



Exeter
Cathedral

Safeguarding Handbook for Staff and Volunteers



Foreword of the Dean

The Very Reverend Jonathan Greener

We are very grateful to everyone who has worked so hard to compile this Safeguarding Handbook. We were pleased that our SCIE Audit recognised that the Cathedral Chapter, along with the whole Cathedral community, seeks to take safeguarding very seriously, and the production of this Handbook is the next step in seeking to embed good practice at every level of cathedral life.

One of the challenges of making a cathedral a safe place, where everyone is enabled to flourish, is the sheer number of people who work here, whether as paid staff, volunteers or clergy. Helping everyone to comprehend and embrace what good practice looks like requires a multi-pronged approach, but this Handbook now provides us all with a comprehensive overview of our Safeguarding policies and practice.

Our understanding of Safeguarding has evolved considerably in recent years, and continues of course to do so, and it is not possible for anyone to have all the answers. However, in this volume, we find all sorts of helpful information, including most importantly where we need to turn for further advice. It is vitally important that anyone with concerns should take them further, and at the very least, this Handbook will enable you to do that.

Thank you for all you do to help the Cathedral to be a safe and welcoming place. Please take the time to read this Handbook carefully, so that we can all play our part in building an inclusive and considerate community, which gives proper care and attention to all who come through our doors.



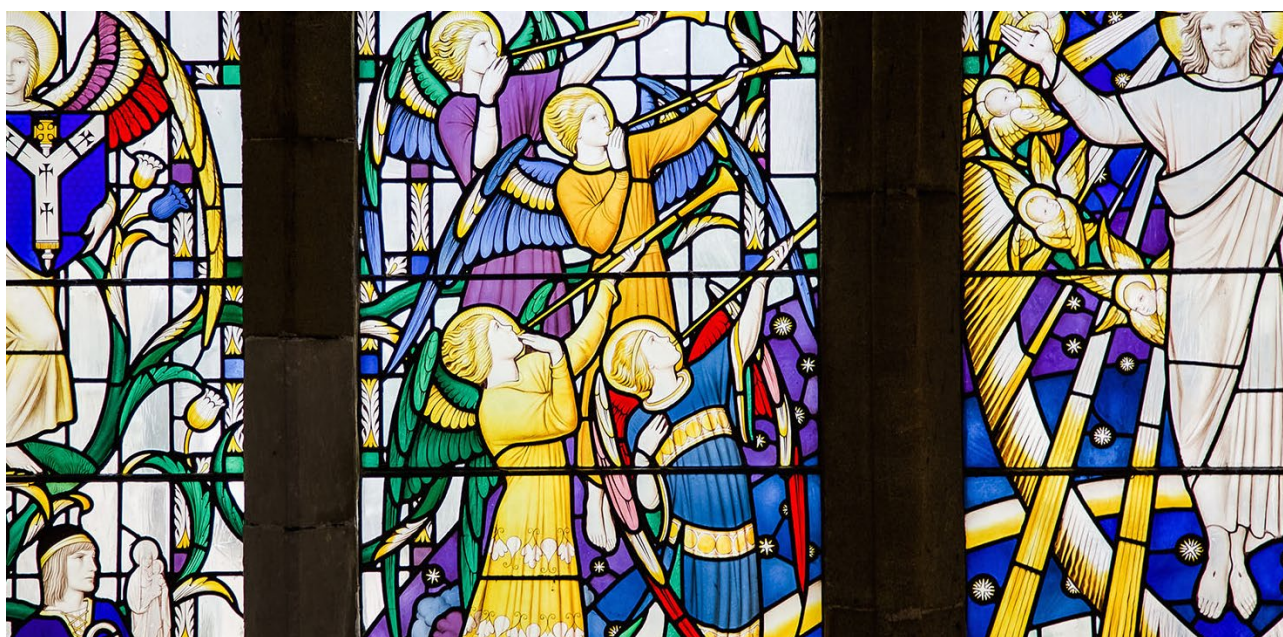
Purpose of the Handbook

This handbook is not a policy nor a comprehensive guidance document. This handbook serves to provide an overview of the safeguarding arrangements across the Cathedral for the benefit of staff, volunteers or members of the Cathedral community or public.

