



PORTSMOUTH CATHEDRAL



Safeguarding Policy Handbook

A guide for staff, volunteers,
worshippers & community



portsmouthcathedral.org.uk

Introduction

A beacon and a safe haven, anchored in Jesus Christ.

For centuries Portsmouth Cathedral has been a beacon for people on land and at sea, helping them navigate the passage of time with faith and confidence in God. The Cathedral is home to a lively, inclusive and compassionate community which has a positive impact on the lives of people in its parish as well as in the city and diocese. As a community we are committed to being open to God's will, affirming the good things of past and present, while also seeking further growth and development.

This is also true of our Safeguarding strategy. As a beacon and a safe haven, we want to ensure that all who work or worship at or visit Portsmouth Cathedral are safe and enabled to fulfil their potential as unique human beings made in the image of God.

The Chapter of Portsmouth Cathedral is fully committed to safeguarding, Chapter ensures that appropriate steps are taken to maintain a safer environment for all, to enable staff and volunteers to practice fully and positively Christ's ministry towards children, young people and vulnerable adults, and to respond sensitively and compassionately to victims and survivors. This Safeguarding Policy Handbook sets out our commitment to safeguarding and how safeguarding forms part of our daily lives.

The care and protection of children, young people and vulnerable adults involved in Cathedral activities is the responsibility of everybody who participates in the life of the Cathedral.

To keep everyone safe we will:

- a. promote the welfare of children, young people and adults
- b. work to prevent abuse from occurring
- c. seek to protect those that are at risk of being abused
- d. respond well to those that have been abused
- e. take care to identify where a person may present a risk to others and offer support to them whilst taking steps to mitigate such risks.

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Section 1

Quick Reference

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Purpose of this Handbook

The purpose of this handbook is to group together the Cathedral Safeguarding Policy, and associated policies, procedures and practices so that they can be accessed easily and read and understood together.

The contents of this handbook apply to all Cathedral clergy, staff, office holders and volunteers. Full understanding of, and adherence to, the national and local policies and guidelines should lead to a deepening in the understanding of, and respect for, the rights of children, young people and vulnerable adults as people of faith in the life of the Church.

Under section 5 of the Safeguarding and Clergy Discipline Measure 2016, all authorised clergy, bishops, archdeacons, licensed readers and lay workers, churchwardens and PCCs must have 'due regard' to safeguarding guidance issued by the House of Bishops (this will include both policy and practice guidance). A duty to have 'due regard' to guidance means that the person under the duty is not free to disregard it but is required to follow it unless there are cogent reasons for not doing so. ('Cogent' for this purpose means clear, logical and convincing.) Failure by clergy to comply with the duty imposed by the 2016 Measure may result in disciplinary action.

A key message of this handbook is that **Safeguarding is everyone's responsibility.**

Safeguarding Policy Statement: Promoting a Safer Church

The Chapter of Portsmouth Cathedral has adopted the Church of England Safeguarding Policy Statement:

[Promoting a Safer Church: Safeguarding Policy Statement for Children, Young People and Adults](#)

In accordance with this policy, we are committed to:

- 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 that may pose a present risk to others.

The Cathedral will:

- Create a safe and caring place for all.
- Have a named Chapter Lead to work with the Dean and the Chapter to implement policy and procedures.
- Safely recruit, train and support all those with any responsibility for children, young people and adults to have the confidence and skills to recognise and respond to abuse.
- Ensure that there is appropriate insurance cover for all activities involving children and adults undertaken in the name of the Cathedral and parish.
- Display in church premises and on the Cathedral website the details of who to contact if there are safeguarding concerns or support needs.
- Listen to and take seriously all those who disclose abuse.
- Take steps to protect children and adults when a safeguarding concern of any kind arises, following House of Bishops guidance, including notifying the Diocesan Safeguarding Adviser (DSA) and statutory agencies immediately.
- Offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred.

- Care for and monitor any member of the church community who may pose a risk to children and adults whilst maintaining appropriate confidentiality and the safety of all parties.
- Ensure that health and safety policy, procedures and risk assessments are in place and that these are reviewed annually.
- Review the implementation of the Safeguarding Policy, Procedures and Practices at least annually.

Each person who works within the Cathedral community will agree to abide by this policy and the guidelines established by this Cathedral.

Key Safeguarding Contacts at the Cathedral

Safeguarding @ Portsmouth Cathedral – dedicated email inbox	safeguarding@portsmouthcathedral.org.uk
The Dean The Very Revd Dr Anthony Cane	02392 823300 anthony.cane@portsmouthcathedral.org.uk
The Canon Chancellor and Chapter Safeguarding Lead The Revd Canon Harriet Neale-Stevens	02392 823300 harriet.neale-stevens@portsmouthcathedral.org.uk
Diocesan Safeguarding Advisor Andy Hawkins	023 9289 9665 andy.hawkins@portsmouthanglican.org.uk
The Canon Precentor The Revd Canon Dr Jo Spreadbury	02392 823300 jo.spreadbury@portsmouthcathedral.org.uk
Cathedral Chief Operating Officer (Interim) Isabel Merrifield	isabel.merrifield@portsmouthcathedral.org.uk
Organist & Master of the Choristers David Price	david.price@portsmouthcathedral.org.uk
Head Verger & Precincts Manager (Acting) Maria Mann	maria.mann@portsmouthcathedral.org.uk
Choir Matrons Rachael Forder Catherine O'Leary Cheryll Sewell	choirmatron@portsmouthcathedral.org.uk
Volunteer Coordinator & DBS Administrator for Volunteers Rachael Forder	rachael.forder@portsmouthcathedral.org.uk
DBS administrator for employees Liz Snowball	liz.snowball@portsmouthcathedral.org.uk

External Safeguarding Contacts

Portsmouth – Safeguarding of ADULTS

To report a safeguarding concern:

T: 023 9268 0810

E: AdultSafeguarding@portsmouthcc.gov.uk

Out of Hours: 0300 555 1373

Portsmouth – Safeguarding of CHILDREN

Multi Agency Safeguarding Hub (Portsmouth)

If you think a child is being abused or neglected, please contact the council's Multi Agency Safeguarding Hub (MASH) during office hours:

T: 023 9268 8793

E: mash@portsmouthcc.gov.uk

At all other times, phone the out-of-hours service on 0300 555 1373

Reporting a Safeguarding Allegation or Concern

If you believe a child or adult is in immediate danger of significant or serious harm, contact the emergency services on 999.

All Safeguarding allegations or concerns should be reported within 24 hours to the Chapter Safeguarding Lead or Diocesan Safeguarding Advisor (DSA):

Harriet Neale-Stevens (Chapter Safeguarding Lead)

T: 023 9400 8890

E: safeguarding@portsmouthcathedral.org.uk

Andy Hawkins (DSA)

T: 023 9289 9665

E: andy.hawkins@portsmouthanglican.org.uk

Online Reporting Form: [Reporting a Concern – Diocese of Portsmouth](#)

The Chapter Safeguarding Lead or DSA may need to share information about a concern with statutory agencies. Where a crime is reported, or a child or vulnerable adult is deemed to be at risk of serious harm, the DSA or Chapter Safeguarding Lead has a responsibility to share this information with the Police and Social Services. We will seek your consent to do so, and can support you to make this report yourself. Where consent is withheld, the responsibility to refer remains but efforts to anonymise your details will be made, where possible. Any allegation of abuse made against a Cathedral officer should be reported immediately to the DSA.

