



**DURHAM  
CATHEDRAL**  
THE SHRINE OF ST CUTHBERT

# DURHAM CATHEDRAL SAFEGUARDING SCIE AUDIT ACTION PLAN



At Durham Cathedral Safeguarding is a priority and at the heart of everything we do.

The Social Care Institute for Excellence (SCIE) visited Durham Cathedral on the 6<sup>th</sup>, 7<sup>th</sup> & 8<sup>th</sup> July 2021 to carry out a Safeguarding Audit.

The audit was an opportunity for Durham Cathedral to assess its current safeguarding arrangements which included its safeguarding policy, practices, leadership and management along with its general safeguarding culture.

The audit was an opportunity to identify how we can further improve safeguarding in the future.

The SCIE audit report was published in August 2021 and is available on the Cathedral website [Durham Cathedral Safeguarding Audit](#)

The audit report was extremely positive and showed our commitment to safeguarding at Durham Cathedral.

The below action plan contains the questions that the SCIE Audit Team have asked us to consider and respond to.

The plan contains responses, actions, who is responsible for these, the timescales for completion and the action status.

SCIE require that all cathedrals publish an action plan within three months of the of the final audit report and this plan was posted online (18<sup>th</sup> November 2021).

Durham Cathedral have chosen to go above and beyond the requirements of the SCIE Audit Team. This action plan will address the questions raised by the audit and will also help us to identify how we can further develop and improve our excellent safeguarding arrangements in the future.

Our aspiration is to implement all actions during 2021, finalise the action plan in 2022 and show our safeguarding priorities going forward.

The action plan will be monitored and updated by Durham Cathedral Strategic Safeguarding Group. Chapter at Durham Cathedral have full oversight and scrutiny of the action plan. For further information please contact [safeguarding@durhamcathedral.co.uk](mailto:safeguarding@durhamcathedral.co.uk)

The following abbreviations are used in the audit and action plan.

CO: VEE – Chief Officer: Visitor Experience & Enterprise, ACO: People – Assistant Chief Officer: People, CSO – Cathedral Safeguarding Officer,

DSA – Diocese Safeguarding Advisor, DSAP – Diocesan Safeguarding Advisory Panel,

ELT – Executive Leadership Team, Chorister Supervisor – CS, DCSF – Durham Cathedral Schools Foundation.

**The following action plan lists each category in the order raised in the SCIE Audit Report.**

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Audit Section	Audit Observation	Lead Person	Cathedral Response	Agreed Actions, Result & Future Aspirations.	Delivery Timescale
Vulnerable Adults <b>3.1.29</b>	How might the Cathedral satisfy itself that regular visitors who show signs of having mental health issues are adequately identified and supported?	Lead – CO: VEE Support - Volunteers Manager & HR Manager	Volunteer Listening Service provides a complementary service to the clergy for anyone who wants to talk to someone. Effective signposting to appropriate agencies.	Review of service currently underway. Plans to make links with local external partners to access additional support, training etc.	30 April 2022
			Regular training for staff and volunteers to raise awareness of conditions, and develop strategies for supporting visitors. Offered through the Wellbeing for Life Team and Dementia Friendly Durham City (example external partners) in areas such as mental health awareness, Mental Health First Aid, autism awareness, stress and resilience, Dementia Friends.	Training has been offered online since pandemic when face to face sessions were forced to cease. Some face to face sessions have commenced when possible and these have been positively received. The Cathedral has a safeguarding 2021/2022 training plan which includes these areas.	30 November 2022
			Awareness connected to signs and symptoms will be enhanced using the safeguarding newsletter and through training, for example, Mental Health First Aid training.	The Cathedral plans to create a list of Mental Health First Aiders alongside physical First Aiders.	30 June 2022

