

Safeguarding Audit Action Plan – July 2019

Consideration (as identified in the audit report)	Response (what we will do)	Action(s) – more detail	Responsible person or body	Delivery timescale	Resources	Evidence	Current update
Safe Activities and Working Practices Is the Cathedral satisfied that all choir chaperones feel confident that they would know when to be concerned about a child and what to do?	Revisit this with all Chaperones, and ensure that the guidance is clear. Ensure all are relevantly trained.	Dip test or an email survey. All to do C0 and C1.	Deputy Administrator with Director of Music	Q4 2019	C0 and C1 must be readily available. Staff time to implement.	Dipstick test with chaperones.	
How can Cathedral staff better identify and respond to members of the public attempting to covertly film the choristers rehearsing and how can choristers be reassured of their safety during this time?	Brief key Cathedral staff and volunteers on 'rules' so that they understand their responsibility, and feel empowered to challenge the public.	Particular emphasis on volunteers at the door – Wardens and Welcomers. Tell children when this is done and review after a set period of time.	Volunteer Manager Canon Precentor	Q3 2019	Small amount of staff time.	Less filming and, where it happens, recognisably clear response from whoever is around.	
How can Leicester Cathedral respond to the request of choristers to have someone with a pastoral responsibility outside of the immediate music staff for them to speak to if required, particularly because the choristers attend schools from across the county?	Scope this role and recruit and train someone to fulfil it. Communicate this to choristers.	Card with details on. Termly reminder.	Canons Pastor and Precentor	Q4 2019	Time of a suitable person, safely recruited.	A willing person in place whom the choristers know and relate to.	
Because there is no choir school, how might the Cathedral develop and maintain links with the choristers' schools where they are concerned about the welfare of a child?	This needs to commence at the point of recruitment of the chorister, and, where appropriate, with the involvement of the parents.	Amend registration form to ensure we know which schools. Where a new school is concerned, identify the school contact.	Director of Music	Q3 2019	Ongoing small amount of staff time.	Every child's school and the principal contact known and documented.	
Do the arrangements for responding to the prayers of children take safeguarding into account and are the measures to respond to any concerns robust enough?	A fresh look at how children's prayers at school events are facilitated and with stronger guidance for schools.	Trial a colour coded system at DBE leavers' service. Then review.	Education Officer	Q2 review in time for any Advent service.	Meeting time.	New system agreed by all concerned.	System ready for trial late June 2019
How can the Cathedral, in tandem with the Diocese, hold organisations that are based at St Martins House and/or come under the oversight of the Cathedral to account for their safeguarding?	Engage with each organisation separately, to ascertain whether their safeguarding policies and practice comply with what we would expect of people on our premises.	Discuss with the Chief Exec. Meet with each organisation. Work with SMH to address this at point of contract.	Sub-Dean Canon Missioner Canon Missioner	Q3 2019 Q4 2019 Q1 2020	Reasonable amount of staff time for all these tasks.	Written records of meetings. No organisation in SMH without appropriate safeguarding policy. All visiting bell ringers and	