Exeter Cathedral Safeguarding Handbook: December 2021

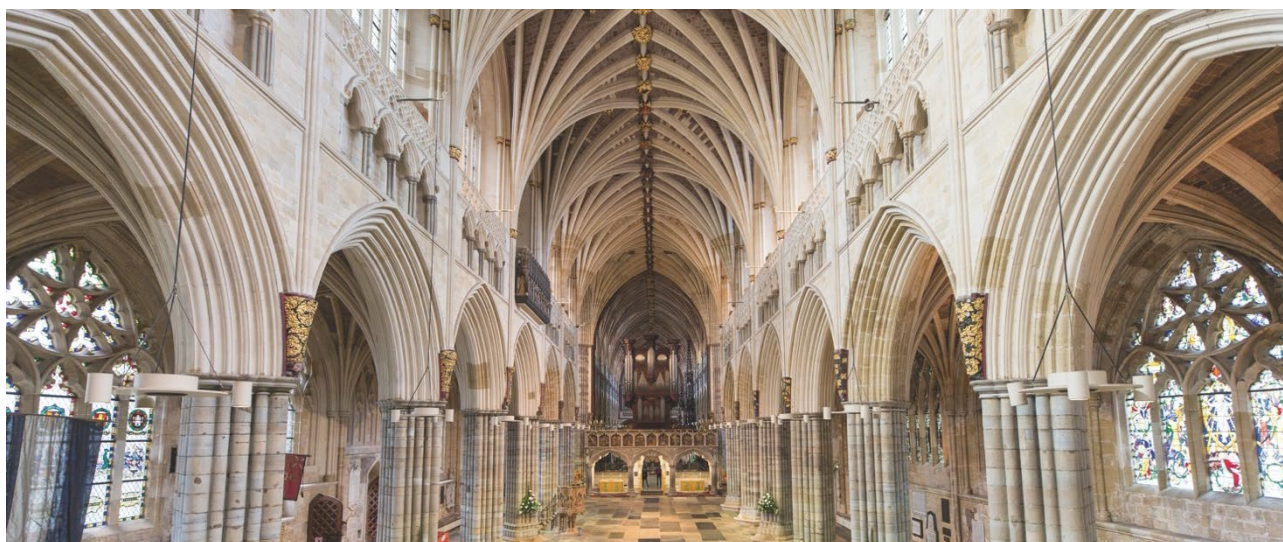
Approved by the Dean and Chapter on 7 December 2021

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1. Introduction

- 1.1 Exeter Cathedral dates back 900 years – though there has been a Christian presence on the site since Roman times. It is the seat of the Bishop of Exeter, and serves the whole county of Devon, along with the many visitors and tourists who visit this lovely city each year.
- 1.2 The Cathedral community comprises the Dean and Chapter, salaried staff, and many volunteers, who work to support its liturgical and music activities, the experience of visitors, and the upkeep of the historic building. It is primarily a centre of worship and mission. It has a fine and ongoing tradition of choral music, with Evensong every day of the week. It runs a successful Christmas Market in its close. The Market is owned and operated by the Cathedral. More widely, it promotes the building as a venue for a variety of public and private events
- 1.3 The Cathedral is visited by individuals and groups of tourists – almost 100,000 annually – as well as schools, and other bodies who use it as a meeting place, such as the Mothers' Union. There are private and commercial events of numerous kinds, so that it is often open much later in the evening than might be expected. The Cathedral provides outreach including a Pastoral Support Team and support for the homeless and vulnerably housed people.
- 1.4 The Chapter have committed the Cathedral community to the support, nurture, protection and safeguarding of all who come into contact with the Cathedral, especially the young and the vulnerable, and recognise that safeguarding is a collective responsibility of the whole church community.
- 1.5 The Dean and Chapter are fully committed to ensuring the Cathedral acts within current legislation, guidance, national frameworks and the Diocesan Safeguarding procedures and promotes and applies good practice across all its services and activities.
- 1.6 The Cathedral will act in an open, transparent and accountable way in working in partnership with the Diocesan Safeguarding Adviser, Children and Adult Social Care Services, the Police, Probation Services and other agencies to safeguard children and vulnerable.