			Information shared as appropriate with Vergers, Porters, other staff and volunteers on anyone who may present with extreme behaviours. Clear lines of communication and reporting to ensure staff and volunteers feel supported and information shared more widely with police / Diocese as appropriate.	The CSO will where appropriate record a plan to manage and support those individuals who require this. This information/plan will be located to enable access when required. This will be an ongoing process.	30 April 2022
Vulnerable Adults <b>3.1.29</b>	How can the Cathedral promote itself as a place of refuge and comfort to local people who might never have thought of visiting?	Lead – CO: VEE Support - Volunteers Manager	The Cathedral has a Volunteer Listening Service (see first action). In addition to this the Cathedral has voluntary chaplains on duty each day in the Cathedral. Spiritual guidance and support is currently provided via these chaplains who are available in the Cathedral throughout each day.	Consideration to be given to how the Cathedral promote this valuable service - Ongoing	30 April 2022
			The Cathedral has a safeguarding link on the front page of the web page. The safeguarding page contains links to national and local policies. The web page is reviewed regularly and new ways will be considered to promote this area including the use of social media.	Ongoing/Current	30 November 2022

			Vergers have contacts with a range of external partners to offer particular support as required, such as hostels, foodbanks, etc. This is to be reviewed to explore further avenues to engage with people/agencies.	Current/Ongoing	30 June 2022
			The Cathedral performs regular themed services raising the profile of these areas of concern, for example the white ribbon service.	These services are planned and advertised in advance on the web page.	30 June 2022
			The Cathedral aims to rebuild the community outreach work following the pandemic to reach harder to reach communities and encourage interaction with the Cathedral.	Ongoing	31 March 2022
Children 3.1.52	How might other areas of the Cathedral assist the Education Centre in developing its outreach programme for schools, and for adult learners?	Lead – Head of Visitor Experience Support – Support - CSO	As we re-open the Cathedral's Education service, we will consult with the other business units (Mission & Ministry, Fabric & Collections along with Support Services) as to how the Cathedral can support the content of the outreach programme for schools and adult learning.	Consult with business units in Spring 2022. Develop content for outreach and adult learning Summer 2022. Start delivery of new content Autumn 2022.	31 October 2022

<p>Children <b>3.1.53</b></p>	<p>How might the Cathedral further develop information sharing with schools regarding risk assessment and understanding of pupils for whom there are safeguarding concerns?</p>	<p>Lead – Head of Visitor Experience Support – CSO</p>	<p>Develop processes and operating procedures to ensure that we collect the right amount of data from schools, act on this data and put the correct measures in place.</p>	<p>Develop and write new processes by February 2022, including all members of Education team. Implement new processes from March 2022.</p>	<p>31 March 2022</p>
<p>Choirs &amp; Music <b>3.2.16</b></p>	<p>How might the Cathedral ensure that safeguarding incidents reported to the school have been managed and how confident is the Cathedral that relevant information is shared with the CSO?</p>	<p>Lead – Master of the Choristers &amp; Organist, Support – CSO &amp; (DCSF)</p>	<p>Embed this as a process into policies and procedures.</p>	<p>Update current safeguarding policy and the Durham Cathedral Schools Foundation Safeguarding Policy.</p>	<p>31 March 2022</p>
			<p>Develop a bespoke training package as per Safeguarding Training Plan 2021/2022. This will involve all staff and volunteers involved in the supervision and teaching of choristers and music department staff. The training will involve potential scenarios.</p>	<p>Bespoke Training to be carried out with the music department. This will be included as part of this training.</p>	<p>31 March 2022</p>