Out of Hours

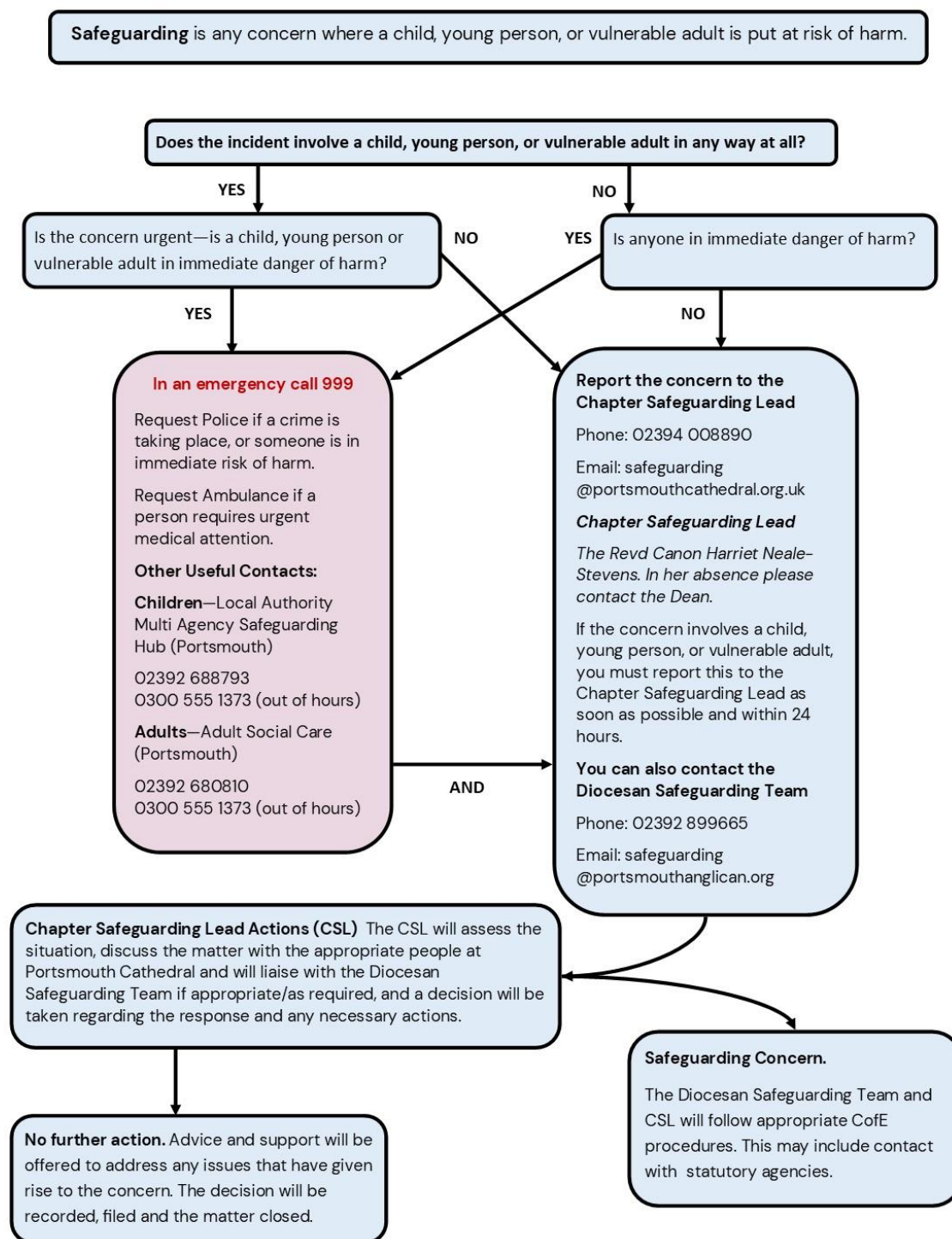
The Diocesan Safeguarding Team also has an out of hours Safeguarding Helpline service available via thirtyoneeight.org (this is available 5pm – midnight & 7am – 9am on Mon-Fri; 7am – midnight on Sat and Sun), on bank holidays and other absences. **To report a concern or seek advice out of office hours, please telephone: 0303 003 1111.**

For further information and Church of England guidance please read:

[responding-to-safeguarding-concerns-or-allegations-that-relate-to-children-young-people-and-vulnerable-adults.pdf](#)

Safeguarding Flow Chart

What to do if you witness, hear, or are told that something could indicate a Safeguarding Concern.



Responding to a Safeguarding Concern: Guidance

Respond

Do:

- Listen.
- Take what is said seriously.
- Only use open questions (who, what, where, when and how?).
- Remain calm.
- Take into account the person's age and level of understanding.
- Check, if face to face, whether they mind you taking note whilst they talk so you can make sure you capture the information correctly. At the end you can check with them that you have understood everything correctly.
- Offer reassurance that disclosing is the right thing to do.
- Establish only as much information as is needed to be able to report to the Diocesan Safeguarding Team and/or statutory agencies.
- Check what the person hopes to happen as a result of the disclosure.
- Tell the person what your next actions will be.

Do not:

- Make promises that cannot be kept (e.g., that you won't share the information). – Make assumptions or offer alternative explanations.
- Investigate.
- Contact the person about whom the allegations have been made.
- Do a physical or medical examination.

Record

- Make some very brief notes at the time, if appropriate, and write them up in detail as soon as possible.
- Do not destroy your original notes in case they are required by the Diocesan Safeguarding Team or statutory agencies.
- Record the date, time, place and actual words used, including any swear words or slang. Include direct quotes in quotation marks.

- Record facts and observable things, not your interpretations or assumptions. Make it clear where your notes reflect your opinion or interpretations.
- Don't speculate or jump to conclusions.

Report

- If there is immediate danger to a child or adult, call the police on 999.
- Otherwise report the concern to your Head of Department or Cathedral Safeguarding Lead immediately.
- Within 24 hours, the Head of Department or Cathedral Safeguarding Lead should report the concern to the Diocesan Safeguarding Team.
- The Diocesan Safeguarding Team will advise regarding reporting to statutory agencies within 24 hours.
- If there is any doubt, seek advice from Children's/Adult's Social Care, or the Police on 101.

Understanding Abuse

All Church Officers/Office Holders staff and volunteers should use the CofE Fact Sheet on Types of Abuses found at this link: [type-of-abuse-reference-document-september-2018-proof-copy.pdf](#)

This is a best practice reference document for use by those who have a role with children, young people and adults. It contains information about the types of abuse which can occur and how to recognise them, including physical signs and symptoms as well as behavioural changes that you might observe. Bear in mind that children, young people and adults may be subject to one type of abuse or a combination of types of abuse. It is informed by the definitions available in Working Together 2018 and the Care Act 2014.

The Chapter has 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. In order to 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.

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.

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.

Children

Children Working Together to Safeguard Children 2018 defines abuse as: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults or another child or children.

Abuse is defined as four categories:

- Physical
- Sexual (e.g. grooming, child sex exploitation, neglect)
- Neglect
- Emotional

Included in the four categories of child abuse and neglect above, are a number of factors relating to the behaviour of the parents and carers which have significant impact on children such as domestic violence. Please note that many types of abuse are also criminal offences and should be treated as such.

Adults

There are many different types of abuse and they all result in behaviour towards a person that deliberately or intentionally cause harm.

The types of abuse are:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Financial and material abuse
- Modern slavery
- Discriminatory abuse
- Domestic violence or abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Spiritual Abuse

Spiritual abuse is a form of emotional (child) and psychological (adult) abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. The key aspect of spiritual abuse is the religious context within which the abuse occurs and the ways people are controlled through the misuse and abuse of religious scripture, divine position, spiritual threats, fear of spiritual consequences and the suggestion of God as complicit. Some or all these features can be used to control or coerce.

For more information on prevention and management, see the link below:

[Guidelines for the prevention and management of spiritual abuse v-5.pdf](#)

Responding to a Disclosure of Domestic Abuse

Initial disclosure

If a victim discloses abuse, the following factors are important:

- Most victims/survivors want to be asked. If you are able to broach the subject, your offer of help could be the first step in enabling them to seek help, e.g. 'How are things at home?' and if it becomes appropriate, 'Is anyone hurting you?'
- Do try wherever possible to talk in a safe, private place where you will not be interrupted, or arrange to talk again (but someone in distress may start talking anywhere).
- Do try to make it clear that complete confidentiality cannot be guaranteed, depending on the nature of what is disclosed. Whilst you might respect an individual's right to confidentiality this cannot be guaranteed i.e. when someone is being hurt and a criminal offence has been committed, someone is in danger, or when children are involved.
- Do take plenty of time to listen and believe what they say. If they sense disbelief they may be discouraged from speaking again.

Immediate action

- Do dial 999 (112 in Europe) if you are witnessing a violent incident or if the person needs medical care. If the victim is in immediate danger, the police should be called. Be aware that intervention may heighten risk, but it is important to explore how to ensure people are safe.
- The safety of children is paramount. If children are involved, a referral to Children's Service needs to be made in addition to calling the police; if possible, encourage the victim to make the referral themselves, perhaps supporting them through the process. The DSA will also need to be informed.

Your response to the disclosure

- Do be sensitive to people's backgrounds and cultures and check your own and their understanding of how the cultural issues affect them. Ask them about what support is available to them from friends and family.

- Do affirm the strength and courage it takes to have survived the abuse and even more to talk about it.
- Do encourage them to seek professional help from a local domestic abuse service who will be able to offer practical safety planning advice, even if they do not want to leave their home. In addition, give information about national specialist helplines and websites (see Appendix).
- Do express concern for their safety and immediate welfare. Do they have somewhere to stay?
- Do ask about the children and their safety and welfare. You may need to persuade them to report any concerns to children's social care. You have no option but to do so if you have received information that a child is at risk.
- Do encourage them to focus on their own needs, something they may not have been able to do since the abuse began but which is critical in helping them to change their situation.
- Do reassure them that, whatever the circumstances, abuse is not justified and not their fault.
- Do ask them what they want from you and the cathedral. Offer help which is in response to their needs and preferences and which lets them keep in control.

Record keeping and follow up

- Do check if it is all right to contact them at home before doing so. Ask them what their preferred means of contact is and confirm that this is safe.
- Do keep information confidential and as a general rule only share with informed consent where appropriate and if possible, respect the wishes of those who do not give consent to share confidential information. You should note that it may still be possible to share confidential information without consent if, in your judgement, it is necessary and proportionate to do so (i.e. there is a good reason), such as where the safety of the victim or (an) other(s) may be at risk. Always keep a record of your decision and the reasons why you decided to share (or not). If in doubt contact the DSA and the Diocesan Registrar.
- Do make a brief objective note of date, facts and context of what you have been told but keep your opinions separate. This should be kept in strict confidence but could be useful in any future prosecution
- You must share the incident with someone who is qualified within 24 hours and can support you to help you to think through the issues and action. This may be the DSA or local safeguarding officer/lead.
- Do seek advice from the DSA or local safeguarding officer/lead to review the safety and risk issues in relation to the alleged perpetrator if they are in the same church. There

may need to be a risk assessment and 'safeguarding agreement' put in place in line with House of Bishops practice guidance. This work needs to be undertaken in consultation with the DSA.

