



GUILDFORD  
CATHEDRAL

# **Safeguarding Children and Adults at Risk of Harm**

**Cathedral Church of the Holy Spirit  
Guildford**

**V5 July 2019**

## **Chapter Policy Statement for the Safeguarding of Children and Adults at Risk of Harm**

The following statement was agreed at the Chapter meeting held on 17 April 2018.

As members of the Cathedral Chapter, we commit our Cathedral Community to the support, nurture, protection and safeguarding of all, especially the young and vulnerable and adults at risk of harm. We recognise that our work with children, young people and adults at risk of harm is the responsibility of the whole Cathedral community and, as well as being fully committed to acting within current legislation, guidance, national frameworks and the Diocesan Safeguarding procedures, we will also endeavour to act in an open, transparent and accountable way in working in partnership with the Diocesan Safeguarding Adviser, Children and Adult Social Care Services, the Police, Probation Services and other agencies to safeguard children and adults at risk of harm, and assist in bringing to justice anyone who has committed an offence against them.

1. We will ensure that all necessary checks are made to promote the safe selection and recruitment of ordained and lay ministers, paid workers and volunteers with children, young people and adults at risk of harm, and provide the necessary supervision, support and training to them, in order that they can undertake their roles effectively.

2. We will respond without delay to every concern raised that a child, young person or vulnerable adult may have been harmed, or be at risk of harm, or about the behaviour of an adult or child.
3. We will co-operate with the Diocese and appropriate statutory agencies during any investigation into abuse, including when allegations are made against a member of the Cathedral Community.
4. We will ensure that pastoral care is made available to children and vulnerable adults and their families and to any member of our Cathedral Community against whom an allegation is made.
5. We will ensure, in partnership with the Diocese and other agencies, that care and supervision is provided for any member of our Cathedral Community known to have offended against a child or vulnerable adult, or to pose a risk to them.
6. We are committed to reviewing our policy annually, and, as part of this, to check that our Cathedral Safeguarding procedures are up-to-date and relevant.

Our Chapter Representative for Safeguarding is  
The Venerable Stuart Beake Tel: 01483 893 981  
Email: [stuartbeake@guildford-cathedral.org](mailto:stuartbeake@guildford-cathedral.org)

Our Cathedral Safeguarding Officer is Mary Morris  
Tel: 07949 685 683 Email: [mary.morris@cofeguildford.org.uk](mailto:mary.morris@cofeguildford.org.uk)

**Address: Cathedral Office, Guildford Cathedral, Stag Hill,  
Guildford, Surrey GU2 7UP**

## Code of Conduct for Staff and Volunteers

This Code of Conduct is to guide staff in behaving professionally in their dealings with children and vulnerable adults within the cathedral setting. Good practice guidelines and sensible precautions will minimise the risk for both staff and children or vulnerable adults and are designed to protect all parties.

This document refers to children. The same principles and procedures apply when interacting with vulnerable adults.

- Avoid being alone in a closed room with a child. Leave the door open if at all possible and do not position yourself in such a way that the child feels intimidated or threatened. If you must be alone with a child, you should notify another member of staff as to the reason and duration.
- Always act in a way that is appropriate to the child's age and needs.
- Avoid having a 'favourite' child or group of children.
- Avoid unnecessary, informal touching, including holding their hand or touching their shoulders. NEVER touch in the genital area, including the bottom, the chest, the thighs and upper legs.
- Be sensitive to touch if you are dealing with a child who is distressed.
- Be non-threatening and non-sexual.
- Avoid invading the privacy of children when they are using the toilet.
- Restrain a child only to prevent the child from hurting themselves or others and restrain them only in a way which is within the law.

- Be aware of the special needs of vulnerable children.
- Do not allow unknown adults access to children under any circumstances.
- Alert your Head of Department if you consider the actions, language or attitude of your colleagues is inappropriate or open to misinterpretation.
- Be aware of the importance of maintaining appropriate boundaries of behaviour with children.
- Always treat a child with respect.
- Refer any problems involving a child to your Head of Department at the earliest opportunity.
- Record any incident involving a child in your departmental diary or log book.
- If a child makes a disclosure to you, make sure you record accurately what was said and report the matter immediately to the Cathedral's Safeguarding Officer.

