

Ely Cathedral

Safeguarding Action Plan following SCIE Audit, June 2019

Background

- 1.1 In June 2019 the Cathedral underwent an audit by SCIE (Social Care Institute for Excellence) of its safeguarding policies, practices, leadership and management, along with its general safeguarding culture. The resulting SCIE Audit Report, published in August, is available at <https://www.elycathedral.org/files/pdf/safeguarding/ely-cathedral-safeguarding-report.pdf>
- 1.2 Via the Action Plan, the Chapter of Ely Cathedral responds to the SCIE Report's recommendations and questions raised for consideration. The Plan sets out responses, specific actions, responsibilities and timeframes.
- 1.3 The Action Plan needed to be published within three months of the final Audit Report, which was received by the Cathedral on 21st August, 2019.
- 1.4 The SCIE Audit Report makes the following key points about Ely Cathedral (Section 6, page 34):
- a) There is a strong safeguarding leadership team which works closely with the lay staff team and the Diocese
 - b) A new part-time safeguarding role is under consideration by Chapter, to increase specialist expertise within the Cathedral
 - c) A culture of safeguarding is consciously being increased, through regular training and publicity about policies and safeguarding activities
 - d) Safer recruitment programmes are in place, including induction training for both staff and volunteers
 - e) A Strategic Action Plan is being rolled out under the leadership of an Independent Chair

- f) More could be done to embed the 'theology of safeguarding' into the fabric of the Cathedral
- g) The Cathedral could perhaps be 'braver' in explaining the issues that underlie the right to be safe
- h) Consideration should be given to regular reviews of the volunteers, in order to ensure that they are able to contribute to the safeguarding objectives and that they, too, will be safe
- i) Following its 'mini-audit' in January 2019, the Music Department has already taken action to tighten up aspects of the safeguarding of the choirs, and now needs to consolidate, with processes set out in writing
- j) As a general proposition, the safety of children, including cyber safety, must be 'first and foremost' over any other considerations.
- k) Where the Cathedral's policies vary from those of the Diocese, links should be shown on the Cathedral's website

Question	SCIE questions for consideration	SCIE Audit Ref	Cathedral responses	Actions
Children				
1	How could the Cathedral best work with the school to develop its Cyber and E-safety for children?	Pg 8 (section starts 3.1)	We have started to look at this and need to ensure school and Cathedral protocols agree	Set up meeting with school personnel. Report to CSG Ongoing quarterly meetings with Heads of IT to continue to monitor, keep up to date with best practice from
2	Is there further action the Cathedral might take to help prevent those children taking part in activities from being photographed?	Pg 8 (section starts 3.1)	Re-iteration to those overseeing groups to be vigilant. Tell visiting teachers to be aware when they accompany their school groups. Training of our own staff	Training. And giving people courage to challenge the taking of photographs A review of signage throughout the Cathedral
Music				
3	How might the Cathedral better communicate with Chorister parents regarding arrangements for their children?	Pg 13 (section starts 3.1.2)	The DoM has this as a major agenda item.	Weekly e mail contact and information



4	Is there anything further that the Cathedral might consider to safeguard Choristers from being photographed?	Pg 13 (section starts 3.1.2)	The report mentions 'covert' – and we are aware that this is a challenge.	Roping off during rehearsals at a greater distance. Consideration to having a steward on duty at evensong Training to Bedesman
5 -	Should there be an additional person present at the end of Song School to assist in identifying parents and ensuring Choristers are safe?	/Pg 13 (section starts 3.1.2)	Suggest either that KSE provide two members of staff for handover, or formalise in protocol that Cathedral chaperone stays with Choir House staff until all boys are dismissed	Revise Handover Protocol to make clear that Cathedral Staff always hand over to Choir House staff, and Choir House staff to parents when these are present [this isn't explicit] and to say that boys leave Song School in a group once dismissed with a member of Choir House staff.
6	How might the Cathedral further develop the level of expertise required to enable the culture of safeguarding across all elements where children are involved, in particular the Imps Choir?	Pg 13 (section starts 3.1.2)	We are aware that the safeguarding expertise of 'in-house staff' requires further development	Extending our arrangement with the Diocese and utilising expertise there in the role. Training of Imps choir staff More comprehensive documentation for Ely Imps to be produced and Imps Safeguarding procedures reviewed
7	How can the Cathedral ensure that Choristers feel secure in the knowledge that they can raise a concern during a Service?	Pg 13 (section starts 3.1.2)	The incident referred to reflects an 'old-style' approach which we wish to see changed.	DoM to address issue with choristers
8	How might the Cathedral consider better including girl choristers within policies and handbooks?	Pg 13 (section starts 3.1.2)	Because they are in separate boarding situations there probably do need to be separate handbooks, but we will review the handbooks to ensure cross-referencing as appropriate	Review of handbooks by the DoMs to ensure they are aligned.