- Victim safety planning should be conducted by a professional, ideally from a domestic abuse service or a statutory agency. There may be an occasion when a victim wishes to discuss their safety with you. It is essential that you seek advice from a DSA before entering into detailed safety planning discussions. This planning would normally be guided by a safety planning format and careful consideration should be given to where and how such information is provided and kept by the victim, to avoid being accessed by the perpetrator.
- If the alleged perpetrator is a church officer you must talk to the DSA and follow the House of Bishops practice guidance on responding to serious safeguarding concerns in relation to church officers.
- Do not give information about the victim's whereabouts to the perpetrator or to others who might pass information on to the perpetrator. Do not discuss with the parish council/other members of a congregation who might inadvertently pass information on to the perpetrator.
- When victims are leaving a controlling perpetrator, they often have to leave with nothing and have access to very limited financial support. Consider how your church can provide practical support to survivors.

Training

Raising Awareness of Domestic Abuse training for further clarity on this subject, available on the Church of England Safeguarding Training Portal, free of charge. In addition, the Responding Well to Domestic Abuse Policy and Practice Guidance, by the Church of England, provides detailed information on forms of domestic abuse, the impact of this and best practice in responding – please follow the link below.

[Responding well to a Disclosure of Domestic Abuse](#)

Responding Well to Victims & Survivors of Abuse

Cathedrals can be well placed, often in the heart of our communities, to offer a safe place for survivors and victims to come and share their experiences, and the Cathedral Chapter and community is committed to responding positively and compassionately to the needs of those who have suffered abuse. We work closely with the Diocese of Portsmouth who in turn work in partnership with external services that specialise in supporting survivors/victims who have experienced abuse, and who can develop a programme of support and care that is centred around their needs.

More information on how the Diocese of Portsmouth can support Victims & Survivors of abuse, including their new Survivor Strategy, can be found here:

[Survivor Care and Support – Diocese of Portsmouth](#)

Listening to and caring for those who have suffered abuse

The Diocesan safeguarding team is responsible for:

- Assisting all parishes where there has been a disclosure of abuse, whether it involves a member of the church community or not.
- Ensuring that any information relating to abuse is treated confidentially and shared appropriately.
- Ensuring that there are provisions of support and care in place to meet the short and/or longer-term needs of survivors/victims
- Ensuring that individuals seeking support are asked what options will best meet their needs
- Offering access to support and care that is provided independently from the church context, and/or
- Making available planned pastoral care within the church context for those who want this.

The nature of any ongoing support needs will be agreed by the Diocesan Safeguarding Team together with the victim/survivor.

Listening Service

The Diocese of Portsmouth has commissioned [thirtyone:eight](#) to offer an independent Listening Service to those who have experienced abuse or have been affected by it. Should you wish to access it, please contact the Diocesan Safeguarding Team for further information at safeguarding@portsmouth.anglican.org

National Support for Survivors

The national Church of England has now launched [Safe Spaces](#), an independent service supporting survivors of church-related abuse.

This service offers support to survivors of church-related abuse whether or not a report has been made. This independent service is run by the charity Victim Support and funded by the Church of England together with the Catholic Church in England and Wales and the Church in Wales. It is free to access via telephone, email or webchat.

- Telephone: 0300 303 1056 (Available: Monday to Friday, 9am–9pm, Saturdays: 9am–1pm, Sundays: 1pm–5pm)
- Email: safespaces@firstlight.org.uk
- Website: [Safe Spaces website](#)

[Responding Well to Victims and Survivors of Abuse | The Church of England](#)

The Code of Safer Working Practice

The Code of Safer Working Practice expresses our commitment to demonstrating God's love by placing the highest priority on the safety of those to whom we minister. It sets out what we expect from anyone who ministers in our cathedral, in both paid or voluntary roles, and is one of the ways we ensure high standards of safeguarding in all we do.

Upholding the Code

All members of staff and volunteers are expected to report any breaches of this code to the Chapter Safeguarding Lead or Diocesan Safeguarding Adviser. Staff and volunteers who breach this code may be subject to disciplinary procedures or asked to leave their role. Serious breaches may also result in a referral made to the relevant statutory agency.

All those working on behalf of the cathedral with children, young people and adults must:

- Treat all individuals with respect and dignity.
- Respect people's rights to personal privacy.
- Ensure that their own language, tone of voice and body language are respectful.
- Ensure that children, young people and adults know who they can talk to about a personal concern.
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or the Chapter Safeguarding Lead. All written records should be signed and dated.
- Obtain written consent for any photographs or videos to be taken, shown, displayed or stored.

In addition, those working with children and young people must:

- Always aim to work with or within sight of another adult.
- Ensure another adult is informed if a child needs to be taken to the toilet.
- Respond warmly to a child who needs comforting but make sure there are other adults around.
- Ensure that the child and parents are aware of any activity that requires physical contact and of its nature before the activity takes place.

All those working on behalf of the cathedral with children, young people and adults must not:

- Use any form of physical punishment;
- Be sexually suggestive about or to an individual;
- Scapegoat, ridicule or reject an individual or group;
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying;
- Show favouritism to any one individual or group;
- Allow an individual to involve them in excessive attention seeking;
- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person;
- Allow strangers to give lifts to children, young people and adults who may be vulnerable in the group;
- Befriend children, young people and adults who may be vulnerable on social media;
- Take photographs on personal phones or cameras as this means that images are stored on personal devices.
- Use messaging or social media to contact a child;
- Email a child without copying in their parent and another member of cathedral staff (this may apply to children over 16 e.g. chorister/servers. Those under 16 should always be contacted via their parent/carer).

In addition, for children and young people, must not:

- Give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances e.g. in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity);
- Smoke or drink alcohol in the presence of children and young people, except when this is a social situation with family members/carers present, e.g. a parish party
- Arrange social occasions with children and young people (other than events which also include family members/carers) outside organised group occasions.

Acceptable Touch

Sympathetic attention, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, can be wholly appropriate. However, abusers can use touch that appears safe to 'normalise' physical contact which then becomes abusive. As a general rule, the use of touch between adults in

positions of responsibility and those with whom they are working or volunteering should be initiated by the person themselves, and kept to the minimum.

In addition to this, always follow the guidelines below:

- Ask permission before you touch someone;
- Allow the other person to determine the degree of touch except in exceptional circumstances (e.g. when they need medical attention);
- Avoid any physical contact that is or could be construed as sexual, abusive or offensive.
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be in response to a person's needs and not related to the worker's needs
- Touch should be age appropriate, welcome and generally initiated by the child, not the worker.

For the avoidance of doubt this document does not apply to church services, including Holy Communion.

The Cathedral follows guidance set out in the Church of England's document, Safer Environment and Activities: [safer-environment-and-activities-oct19_0.pdf](#)

Section 2:

Further Safeguarding Policies, Procedures and Practice Guidance

Managing and supporting offenders or those who may pose a risk
Support for those alleging abuse by a Cathedral officer
Identifying and reporting serious safeguarding incidents to the Charity Commission

Safer Recruitment
Lone working Policy
Hire of Cathedral Premises & External Events
Safeguarding Complaints Procedure

Managing & supporting offenders or those who may pose a risk

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.

In all instances we will work within the national guidelines of the Church of England with individual safety plans that will be shared with the statutory services such as probation as appropriate. These will be reviewed regularly.

The Diocesan Safeguarding Adviser 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 the Chapter Safeguarding Lead, clergy, stewards, and statutory bodies as appropriate to the circumstance.

Support for those alleging abuse by a Cathedral officer

Portsmouth Cathedral follows the guidance set out by the House of Bishops we can be read here: [responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf](#)

Reporting serious safeguarding incidents to the Charity Commission

As a registered charity, Portsmouth Cathedral's trustees must report any "Serious Incidents" occurring within their charity to the Charity Commission. The House of Bishops' guidance explains how to identify when a safeguarding Serious Incident occurs and sets out the procedure for reporting such incidents to the Charity Commission: [Section 4 – Guidance for Cathedral Chapters | The Church of England](#)

What is a safeguarding "Serious Incident?"

A safeguarding Serious Incident is an adverse event, whether actual or alleged, which results in or risks significant harm to the Cathedral's beneficiaries, employees, office holders, volunteers or to others who come into contact with the charity through its work. This includes where there are allegations or incidents of abuse of or risks to beneficiaries or others connected with the Cathedral's activities.

The following are examples of what should be reported to the Charity Commission as a safeguarding Serious Incident:

- A) Vulnerable adults or children have been, or are alleged to have been, abused or mistreated while undertaking Cathedral activities, or by someone connected with the Cathedral or by a Church Officer, for example a trustee, a member of the clergy, an employee or a volunteer;
- B) a member of the clergy, an employee or a volunteer has been abused or mistreated (alleged or actual) and the abuse or mistreatment is connected with the activities of the Cathedral (for example it occurred during a religious service, a home visit by clergy or a pastoral visitor or an activity or event run by the Cathedral);
- C) there has been a breach of the House of Bishops' guidance or other safeguarding procedures or policies at the cathedral which has put other persons who come into contact with the Cathedral through its work at significant risk of harm, including failure to report safeguarding concerns to statutory agencies or to carry out relevant vetting checks which would have identified that a person is disqualified in law, under safeguarding legislation, from working with children, young people or adults;
- D) it is brought to the attention of the person appointed by the Chapter as the lead safeguarding person that an allegation has been made against a Church Officer, employee or volunteer in relation to a safeguarding matter which is not related to their work or volunteering

role in the Cathedral, but the nature of the allegation is such that they are assessed as a potential risk by the Cathedral Safeguarding Advisor and action is taken to manage any identified risk that person may pose to the Cathedral's work;

E) alleged or actual incidents in the workplace which have resulted in or risk significant harm to trustees, employees, office holders or volunteers and are considered to be "serious" in the context of the charity. An incident should always be reported where the level of harm to the victims and/or the likely damage to the reputation of or public trust in the Cathedral and its Chapter is particularly high. For example: allegations of serious sexual abuse of and by a staff member, office holder or volunteer; abuse by a senior member of staff or office holder or if a widespread culture of bullying, abuse or sexual harassment is uncovered.

