

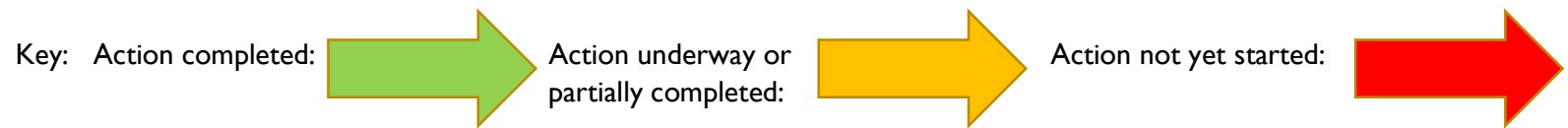
Gloucester Cathedral

Post- SCIE Audit Safeguarding Action Plan – *Chapter Update November 2021*



Background




- I.1 In January 2019 the Cathedral underwent an audit by SCIE (Social Care Institute for Excellence) of its safeguarding policy, practices, leadership and management along with its general safeguarding culture. The resulting SCIE audit, published in March 2019, is available: <https://www.gloucestercathedral.org.uk/content/pages/documents/1554114813.pdf>
- I.2 Via the Action Plan, the Chapter of Gloucester Cathedral responds to the questions raised in the SCIE Review for consideration/recommendation. The plan contains responses, actions, who is responsible and timeframes.
- I.3 The Action Plan needed to be published within three months of the final audit report and this plan was posted online June 24th 2019.
- I.4 From the conclusions of the SCIE audit the following is reported about Gloucester Cathedral:
 - a) There is strong safeguarding leadership allied to that of the diocese (6.1.1)
 - b) There is conscious effort made to seek external input and oversight for safeguarding decisions (6.1)
 - c) Operationally the DSAs are well managed and carry out training and casework to a high level (6.1)
 - d) Strategic plans, a quality assessment framework, strong policies and procedures buttress the work of the cathedral and guide staff volunteers and visitors in what is expected of them (6.1.2)




- e) The Cathedral has a culture where people can learn and ask about safeguarding, and escalate concerns; when issues do arise they are dealt with promptly and creatively (6.1.3)
- f) A slight tightening of processes around safer recruitment and training would further strengthen the cathedrals work (6.1.4)
- g) A slight tightening of processes around complaints and whistleblowing would further strengthen the cathedrals work (6.1.4)
- h) Two new people the NSP and the Chapter Lead will need to be appropriately supported so they can develop their roles within a well-functioning system.







Action Plan



	SCIE questions for consideration	SCIE Audit Ref /page no	Latest Chapter responses	Actions	Timeframe and action owner?	Progress/Evidence Updated November 2021
1	Can the new front of house staff be scheduled to cover periods that are otherwise relatively low on staff/volunteer numbers?	3.1 (page 7)	In 2020 a restructuring process led to a new Operations Team who staff the building from 8am - 630pm (or later if an event is happening), Monday to Saturday. On Sundays the Verger Team are onsite 8am – 5pm. This means with at least two staff are on duty in the building at any one time.		Ongoing review Head of Visitor Experience and Chapter Steward	This point raised by SCIE has been adequately answered via the restructure, but all structures and processes to be kept under review. 
2	How can good working relationship between the Vergers and front of house staff be developed from the outset?	3.1 (page 7)	The 2020 restructuring process now means the Operations Team works most closely with the VWAs; both teams are within the Visitor Welcome team and relationships are good. On Sundays the Vergers and VWAs work together and this relationship is reviewed 6 monthly by the Head of Visitor Experience and Canon Precentor.		Ongoing review Head of Visitor Experience and Canon Precentor	This point raised by SCIE has been adequately answered via the restructure, but all structures and processes to be kept under regular review 
3	Are multi-lingual leaflets/signs a productive way of managing the safe passage of non-	3.1 (page 7)	Leaflets – it is not possible to produce leaflets in all languages. Signage has been reviewed as part of an ongoing signage refresh during 2019, New signs have been created to	As part of Pilgrim Phase Two we will undertake data collection and analysis of our overseas visitors to understand	Pilgrim Manager and Head of Visitor Experience 2022	This point raised by SCIE has been partially answered; further analysis of visitor needs will form part of