Vulnerable adults				
9	How can the Cathedral, in tandem with the Diocese, work with external agencies to better manage and assist vulnerable adults in crisis?	Pg 14 (section starts 3.1.3)	The appointment of a Cathedral Safeguarding Officer closely linked to the Diocese will assist this.	Work with the East Cambs Community Safety Partnership. The Cathedral is hosting the launch of 'Community Eyes and Ears' on 24/10/19, which is a great document to assist to support vulnerable people Continue to provide signposting in the Cathedral Centre
10	Should the Cathedral give consideration to a form of regular review for volunteers?	Pg 14 (section starts 3.1.3)	Given the age of some volunteers and the risk of themselves becoming vulnerable this is an important suggestion to follow up.	Arrange a format for regular volunteer review
Information sharing				
11	How can the Cathedral seek to engage any other victims relating to the highlighted non-recent abuse, particularly once sentencing is complete and they might feel safer to come forward?	Pg 17 (section starts 3.2)	Sentencing has been completed and the Cathedral website news page had a notice. Further contact details for victims are available on the Safeguarding Cathedral Website page.	Discuss with CSG chair whether more should be done, using his experience.
12	How are records relating to wider areas of Cathedral life such as Junior Church, Café Church, Imps Choir managed and kept? How can the Cathedral ensure that these files are up to date?	Pg 17 (section starts 3.2)	This is a concern - servers rotas are also mentioned and to be included in this list.	Central database for contacts and records. GDPR compliant protocol for their use. Regular review of files to ensure they are up to date.



Training				
13	Now that the Strategic Safeguarding Plan is in place and there is a system to monitor it, how can the Cathedral best ensure that those within Departments with a Safeguarding lead work together to implement the plan for all staff and volunteers?	Pg 19 (section starts 3.4)	There needs to be regular meetings of departmental safeguarding leads.	Meeting to be arranged in line with CSG meetings and set dates for next year. Review and report to Chapter.
14	How can the Cathedral best deliver and encourage take up of specialist training in order to upskill staff and volunteers?	Pg 19 (section starts 3.4)	We recognise that some roles require further specialist training.	The new Cathedral Safeguarding Officer advise and organise
Policies and procedure				
15	How can the Cathedral ensure that the Handbook is used by all those who require it and it is seen by all as the guidance it is intended to be, embedding it into the culture of Cathedral staff and volunteers?	Pg 22 (section starts 4.1)	The handbook is due for revision for January 2020, this will be an opportunity to bring it again to the attention of staff.	Have staff who should read it, sign to say that they have read it? Ensure its part of the induction process and a question in the annual reviews.
DSA and team				
16	Should the Cathedral seek to be part of the 360 degree feedback/appraisal for the DSA role?	Pg 23 (section starts 4.2)	This makes sense	To agree with Diocesan Secretary and DSA
17	How can the Cathedral seek to encourage cross-departmental working and information sharing to avoid silo working?	Pg 23 (section starts 4.2)	This can be addressed within the suggested meeting under 13 above. Also address at CSG meetings.	Arrange regular meeting as suggested in 13 above Also address at CSG meeting.



18	How will the Cathedral seek to address the perceived lack of safeguarding expertise on the workings of the Cathedral raised during the audit process	Pg 23 (section starts 4.2)	We are very aware of this and it is a critical issue; the Dean has initiated a move with the Diocese to extend the SLA to include this.	In conjunction with the Diocese to have a Cathedral Safeguarding Officer the relevant expertise.
Recording systems				
19	Would a shared electronic recording system be more efficient?	Pg 24 (section starts 4.3)	We agree	Sharable record to be set up by HR and Compliance Manager with IT Manager.
Quality assurance				
20	How can the Cathedral be braver and more imaginative in its quality assurance? For example by using other mechanisms such as benchmarking against similar sized cathedrals; self-assessment and audit, casework learning, survivor feedback; staff and volunteer questionnaires; complaints, feedback from children and Choristers in order to assess, learn and further develop safeguarding practice?	Pg 26 (section starts 5.1)	<p>The report recognises the QA takes place within the Diocesan Safeguarding Liaison Group and the Cathedral Safeguarding Advisory Group, assisted by having the same independent chair.</p> <p>We would anticipate that once this cycle of SCIE audits has taken place the NST could develop QA systems to assist cathedrals in a similar way that they do for dioceses.</p>	<p>CSAG to consider setting up a QA sub-group</p> <p>Work with NST and seek their assistance</p> <p>Respond to advice from the Cathedral Safeguarding network and national guidance.</p>
21	How can the Cathedral better embed safeguarding into culture by effective inter-department working and challenge?	Pg 26 (section starts 5.1)	This links in with responses to 13 above.	This links in with responses to 13 above.



