

## **WCTA Ltd (Anglican Shrine of Our Lady of Walsingham)**

### **Safeguarding Policy (inc. the protection of young people and vulnerable adults)**

WCTA Ltd (The Anglican Shrine of Our Lady of Walsingham) is fully committed to safeguarding the welfare of all children, young people and vulnerable adults. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children, young people and vulnerable adults from harm, abuse and exploitation. WCTA Ltd acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

Paid staff and volunteers will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

WCTA Ltd works within the Church of England guidelines and where applicable seeks advice from the nominated Diocesan Safeguarding Adviser.

**WCTA Ltd has an appointed member of staff who is responsible for dealing with any safeguarding concerns. This named person is:**

**Caroline Ward**

**Tel: 01328 824205 or 07510 575028**

**E mail: [c.ward@olw-shrine.org.uk](mailto:c.ward@olw-shrine.org.uk)**

In her absence workers and volunteers should contact Fr Ben Eadon in his Office in the College (01328 824204) e mail: [b.eadon@olw-shrine.org.uk](mailto:b.eadon@olw-shrine.org.uk) or the Diocese of Norwich Safeguarding Adviser – Sue Brice. Tel: 01603 882345 ext 3205; email: [sue.brice@dioceseofnorwich.org](mailto:sue.brice@dioceseofnorwich.org) if Fr Ben Eadon is unavailable. In an emergency, if none of the above are available, the police/Children's Services should be contacted.

Further details about what to do in the event of a suspicion of abuse or a disclosure of abuse are given in this policy.

## **Our work with children, young people and vulnerable adults**

The Schools Department and Hospitality Directorate welcome people of all ages to the Shrine including children, young people and vulnerable adults from schools, colleges, parishes and other institutions for day and residential visits. A series of 'special events' for children, young people and families are organised throughout the year, some take place on the shrine site where accommodation is provided in our buildings and others in designated areas e.g. a campsite on the outskirts of the village.

## **The purpose of this policy**

This policy and the procedures outlined herein are in place to ensure that all concerns about the care and protection of children/young people/vulnerable adults are effectively managed. All workers (both paid and volunteers) are required to implement the procedures, not solely those who work with children/young people/vulnerable adults.

## **The purpose of these procedures**

These procedures have been designed to ensure the welfare and protection of all children/young people and vulnerable adults who access the services of WCTA Ltd.

These procedures recognise that the protection of children/young people and vulnerable adults can be a very difficult subject for workers to deal with to the extent that it is sometimes easier to close your eyes to what is happening or believe that it is somebody else's problem to deal with.

WCTA Ltd. is committed to the belief that this is everyone's responsibility and therefore the aim here is to provide guidelines that will enable workers and volunteers to act appropriately regarding any concerns that arise in respect of a child/young person/vulnerable adult.

In implementing this policy WCTA Ltd will:

- Ensure that all workers understand their legal and moral responsibility to protect children, young people and vulnerable adults from harm, abuse and exploitation;
- Ensure that all workers understand their responsibility to work to the standards that are detailed in WCTA's Safeguarding Policy and work at all times towards maintaining high standards of practice;
- Ensure that all workers understand their duty to report concerns that arise about a child, young person, vulnerable adult's or a worker's conduct

towards a child/young person or vulnerable adult, to WCTA's named person for child protection;

- Follow the current Church of England Safer Recruitment and People Management guidance for the appointment of all clergy, staff and volunteers. It will ensure that clergy, paid staff and volunteers, who work with children and young people, have an up to date enhanced DBS check and receive appropriate ongoing safeguarding training both are renewable every three years. All new staff complete an Induction programme to include safeguarding, health and safety, and IT systems.
- Work with statutory bodies, voluntary agencies and other faith communities to promote the safety and well-being of children and young people.
- Ensure that the named person understands their responsibilities to refer any child protection concerns to the statutory child protection agencies (i.e. Police/Social Workers/Children's Services/Diocesan Safeguarding Adviser as appropriate);
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
- Provide opportunities for all workers to develop their skills/training and knowledge particularly in relation to the welfare and protection of children and young people;
- Ensure that children and young people are enabled to express their ideas and views on a wide range of issues and will have access to WCTA's complaints procedure;
- Endeavour to keep up to date with national developments relating to the welfare and protection of children and young people/vulnerable adults.