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	English speaking visitors?		<p>be picture and symbol based wherever possible</p> <p>Also the personal welcome of the VWAs. volunteers and others, which includes the use of non-verbal communication, can be used effectively for non-English speaking visitors.</p>	<p>better where they hail from and their needs.</p> <p>Due to the Pandemic, Pilgrim Phase Two development has been pushed back by c18 months</p>		<p>development work for Pilgrim Phase 2 in 2022</p> 
4	Is there any reason not to include DSA details in the chorister handbooks?	3.1 (page 12)	DSA details included from Sept 2019 in the handbook/online handbook.		Ongoing annual review Director of Music and Chapter Steward	<p>This point raised by SCIE has been adequately answered and will be kept under review.</p> 
5	Does the recruitment of new front of house staff offer an opportunity to staff the main entrance to the cathedral for Evensong visitors?	3.1 (page 12)	Since April 2019, VWAs have staffed the front desk until 5pm. This means at the weekends, when there are more visitors and more Evensong worshippers, the doors remain staffed during Evensong. On weekdays, Evensong takes place at 530pm, so the desk is not staffed at this point, however, the restructuring means at least one Operations Officer is on duty during Evensong, as well as the Verger (who is in Evensong), ensuring		Ongoing review Head of Visitor Experience and Chapter Steward	<p>This point raised by SCIE has been adequately answered via the introduction of VWAs and the new Operation team; all structures and processes to be kept under regular review</p> 



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			greater security and safety for visitors and worshippers.			
6	Can the cathedral clarify whether people other than parents, can with appropriate notice, pick choristers up?	3.1 (page 12)	Since 2020 parents have been able to email of changes: choristers@gloucestercathedral.org.uk (which is picked up by all music staff on duty), or in an emergency by phone and this is clearly conveyed in the handbooks.		Ongoing annual review Director of Music and Chapter Steward	This point raised by SCIE has been adequately answered and will be kept under review. 
7	Can an equal opportunity for the parents from the three newer choirs be created to proactively raise issues with the music department?	3.1 (page 12)	Separate meetings are held termly (after a respective Evensong) for boy and girl chorister parents. They were held last on 6 th and 8 th October 2021. They are scheduled for each term. Youth Choir, Middle Choir and Junior Choir meeting will be annually are scheduled for spring 2022.		Ongoing review Director of Music and Chapter Steward	This point raised by SCIE has been adequately answered and will be kept under review. 
8	Would it be helpful to include details of survivor organisations – e.g. MACSAS, NAPAC or the Survivors' Trust in the resources section of the Safeguarding Handbook?	3.2 (page 14)	Nov 2021: The Safeguarding handbook is being further updated in November 2021 and these details will be included.	Chapter Steward to bring updated Safeguarding Handbook to Chapter Dec 2021	Head of Safeguarding / Safeguarding Lead and Chapter Steward	This point raised by SCIE has been partially answered and will be completed once the SG handbook is signed off by Chapter Dec 2021; 

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9	How can the cathedral ensure all staff and volunteers are picked up in the safeguarding training programme?	3.4 (page 16)	<p>The Church of England safeguarding training framework changed in 2021 so that most courses are now online.</p> <p>There has been a hiatus in the training programme caused by Covid and the move to the new framework.</p> <p>The Cathedral has a plan for all staff eligible for Basic or Foundation courses to complete these before the end of 2021 and for all volunteers to study Basic courses in Q1 of 2022.</p> <p>Records are kept on PeopleHR for staff and on the Harlequin database for volunteers.</p> <p>There are twice yearly meetings between Head of Visitor Experience and Safeguarding Team to ensure the training plan is effective.</p>	<p>Staff complete Basic and Foundation by end of 2021</p> <p>Volunteers complete Basic training Q1 2022</p>	<p>Chapter Steward (by end 2021)</p> <p>Head of Visitor Experience (Q1 2022)</p>	<p>Covid and the move to the new training framework has caused delays but the training programme re-starts November 2021.</p> 
10	What are the expectations around training for paid and voluntary staff and are these clearly	3.4 (page 16)	Safeguarding and training requirements are clearly set out in volunteer agreements/policy/training schedules and in the staff handbook.		Ongoing review Safeguarding Lead and Chapter Steward	This point raised by SCIE has been adequately answered and will be kept under review.