When should a Serious Incident be reported to the Charity Commission?

The Charity Commission expects Serious Incidents to be reported to it "promptly", i.e. as soon as is reasonably possible after it happens, or immediately after you become aware of it. Failure to report a Serious Incident that subsequently comes to light may be considered by the Charity Commission to be mismanagement, or a serious governance failure. This could result in the Charity Commission taking regulatory action, particularly if further abuse has taken place following the initial Serious Incident that was not reported.

Who should make the Serious Incident Report?

The responsibility for making a Serious Incident report in a timely manner rests with the Chapter as the charity trustees but the Chapter can delegate the reporting of Serious Incidents to a third party. The reporting of safeguarding Serious Incidents to the Charity Commission should normally be delegated to the Cathedral Safeguarding Advisor / the Chapter Safeguarding Lead or the Chief Operating Officer, as appropriate using the Charity Commission's online form.

Informing the NST and others about safeguarding Serious Incidents reported to the Charity Commission Once the Chapter has reported a safeguarding Serious Incident to the Charity Commission, the Chapter must also send a copy of the Serious Incident Report, and a copy of any follow-up reports made to the Charity Commission, to the:

- NST at rsi.nst@churchofengland.org ;
- Diocesan Safeguarding Adviser;
- Diocesan Bishop, as the Visitor for the Cathedral; and
- Cathedral's auditors.

The NST will consider whether:

- a) The House of Bishops' Code of Practice and Guidance, and any other policies and procedures, may require revising, or further training may be needed, in order to address any concerns identified.
- b) Anyone within the wider Church needs to be informed about any Serious Incident that has been reported and, if so, the NST will take the necessary steps to inform the relevant persons, complying at all times with any requirements to maintain confidentiality and to protect sensitive personal data

Safer Recruitment

Portsmouth Cathedral is committed to safely recruiting all staff and volunteers. We carefully select, train and support all those with any responsibility for children and vulnerable adults in the course of their duties, in line with the House of Bishops Safer Recruitment and People Management Guidance. Guidelines for safer recruitment processes can be found by following this link: [Safer Recruitment and People Management Guidance | The Church of England](#)

DBS checks

As part of this process, we undertake Disclosure and Barring Services (DBS) checks for those being recruited who will have frequent contact, or supervise, children and/or vulnerable adults.

For DBS applications and ID checks, please contact:

For employees – Liz Snowball at liz.snowball@portsmouthcathedral.org.uk

For Volunteers – Rachael Forder at rachael.forder@portsmouthcathedral.org.uk

All applicants for posts, whether paid or voluntary will be recruited through safer recruitment processes and references taken up as appropriate.

Roles requiring DBS checks are set out below:

Level	Required by
Enhanced DBS with barred list check (adults and children)	All clergy, Lay Readers, ordinands (through diocese)
Enhanced DBS with barred list check (child workforce)	Organist & Master of the Choristers Sub Organist Organ Scholar Lay Clerks Deputy Lay Clerks Choral Scholars Choir Matrons

	Head Server Servers Leader of Parent & Toddler Group (Canon Chancellor) Tower Captain Deputy Tower Captain Learning and Schools Officer
Enhanced DBS (without barred list check)	Anna Chaplains Anna Friends Church Wardens All members of Chapter Cathedral Vergers Lay Pastoral Assistants (Workers)
Basic DBS check	COO Head of Development & Fundraising Head of Finance Finance Assistant Visitor Experience Manager Volunteer Coordinator

Lone Working Policy

1. Introduction

- 1.1 Portsmouth Cathedral accepts its responsibility to ensure, as far as is reasonably practicable, the health, safety and welfare of its staff and volunteers with regard to situations where they are required to work alone or in isolated areas.
- 1.2 This policy applies to all staff and volunteers who work for the Cathedral in the community, including people's homes or work in Cathedral buildings where they are physically isolated from colleagues, friends or family in the absence of immediate access to assistance.
- 1.3 This policy should be read in conjunction with all the Cathedral's Policies and Procedures and the Staff Handbook, in particular the Cathedral's Health and Safety Policy, Safeguarding Policy and Risk Assessment Policy.

2. Principles

- 2.1 It is recognised that lone working is an everyday and essential practice for clergy as part of their pastoral ministry as well as lay staff and volunteers who support them in this role. It is therefore important that the additional risks that arise from this ministry are fully understood, in order that staff and volunteers can go about their daily work in relative safety. Some of these additional risks arise as a result of the vulnerabilities of those visiting the Cathedral or Cathedral House and those visited in the community. It is therefore essential to consider safeguarding matters carefully.
- 2.2 It is further recognised that other members of staff and volunteers equally have roles which can necessitate working alone in Cathedral buildings; reasonable steps should be taken to ensure that they can work in safety.
- 2.3 Notwithstanding the principles, above, staff and volunteers should normally avoid working alone if it is not a necessary part of their professional roles, and work with others where possible. If this is not feasible, they should be aware of the importance of personal safety and take all reasonable precautions to safeguard themselves from harm, as they would in any other circumstances. The Cathedral does not expect its staff and volunteers to take risks associated with lone working which extend beyond those they might reasonably take in their professional and personal everyday lives. These risks might include those taken in emergency situations in which detailed planning might not always be possible.
- 2.4 Where there is any reasonable doubt about the safety of a lone worker, consideration should normally be given by the Cathedral to undertake other arrangements to

complete the task or activity, such as ensuring individuals work in pairs. It is recognised that there are some situations where this might not be practicable or possible; lone working situations are not always predictable and resources are not always immediately available.

- 2.5 No aspect of this policy should be taken as overriding situations where legal or regulatory provisions prohibit lone working, these might include, for example, some maintenance work and heavy lifting tasks.

3. Purpose

- 3.1 The purpose of this policy is to raise staff and volunteers' awareness of the risks presented by lone working, to identify the responsibilities of each person in such a situation, and to describe the steps that should be taken in order to minimise such risks so as to provide a framework for managing potentially risky situations.
- 3.2 This policy identifies key responsibilities regarding lone working, held by designated bodies and individuals within the Cathedral.
- 3.3 It is recognised that training is required to ensure safe working practices and this policy sets out basic requirements in this regard.
- 3.4 This policy summarises the contexts in which lone working might take place, providing guidance accordingly.

4. Responsibilities

- 4.1 The Chapter is responsible for ensuring that all lone working activities within the Cathedral are formally identified, and appropriate risk assessments are undertaken in order to identify and reduce the risks which lone working presents. In drawing up and recording an assessment of risk, issues such as the context, security, the nature and materiality of the risk and the nature of the task or activity should be considered alongside any other factors appropriate to the circumstances, such as the lone worker's health and fitness, age and gender.
- 4.2 Chapter ensures that the Cathedral has adequate insurance in place to cover all lone working activities which have been formally identified by a risk assessment.
- 4.3 The Chapter ensures that there is adequate provision of, and training in, personal safety devices. This is currently through Peoplesafe fobs which are available through the vergers and centrally monitored. Line Managers are responsible for undertaking risk assessments according to Cathedral policy; this comprises part of their operational management responsibilities. Risk assessments should be considered by Chapter where required by policy. It is recognised that some risk assessments are undertaken externally, for example by contractors undertaking structural work and external

organisations booking Cathedral buildings; these assessments must be logged by the Cathedral and passed on to Chapter for information when indicated.

- 4.4 Line Managers are responsible for identifying staff and volunteers working alone within their department and their location, whether this is on site or off site. They should take responsibility for completion of any necessary risk assessments and informing other staff and volunteers of any known risks by undertaking any necessary planning. It is also their responsibility to ensure that all staff and volunteers within their department are aware of the Cathedral's policy for lone working:
- Ensuring that lone workers are given copies of the findings of the risk assessments and adhere to the control measures identified.
 - Ensuring that the safe systems of work are tested on a regular basis to ensure adherence and adequacy.
- 4.5 The Chief Operating Officer in the capacity of Health and Safety Officer is responsible for ensuring that Line Managers are adequately trained to carry out necessary risk assessments. They should ensure that procedures are developed and safe systems of work introduced which incorporate appropriate support systems. This will include, where appropriate, provision of support enabling staff and volunteers to work safely alone, including necessary equipment (e.g. to facilitate lifting and moving heavy items) mobile phones and personal attack alarms, where appropriate.
- 4.6 Lone workers are responsible for taking all necessary precautions for themselves and other people affected by their work and for co-operating with the Cathedral in meeting the requirements of this policy. This includes ensuring, wherever possible, that they use the Peoplesafe fobs provided by the Cathedral or have constant access to a mobile communication system whilst lone working. Staff must provide:
- Up to date emergency contact details to their head of department, the Chief Operating Officer, Cathedral office and Canon in Residence, as indicated by the situation.
 - Information regarding any known medical condition which may make them unsuitable for working alone, including any chronic medical conditions, for example, diabetes, asthma and epilepsy and temporary situations such as pregnancy. The Staff Handbook should be consulted for more detailed guidance.
- Volunteers are asked to provide up to date emergency contact details and any useful medical information to help the cathedral ensure their health and safety needs are met. In addition, lone workers must:
- Make themselves familiar with any emergency alarm and evacuation procedure for the building in which they are working.
 - Inform their head of department if, with just cause, they feel uncomfortable about entering any lone / isolated working situation.