2. Policy Statement

Policy statement for the safeguarding of children, young people and adults at risk of abuse

The Dean and Chapter of Exeter Cathedral recognise that the care and protection of children, young people and vulnerable adults involved in Cathedral activities is the responsibility of everyone and that everyone who participates in the life of the Cathedral has a role to play in promoting a Safer Church for all.

We will take appropriate steps to maintain a safer environment for all and to practise 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.

We fully endorse and adopt the safeguarding policies of the Church of England ("Promoting a Safer Church 2017"), and the Diocesan Safeguarding Policy Statement 2017 that relate to children, young people and vulnerable adults and which are based on five foundations and six overarching policy commitments.

We are responsible for implementing these policies and practice guidance and will work collaboratively with the Diocese and the Diocesan Safeguarding Advisor and the Cathedral School, to support the implementation of the policies and embed them throughout the Cathedral and its staff in all its activities.

Our commitment

The Cathedral is wholly committed to implementing the key principles of the safeguarding policies by:

- promoting a safer environment and culture
- safely recruiting and supporting all those with any responsibility related to children, young people and vulnerable adults within the Church
- responding promptly to every safeguarding concern or allegation
- caring pastorally for victims/survivors of abuse and other affected persons
- caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons
- responding to those who may pose a present risk to others.

In all these principles we will follow the legislation, guidance and recognised good practice.

3. Safeguarding governance and Cathedral structure

- 3.1 The Dean has overall responsibility for the provision and implementation of safeguarding arrangements in Exeter Cathedral with the support of the Lead Canon for Safeguarding and the Administrator.
- 3.2 Chapter identify a Canon to take lead responsibility for Safeguarding.
- 3.3 Safeguarding is a standing agenda item on every Cathedral Chapter meeting.
- 3.4 The Cathedral Safeguarding Management Panel (CSMP) supports the Dean and Chapter by coordinating and overseeing the operational and practical implementation of the safeguarding arrangements. It provides a level of scrutiny and quality assurance, to ensure Church of England and other statutory policy and guidance is adhered with and that the arrangements fit the context of Exeter Cathedral.
- 3.5 The Cathedral Safeguarding Management Panel has a term of reference and standing membership including external partners to provide independent scrutiny.
[View Appendix A - CSMP Constitution online >](#)
- 3.6 The CSMP routinely reports to the Dean and Chapter and quarterly to the Cathedral Council. The CSMP is chaired by the Canon with lead responsibility for Safeguarding and is attended by representatives of the various Cathedral departments, the Cathedral Safeguarding Advisors, the Cathedral School, and representatives from our statutory partners.
- 3.7 The CSMP is linked with, and reports to, the Diocesan Safeguarding Advisory Panel.
- 3.8 The Cathedral has in place a Service Level Agreement with the Diocese of Exeter for the provision of a professional Safeguarding Advisory Service which provides an accessible and seamless service for anyone within the Cathedral Community, as it does within the wider Diocese of Exeter. The service includes coordination of DBS checks undertaken for staff and volunteers of the Cathedral.
- 3.9 Each Cathedral Department head will have lead responsibility for the safeguarding provision in their respective Departments. These will be supported by Departmental Safeguarding Champions, who's role it is to support implementation and monitoring, and be a line of communication between staff and volunteers across all aspects for the Cathedral, and those with managerial oversight and responsibility.
[View Appendix B - Safeguarding Champions role profile online >](#)