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	communicated to people?		The Cathedral has recently produced a staff welcome pack for new staff and which includes this information.			
11	Can references consistently address questions of safeguarding where appropriate? (Safer Recruitment)	3.5 (page 16)	Chapter will introduce quarterly checks of the staff and volunteer files by the lead member of Chapter for Safeguarding. Nov 2021 Quarterly checks were suspended during Covid restrictions in 2020 and into 2021. These have been resumed in the Autumn 2021 and will include staff checks	Quarterly checks/audit of references in personnel files to be initiated	Chapter Lead - Quarterly checks resumed Autumn 2021	This point raised by SCIE has been adequately answered and will be kept under review. 
12	How can the Nominated Safeguarding Person, (NSP) role most effectively be established so it is an effective liaison between the cathedral community, the DSAs and other senior people in the cathedral?	4.2 (page 19)	The role of NSP is relatively new and needs to be reviewed within the wider context. Nov 2021 Due to Covid restrictions in 2020 and into 2021, and with congregations only recently back to attending worship, this action has not been progressed, but needs to be re-activated.	Dean and lead member of Chapter for Safeguarding to meet with the NSP	Meeting to take place asap	November 2021: Meeting between Chapter lead for Safeguarding, Dean and NSP, still to happen. 

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13	Is the DSA's supervision frequent enough?	4.2 (page 19)	DSAs are supervised regularly as part of their employment contracts and Chapter believes this meets best practice.	Supervision to continue as before	Ongoing review - Head of Safeguarding	This point raised by SCIE has been adequately answered and will be kept under review. 
14	Can the complaints procedure be strengthened, in particular so that complaints about safeguarding can be addressed internally where possible, and then go to an independent person if they need to be escalated?	5.2 (page 22)	Nov 2021: A new Complaints' Policy has been approved by Chapter October 2021.		Ongoing review Chapter Steward	This point raised by SCIE has been adequately answered and will be kept under review. 
15	Can a whistleblowing procedure for volunteers be set out?	5.3 (page 22)	A new Whistleblowing Policy will be considered by Chapter in November 2021	Include Whistleblowing procedure in Volunteer Handbook	Ongoing review Chapter Steward	Oct 2019: Whistleblowing policy has been added to the Volunteer Handbook on

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						25/09/2019 – completed 
16	Can whistleblowing procedures for both employees and volunteers contain details of Protect?	5.3 (page 22)	A new Whistleblowing Policy will be considered by Chapter in November 2021 and will include details of Protect	Include details of Protect in Whistleblowing policies	Ongoing review Chapter Steward	Oct 2019: Will be included in staff handbook update for New Year 2020 - – completed 
17	Can the DSAP chair have regular meetings with The Dean?	5.4 (page 23)	First annual meeting took place in 2019. But annual meeting in 2020 didn't take place and the meeting in 2021 has been delayed due to Covid. Minutes of every Safeguarding Advisory Panel meeting will also be shared with Chapter.	A further annual meeting will be scheduled early 2022 Minutes of meetings to be shared with Chapter	Second meeting to be scheduled early 2022	This point raised by SCIE has been partially answered; One meeting between the Dean and DSAP Chair has taken place (2019) and further annual meetings have been diarised 

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18	What will be the focus of the new Chapter safeguarding lead?	5.5 (page 24)	<p>The Chapter Safeguarding Lead will sit on the Safeguarding Advisory Panel (SAP) meetings, carry out quarterly Safer Recruitment checks for volunteers and staff and provide feedback in the standing agenda item on safeguarding including training.</p> <p>Nov 2021 Quarterly checks were suspended during Covid restrictions in 2020 and into 2021 but have been resumed Nov 2021</p>	Lead Chapter member	Ongoing review – Chapter Safeguarding Lead and Chapter Steward	<p>Nov 2021: review meeting held with Head of Safeguarding and Chapter Safeguarding Lead and Chapter Steward.</p> 
19	How can the proposed stakeholder group best support Chapter in its safeguarding work?	5.5 (page 25)	<p>The Cathedrals' Measure gained Royal assent in April 2021. Gloucester Cathedral will be one of the first cathedrals to implement the Measure and is currently drafting the new Constitution and Statutes and Advisory Body Terms of Reference. The Advisory Body will be the equivalent of the 'stakeholder group' referred to by SCIE.</p>			<p>Nov 2021: Lawyers are currently drafting Constitution and Statutes and Advisory Body Terms of Reference. It is hope the Advisory Body is launched in the Spring of 2022.</p> 

DATE For NEXT CHAPTER REVIEW – May 2022