working with accompanied groups of children

Where there is a concern regarding a child with an accompanied group e.g., school parties you:

- Should report concerns to the teacher/group leader responsible for the child(ren) *and you*
- Should report the incident and action taken to the Cathedral Safeguarding Officer

Where the concern relates to the teacher or group leader you should follow the process for dealing with *concerns relating to Church Officers and people who work or volunteer with vulnerable groups* (see below).

Responding to disclosures – do's and don'ts

Dealing with a disclosure is not easy and can cause anxiety, shock or to a wish to know more. The way you respond can be crucial in helping the person tell their account along with any subsequent investigation. Perhaps the hardest part is to just listen whilst giving reassurance.

Do:

- Stay calm
- Listen carefully to what is being said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets
- If the concern is with an adult, it is important to discuss what they would like to happen next
- Allow them to continue at their own pace
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer
- Reassure them that they have done nothing wrong in telling you
- Tell them what you will do next and with whom the information will be shared
- Make a written record of what was said using their words as soon as possible. Note the date and time, any names mentioned along with any observations. Ensure the record is signed and dated

Don't:

- Dismiss the concern
- Panic
- Allow your shock or distaste to show
- Probe for more information than is offered
- Make promises you cannot keep, such as agreeing not to tell anyone else
- Speculate or make assumptions
- Approach the alleged abuser
- Make negative comments about the accused person
- Attempt to investigate the concern

Concerns relating to Church Officers and people who work or volunteer with vulnerable groups

Lichfield Cathedral takes seriously any concerns raised about Church Officers (clergy, staff or volunteers) or anyone who works with vulnerable groups. All Church Officers must report any allegation or concern using these procedures.

Chapter recognises that reporting concerns about a colleague can be very difficult and it may be tempting to overlook or give the benefit of the doubt. However, we know from national inquiries, including the Independent Inquiry Child Sexual Abuse (IICSA), the immeasurable and lasting harm that abuse by Church Officers causes to children, their families and to the Church's teachings.

Criteria

These procedures apply whenever an allegation is made or concern raised that a Lichfield Cathedral Church Officer has:

- Behaved in a way that has harmed¹, or may have harmed a child/vulnerable adult
- Possibly committed a criminal offence against, or related to, a child/vulnerable adult
- Behaved towards a child or children or vulnerable adult in a way that indicates they may pose a risk of harm to children/vulnerable adults
- Behaved in a way that indicates they may not be suitable to work with children/vulnerable adults

Procedure

Please see the table above, 'Step by step: What to do if you have a safeguarding concern' which outlines the process to be followed. In addition, where the concern or allegation relates to a Church Officer, the CSO, CSC or DSA should consider:

The key point of contact for any concerns involving a child is the statutory Local Authority Designated Officer (LADO). Unless there is an imminent risk, all concerns and allegations regarding a child should be reported to the LADO who will coordinate any response and provide advice on what action the CSO / DSA should take. Where the alleged victim is local to Lichfield the LADO contact number is 0800 1313126.

Concerns relating to vulnerable adults should be reported to the appropriate Adult Social Care who will provide advice to the CSO / DSA on what actions should be taken. Where the alleged victim is local to Lichfield the contact number is 0345 6042719 (office hours) or 0345 6042886 (out of hours).

Allegations relating to employees of external organisations who use the Cathedral (schools etc), should be reported to the employer's relevant safeguarding lead by the CSO or DSA. Where there is no safeguarding lead or, the allegation relates to the safeguarding lead, the DSA should be contacted.

¹ It should be noted that, the threshold for action is 'harm' rather than 'significant harm' which, along with the criteria above, is lower and broader than the threshold for statutory intervention with families.

Lichfield Cathedral will not undertake any investigations or speak to the alleged person before seeking advice from statutory services. Unless advised otherwise, the Cathedral's role is to support any enquiries undertaken by the police or Children and Adult Social Care.

Lichfield Cathedral will cooperate fully with any enquiries undertaken by statutory agencies and will attend all meetings, as requested.

Confidentiality

Data protection legislation is not a barrier to justified information sharing. Rather, they provide a framework to ensure that personal information about living individuals is shared appropriately.

Where possible, you should share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. However, you can and should share information where it is in the public interest and where:

- You have evidence or believe that a person is suffering or likely to suffer serious harm
- Not sharing information may undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation.
- There is a Court order to share the information

Importantly, there will be situations where you are unsure whether information can be shared and need advice. In such cases, there are no barriers to discussing your concerns with appropriate personnel within the Cathedral such as the Cathedral Safeguarding Officer. You can keep the individual's name anonymous, and still get advice on what to do. The CSO will advise you if it is a concern that needs to be taken further, and will support you with this.

Children

Where a child is of the age or understanding to give informed consent, it is good practice to seek their consent before sharing their personal information. However, they should be told that if they disclose anything that meets the three criteria above, that you have a legal duty to share their information.

A child's parent or carer should also be informed of any intention to refer any concern to a statutory agency (police or Children's Social Care). However, this should only be done after discussion with the Cathedral's safeguarding personnel. Importantly, a child's parents should not be informed if doing so:

- Would increase the risk to the child or others *or*
- Would undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation

Vulnerable adults

Adults have the right to independence and self-determination including control over information about themselves. However, consent can and should be overridden if any of the three criteria above apply.

It is good practice that every attempt should be made to empower and support the person to report a concern or gain the person's consent to share the information. They should be informed, at the earliest stage, that you cannot promise confidentiality. Where a person does not give their consent to share their information you should inform them of the need to share the information without their consent unless doing so increases the risk.