4. Safe Recruitment

- 4.1 The Cathedral recognises and complies with the Policies of Safer Recruitment. All applicants for posts – paid or voluntary – will be recruited applying the principles of the safer recruitment processes.
- 4.2 Guidelines for safer recruitment and are available through the Church of England and Diocese of Exeter website: [Safer Recruitment and People Management \(SR&PM\) | Diocese of Exeter \(anglican.org\)](https://www.anglican.org/safer-recruitment-and-people-management)
- 4.3 Disclosure and Barring Service (DBS) checking is undertaken for roles where there is legal eligibility for an application.
- 4.4 A list of roles and positions is held by the Cathedral Administrator. There is no overall list of what roles are eligible for a DBS check but each post should be discussed and agreed on an individual basis with HR to assess if the post comes within regulated activity definitions.
- 4.5 Where in the recruitment process for any Cathedral role (paid or voluntary), information is revealed such as a significant disclosure within the DBS certificate or any other information to suggest an individual may pose a risk, a risk assessment will be carried out by the Diocesan/Cathedral Safeguarding Officer(s) or with their guidance and support.
- 4.6 Induction training will be given to all new staff and volunteers as appropriate. This will be organised through the Cathedral and diocesan offices in liaison with the relevant line management.
- 4.7 All staff will have a clearly identified supervisor.



5. Staff and volunteer training

- 5.1 The Cathedral adheres to the House of Bishops Guidance and National Church of England Safeguarding Training Programme. Training for those with specific roles/responsibilities will be set out in job descriptions, and in appointment and induction processes. Staff and volunteers will be encouraged to undertake the appropriate level training upon indication and before commencing their role. At a minimum, all volunteers and staff will be required to complete the Basic Level Safeguarding training.
- 5.2 Update training will be provided in accordance with the National Training Programme and opportunities to develop and broaden awareness of safeguarding matters are provided.
- 5.3 All training follows both the national church schedule of core training and other bespoke training.
- 5.4 These include:
- **Basic awareness (C0):** All staff and volunteers who will be going on to complete Foundation or Leadership training. The course is also available for anyone who is interested in safeguarding.
 - **Foundation (C1):** Required for anyone who has safeguarding responsibilities or has contact in their church role with children, young people and/or vulnerable adults, those working on events or with other responsibilities.
 - **Local Leadership (C2):** Required for anyone who has safeguarding leadership responsibilities or responsibility for leading activities involving children, young people and/or vulnerable adults, including retired Clergy with PtO.
 - **Leadership Pathway:** Safeguarding training for Clergy – for new or previously untrained clergy, and for clergy requiring refresher training
 - **Senior Leadership Pathway**
 - **Domestic Abuse:** Required for all clergy and promoted for all.
 - **Safer Recruitment Training:** For Senior Clergy and Staff involved in the recruitment process.
- 5.5 On-line training is available for Basic Awareness (C0) and Foundation (C1) levels through the Church of England Training portal.
<https://safeguardingtraining.cofeportal.org/>
- 5.6 **Update training:** Refresher training is required for all after three years. Current training programme requires individuals to redo the highest level of training they have completed to date, as required by their role.

6. Our Policy in practice

What to do if you are concerned about a child or adult or you are concerned about a Cathedral officer/member of staff or volunteer

If you have a concern that a child or adult is or may be being abused, or in some way at risk of harm, or that a church officer is or may be harming or posing a risk to a child or adult:

1. Respond well to the victim/survivor, or person reporting their concerns, 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 respondent will be shared with key Cathedral officers, and may be shared with the statutory agencies, if there is any current risk to children or adults. The concern or allegation should not be shared with anyone other than those who need to know.
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 Advisor (CSA) or other responsible person (see below) who may then contact the CSA. If the concern arises in an activity, discuss with the group/activity leader, who will contact the CSA or other responsible person.
4. Any safeguarding concerns must be addressed and shared in a timely way.
5. In the rare and unlikely event that no-one from the Safeguarding leadership can be contacted, and there is a perceived ongoing risk of harm to a child or vulnerable adult, direct contact should be made with Children's Social Care or Adult Social Care and/or the police.
In such an event, please notify the CSA or your department safeguarding lead as soon as possible that you have made such a referral.

Remember: If in doubt, don't delay, seek advice from statutory agencies.