- Report any incidents, both physical and verbal, in line with the Cathedral Incident Reporting Procedure, including recording relevant events in the Accident Book and recording *untoward incidents*.
- Ensure they adhere to any systems developed for their protection whilst working alone.

5. Risk Assessment

- 5.1 All risks identified to staff and volunteers arising from lone working must be recorded, in accordance with requirements of the Health and Safety at Work Act 1974, and Regulation 3 of the Management of Health and Safety at Work Regulations 1999. The Cathedral's risk assessment and procedures must be adhered to.
- 5.2 Before foreseeable lone working activities are pursued an assessment must be undertaken and the findings recorded. The assessment must include:
- **The identity of a colleague to be informed of the lone worker's whereabouts, who will raise the alarm in the event of no contact within an agreed time.**
 - The availability of safe entrances and exits to buildings.
 - The availability of reliable information regarding the lone worker's whereabouts.
 - Hazards within the working environment or context including its remoteness – hazards should be carefully assessed to include unsafe home environments and risks imposed by animals.
 - Methods of communication and provision of equipment e.g. personal attack alarms, if relevant.
 - Possibility of violence.
 - Risk to working alone.
 - Any Risk to young people and vulnerable adults.
 - Possibility of accidents in the location.
 - Requirements of first aid training.
 - Review date of any longer-term assessments.
- 5.3 Through carrying out risk assessments, it may be identified that a lone worker will need to be monitored. It is therefore the responsibility of the head of department, together with the lone worker, to agree a suitable communication procedure for ensuring regular contact.

6. Training

The perception of risk can be seen differently by each individual, and, therefore, it is important that all lone workers receive relevant information about the identified risks

within their role, so that they are equipped to recognise these, and are enabled to take responsibility for their own safety and security. It is important not to over-emphasize the risks of lone working, nor create unnecessary fear amongst staff and volunteers that is disproportionate to the reality of the risks faced.

- 6.1 All staff and volunteers will be required to complete training on risk assessment and will be fully briefed on this policy to ensure they are able to fulfil their duties effectively.
- 6.2 Lone workers must be suitably experienced, have received suitable instruction and if necessary, training on the risks they are exposed to and the precautions to be used.

7. Practical Guidance for Lone Working

7.1 Working Alone in the Cathedral or one of its buildings

Within this document, lone working refers to situations where individuals, in the course of their duties, work alone or are physically isolated from colleagues and without access to immediate assistance. In this regard, Chapter will ensure that appropriate staff:

- Regularly review building safety to determine if the Cathedral or any of its buildings needs extra security. For example, spy holes, door chains or outside lighting can all help to safely identify callers.
- Consider how lone workers will raise the alarm if necessary, and ensure they have a means of communicating with others in the event of a problem arising.
- Agree a protocol for visitors to the building; and decide whether or not to allow visitors in when only one person is there.
- No member of staff or volunteer should ever **plan** to be alone on Cathedral premises with children or young people under the age of 18 years. However, if they should find themselves in this situation, it is important that another adult is made aware as soon as practicably possible. It is accepted that there may be exceptions to this principle, for example, it would be inappropriate to not help a child in urgent need as promptly as possible. The member of staff or volunteer should also assess the risks involved in sending the child or young person home, against the risks and vulnerability of being alone with them.

7.2 Home Visits

Lone workers face increased risks because they do not have the immediate support of colleagues, or others, if an incident occurs, and particularly if they are in someone's home, or are working in isolation. The following guidance is, therefore, intended to reflect good practice in relation to the protection of lone workers. Home visits can be potentially risky situations, and therefore Chapter is responsible for ensuring that

appropriate risk management measures are in place before a home visit is undertaken, which **may** include ensuring that staff and volunteers work in pairs on a first visit if indicated by the assessment. Lone workers should also be aware of their own responsibilities in ensuring their personal safety when visiting people in their homes.

- Lone workers should always ensure that someone else is aware of their movements. This means providing them with the address of where they will be visiting, details of the person they are visiting, telephone numbers if known and expected arrival and departure times.
- All staff and volunteers who work in the community and undertake home visits should ensure that they have access to a mobile phone, which is in good working order, at all times; this should include checking that a sufficiently strong signal is available.
- All homes visits should be recorded, as clear and detailed record keeping may prevent problems in the future; this might be in the form of a diary entry.
- No members of staff or volunteers should ever undertake a visit to a child or young person in their home unless another adult is present.
- Lone workers should be alert to any signs of potential danger during a home visit, and be prepared to leave immediately if they have any concerns. Confrontation should always be avoided, and lone workers should never assume that violence won't happen, as while there are many home visits made safely every day, personal safety is paramount. Any incidents should be reported to the head of department and/or the Cathedral Safeguarding Lead, Chief Operating Officer, Cathedral office and Canon in Residence as soon as possible.
- Staff and volunteers who undertake home visits should ask the person they are visiting if they can secure any pets they may have which may present a safety risk.
- **Where possible**, home visits should be conducted in the morning or early afternoon, rather than the evening or late afternoon, in order that lone workers can avoid travelling in the dark, particularly in areas that they don't know, or may feel uncomfortable in. If this is not feasible, consideration should be given to working in pairs.

7.3 Personal Safety

Whilst the Cathedral has a responsibility to ensure its lone workers' health, safety and welfare, there are also a number of things individuals can do to take reasonable care of themselves.

- Lone workers must familiarise themselves with the location of first aid equipment.
- Lone workers must be fully aware of evacuation and other procedures to be followed in the event of fire or other threats to buildings.

- Lone workers should never put themselves at risk. If a situation arises that they are unfamiliar with, or in which they feel unsafe, they should withdraw and seek further advice or assistance.
- Staff and volunteers should conduct their own risk assessment (at least informally) on the occasions when they are working alone, which will help them to decide how safe a situation is and what action should be taken to avoid danger.
- Lone workers should be aware of themselves, their behaviour and the signals they may be giving, and to think about their body language, tone of voice and the choice of words they use with others that could be taken as confrontational.
- Staff and volunteers who work alone also need to be aware of changes in the behaviour of the person they are with, especially if they seem to be becoming more angry or threatening.
- If an incident occurs – even if it is considered a minor incident – the worker should make their head of department and /or Safeguarding Representative, Chief Operating Officer, Cathedral office and Canon in Residence know as soon as possible in order that the appropriate risk assessment and follow-up action can be taken.
- Staff and volunteers should take every reasonable precaution to ensure that they do not disclose their personal details, such as address and telephone number or their social networking profile, without good reason.
- Vergers, Finance and Administrative staff are to ensure there are two people at any time and that Peoplesafe fobs are carried when carrying cash between buildings and the bank.

Associated policies (which can be requested via the Cathedral Offices)

Risk Assessment Policy and Procedure

Health & Safety Policy & Staff Handbook

Peoplesafe Instructions

Hire of the Cathedral Premises & External Events

The Cathedral hosts a variety of external hirers for social events, concerts, services, graduations, as a venue for the arts. 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.

Safeguarding Complaints Procedure

1. Introduction

- 1.1. Portsmouth Cathedral is fully committed to following House of Bishops and the Church of England guidelines for safeguarding children and vulnerable adults, and best working practices, including safer recruitment of all volunteers and paid workers.
- 1.2. This procedure sets out the Chapter's commitment to safeguarding. It provides guidance for visitors, staff, volunteers, contractors and our community to provide valued feedback on our safeguarding measures.
- 1.3. This procedure is for any person having cause to complain about the manner in which any safeguarding issue has been dealt with by the Cathedral or to share any safeguarding concerns.
- 1.4. This Safeguarding Complaints procedure lies alongside the Cathedral's Complaints Policy which is available on our website or on request from the Cathedral. Our aims are to:
 - 1.4.1. provide a fair procedure which is clear and easy to use.
 - 1.4.2. be open about how we will deal with your complaints.
 - 1.4.3. ensure that all complaints are investigated fairly and in a timely way.
 - 1.4.4. resolve complaints as near to the point of service delivery wherever possible; and
 - 1.4.5. gather information in order to improve our service.
- 1.5. At Portsmouth Cathedral we take complaints about our work and quality of service in all aspects of safeguarding extremely seriously. We view feedback (*both positive and negative*) as an opportunity to learn and improve our practice as well as review the support that we offer to all who visit, volunteer and work at the Cathedral.

2. What is a safeguarding complaint?

For the purpose of this procedure, a complaint is any expression of dissatisfaction about any aspect of safeguarding work undertaken by representatives of Portsmouth Cathedral.

3. Safeguarding Complaint Procedure

- 3.1. This procedure is designed to be fair and open, easy to use and to ensure that all complaints raised are dealt with in a timely manner whilst also ensuring we have an opportunity to improve our safeguarding practices and procedures where necessary.
- 3.2. All information will be handled sensitively, sharing information in accordance with GDPR guidelines and our confidentiality procedures.