**The role and responsibilities of Caroline Ward (named person for child safeguarding) are:**

- To ensure that all staff are aware of what they should do and who they should go to if they are concerned that a child/young person/vulnerable adult may be subject to abuse or neglect and to offer basic training.

- Ensure that any concerns about a child/young person/vulnerable adult are acted on, clearly recorded, referred on where necessary and followed up to ensure the issues are addressed.
- To record any reported incidents in relation to a child/young person/vulnerable adult or breach of child protection policies and procedures. These will be kept in a secure place and the contents will be confidential.

### **Categories of Abuse**

WCTA Ltd will ensure that all staff members and volunteers gain understanding and basic awareness of categories of abuse through appropriate 'in house' or advanced training, as is necessary.

*See appendix for definitions of categories of abuse*

### **What is a 'vulnerable adult'?**

There are various definitions of what a "Vulnerable Adult" is. Two of them are:

**NHS definition:** Broadly speaking, a vulnerable adult is aged 18 or over, receives or may need community care services because of a disability, age or illness and who is or may be unable to take care of themselves or protect themselves against significant harm or exploitation.

**Church of England definition:** Any adult aged 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of him or herself, or to protect him or herself against significant harm or exploitation. *(Promoting a Safe Church)*

### **A vulnerable person has the right to:**

- Be treated with respect and dignity;
- Have their privacy respected;
- Be able to lead as independent a life as possible;
- Be able to choose how to lead their life;
- Have the protection of the law;
- Have their rights upheld regardless of their ethnicity, gender, sexuality, impairment or disability, age, religion or cultural background;
- Be able to use their chosen language or method of communication;
- Be heard

*(Human Rights Act 1998)*

**Becoming aware of abuse/concerns about a child/young person's/vulnerable adult's safety:**

All members of staff/volunteers will be made aware that abuse/suspicion of abuse/concerns about safety may come to light in a number of ways:-

- A child/young person/vulnerable adult alleges that abuse has taken place (makes a disclosure to a staff member or volunteer) or says that they feel 'unsafe';
- A third party/leader or teacher's concern is brought to our attention or an anonymous allegation is received;
- A child/young person/vulnerable adult's appearance, behaviour, play, drawing or statements are witnessed by a staff member/volunteer and alert them to suspicion of abuse and/or neglect;
- A child/young person/vulnerable adult reports an incident(s) of alleged abuse to a staff member/volunteer which occurred some time ago;
- A report is made regarding the serious misconduct of a worker (i.e. employee of WCTA Ltd or volunteer) towards a child or young person/vulnerable adult.

### **Stages to be followed if there are concerns about a child/young person/vulnerable adult**

WCTA Ltd recognises that it has a duty to act on reports or suspicions of abuse. It also acknowledges that taking action in cases of abuse is never easy. However WCTA Ltd believes that the safety of the child/vulnerable adult should override any doubts or hesitations.

**When worrying changes are observed in a child's/young person's /vulnerable adult's behaviour, physical condition or appearance or if an individual makes a disclosure of abuse to a staff member/volunteer, he/she should:**

**For a visiting school group** inform the named person (Caroline Ward) and record concerns in writing on the designated form. The named person will then inform the school's head teacher *immediately* or contact Children's Services/Police if the individual appears to be in imminent danger. She will also inform the Priest Administrator of the situation.

**In the absence of the named person** the staff member concerned should contact the school's head teacher *immediately* using details supplied on the school's booking form

in the Schools' Office and record details on our designated form, sign, date it, provide full details for the named person on her return. He/she should also inform the Priest Administrator of the situation.