22	How might the Cathedral strengthen challenge for each department and therefore with embedding of safeguarding in Cathedral culture?	Pg 26 (section starts 5.1)	Again this is linked to the group up by response to 13 above	Create departmental Safeguarding Risk Assessments
23	How might the Cathedral consider hearing from visitors, schools and the congregation regarding how they feel about safeguarding?	Pg 26 (section starts 5.1)	We recognise the importance of feedback as part of QA and this is an amplification of comment 20 above.	Annual survey/questionnaire
24	How is the Cathedral Safeguarding Advisory Group monitoring the implementation of recommendations from the Independent Audit of the Music Department?	Pg 26 (section starts 5.1)	These have been an item on the CSAG agenda. There were some policies to be completed.	DoM and Precentor to provide update for next CSAG meeting.
Complaints				
25	How can the complaints process for the Cathedral be clarified and properly linked with the Diocese policy and how might this be best disseminated?	Pg 27 (section starts 5.2)	In an attempt to be comprehensive we recognise that the complaints policy lacks clarity.	Administrator to review
26	Would it be useful for the Cathedral clarify how complaints against volunteers are managed?	Pg 27 (section starts 5.2)	This links to above 25 and will be considered in the revision of the complaints policy	As above.

Whistleblowing				
27	How can the Cathedral clarify the Whistleblowing Policy it is using and provide easy links to it via the website or within the Cathedral?	Pg 28 (section starts 5.3)	This route to this link was not straightforward and has been changed so that it appears on the Safeguarding page as well as well as on 'Who We Are'.	Policy has been revised and updated. The appropriate links to be made in revised handbook
Cathedral Safeguarding Advisory Group				
28	How might the CSAG increase their quality assurance?	Pg 29 (section starts 5.4)	This is linked with 20 above.	See other actions from 20 Above
29	Could the Cathedral consider how can survivors be represented on the CSAG and how they might react to any survivors coming forward from the recent media case?	Pg 29 (section starts 5.4)	The CSAG should consider this at their next meeting. As yet we have not identified survivors at the Cathedral, but we need to be prepared for survivors to identify themselves	Change the ToR of CSAG to include survivors
30	Should the CSAG seek to support survivors who do not now attend the Cathedral?	Pg 29 (section starts 5.4)	The CSAG must be ready to support these survivors as and when they emerge.	Have plan of action in place for when a survivor emerges



Theological leadership				
31	How can the theology of safeguarding be further embedded into Cathedral life – especially drawing in survivors	Pg 30 (section starts 5.5)	References are regularly made at training to why safeguarding is critical – clergy try to introduce these.	Make use of “The Gospel, Sexual Abuse and the Church” for a group course and sermon series Include in Newsletter
Strategic leadership				
32	How might the Cathedral strengthen the strategic leadership function of the Chapter for Safeguarding in order to assist in the development of the Strategic Plan?	Pg 31 (section starts 5.5.2)	This is important and ongoing	Development of an over all Cathedral Safeguarding Risk Register
33	How can the Cathedral ensure that the congregation is drawn into the safeguarding culture, especially when attendance varies widely?	Pg 31 (section starts 5.5.2)	We can of course only deal with the people we have coming to the Cathedral and do the best we can with the training, courses and sermons we offer.	See action for 31 above. Review of notices and public statements. Updates in Newsletter
Operational leadership				
34	How can the Cathedral ensure that the Safeguarding leads from each Department communicate with each other as a group in order to strengthen working arrangements and to ensure that concerns do not slip between Departments?	Pg 32 (section starts 5.5.3)	Again this link to answer and actions to 13 above.	As above – have a regular meeting of the departmental leads.
Culture				
35	How might the Cathedral continue to find ways to embed safeguarding into their culture, constantly reinforcing the safeguarding message for all, while also finding a suitable baseline of knowledge for all staff and volunteers which continues to be reinforced?	Pg 33 (section starts 5.5.4)	This is an ongoing issue	Continue review of training and communication and link with QA issues above