4. How to log a safeguarding related complaint

4.1. Verbally

4.1.1. If possible, it is best to express safeguarding concerns in person at the time the incident occurred to any member of the Cathedral's staff located in the Cathedral or in the offices.

4.1.2. Please ensure that you make it clear that your concerns are of a safeguarding nature.

4.2. In writing

4.3. You can send an email to safeguarding@portsmouthcathedral.org.uk

4.4. Deliver a letter via the post to:
Safeguarding Complaints Administrator / Portsmouth Cathedral / High Street / Old Portsmouth / PO1 2HH.

5. Safeguarding Complaints Procedure

5.1. The complainant must be a person directly affected by the safeguarding issue and not a third party, but a complaint on behalf of a child may be made by a parent of the child or their legal guardian.

5.2. In many cases, if you have a safeguarding complaint, it is best to let us know as soon as you can, preferably in person. For example, if it is an issue that occurred in the Cathedral, this can be addressed by one of the Vergers. Where the complaint is in relation to another department, one of the Vergers will arrange for you to speak to the relevant person.

5.3. The person receiving the verbal safeguarding complaint will take a note of your safeguarding complaint and record this in the safeguarding incident log. This will include the nature of the complaint and the steps taken to resolve this from the initial contact with the complainant to it being resolved.

5.4. Where a complaint is NOT resolved at this stage, the complaint details and initial actions taken to address the concerns will be escalated to the Chapter Safeguarding Lead (CSL) and / or the Chief Operating Officer to triage. Where the concern is a serious safeguarding concern, it will be immediately referred to the Diocesan Safeguarding Adviser for investigation and case management.

5.5. We appreciate that it is not always possible or appropriate to resolve a complaint at this stage and therefore have the following process in place in order to deal with all complaints not resolved as described above. We will–

5.5.1. acknowledge and respond to your complaint in writing as soon as is practicable and supply you with a copy of this procedure;

5.5.2. make it clear when a response can realistically be expected. and if this is not possible;

5.5.3. all interested parties will be kept apprised of realistic timescales;

- 5.5.4. review all documentation and the actions taken so far, and
- 5.5.5. engage with the complainant and establish the circumstances from their perspective.
- 5.6. The Safeguarding Team comprising of the Chief Operating Officer, the Chapter Safeguarding Lead and the Dean together will appoint an appropriate person to investigate the complaint and update the complainant with these details.
- 5.7. The person appointed will then do the following:
 - 5.7.1. Acknowledge receipt of the complaint in writing as soon as practicable.
 - 5.7.2. Make it clear when a response can realistically be expected. and if this is not possible, all interested parties will be kept apprised of realistic timescales.
 - 5.7.3. Make all necessary and appropriate enquiries to establish the substance of the complaint and any attempts already made to resolve the matter informally.
 - 5.7.4. Initiate discussions or meetings with the complainant to fully understand the issues raised, seek clarity and be clear on what would constitute a resolution for them.
 - 5.7.5. Arrange any necessary mediation between the parties and any necessary, subsequent action(s) with the aim of resolving the complaint at the earliest opportunity.
 - 5.7.6. Where necessary, take advice from the Diocesan Safeguarding Team to formulate a response for the complainant.
 - 5.7.7. There may be instances where a referral to a third-party agency for assistance is required.
 - 5.7.8. We will aim to resolve concerns as quickly as possible and normally expect to deal with them within 20 working days.
 - 5.7.9. If your complaint is more complex, we will:
 - 5.7.9.1. let you know within this timeframe why we think it may take longer to investigate;
 - 5.7.9.2. inform you how long we expect it to take; and
 - 5.7.9.3. let you know where we have reached with the investigation, and give you regular updates, including letting you know whether or not any developments might change our original estimated timeline.
- 5.8. Where the concern is of a serious safeguarding nature, the complaint will be investigated and managed by the Diocesan Safeguarding Team including providing any required support to the complainant or any other persons as they deem fit. This also includes any allegations against any Church Officer (including, clergy, paid staff and volunteers).
- 5.9. The Diocesan Safeguarding Team also has its own guidelines for investigating and managing serious safeguarding complaints. Please refer to their website for further details.

- 5.10. The complainant will be informed of the outcome of their complaint whilst maintaining confidentiality.
- 5.11. Portsmouth Cathedral aims to resolve the complaint at the earliest opportunity. If the complainant is not satisfied that the complaint has not been dealt with satisfactorily, they can in the first instance complain to the Dean – the Very Revd Anthony Cane, clearly detailing the reasons why they remain dissatisfied.

Email: Anthony.Cane@portsmouthcathedral.org.uk

6. Monitoring and Learning from Complaints

- 6.1. Portsmouth Cathedral is committed to “getting it right” when it comes to safeguarding, and when a cause for complaint is identified, we are determined to identify any failings or lessons to be learned.
- 6.2. We are confident our complaints procedure is robust and transparent, with necessary checks and balances to ensure complaints are heard, investigated and responded to proportionately.
- 6.3. Full details of all complaints are passed to the Safeguarding Committee and a report provided covering the nature of the complaint, details of the investigation, the outcome of the complaint and any lessons learned from the complaint.
- 6.4. The Safeguarding Committee is responsible for implementing and reviewing any changes to our practices and procedures to prevent this happening again.
- 6.5. Complaint details are also shared with the Chapter via the Chapter Safeguarding Lead.

Section 3

Safeguarding Governance

Roles and Responsibilities including Cathedral SLA with Diocese

Roles and Responsibilities

Portsmouth Cathedral follows the guidance set out in the House of Bishops' guidance found here: [roles-and-responsibilities-practice-guidance.pdf](https://www.portsmouthcathedral.org.uk/roles-and-responsibilities-practice-guidance.pdf)

The Dean

The role of the Dean is to provide leadership concerning safeguarding, and to encourage everyone to 'Promote a Safer Church'. In the Cathedral the Dean will, in Chapter:

- Have an oversight of the activities that are the responsibility of the Chapter, particularly involving children and vulnerable adults.
Inform and work in co-operation with the DSA in the event of allegations, suspicions or disclosures of abuse, and ensure that those who may present a risk to children; young people and vulnerable adults are effectively managed.
- Encourage a culture of safety and vigilance.
- Provide an annual report to the bishop on safeguarding policy, procedures, practice and review in the cathedral.

The Chapter

The Chapter will:

- Accept its duty of care is to 'Promote a Safer Church' for all in the Cathedral community and ensure there is a safeguarding strategy in place.
- Create an environment which is welcoming, respectful and safe from abuse, and enables and encourages concerns to be raised and responded to openly, promptly and consistently.
- Adopt and implement House of Bishops' safeguarding policy and practice guidance.
- Provide a structure to manage safeguarding in the cathedral with clear lines of accountability.
- *Appoint a Cathedral Safeguarding Officer (CSO) where/when possible, to work with the Dean, the Chapter and Cathedral staff to implement House of Bishops' policy and guidance. Ideally this person should be a paid safeguarding professional. **
- Make arrangements to ensure appropriate support, supervision and training is provided for these officers. It is advised that this may be best achieved by entering an agreement with the diocese to share resources and offer an integrated safeguarding service; this may also be achieved by cathedrals in close proximity sharing a resource.
- Nominate someone to attend the Diocesan Safeguarding Advisory Panel (DSAP).
- Collaborate and liaise where required with the statutory and voluntary agencies.
- Ensure secure storage of records.

- Liaise with the diocesan safeguarding adviser to ensure all safeguarding responsibilities are met within the life of the Cathedral.
- Ensure that all safeguarding allegations or concerns in relation to a church officer are reported to the DSA in line with House of Bishops' guidance.
- Ensure suitable training is provided for church officers in line with the training and development and training framework.
- Provide appropriate insurance cover for all activities undertaken in the name of the cathedral.
- Ensure appropriate DBS processes are in place.
- Provide a complaints and whistleblowing procedure which can be used for those who wish to complain about the handling of safeguarding issues.
- Complete national safeguarding self-assessments as required.
- Ensure, in liaison with any affiliated schools, that the chapter fulfils its statutory responsibilities, and a progress review forms part of the annual safeguarding review. It is important that there is a clear agreement in place between a cathedral and the school that clearly defines where the safeguarding responsibilities of each party begins and ends.
- Review progress annually, including an annual review of the cathedral safeguarding policy, practices and procedures.

*

Chapter Safeguarding Lead

The Cathedral Church's Safeguarding Representative for Children and for Vulnerable Adults and Chapter Lead is The Revd Canon Harriet Neale-Stevens,
harriet.neale-stevens@portsmouthcathedral.org.uk

DBS Identity Validator and Safeguarding Administrators

Liz Snowball: liz.snowball@portsmouthcathedral.org.uk

Rachael Forder: rachael.forder@portsmouthcathedral.org.uk

Diocesan Safeguarding Adviser

The Diocesan Safeguarding Advisor for casework and Cathedral designated professional safeguarding lead is Andy Hawkins, safeguarding@portsmouth.anglican.org

Other diocesan staff:

Emily Hassan, Safeguarding Team Manager
Emily.hassan@portsmouth.anglican.org

Daisy Gandey, Diocesan Safeguarding Advisor for casework
safeguarding@portsmouth.anglican.org

Claire Lewis, Diocesan Safeguarding Advisor for casework
safeguarding@portsmouth.anglican.org

Karen Johnson, Diocesan Safeguarding Advisor for casework
safeguarding@portsmouth.anglican.org

Availability of Safeguarding Advice and Support from the Diocese

Andy Hawkins is the designated professional safeguarding lead, for the Cathedral. When Andy is not available during the working week the wider diocesan team are available to support the Cathedral with safeguarding advice to ensure that there are no delays in the Cathedral having access to advice on safeguarding concerns.