If the staff member feels there is *imminent danger* to the individual concerned they should contact Children's Services/Police *immediately* and also inform the Diocesan Safeguarding Adviser of their actions. (See contact details in appendix).

**During a children's/youth event organised by WCTA Ltd or as part of a residential pilgrimage /family event in the event of a disclosure/report of abuse/concern:**

*Inform the named person* (Caroline Ward) immediately who will make contact with the group leader and individual concerned (if it is deemed appropriate/safe to do so). She will then record all details on the designated form, sign and date it (and request that the staff member does likewise). She will refer the matter to Children's Services/Police/Diocesan Safeguarding Adviser as appropriate. The Priest Administrator will also be informed of the actions taken.

*In the absence of the named person*, staff/volunteers should report the incident to Fr Ben Eadon, Priest Administrator, who will take action as above.

*In the absence of all designated persons:* the staff member/volunteer should contact the Diocesan Safeguarding Adviser or the Bishop's Chaplain in her absence and inform the Priest Administrator straight away. In the event of the above person being unobtainable Police/Children's Services should be contacted for advice.

See appendix for contact details.

**In a situation where a staff member/volunteer is working *closely alongside* a child/young person/vulnerable adult and has concerns/ or a disclosure has been made:**

Initially talk to the individual (if possible) about what you are observing. Do not ask leading questions but it is ok to ask, for example: 'I've noticed that you don't appear yourself today, is everything ok?' Always explain to children/young people/vulnerable adults that any information they have given will not be kept secret – it has to be shared with others;

Listen carefully to what they are telling you if a disclosure is being made and take it seriously;

*Never investigate, ask leading questions or take sole responsibility for a situation where an individual makes a disclosure – refer it on as soon as possible to the named person (Caroline Ward) and tell the individual(s) that you must do this.*

Record what was said in writing as soon as possible after any disclosure using the designated form and ensure it is signed and dated. Hand this to the named person immediately. She will then refer the matter to a head teacher/Children's Services/Police or Diocesan Safeguarding Adviser/Children's Services/police as appropriate.

*In the absence of the named person*, contact Fr Ben Eadon, Priest Administrator (01328 824204) *or in his absence* seek advice from the Diocesan Safeguarding Adviser/Bishop's Chaplain or Children's services / Police in his absence.

The named person must respect confidentiality at all times and file documents securely.

### **The next stage**

The named person will take immediate action if there is a suspicion that a child has been abused or likely to be abused by following the procedures as outlined above. This must be followed up in writing.

The named person may also seek advice and clarity about a situation that is beginning to raise concern through the NSPCC National Child Protection Helpline on 0800 800 5000.

### **Managing Allegations made against a member of Staff or Volunteer**

WCTA Ltd. will ensure that any allegations made against members of staff/volunteers will be dealt with swiftly and in accordance with these procedures:

- The worker must ensure that the child/young person/vulnerable adult is safe and away from the person against whom the allegation is made.
- The named person for child protection/vulnerable adults should be informed immediately – in her absence the matter should be referred to Fr Ben Eadon, Priest Administrator or Diocesan Safeguarding Adviser/Children's Services/Police if he is unavailable.
- In the case of an allegation involving the named person, the Priest Administrator and the Diocesan Safeguarding Officer should be informed immediately. The Revd Preb Philip Barnes, Master of Guardians will also be informed by the Priest Administrator.
- The named person, Priest Administrator or the Diocesan Safeguarding Officer should contact the Local Authority Designated Officer who is based at the Child Protection Unit (Norwich County Council – see appendix for details) for

advice on how to proceed with the immediate situation. Outside of working hours the emergency duty team can give advice and/or in the event of an emergency situation arising, the police.

- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. It is important that the report is an accurate description. The named person (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from either the police and/or social services.
- Regardless of whether a police and/or social services investigation follows, WCTA Ltd. will ensure that an internal investigation takes place and consideration is given to the question of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. The Priest Administrator and the Master of Guardians, The Revd Preb Philip Barnes will instigate this process through the appropriate channels on behalf of WCTA Ltd.

### **Recording and managing confidential information**

The designated form (see appendix) should be completed initially by the staff member/volunteer who receives any allegation or has concerns. Any additional reports (including the named person's written account of what has been reported and by whom) will be attached and stored with this form in a marked file. These will be stored securely in the Engagement Office by the named person – Caroline Ward.

WCTA Ltd's department heads manage confidential information relating to each of their respective departments in accordance with data protection guidelines

All confidential information relating to employees is stored securely in the Shrine Office, Common Place under the supervision of Marisa Kontochristos, Office Manager. This office also acts as the Human Resources Department for WCTA Ltd.

All of the above information will only be shared as requested by Children's Services/Police/Legal representatives acting for those involved/Head Teachers and Governors (in school situations).

WCTA Ltd fully recognises and respects the rights of all children/young people/vulnerable adults/employees and volunteers to confidentiality unless it considers they could be at risk of abuse or harm. In such a situation the named person for child



protection (or other designated staff member who is dealing with the situation on her behalf) will make individuals fully aware of this requirement.

### **Principle of Proportionality**

The key factor in deciding whether or not to disclose confidential information is Proportionality. Is the proposed disclosure a proportionate response to the need to protect the welfare of the child/young person/vulnerable adult?

The amount of confidential information disclosed, and the number of people to whom it is disclosed, should be no more than is strictly necessary to meet the public interest in protecting the health and wellbeing of the child/young person/vulnerable adult.

The more sensitive the information is, the greater the 'person focused' need must be to justify disclosure and the greater the need to ensure that only those professionals who have to be informed receive the material ('the need to know' basis).

### **Relevant Factors:**

- What is the purpose of the disclosure?
- What is the nature and the extent of the information to be disclosed?
- To whom is the disclosure to be made (and is the recipient under a duty to treat the material as confidential)?
- Is the proposed disclosure a proportionate response to the need to protect the welfare of the child/YP/vulnerable adult to whom the confidential information relates?

### **Equal Opportunities**

WCTA Ltd is committed to equal opportunities when recruiting staff/volunteers.

### **Employment of ex-offenders**

DBS disclosure checks are carried out on all volunteers/employees. The named person will contact the Diocesan Adviser for Safeguarding before appointing an employee/volunteer with a criminal record. The Diocesan Adviser for Safeguarding will automatically be notified by DDC (the registered body that processes our DBS disclosures on behalf of the Diocese of Norwich) if a DBS disclosure reveals previous convictions. It may also be necessary to notify the Shrine's insurers if the decision is made to employ a person with a criminal record.

## **GUIDELINES FOR THOSE WORKING/VOLUNTEERING WITH YOUNG PEOPLE and ONLINE SAFETY POLICY**

### **Do not work alone**

- It is not safe for the young people, if an incident occurred there would be no one else to help deal with it
- It is not safe for the worker; if an accusation were to be made there would be no one to stand as witness.
- Avoid being alone in a room/indoor space/tent with young people (and out of sight of other adults).

### **Be clear about boundaries with regard to physical contact:**

- Keep all activities in public and in sight of other adults
- Touch should be related to the young person's needs and would normally be initiated by that person.
- Avoid any physical activities that may be construed as sexually stimulating to the adult or young person

### **Photographs**

For Special Events parental consent is obtained for their child to be photographed and any photographs to be published on the Shrine website or in its publications **only**. You will be informed if permission is not granted for any particular young person. We do not have permission for any photographs which include young pilgrims who can be identified to be reproduced on your personal pages on **Facebook, Instagram, Snapchat or other social networking sites or publications**.