## **Allegations of abuse against a member of staff or volunteer**

Allegations of abuse against any adults holding positions of responsibility in the Cathedral will be treated very seriously. These must be reported to the Safeguarding Officer without delay.

Members of staff should be aware of their vulnerability and should do their utmost to prevent misunderstanding. Staff should be familiar with the Code of Conduct guidelines in this document.

## **Non-verbal concerns about a child**

If you have a concern about a child's welfare, whether or not the child discloses abuse, make a written note of what you have observed that gives you cause for concern, sign and date it, and report your concern to the Safeguarding Officer as soon as possible.

In all the above instances, doing nothing is not an option.

## **Confidentiality**

It is very important that anyone concerned who suspects a case of child abuse maintains confidentiality at all times. On receipt of a concern, other members of staff will be informed on a need to know basis, as advised by the Dean. If any allegation or concern relates to the Dean, the Safeguarding Officer will contact the Diocesan Safeguarding Adviser, who will advise on any further action.

## **Whistleblowing**

The Diocesan Safeguarding Adviser is available for advice and support on whistleblowing. This is when any member of the Cathedral community decides to pass on information concerning a wrong doing, that they consider is in the public interest. This means it must effect others, eg the general public. This includes failure to adhere to health and safety requirements that place others in danger, a "cover up" by someone and/or a criminal offence. It does not cover personal grievance or complaints.

The Diocesan Safeguarding Adviser can be contacted on:

Ian Berry

Tel: 07544 566850

Email: [ian.berry@cofeguildford.org.uk](mailto:ian.berry@cofeguildford.org.uk)

## **Record Keeping**

Notes will be recorded confidentially on all concerns relating to child protection/safeguarding and these notes will be contained in a separate file kept by the Chief Operating Officer. This record will be kept indefinitely in the event of possible future investigation by the police. Access to the records will be limited to the Chapter Safeguarding Representative and the Cathedral Safeguarding Officer, and the Diocesan Safeguarding Adviser will also be given access to the records upon request.

## **Media Interest in Allegations of Abuse**

In the event that media interest is anticipated in allegations of abuse involving the Cathedral, the Diocesan Communications' Team will prepare a statement. No member of staff or volunteer is to speak to the media. Media inquiries are to be referred to the Dean or, in her absence, the Chief Operating Officer.

## Disclosures

The Dean assumes overall responsibility in ensuring that the correct procedures in this policy are followed. The Chapter Safeguarding Representative or the Safeguarding Officer should be contacted in the first instance in the event of any safeguarding incident.

Chapter Representative for Safeguarding is:  
The Venerable Stuart Beake  
Tel: 01483 893981  
Email: [stuartbeake@guildford-cathedral.org](mailto:stuartbeake@guildford-cathedral.org)

Cathedral Safeguarding Officer:  
Mary Morris  
Tel: 07949 685 683  
Email: [mary.morris@cofeguildford.org.uk](mailto:mary.morris@cofeguildford.org.uk)

They will liaise with the Diocesan Safeguarding Adviser as appropriate.

This document refers to disclosures made by a child or by an adult who may be vulnerable.

In referring to Cathedral Staff, this is taken to mean all paid and voluntary members of staff.

It is important to remember that any vulnerable person may feel more comfortable talking to a stranger about what may be an embarrassing and distressing experience.

## **What to do if a child or vulnerable adult discloses that s/he is being abused?**

Try to find a place out of earshot of others, but ideally within sight of colleagues.

Don't express surprise or shock – this may frighten the person and prevent further disclosure. Don't interrupt. Listen without judging or commenting. Do not offer advice.

Reassure the child/adult that he/she has done the right thing to talk.

Avoid leading questions (e.g. "Did X happen?") and use open-ended questions (starting with Who, When, Where, etc) when talking to the child.

Treat what they have to say seriously, even if the allegation seems improbable.

If the allegation relates to the past, please treat it as if it had happened in the present. An abuser may have moved on to other victims.