The Diocesan team, as qualified individuals will undertake all casework and liaise with statutory authorities on behalf of the Cathedral should a relevant situation emerge.

The Diocesan team can be contacted Monday – Friday 9:00 –17:00.

Outside of the working hours of the diocesan team the Cathedral can access safeguarding advice from our commissioned provider, Thirty:one eight by dialling 0303 0031 111 and selecting option 2. An Information sharing agreement between the Diocese and Thirty:one eight will allow the designated safeguarding advisor to receive a copy of the advice that Thirty:one eight may offer the Cathedral to ensure appropriate support and follow up.

If a child or vulnerable adult is at significant risk of harm, urgent safeguarding matters should be referred to appropriate statutory agencies. The contact details for statutory agencies with responsibility for safeguarding locally are:

Portsmouth Children's Services:

Concerns for an adult

- Phone: 023 9268 0810 (out-of-hours: 0300 555 1373)
- Email: AdultSafeguarding@portsmouthcc.gov.uk

Concerns for a child

- Phone: 023 9268 8793 (out-of-hours: 0300 555 1373)
- Email: mash@portsmouthcc.gov.uk

For more information about services please refer to:

Portsmouth Safeguarding Children's Partnership www.portsmouthscp.org.uk

Portsmouth safeguarding adults www.portsmouthsab.uk

If the situation is an emergency and someone is in immediate danger the Cathedral should contact emergency services appropriate to the situation by dialling 999.

DSAP (External Scrutiny of Safeguarding)

The Diocese of Portsmouth receives independent support and scrutiny from our Diocesan Safeguarding Advisory Panel (DSAP) which is made up of a range of external professionals including statutory authorities and independently chaired by an independent chair with significant safeguarding expertise. The Diocesan Safeguarding Advisory Panel members are responsible for overseeing the implementation of safeguarding policy, training and effectiveness and quality of safeguarding arrangements at diocesan level.

National Safeguarding Team (NST)

The National Safeguarding Team (NST) sits within the structure of national church and is responsible for producing all House of Bishops national guidance, practice and policy and training across the national church. The National Safeguarding Team also contains case workers who respond to and manage complaints and allegations where there is additional

complexity. These include cases relating to a number of dioceses and/or those relating to senior clergy including Bishops. The Diocesan Safeguarding Manager and Advisers are kept up to date on the National picture through a monthly programme of online events, and an annual conference. The manager attends a regional managers group and the diocese trainer attends working groups developing training.

Safeguarding Management Group

The Senior Management Team has established a formal sub oversight group to promote safe practice in the care of children, young people and adults who may be at risk. This does not replace the need for each and all of us to be vigilant and diligent in the care of all those who are part of our fellowship and service.

For the SMG Terms of Reference and further information, see Appendix 1 in this handbook.

Choir Safeguarding Meeting (termly) & Safeguarding Meetings with Portsmouth Grammar School (Termly)

See Choir Parent Handbook 2024–5 for further information.

Section 4

Safeguarding Learning & Development

Safeguarding Training

Safeguarding Training

Safeguarding training is focused on building healthy communities with a culture of safety, in which the wellbeing of all is ensured and nurtured. Training modules reflect the national requirements across all dioceses for ensuring healthy safeguarding practice, responding well to victims and survivors of abuse in the church context. They emphasise the need to work in co-operation with the Diocesan Safeguarding Adviser and with statutory agencies in all safeguarding matters. Training for all church roles will include safer working practices which emphasise the importance of maintaining proper boundaries and a culture of “respectful uncertainty”.

The Safeguarding Learning and Development Framework is implemented by the Cathedral working closely with the Diocese of Portsmouth. The courses incorporate theological principles and are characterised by a reflective learning style. There are four core safeguarding courses available via the National Safeguarding Training Portal.

- Basic Awareness and Foundation Modules
- Domestic Abuse Training
- Safer Recruitment Training
- Leadership Pathway Safeguarding Training

Completion of safeguarding training is an expectation, and for many is a mandatory requirement for their role. To maintain currency, safeguarding training should be updated at least once every three years at the highest level of attainment required for your role.

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.

All office holders, church officers and volunteers must undertake the appropriate level training upon indication and before commencing their role. At a minimum, it is mandatory for all volunteers and staff to complete the Basic Level Safeguarding training.

Online training as mentioned above is available through the Church of England training portal here. Refresher training is mandatory for all after three years. The current training programme requires individuals to redo the highest level of training they have completed to date, as required by their role.

Informal training will also be provided using scenarios and update on any guidance that affects the work carried out by volunteers. Updated training will be provided in accordance with the National Training Programme and opportunities to develop and broaden awareness of safeguarding matters are provided.

All courses are based on those set as Core and Specialist Modules as part of the Safeguarding Training and Development Practice Guidance issued by the House of Bishops. A record of attendance is maintained, and reminders sent to those who have not met minimum requirements. The Safeguarding Training Strategy is evaluated, reviewed and adjusted annually in response to new legislation, policies and guidance as advised by the National Safeguarding Team, and feedback from previous training sessions

The Cathedral follows the guidance set out in the Church of England's Learning and Development Framework which can be read in full here:

[Section 3: Core Safeguarding Pathways | The Church of England](#)

All staff and most volunteers are required to undertake Safeguarding Training (Basic, Foundation, Leadership, Senior Leadership) depending on their role within the organisation. This training should be renewed every 3 years.

Roles requiring Safeguarding training are set out below:

Level	Required by
Basic Awareness	All clergy, readers, staff and volunteers (excluding readers and intercessors)
	Anyone who would like to raise their awareness of Safeguarding
Foundation	Anyone with a Bishop's licence (or commission, authorisation, or permission) including clergy, PtO, Lay Readers, LLMs): Dean Residentiary Canons PtO Clergy Lay Readers

	Anyone (volunteers and employees) in a role which involves work with children, young people, or vulnerable adults: COO Members of Chapter Church Wardens Vergers Organist & Master of Choristers Sub Organist Organ Scholar Lay Clerks Deputy Lay Clerks Choral Scholars Choir Matrons Education Volunteers Tower Captain Lunch Club Coordinator Pompey Tots Volunteers Pompey Sundays worship leaders (Lay) Head Server Servers Shop Volunteers Lay Pastoral Assistants Anna Chaplains Anna Friends Visitor Experience Manager Learning & Schools Officer
Leadership	All clergy holding the Bishop's licence, commission, authorisation, or permission (including PtO where exemption has not been given).
	All Readers and Licensed Lay Ministers holding the bishop's licence (under Canons E6 & E8), together with all others who hold the Bishop's commission, authorisation, or permission to carry out similar ministerial functions (including PtO where exemption has not been given): Lay Readers

	Members of Chapter
	COO
	Tower Captain
	Organist & Master of Choristers
	Anna Chaplain
Senior Leadership	Dean
	Residentiary Canons
	COO
	Organist & Master of Choristers
Domestic Abuse	Anyone (volunteers and employees) in a role which involves work with children, young people, or vulnerable adults: All clergy Members of Chapter Church Wardens Vergers Organist & Master of Choristers Sub Organist Organ Scholar Lay Clerks Choral Scholars Choir Matrons Learning & Schools Officer Education Volunteers Tower Captain Lunch Club Coordinator Head Server Adult Servers Lay Pastoral Assistants Anna Chaplains Anna Friends Pompey Tots Toddler group leader (Canon Chancellor)
Safer Recruitment & People Management	Recruiting managers and anyone involved in the recruitment of Church Officers (employees, elected members, and volunteers):

	Members of Chapter (if involved in recruitment) Dean Residentiary Canons COO Head of Marketing & Events Head of Fundraising & Development Those with responsibility for administering DBS: Volunteer Coordinator Office Manager & Dean's EA Visitor Experience Manager Organist & Master of Choristers
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Section 5

Safeguarding Procedures for specific groups at Portsmouth Cathedral

Activity	Overview of activity, arrangements, resources required or referenced/set out elsewhere in this Handbook
Choristers	The supervision of choristers by Music Staff and Choir Matrons is reviewed at the Choir Safeguarding Meeting on a termly basis. Children requiring the toilet must ask for permission and in the Cathedral itself will be escorted by a Choir Matron. leave the group. Children are expected to be fully able to toilet themselves. Except in the most extreme circumstances (urgent illness) they will not be accompanied in any toilet facility. Choristers become the responsibility of the Music Department once they arrive at the Song School. Where outings and events (at home and abroad) take place, the Cathedral will undertake full risk assessments and liaise with parents directly. For overseas activities Chapter will sign off all health and safety and safeguarding arrangements. Parents are fully responsible for their children's travel arrangements to and from rehearsals and services, this includes where other parents are involved in personal/shared travel arrangements. If choristers attend Portsmouth Grammar School or St Jude's CE

	Primary, they will be walked to and from school by Music Staff and/or Choir Matrons on weekdays. Parents resume responsibility for their children at the Song School after Evensong or a rehearsal on a weekday or after services at weekends. Where there are building or other works, the Cathedral will agree other pick-up arrangements directly with parents. Where parents are content for their children to travel alone to and from services/rehearsals/activities they should ensure that the Organist & Master of Choristers/Choir Matrons are informed and given an appropriate contact number so that any absence can be followed up very quickly. Parents should pick up their children promptly unless otherwise notified and alternative arrangements agreed with the Organist & Master of Choristers/Choir Matrons on a case-by-case basis. A child/children will never be left unattended and always supervised by a suitably recruited/trained adult. There will be direct liaison with the Headteachers/Safeguarding Lead of any school which a chorister attends on all matters of concern regarding the wellbeing and safety of the choristers. See Choir Parents Handbook 2024-5 for further information. All chorister parents/carers complete a registration/permissions form.
Lay Clerks and Choral/Organ Scholars	Safeguarding Training is mandatory for all lay clerks and choral/organ scholars.