<p>Choirs &amp; Music 3.2.17</p>	<p>What process might be put in place should the situation arise that a Lay Clerk refuses for their personal information to be shared with the school and placed on their Single Central Record?</p>	<p>Lead – Vice Dean Support – ACO: People &amp; Master of the Choristers &amp; Organist</p>	<p>Durham Cathedral is working in partnership with DCSF that enables DCSF to include Lay Clerks and/or Scholars on the School’s SCR.</p>	<p>Durham Cathedral will assess the GDPR implications of DCSF’s request for personal data of Cathedral employees and scholars to be provided by the Cathedral to DCSF and seek to identify a solution. Discussions to take place with DCSF regarding a process going forward.</p>	<p>30 April 2022</p>
<p>Choirs &amp; Music 3.2.8</p>	<p>How will the Cathedral interact with Choristers and their parents to assess the impact of the new Chorister Supervisor post in order to gain the maximum benefit for all?</p>	<p>Lead – Master of the Choristers &amp; Organist, Support – CSO &amp; (DCSF)</p>	<p>This post is a new post. A review will take place after three and six months and all stakeholders will be consulted as appropriate.</p>	<p>Ongoing</p>	<p>30 April 2022</p>
<p>Choirs &amp; Music 3.2.14</p>	<p>Would chorister parents appreciate a handbook that informs them of expectations and responsibilities within the choir?</p>	<p>Lead – Master of the Choristers &amp; Organist Support – CSO</p>	<p>A handbook has been in place for some time but was inadvertently not made available to the SCIE Auditors. This will be reviewed and amended annually and will include the newly formed DCSF.</p>	<p>Ongoing</p>	<p>31 March 2022</p>

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<p>Bell Ringing 3.2.25</p>	<p>How can the Cathedral maintain and build upon the relationships being made with the Bell Tower and keep ringers feeling included as part of the Cathedral community?</p>	<p>Lead -ACO: People Support - CSO</p>	<p>Durham Cathedral has developed a positive relationship with Durham Cathedral Guild of Bell ringers. The Cathedral has a Partnership Agreement in place, which was finalised in August 2021. This is the first Partnership Agreement with the bell ringers and formalises the Cathedral's commitment to the Durham Cathedral Bell Ringers and our relationship. It is envisaged that this will further develop our relationship, particularly through our commitment to the environment, bells and bell frames, training, and health, safety and well-being of the Bell ringers. It will be reviewed annually and assessed during the first year.</p>	<p>Complete training and other identified actions as per Partnership Agreement. Monitor how effective the Agreement has been during its first year and review and amend in August 2022. Complete a Questionnaire with bell ringers to establish how the relationship has developed since the Agreement was implemented.</p>	<p>31 July 2022</p>
<p>Training 3.5.5</p>	<p>How can the Cathedral assess the requirement for additional training for specific staff and volunteers?</p>	<p>Lead – Volunteers Manager Support - CSO &amp; HR Manager</p>	<p>The Cathedral will be undertake an Employee Engagement Survey, which is imminent. The findings and additional training identified will be included in the 2021/2022 Safeguarding Training Plan.</p>	<p>Current</p>	<p>30 April 2022</p>
			<p>Regular briefings as well as informal communication take place with volunteer Senior Stewards who know their teams well and can pick up and pass on any issues.</p>	<p>Current</p>	<p>30 April 2022</p>

			The Cathedral has a 2021-22 Safeguarding training plan. The Safeguarding Operational Group meet regularly and assess issues occurring. Anything identified will be added to the training plan and documented in the minutes of these meetings.	Current	30 April 2022
			The Cathedral will continue its commitment to retain Better Health at Work Maintaining Excellence Award.	Current	30 November 2022
			Training is offered regularly to volunteers as available – alongside frequent opportunities for volunteers to specify areas of interest. All training is recorded on individuals training records.	To increase demographic diversity of staff, volunteers and visitors.	30 November 2022
			Equality, Diversity & Inclusivity training has been identified for Cathedral staff and volunteers.	The Cathedral will roll out EDI training to staff and volunteers in 2022	30 November 2022
			The Cathedral is reviewing data evaluation, including who has completed training, training outcomes, etc.	To be able to better ascertain who takes up training offered and if not, why not.	30 November 2022
			The Cathedral's implementation of a HR system and a Volunteer system (Better Impact) will enable improved training data accessibility and evaluation.	Provide a more efficient and effective platform / one stop shop for training and record keeping.	30 November 2022