### **Communication via mobile and social networking with young pilgrims**

- Personal phones/smart watches should not be used or on a member of staff's/volunteer's person when taking part in activities with children (unless agreed for a medical, emergency or operational need). Where possible, the designated Education department mobile phone should be used by teaching staff.
- Avoid one-to-one communication via email, Facebook, mobile phone etc. Communication should be in the public domain using group mailings or wall posts
- The Director of Engagement and Education will monitor messages on group chats set up with the organising team for the running of special events. No photographs should be shared.
- Do not give out your personal phone number, email address **or request/accept young pilgrims as friends on your personal Facebook page**.
- There is a Youth Pilgrimage Facebook group page. This can be accessed by the young pilgrims as well as Team members
- Clear and unambiguous language should be used, avoid abbreviations that could be mis-interpreted.
- Texts that raise concerns should be saved and passed on to the Safeguarding Officer, or Priest Administrator. Conversations raising concern should be discussed as soon as possible.

**In the event of a disclosure of abuse** refer to the Shrine's Safeguarding Policy and report immediately to the Safeguarding Officer. Do not investigate or take sole responsibility.

## APPENDIX A

### Emergency Contacts

**Caroline Ward, named person for Safeguarding– Tel: 01328 824205 or 07510 575028**

E mail: [c.ward@olw-shrine.org.uk](mailto:c.ward@olw-shrine.org.uk)

(At weekends contact via Hospitality Department on 01328 820239)

**Fr Ben Eadon, Priest Administrator (Deputy as named person) – Tel: 01328 824204**

E mail: [b.eadon@olw-shrine.org.uk](mailto:b.eadon@olw-shrine.org.uk)

**Diocesan Safeguarding Adviser Sue Brice – Tel: 01603 882345**

E. mail: [sue.brice@dioceseofnorwich.org](mailto:sue.brice@dioceseofnorwich.org) Diocesan House, 109 Dereham Road, Easton, Norwich NR9 5ES

Or in her absence the Diocesan safeguarding team :

[safeguarding@dioceseofnorwich.org](mailto:safeguarding@dioceseofnorwich.org); 01603 882345

Or The Revd Canon Sally Theakston, Bishop's Chaplain 01603 614172

**Norfolk Police: 101 (or 999 in emergency)**

**Suffolk police: 101 (999 in emergency)**

**Local Authority Designated Officer – Norfolk County Council.**

Tel: 01603 223473 Email: [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

**Norfolk Children's Services, Tel: 0344 800 8020**

**Suffolk Children's Services, Tel: 0808 800405**

(This is a central switchboard number – tell them the nature of your call and they will pass you on to the relevant team. This number is also in operation 'out of hours'. )

**Suffolk Children's Services: 0808 800 4005**

#### Other useful advice numbers:

**Churches Child Protection Advisory Service (PCCA): 0845 120 4550**

**NSPCC Child Protection Helpline – 24 hr service – Tel: 0808 800 5000**

E mail: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**NSPCC Asian Helpline**, multi lingual service – ask about this if you require it when you call number above.

**Childline: 0800 1111**

**DDC (Due Diligence Checking – for DBS) registered body for Norwich Diocese: Tel 0845 644 3298**

## APPENDIX B

### WCTA Ltd – The Anglican Shrine of Our Lady of Walsingham

#### REPORT OF SUSPECTED/DISCLOSED ABUSE CONCERNING A CHILD/YOUNG PERSON OR VULNERABLE ADULT

**This form must be completed by the employee/volunteer who suspects or witnesses abuse or to whom a disclosure has been made by a child/young person or vulnerable adult on shrine premises or during an educational visit/special event.**