6. Do not contact the respondent or anyone who may be implicated in the allegation or disclosure, until advice has been sought from the CSA or statutory agencies.
7. Record the details of the concern or allegation. Where it is not appropriate to take notes at the time (usually it will not be), make a written record as soon as possible afterwards. 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. Keep it factual. Pass on a copy to the CSA (or the person to whom the concern is reported). The records should be kept secure and confidential.
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 will be close communication between the CSA and key individuals within the Cathedral, until the situation is resolved.
9. If the concern is about the actions of a member of clergy, staff or volunteer, the CSA **MUST** be informed as soon as possible.
10. Please note that the procedure is the same for non-recent abuse.

6.1 What to look for, signs and symptoms of abuse

6.2 The Chapter have committed the Cathedral community to the support, nurture, protection and safeguarding of all who come into contact with the Cathedral, especially the young and the vulnerable, and recognise that safeguarding is the collective responsibility of the whole church community.

6.3 In order look out for and look after those who may be vulnerable to abuse and to those who may pose a risk, it is important that staff and volunteers understand and know 'what to look out for', which is why the Cathedral considers training of staff an imperative.

6.4 Abuse against children, young people and adults can happen in public, but it is more likely that it will happen in secret; or at home; and away from the public gaze. That is why it is important that we know what to look for and be aware of; and where we are concerned by what we observe or are told, staff and volunteers are confident and know how to respond and form whom to seek advice.

6.5 In addition to the training provided, there are a number of resources that give an overview of the signs and symptoms of abuse, including domestic abuse; and how to raise concerns if you are worried about a particular situation. These are not detailed or exhaustive. We do not ask that staff and volunteers to become an expert, nor are they expected to become a detective – we want everyone to be vigilant and alert and to have the confidence to know what to do, who to contact and share if a concern arises.

[Safeguarding | Diocese of Exeter \(anglican.org\)](https://www.anglican.org/safeguarding)



7. Supporting and caring for survivors of abuse

- 7.1 The Cathedral will always offer informed pastoral care and support for survivors of abuse.
- 7.2 We recognise that we are not professional counsellors, or experts in giving practical or legal advice and guidance, so we will always support an individual to seek/or signpost them to other services and bodies that may also be able to help with advice and guidance.
- 7.3 An Authorised Listening Service is provided through First Light – an independent specialist support service for victims and survivors of abuse. Referral can be made directly or through the Cathedral Safeguarding Advisor.
- 7.4 More information can be found on the Diocese of Exeter website:
<https://exeter.anglican.org/resources/safeguarding/victimsandurvivors/>

7.5 Safe Spaces for Victims and Survivors

Safe Spaces is a free and independent support service, providing a confidential, personal and safe space for anyone who has been abused through their relationship with either the Church of England, the Catholic Church of England and Wales or the Church in Wales.

The service is for those who may have experienced any form abuse, including sexual abuse, physical abuse, financial abuse, psychological abuse (including spiritual abuse), domestic abuse, coercive and controlling behaviour.

[Go to the Safe Spaces website >](#)