Historic concerns

As a faith community, people may share information of having been abused in the past. Where a person discloses past abuse, the same disclosure criteria apply where the person provides information about the identity of an abuser. However, they should be informed at the earliest stage that you cannot promise confidentiality. This gives the person control of what they share with you, allowing them to receive pastoral support until they feel sufficiently empowered to report the identity of the abuser.

For the Church's guidance please see [Responding Well to those who have been sexually abused](#)

How to record a safeguarding concern

Whenever you encounter an allegation or concern, you should make a record as soon as possible. The record should include:

- Details of the allegation or concern
- Dates and times
- A near verbatim record of what was said and your response
- The actions you or other have taken
- Relevant observations

Records should be factual with any opinions clearly differentiated.

Forms to log concerns will be completed by the CSO or CSC. These forms will ensure that as much information as is known is gathered and stored in a single place. These forms are then passed to the Diocesan Safeguarding Advisor who will review and inform the CSO of any additional/necessary actions.

Looking after yourself

Dealing with safeguarding concerns can feel very stressful, and can be upsetting or anger provoking. Make sure you take care of yourself and colleagues. It is important to speak with people about your feelings, but please maintain confidentiality. You can speak with the Cathedral Safeguarding Officer or Cathedral Safeguarding Coordinator; or, if you prefer, your line manager or a member of the clergy.

Some individuals who are particularly vulnerable can present with quite unusual behaviours, which may seem difficult. It is important that we try to ensure the safety of the individual as

well as ourselves and colleagues, whilst trying not to escalate the situation. In a situation requiring such assistance, you or a colleague should immediately alert the vergers by making a covert emergency call using the Cathedral radios ie a Sebastian call.

If you are unhappy about how a concern is being handled

If you wish to speak with someone independent, for example, if you are not happy with the way a concern is being dealt with, and wish to know how to proceed, please see our Safeguarding Complaints Procedure: <https://www.lichfield-cathedral.org/downloads/safeguarding/safeguarding-complaints-policy.pdf>

6. Safeguarding code of acceptable conduct

The safeguarding code of acceptable conduct expresses the Cathedral's commitment to demonstrating God's love by placing the highest priority on the safety of those to whom we minister. It sets out what we expect from anyone who works at the Cathedral, in both paid or voluntary roles, and is one of the ways we ensure high standards of safeguarding in all we do.

The examples in the code should not be seen as exhaustive and it is important that they are upheld in the spirit. Importantly, your actions and behaviours should be guided by asking yourself, 'whatever my intentions, how would the child, vulnerable person, their family, my colleagues, the Church or wider society perceive my behaviour?' - if there is any doubt – don't do it.

Upholding the Code

Clear codes of behaviour serve to provide clear professional boundaries which in turn protects all who work at or use the Cathedral.

All members of staff and volunteers are expected to report any breaches of this code to the Cathedral Safeguarding Officer. Breaches of the code place the onus on the person to explain their behaviour. Staff and volunteers who breach this code may be subject to disciplinary procedures or asked to leave their role. Serious breaches may also result in a referral being made to the relevant statutory agency.

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

- Treat all individuals with respect and dignity
- Respect people's rights to personal privacy
- Ensure that their 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 and/or the Cathedral Safeguarding Officer. All written records should be signed and dated
- Obtain written consent for any photographs or videos to be taken, shown, displayed or stored

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

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

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

- Use any form of physical punishment
- Be sexually suggestive about or to an individual
- Scapegoat, ridicule or reject an individual or group
- Permit abusive peer activities e.g., initiation ceremonies, ridiculing or bullying
- Show favouritism to any one individual or group
- Allow an individual to involve them in excessive attention seeking
- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person
- Allow strangers to give lifts to children, young people and adults who may be vulnerable in the group
- Befriend children, young people and adults who may be vulnerable on social media or give personal contact details
- 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, drink alcohol or use illicit substances (or promote their use) in the presence of children and young people
- Arrange social occasions with children and young people (other than events which also include family members/carers) outside organised group occasions

Acceptable Touch

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

- Ask permission before you touch someone
- Allow the other person to determine the degree of touch except in exceptional circumstances (e.g., when they need medical attention)
- Avoid any physical contact that is or could be construed as sexual, abusive or offensive

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors
- Touch should be in response to a person's needs and not related to the worker's needs. Touch should be age appropriate, welcome and generally initiated by the child, not the worker

7. Lichfield Cathedral safeguarding - people and contact details

Contact Name	Role	Telephone Number	Internal telephone extension	Email address
Simon Warburton	Cathedral Safeguarding Officer	01543 306105 or 01543 306100	1301	simon.warburton@lichfield-cathedral.org
Jane Hardy	Cathedral Safeguarding Coordinator	01543 306140	1302	jane.hardy@lichfield-cathedral.org
Adrian Dorber	Dean of Lichfield	01543 306251	1315	adrian.dorber@lichfield-cathedral.org
thirtyone:eight	Out of hours safeguarding advice	0303 003 1111 (Option 2)		
Neil Spiring	Diocesan Safeguarding Advisor	01543 306030		neil.spiring@lichfield.anglican.org
Linda Clifford-Hayes	Assistant Diocesan Safeguarding Advisor	01543 306030		linda.cliffordhayes@lichfield.anglican.org
Kim Hodgkins	Diocesan Advisor for the Safeguarding of Children	01543 306030		kim.hodgkins@lichfield.anglican.org
Police		101 or 999 in an emergency		
Staffordshire Children's Safeguarding		0800 131 3126 or 0345 604 2719 – out of hours		
Staffordshire Adults Safeguarding		0345 604 2719 – all hours		
Childline		0800 1111		