	Ensure clarity with those who visit us (bellringers, choirs) Following this up with action as necessary.	Amend our forms.	Canon Precen-tor As appropriate	Q4 2019		choirs have produced evi-dence of their policies.	
Precincts and Buildings Are there adequate lone working arrange-ments for staff and volunteers and should they be made more robust?	Review of arrangements in the light of changed staffing ar-rangements at St Martin's House and Lodge.	Modification of verger practices in the light of this review. Organist protocols in place and adhered to. Review with staff after 6 months	Canon Precen-tor Director of Mu-sic with organ-ist Canon Precen-tor & Head Ver-ger	Q3 2019 Q3 2019	Small amount of meeting time.	All protocols in place and known by relevant staff.	Verger arrangements already modified.
Training Now that there is a clear list of training re-quired for each role, how can the cathedral best publicise this and seek engagement and take-up as quickly as possible from each group of staff or volunteers?	Ensure all are trained at right level, as per agreed schedule., including CO.	Scrutiny of training records, through team leaders targeted mailing of those who have not undertaken the necessary training, a variety of options for completion and a clear target date. Ascertain and address any barriers to completion of training. Provide a cathedral face-to-face session for CO. Non-compliance followed up.	Sub-Dean to team leaders Safeguarding Co-ordinators Dean/Sub-Dean	All training complet-ed by end Q4 2019 (or, if mitigating cir-cumstances, booked for early 2020)	Substantial tasks requir-ing time.	Accurate lists on database (Harlequin)	Partially in place.
How can the Cathedral encourage take up of specialist training and make best use of it?	Identify specialist training and develop plan for future, which is publicised and accessible to all staff and volunteers, but with targeted groups.	Do this through the channels of pastoral, safeguarding, personnel, Chaplaincy and other identified management functions. Seeking of appropriate training and facili-tating it.	DSA, Deputy Administrator Sub-Dean	Q1 2020	Substantial task with some potential costs in-volved, depending on what training is identi-fied.	Programme in existence with good take up.	
Cathedral Safeguarding Adviser, their Team and their Supervision & Manage-ment Should the Cathedral seek to highlight the role of the Independent Persons more ro-bustly? How well are they known about within the various groups in the Cathedral or by the congregation?	Review whether we have this right, and involve them in the process. Then adjust.	To include adjusting the no-ticesheet to enable people easily to contact the right person. Change phone arrangements.	Safeguarding Co-ordinators	Q4 2019	Appropriate time allocat-ed.	Independent Persons and Safeguarding Co-ordinators content with outcome.	
Recording Systems and IT solutions Would a shared electronic recording sys-tem be possible?	Examine where we keep rec-ords, who has access and what is available out of hours.		Sub-Dean and Deputy Admin-istrator	Q1 2020	Meeting time	Report to Exec.	

<p>Leadership and Accountability How can the Cathedral continue to make best use of the newly formed QARG group and integrate them into considerations from this review?</p>	<p>Ask the question of the Quality Assurance and Review Group, when it is more established as a group.</p>	<p>Put this on a forthcoming QARG agenda. Check the Cathedral is represented.</p>	<p>DSA</p>	<p>QARG meeting Q3 2019 with any further action to follow.</p>	<p>Small amount of time.</p>	<p>Answers minuted.</p>	
<p>How might the Cathedral make the Complaints Policy more accessible to the public and less staff orientated?</p>	<p>Produce something more user friendly.</p>	<p>Rewrite the webpage to ensure everything is stated in simple easy terms. Publicise when done.</p>	<p>Deputy Administrator through administrative staff.</p>	<p>Q1 2020</p>	<p>Administrative time.</p>	<p>Task done and visible.</p>	
<p>Would it be useful for the Cathedral to clarify how complaints against volunteers are managed?</p>	<p>Ensure volunteers are properly covered in the policy.</p>	<p>When policy adjusted take it through Exec to Chapter for endorsement. Six monthly review of complaints.</p>	<p>Deputy Administrator Deputy Administrator plus sSafeguarding Co-ordinators</p>	<p>Q1 2020</p>	<p>Administrative time.</p>	<p>Policy through Chapter.</p>	
<p>Cathedral Safeguarding Group Should the Terms of Reference for the CSG respond to the setting up of a QA sub group of the DSOG and consider how their own QA function might be strengthened?</p>	<p>Look into this.</p>	<p>Discussion to include Dean, DSA and her line manager. Take this back to CSG group.</p>	<p>DSA and Dean</p>	<p>Q3 2019 Q1 2020</p>	<p>Meeting time.</p>	<p>Documented answer to the question.</p>	
<p>Leadership and Management While already strong, how can the Cathedral continue to constantly reinforce the safeguarding message for all?</p>	<p>Make safeguarding a standing item on all regular formal meetings. Raise it at seasonal planning and review meetings. Continue the annual safeguarding service. Monitor standards</p>	<p>Instruction to all team leaders. Raise it at seasonal planning and review meetings. Diarise this for a particular time of year annually. Dipstick tests areas to explore:- Shop floor Record keeping Recruitment Choir management</p>	<p>Sub-Dean Sub-Dean Canon Precentor Safeguarding Co-ordinators</p>	<p>Q2 2019 Programme to commence Q3 2019 – then ongoing</p>	<p>Nothing extra - just incorporate into existing systems. Significant time</p>	<p>Minutes (where they exist) and line management conversations. Documented – leading to any actions to be added to ongoing action plan.</p>	<p>Has been flagged up with team leaders but needs reinforcement again.</p>