Name of employee/volunteer\_\_\_\_\_

Job title/department/volunteer role\_\_\_\_\_

Date of incident\_\_\_\_\_

Location of incident\_\_\_\_\_

Time of day\_\_\_\_\_

Full name of child/young person/vulnerable adult concerned

\_\_\_\_\_

Age\_\_\_\_\_ Date of birth\_\_\_\_\_

Full address of child/yp/vul. adult\_\_\_\_\_

\_\_\_\_\_

Name of their next of kin \_\_\_\_\_

Address\_\_\_\_\_

Telephone number (inc mobile if available)\_\_\_\_\_

Name of individual's leader/teacher\_\_\_\_\_

Name and contact details of school (if applicable) and name of head teacher

\_\_\_\_\_

**Report**

*Please record clearly and accurately below everything that has taken place giving as much detail as you can. Please state clearly at the end what immediate action you are taking next. A second sheet may be attached should you require more space. Please sign and date it. **Please hand this report form to the named person – Caroline Ward or her deputy immediately.** Follow policy procedures in her absence.*

Signed\_\_\_\_\_ Print name\_\_\_\_\_  
Date and time\_\_\_\_\_

## APPENDIX C

## CATEGORIES OF ABUSE - CHILDREN

Four definitions of child abuse are used by every local authority in England and Wales:

**Neglect:** Persistently or severely neglecting a child  
Failing to protect a child from danger.  
Failure to carry out important aspects of care.

*e.g. Inadequate food, clothes or warmth; neglect of medical needs; leaving young children alone and unsupervised, neglect of basic emotional needs.*

**Physical abuse:** Actual or likely physical injury to a child

*e.g. hitting, shaking, burning or scolding, biting, giving poisonous substances or inappropriate drugs or alcohol. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in, a child.*

**Sexual abuse:** Involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening.

*e.g. vaginal or anal penetration or fondling of a child, masturbation or oral sex, involving the child in watching sexually explicit or pornographic material, indecent exposure, grooming a child in preparation for abuse (including via the internet)*

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Emotional abuse:** Persistently or severely emotionally ill-treating a child.  
Rejecting a child and thus causing an actual or likely effect on their development.

*e.g. threatening behaviour, bullying, verbal attacks, coercion, taunting, shouting, rejecting behaviour, deprivation of social contact, racial harassment.*

**The House of Bishop's Report adds a fifth category which is defined as:**

**Spiritual abuse:** 'Within faith communities, harm can also be caused by the inappropriate use of religious belief or practice. This can include the misuse of the authority of leadership or penitential discipline, oppressive teachings or intrusive healing and deliverance ministries. If such inappropriate behaviour becomes harmful, it should be referred for investigation in co-operation with the appropriate statutory agencies.'

## APPENDIX D

### DIFFERENT FORMS OF ABUSE - YOUNG PEOPLE/VULNERABLE ADULTS

- Physical** e.g. ill-treatment such as hitting, slapping, pushing, whether or not it causes physical injury; racially or religiously motivated attacks; a requirement for someone to work in an unsafe environment.
- Emotion or psychological** e.g. use of threats or fear; misuse of power in a relationship, bullying, harassment, lack of privacy or choice, deprivation or social contact or deliberate isolation, making someone feel worthless, verbal abuse, humiliation, blaming, coercion.
- Neglect** e.g. any neglectful pattern of behaviour which seriously impairs another person. Can include failure to intervene, not giving personal care, deliberately withholding visual or hearing aides or food or drink, restricting access to medical services, denying contact with family etc.
- Sexual** e.g. any sexual act carried out without the informed consent of the other - both contact and non-contact.
- No-one should enter a sexual relationship with a person for whom they have pastoral responsibility or have a position of trust. Non-contact abuse includes sexual remarks and suggestions, introduction to indecent material, indecent exposure. Contact abuse may include rape, indecent assault, being forced to touch another person, sexual intercourse or being pressured to consenting to sexual acts.
- Spiritual** e.g. forcing religious ideas onto people, inappropriate use of religious belief or practice, intrusive healing or deliverance ministries.
- Financial or legal** e.g. wilful extortion or manipulation of vulnerable adult's legal or civil rights. Misappropriation of moneys or goods, misuse of finance or property, exploitation of a person's resources, misuse of a position of authority to persuade a person to make gifts or legacies or change a will.