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			All staff and volunteers complete the BASIC & FOUNDATION Safeguarding Training as standard. Additional individual training needs are discussed at interview and during induction, where volunteers are encouraged to specify any further training needs at that point. Evaluation forms are completed following every training course.	Current	30 November 2022
Policy, Procedure & Guidance 4.1.8	How confident is the Cathedral that policies apply equally to both staff and volunteers?	Lead – ACO: People Support – Volunteers Manager & HR Manager	<p>Durham Cathedral’s employment related policies are undergoing a review, to modernise and ensure they are fit for purpose.</p> <p>It is recognised that some employment policies encapsulate volunteers as well as referencing the Chorister School.</p> <p>It is volunteering best practice to ensure that policies are relevant and fit for purpose for volunteers and are not purely replicating staff policies. Terminology and process should be adapted to make them as accessible and avoid contractual obligations.</p>	<p>Review of all employment related and volunteers’ policies currently in use, identifying those policies where there is overlap and synergy and lend to integration for both staff and volunteers, and those policies that are more appropriate to be separate.</p> <p>Volunteer policies and procedures to be uploaded onto the Volunteer system (Better Impact).</p>	<p>30 April 2022</p> <p>30 April 2022</p>

<p>Policy, Procedure &amp; Guidance <b>4.1.9</b></p>	<p>Could the links between the Cathedral website and the National Church suite of policy and practice guidance be improved?</p>	<p>Lead – ACO: People Support – Volunteers Manager &amp; HR Manager</p>	<p>Review the information currently available on the Cathedral web page and embed links to national policies and guidance.</p> <p>The Cathedral web page is currently under review with a new design being considered. This will enable safeguarding to be even more prominent than it currently is. In the interim the current web page will be reviewed to ensure it is current and up to date.</p>	<p>Currently being reviewed.</p> <p>Ongoing</p>	<p>31 January 2022</p> <p>30 November 2022</p>
<p>DSA &amp; CSO <b>4.2.10</b></p>	<p>Is there any obstacle to sign-off of the Cathedral Safeguarding Officer's supervision contract?</p>	<p>Lead – ACO: People Support – CSO</p>	<p>The formal agreement is in the process of being finalised.</p>	<p>Ongoing</p>	<p>31 December 2021</p>
<p>Recording &amp; IT Systems <b>4.3.6</b></p>	<p>Should others have access to the CSO's current system of recording and should the CSO have access to</p>	<p>Lead – CSO</p>	<p>The system of recording safeguarding incidents and enquiries can be accessed by specific people who have authorised access to the relevant IT drive. The recording system is clear and available to these specific individuals.</p>	<p>Ongoing</p>	<p>31 March 2022</p>

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	CPOMs so that it enhances the investigation and is accessed by everyone with access to the folder?		The CSO does not have access to CPOMS however the Music Department currently do. The CSO's access will be considered and discussed with DCSF and the Music Department. Consideration will be given to the advantages of this access going forward.	Ongoing/Under Review	31 March 2022
Leadership & Accountability 5.1.8	How might the Strategic Safeguarding Committee develop a system to self-audit the effectiveness of safeguarding measures?	Lead – Canon Pastor	A system is currently in place where Chapter do this. This should be reviewed and consideration given to setting parameters. A review of the process and consideration to be given to possibly involving the Audit & Risk Committee in this process. An Annual Report to Bishop and an annual report to the Chapter is also produced detailing safeguarding in the previous twelve months.	Ongoing	31 March 2022
Complaints about the Safeguarding Service 5.2.4	What are the sticking points to finalising the safeguarding complaints policy?	Lead – ACO: People Support – CO: VEE	Durham Cathedral does not have a formal Compliments and Complaints Policy and Procedure in place. The Cathedral is assessing a formal Compliments and Complaints Policy and Procedure, which will include safeguarding, or an independent Safeguarding Complaints Policy and Procedure.	Ongoing	31 March 2022