Cathedral activities – Safeguarding arrangements

<p>Choir</p>	<p>The boys and girls in the Cathedral's choirs are pupils at Exeter Cathedral School.</p> <p>The arrangements for the health, safety and wellbeing of the children are shared between the school (principally a Chorister Tutor and a safeguarding lead teacher) and the Cathedral (the Canon Precentor, the Director of Music and his team, and the volunteer chaperones).</p> <p>There is a weekly Chorister Pastoral Meeting to discuss information relating to the care and welfare of the children, including the chorister workload and the impact on the children.</p> <p>For consistency, given the closeness of working arrangements, recruitment and appointment of the role of Director and Assistant Director of Music and for the position of Organist, recruitment follows the same enhanced safer recruitment processes as the school.</p> <p>The Canon Precentor is Head of the Department of Liturgy and Music. This department has its own comprehensive procedures that ensures the safety of children (as has the Cathedral school). Chaperones have a role description, which includes safeguarding guidance and the Lead Chaperone is a member of the CSMP</p>
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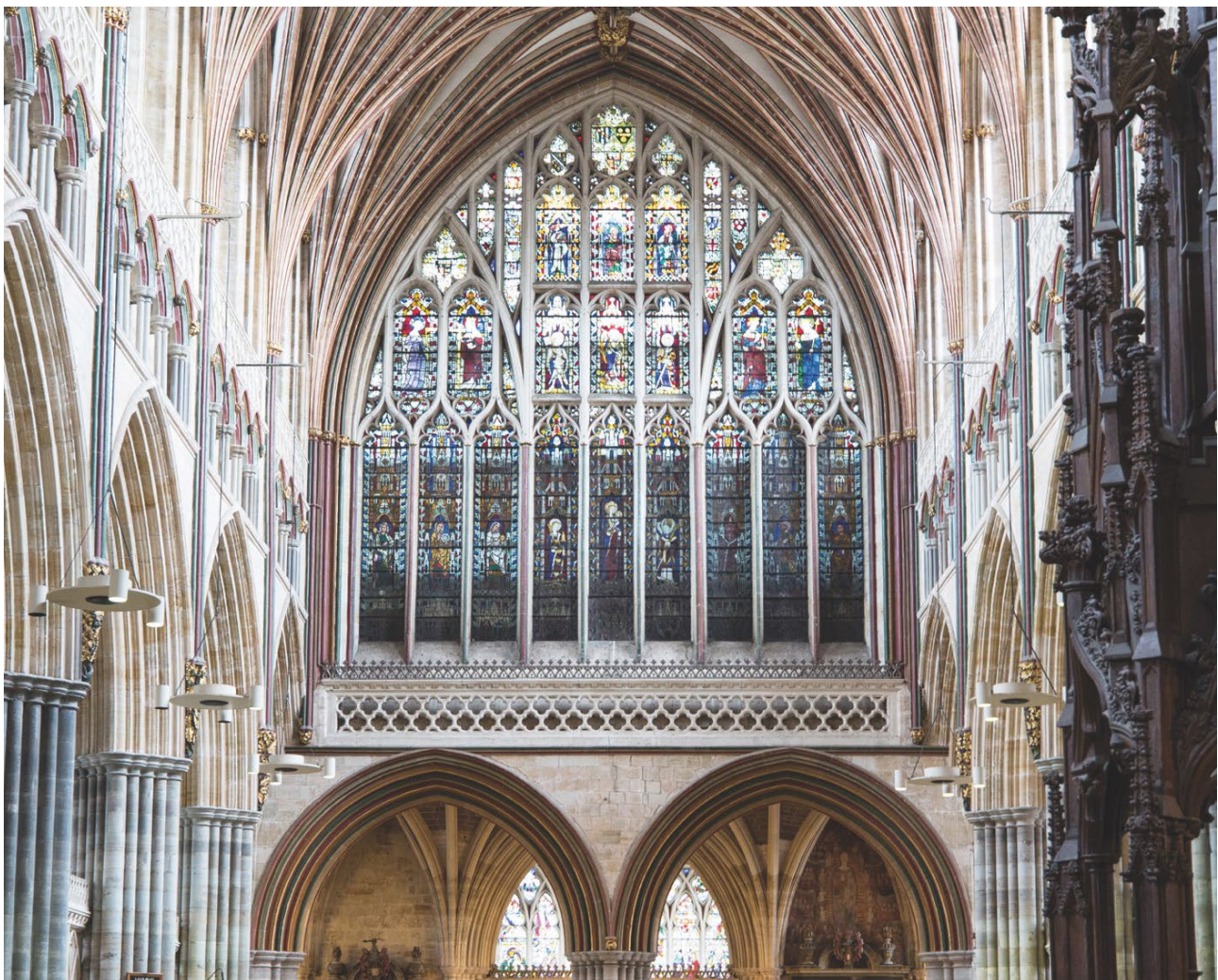
	<p>The Department of Liturgy and Music provide a twice-yearly safeguarding report to the Dean and Chapter.</p> <p>There are separate song rooms for the girls and boys, and each of these is also separate from the rehearsal and robing area for the adult members of the choir (the Back Row). All of these areas are in a secure area (the Song School and the Sacristy).</p> <p>Toilets for the children are nearby and restricted for their sole use when they are rehearsing or performing.</p> <p>Members of the 'Back Row' are directed to interact minimally with the children, and they have no pastoral role with them. Adult members of the choir receive requisite input in relation to safeguarding and safe working practices. Arrangements for the safe transfer of the children are all done via the school. The Chorister Tutor hands the children directly to a chaperone, and this is done in reverse when the children return to school after rehearsals/services. In the evening, parents/carers collect the children from school staff, or from the Choir Chaperone and a signed record is required upon collection of a child.</p>
Cloister Club and Crèche	<p>There is a Sunday morning provision for children attending the 10am service with their parents – the Cloister Club and Crèche. This is run by a rota of volunteers, all safely recruited, enhanced DBS-checked, and trained.</p> <p>The children, who are welcomed from under one year up to 10 years, are cared for in a ratio of three children to one adult. Parents or carers often remain with the littlest ones.</p> <p>There are always at least three adults present: the teacher, who prepares the session for the older children; a second volunteer who supports the teacher; and a third who is in charge of the crèche (in the same room).</p> <p>Parents are in charge of their children at the beginning and end of the service, collecting them after about 45 minutes so that the children are present for communion and the final hymn and prayers.</p> <p>The Cloister Club and Crèche volunteers have both a role description and a set of comprehensive procedures, which include their responsibilities for safeguarding and how they should respond to any concerns or allegations.</p>
Wednesday Kitchen	<p>The Wednesday Kitchen provides support, refreshment and clothing to a mixture of vulnerably housed people and rough sleepers. There are approximately 30 volunteers who run this on a rota basis, with two managers who are always present.</p> <p>Volunteers have a role description and comprehensive procedures document. Volunteers are 'safely' recruited and undertake the requisite level safeguarding training.</p> <p>The Canon Chancellor oversees this service.</p>
Pastoral Support team	<p>A Pastoral Support Team of specially recruited and trained volunteers offers care and support to congregants away from the Cathedral.</p>