Visiting Choirs	All visiting choirs are required to complete a booking form where they must declare that they have their own Safeguarding Policy or agree to adhere to the Cathedral's Safeguarding Policy.
Visiting Clergy	It is assumed that all clergy and lay readers licenced in the Diocese of Portsmouth clergy have completed their safeguarding training and have an appropriate DBS check in place. All clergy and lay readers from outside the diocese need to have a "safe to receive" declaration which is logged by Portsmouth Cathedral before their intended visit. For ordinations robing visiting clergy are required to sign in on arrival.
Pompey Tots	This is a toddler group where parents/carers remain with their children. Children remain the responsibility of their parents throughout each session and should be supervised at all times. For Health and Safety purposes a full Risk Assessment will be regularly updated to ensure that any risks in an activity or in numbers attending are managed. The session moves from the Cathedral Nave to Becket Hall and parents/carers must take responsibility for their own children crossing the road.
Education and school visits	Group and school visits to the Cathedral will always be undertaken by an authorised member of staff or Education Volunteer. The Learning & Schools Officer will work with schools and group leaders to ensure adequate adult/child ratios; supervision and reporting arrangements. Children requiring toilet facilities or who have other needs during visits (e.g. if they are unwell) are the full responsibility of their school/group and

	teachers/staff. Dressing up for events will be on top of existing clothing. Mostly these will be done by the children themselves, where they require additional assistance, this will be done by staff/volunteers and will always be done in the presence of others and school staff. Education staff and volunteers will work closely with each school's Safeguarding policies and processes. Child/children will never be left unattended and will be supervised by a suitably recruited/trained adult.
Discussion groups, nurture groups, study groups, Advent/Lent courses	Those who undertake these lead roles e.g. Lent/Advent course, coffee mornings or other development/learning activities will undertake the relevant level of safeguarding training. They will also have the appropriate level of DBS check. Usually these are led by clergy or Lay Readers.
Lunch Club	The Lunch Club coordinator (also the Volunteer Coordinator) hold an appropriate level DBS and safeguarding training. Clergy attend at the start to chat with attendees.
Anna Chaplaincy	The Anna Chaplains and Anna Friends hold an appropriate level of DBS and are required to undertake the appropriate level safeguarding training for their role. A risk assessment will be carried out when the Anna Chaplaincy team undertake visiting to individuals or to care homes. Visiting is to be conducted in pairs.
Pastoral Visiting	Lay Pastoral Assistants hold an appropriate level of DBS and are required to undertake the appropriate level safeguarding training for their role. A risk assessment is undertaken for pastoral visiting.

	A risk assessment in place for visiting to individuals or to care homes.
Bell Ringers	Tower Captain and Deputy Tower Captain hold an appropriate level DBS and have the relevant safeguarding training. All Bellringers undertake Safeguarding Training. Bellringers have their own Safeguarding Policy which is reviewed regularly with the Cathedral.

Appendix

Appendix 1 – Safeguarding Management Group: Terms of Reference

Appendix 2 – Useful Contacts and Resources

Appendix 1 – Safeguarding Management Group: Terms of Reference

As a Christian community, it is our responsibility to care for and nurture one another. As a responsible and caring community we are called to pay particular attention to the needs of those who are vulnerable. The Senior Management Team has established a formal sub oversight group to promote safe practice in the care of children, young people and adults who may be at risk. This does not replace the need for each and all of us to be vigilant and diligent in the care of all those who are part of our fellowship and service.

Membership

The Safeguarding Group shall consist of:

- a. The Chief Operating Officer as Chair
- b. The Canon Chancellor as the Chapter Safeguarding Lead
- c. The Canon Precentor as Pastoral Lead
- d. The Dean
- e. The Organist and Master of Choristers
- f. The Head Verger
- g. The Diocesan Safeguarding Adviser
- h. The Volunteer Coordinator
- i. The DBS and Training Administrators

The EA to the Dean/Office Manager supports the group administratively. The Choir Matron(s) and Learning and Schools Officer attend as required.

Terms of Reference

The Safeguarding Group will seek to promote safe practice in the care of children, young people and adults who may be at risk by:

1. Ensuring access to and the implementation of the up-to-date Church of England safeguarding policy and various safeguarding policies in the Cathedral Safeguarding Handbook and Practice Guidance.
2. Ensuring that arrangements for activities for children, young people, and vulnerable adults, which are the responsibility of the Cathedral are organised and are in line with Practice Guidance.
3. Ensuring that the Cathedral authorises activity programmes for work with children, young people, and vulnerable adults, following appropriate risk assessments.
4. Reviewing and progressing the safer church action plan (including recommendations from audit work) as required.
5. Reviewing, at each meeting, current compliance with DBS checks and safeguarding training required and identifying improvement opportunities.
6. Being alert to any safeguarding concerns and ensuring the Practice Guidance is followed in response.
7. Ensuring that Safer Recruitment Practice Guidance is followed for the appointment of all volunteers and paid workers.
8. Ensuring that volunteers and paid workers are aware of relevant Practice Guidance and policies on safeguarding and that necessary DBS checks are undertaken and kept up to date.
9. Ensuring that a subset of the meeting meet termly, with Portsmouth Grammar School, to review any operational issues including safeguarding. Ensuring that there is an appropriate and well publicised point of referral for anyone who has a concern over the way work with children, young people, and adults who may be at risk, is being carried out in the Cathedral.
10. Ensuring that Chapter appoint a Chapter Safeguarding Lead. Ensuring that their contact details are readily available, and that those of the Dean are also readily available should the concern relate to the Chapter Lead.
11. Ensuring that posters, notices, and information on the Cathedral website, regarding safeguarding practice, procedures and points of referral are kept up to date.
12. Informing and advising the Senior Management Team and Chapter of developments around safeguarding, thereby enabling them to fulfil their responsibilities towards safeguarding.
13. Reviewing and supporting the Memorandum of Understanding/Service Level Agreement between the Cathedral, the Diocese, and the Diocesan Safeguarding Team once this has been formally agreed.
14. Ensuring that the Chapter Safeguarding Lead has reported on Safeguarding issues to each meeting of Chapter.
15. Ensuring that the Chapter Lead reports annually to the Bishop on Safeguarding issues

16. Undertaking an annual review of safeguarding in the Cathedral during the first three months of the year, reporting the findings to Chapter.
17. Identifying learning from incidents / issues which may be shared (suitably anonymised and without compromising any investigation).
18. The group will meet at least three times a year, notes and actions from the meetings will be shared with Chapter.

Appendix 2 – Useful Contacts and Resources for Help and Support

Below are the contact details of other agencies that are available to assist either on a 24-hour basis or through specialist helplines and services:

Portsmouth

- [Portsmouth Safeguarding Children](#)
- [Portsmouth Safeguarding Adults](#)

Hampshire

- [Hampshire Safeguarding Children](#)
- [Hampshire Safeguarding Adults](#)
- [Hampshire, Isle of Wight, Portsmouth and Southampton \(HIPS\) safeguarding children procedures manual](#)

Isle of Wight

- [Isle of Wight Safeguarding Children](#)
- [Isle of Wight Safeguarding Adult](#)

Other

- [NSPCC Helpline](#) 0808 800 5000 (10am–4pm Monday to Friday) or email help@NSPCC.org.uk at any time.
- [Child-line](#): 0800 1111 (lines free and open 24 hours). Phone if you are a child or young person and are worried about anything.
- [National Domestic Violence Helpline](#): 0808 2000 247 (lines free and open 24 hours). Phone if you are experiencing domestic abuse.
- [Samaritans](#): 116 123 (open 24 hours). Phone if you feel you are struggling to cope and need someone to talk to.

- [Action on Elder Abuse](#): 080 8808 8141 (free phone Monday to Friday 9-5pm).
- [The Survivor's Trust](#): 08088 010 818 (free phone Monday to Wednesday 10am-7:30pm, Thursday 10am-6pm, Friday 10am-2pm)

Policy	Version	Date approved by Chapter	Author	Distribution	Review Date
Safeguarding Policy Handbook- including Promoting a Safer Church Policy Statement	1		Harriet Neale-Stevens	All/Public	February 2026
Lone Working Policy	3		COO	All/Public	February 2026
Safeguarding Complaints Policy	1		Harriet Neale-Stevens	All/Public	February 2026
Safeguarding Management Group	2		COO	All/Public	February 2026

The Cathedral Church of St Thomas of Canterbury

Portsmouth

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