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Whistleblowing <b>5.3.3</b>	Should the Cathedral revise and reissue the Whistleblowing Policy, adding information about external agencies?	Lead - ACO: People	The Whistleblowing Policy has recently been reviewed. The Cathedral will undertake a further review of Whistleblowing Policy and will incorporate the inclusion of information relating to external agencies as part of the review.	Ongoing. The Cathedral to undertake a further review of Whistleblowing Policy.	31 December 2021
Safeguarding Advisory Panel <b>5.4.15</b>	Would the Strategic Safeguarding Committee benefit from independent chairing?	Lead – Canon Pastor	The Strategic Safeguarding Group is currently chaired by Canon Michael EVERITT. Consideration to having an independent chair has been added to the agenda for discussion at the November 2021 meeting.	This is under review.	31 March 2022
Leadership & Management <b>5.5.8</b>	How can the clergy keep up the momentum given to the theology of safeguarding given by their recent training?	Lead – Canon Pastor	The Cathedral will include key messages in the monthly newsletter issued by Canon EVERITT. In addition to this we will look at ways to develop this area further going forward.	Ongoing	30 April 2022

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<p>Culture 5.5.35</p>	<p>What opportunities exist to further actively promote issues of inclusivity, equality and tolerance – particularly in recognition of the recently increased focus on national social justice issues?</p>	<p>Lead – ACO: People Support – Canon Pastor</p>	<p>The Cathedral has updated its Equality Monitoring Form attached to its Application Form and has a commitment to undertake the Equality Monitoring of recruitment, selection and appointment exercises.</p>	<p>The Cathedral will complete an Equality Monitoring assessment of each recruitment, selection and appointment exercise and an annual Equality Monitoring assessment of each recruitment, selection and appointment exercise.</p>	<p>30 June 2022</p>
			<p>The Cathedral has completed a Job Evaluation Phase 1 exercise that has led to the implementation of an equality proofed pay and grading structure for senior management and is to commence Job Evaluation Phase 2 with the aim of implementing an equality proofed pay and grading structure for the rest of the workforce.</p>	<p>The Cathedral has completed a Job Evaluation Phase 2 with the aim of implementing an equality proofed pay and grading structure for the workforce.</p>	<p>30 April 2022</p>
			<p>The Cathedral acknowledges the requirement to gain a more detailed understanding of the diversity demographics of the Cathedral workforce and volunteers and to implement an action plan to address imbalances and under representation, particularly for those groups that fall under protected characteristics.</p>	<p>The Cathedral undertakes an assessment of its workforce (either through a form completion or the implementation of the HR system/Better Impact system) to gain a detailed understanding of the diversity demographics of the Cathedral workforce and volunteers.</p> <p>The Cathedral will implement an action plan to address imbalances and under representation within the staff and volunteer cohort, particularly for those groups that fall under protected characteristics.</p>	<p>30 November 2022</p>

			The Cathedral acknowledges the requirement to provide staff and volunteers with a greater understanding of equality, diversity and inclusivity and is committed to rolling out relevant and appropriate training in 2022.	The Cathedral will roll out a programme of equality, diversity and inclusivity training in 2022 that is relevant and appropriate to staff and volunteers.	30 November 2022
			Durham Cathedral has actively participated in Durham City Pride 2021. This will be an ongoing engagement and we will build on the success of previous events.	Ongoing	30 November 2022

**Safeguarding is a priority at Durham Cathedral.**

We are committed to following government and Church of England guidelines for safeguarding children and vulnerable adults, and good working practice, including safer recruitment of volunteers and paid workers.

If you have any concerns regarding the safety or welfare of a child or vulnerable adult contact the Cathedral Safeguarding Officer on 07951624103 or via email: [safeguarding@durhamcathedral.co.uk](mailto:safeguarding@durhamcathedral.co.uk)

**If a child or adult is in immediate danger or requires medical attention,  
call the emergency services on 999.  
Do not delay.**

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