	<p>Prospective members are 'safely' recruited, undertake a two-part recruitment process, and once chosen, must complete C1 safeguarding training.</p> <p>They have a comprehensive role description and a set of procedures for their work.</p> <p>The Canon Chancellor oversees this service.</p>
Services, events and visitors	<p>The Cathedral building is overseen by a team of Virgers. This team is managed by the Cathedral 'Custos'.</p> <p>The Custos, in conjunction with the Virgers and Volunteer Virgers, is responsible for the day to day liturgical, safety and security aspects of the Cathedral. There is also a Health and Safety (H&S) Manager.</p> <p>Volunteer stewards are on duty at the point of entry to the building and at an information/welcome desk in the heart of the Cathedral.</p> <p>A Duty Chaplain is regularly on duty on the Cathedral floor and can provide further resources for adults needing help or advice.</p> <p>The Custos and Virgers work daily on the floor of the Cathedral and are readily accessible for help and advice for the large number of volunteers and staff who work daily in the building; they carry two-way radios which are linked to receivers in various parts of the Cathedral – e.g., the shop and the welcome desk. There is a system of CCTV cameras.</p> <p>There is a policy against lone working.</p> <p>The Virger Team and the Welcome Team are aware of the need to look out for any visitor who is in distress, may have a mental health problem, or in some other way may be in need of help. Their role descriptions and their training provide guidance about how they should respond.</p> <p>There is a health and safety monthly meeting with representatives from all departments. The H&S Manager makes risk assessments as required for specific events, and for other regular activities, such as the Wednesday Kitchen.</p> <p>There are procedures for health and safety, including emergency evacuation of the building and management of lost children. For the 'roof tour' there are particularly stringent procedures, and likewise for the bell ringers and tower.</p> <p>For private and commercial events, the Cathedral provides clear explanations, written into terms and conditions and contracts, regarding safeguarding of children and vulnerable adults, as well as more general H&S guidance. On the Cathedral's side, there are virgers and events stewards as required (e.g. external security people 24 hours a day for the Christmas market).</p>
Bell Tower	<p>The Exeter Cathedral Society of Ringers has its own constitution.</p> <p>The society is circa 36-strong, and includes a ring master, a secretary to the bell ringers, and five 'leaders' who are all DBS-checked, and the whole team is required to undergo C0 safeguarding training.</p>

	<p>The secretary has had training to the C2 level, as well as safer recruitment training, and attends monthly H&S meetings.</p> <p>Any young person under 18 must be accompanied in the tower by a family member or a ringing teacher. However, children are not taught ringing at Exeter Cathedral, because of the unusually heavy weight of the bells. This means that there are no younger children involved in ringing there.</p>
Education and learning	<p>Education guides are aware of the need to look out for any visitor who is in distress, may have a mental health problem, or in some other way may need help. This is periodically revisited during education meetings for training guidance and clarity. We require that everyone who carries out activities on behalf of the cathedral knows and abides by our safeguarding policy and procedures. To ensure we all have a proactive approach to safeguarding we provide our staff and volunteers with safeguarding training and access to professional safeguarding services. Education staff and volunteers will always promote a safer environment and culture. We will work to prevent abuse from occurring, seek to protect those at risk, and respond well and promptly to those who contact us with safeguarding concerns or to those they see as being at risk.</p> <p>Schools and education groups are always accompanied by suitable carers agreed by their schools or education body and are DBS certified.</p> <p>Education Guides/Volunteers are all safely recruited, enhanced DBS-checked, and trained. No member of the team will ever be alone with a child or a group - an appointed chaperone chosen by the individual establishment will be present at all times. When in a building there will always be an open door if activities are split over two rooms, for visual safety.</p> <p>Our recommendation is for groups to be accompanied by three members of staff/volunteers per group of 30-35 pupils. However, this may vary depending on pupils age and need and cover is likely to be more, but not less.</p> <p>Health and Safety procedures are strictly adhered to regarding roof and tower tours and are revised regularly.</p>

8. Managing and supporting offenders or those who may pose a risk

- 8.1 The Cathedral has a mission and ministry to all. We will work closely with individuals who have offended, or pose a risk to the vulnerable, to ensure they are able to attend worship /events within agreed boundaries.
- 8.2 In all instances we will work within the national guidelines of the Church of England with individual behaviour agreements/contracts that will be shared with the statutory services such as probation as appropriate. These will be reviewed regularly.
- 8.3 The Cathedral Safeguarding Advisor will be responsible for undertaking a risk assessment to inform the nature and appropriateness of such an individual's attendance at the Cathedral. They will work closely with clergy, stewards, and statutory bodies as appropriate to the circumstance.



9. Hirers of the Cathedral and its various venues

9.1 The Cathedral hosts a variety of external hirers for social events, concerts, services, graduations, as a venue for film and other arts.

9.2 It is the responsibility of all hirers to ensure that they have their own safeguarding policies, practices, protocols in place. They will be asked to confirm this in any booking paperwork, but the Cathedral is explicitly not responsible for quality assuring such policies and practise.



10. Lead roles for safeguarding

The Dean	Overall responsibility for safeguarding in the Cathedral
Chief Operating Officer	'Overarching role' in relation to safeguarding, particularly as regards to salaried staff and volunteers. The Chief Operating Officer is responsible for paid and volunteer staff including welfare wellbeing.
Chapter Canon with lead for Safeguarding	Delegated to lead on Safeguarding on behalf of Chapter and works closely with the CSA
Canon Precentor	Responsible for Music and Liturgy, particularly the choir, and link with the Cathedral School.
Canon Chancellor	Leads on Pastoral Care, in particular the Wednesday Kitchen and Pastoral Support Team
Director of Music	Works closely with the Canon Precentor, and has responsibility for the choir and music.
Custos	Manages the Floor Managers and Vergers, overseeing visitors and visitor experience.
Cathedral Safeguarding Advisor	Provides advice, guidance and relating to safeguarding at a management and operational level.

Version Control		
Action	Updated by	Date
Draft V1 circulated for consultation.	C Pitman CSA	Approved by Chapter Dec 2021