Don't promise confidentiality – explain that when bad things happen it is important for certain people to be told about the disclosure but this will be confidential and not mentioned to anyone other than the Cathedral Safeguarding Officer who will then tell people who can help.

Make a note of the conversation including

- Date, time and place of conversation.
- Names of anyone else present.

Ensure you have the child's name and background (school, visiting group, family) so that those following up the allegation can identify the child.

Note the purpose of the conversation (X made a disclosure and I listened)

Make a written note of the adult/child's words, as accurately as possible – either at the time or immediately afterwards. Include anything you said in reply.

Record facts, timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation. Where possible, the exact words spoken by the child should be recorded.

Note what actions you took. Sign and date the note.

Contact the Chapter Safeguarding Representative or Safeguarding Officer as soon as possible and if they are unavailable contact the Dean (unless the allegation concerns the Dean, in which case the Diocesan Safeguarding Adviser should be contacted). Do not discuss the matter with anyone else.

## **Forms of Abuse**

### **Physical Abuse**

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer deliberately causes, or feigns symptoms of ill health to a child whom they are looking after. This is known as FII or Fabricated Induced Illness. Physical abuse can also be caused through omission or the failure to act to protect.

### **Sexual Abuse**

This involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. It may involve physical contact, penetrative acts such as rape or buggery, or non-penetrative acts. It may include non-contact activities such as involving children in looking at, or in the production of pornographic material, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter, clothing, failing to protect a child from physical harm or danger, or failure to ensure access to appropriate medical care or treatment. It may also include neglect of the child's basic emotional needs.

## **Emotional Abuse**

This area can be harder to classify than the previous forms of abuse. Emotional abuse is the persistent or severe emotional ill-treatment or rejection that has, or is likely to have, a serious effect on the child's development. It may involve conveying to the child that they are worthless, unloved or inadequate. It may feature developmentally inappropriate expectations being imposed on the child. It may involve causing children to feel frequently frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill-treatment of a child, although it may occur alone.

## **Domestic Abuse**

Domestic abuse is a pattern of abusive behaviour by one or both partners in an intimate relationship such as marriage, cohabitation, dating, family or friends. Domestic violence has many forms including physical aggression, threats, intimidation, stalking, sexual abuse, emotional abuse, neglect and economic deprivation. Alcohol abuse and mental illness have frequently been associated with spousal abuse. Children in the family are also victims of domestic abuse, directly or indirectly. Being a victim or witness of domestic abuse can have a severe effect on a child's behaviour, health or educational performance.

## **Spiritual Abuse**

This is the attempt to 'force' religious values or ideas onto children and young people, particularly those who may be vulnerable to such practices. Within faith communities harm can be caused by the inappropriate use of religious beliefs or practice, this can include the misuse of the authority of

leadership, oppressive teaching or intrusive healing and deliverance ministries, which result in children or young people experiencing physical, emotional or sexual harm.

July 2011: From “In Safe Hands”, the Safeguarding guide for the Diocese of Guildford.

What follows are procedures specific to each department or team within the Cathedral. These will be reviewed annually.

## **SAFEGUARDING PROCEDURES FOR BELLRINGERS**

All Bellringers are volunteers and sign a Volunteer agreement.

Bellringers rehearse on Tuesday evenings and ring for Sunday Eucharist and other services, including weddings, as required.

The safety of the Bell Tower and bells is the responsibility of the Steeplekeeper.

Children are not allowed in the Bell Tower unless accompanied by their parents.

Tower tours are not the responsibility of the Bellringers.

Bellringers are not required to be DBS-checked, except the Tower Captain. The Tower Captain undertakes Diocesan Safeguarding leadership training.

The Tower Captain and Ringing Master hold sets of keys; a third is held by the Virgers.

Visiting Towers are required to complete a Visiting Bell Tower Safeguarding Form.

The Bell Tower Captain reports to Chapter via the Canon Liturgist.

Contact: [chrogers@btinternet.com](mailto:chrogers@btinternet.com)

## **SAFEGUARDING PROCEDURES FOR GUIDES**

The Guides at Guildford Cathedral have a welcoming role outside the times of services and concerts.

Their duties are:

- welcoming all visitors.
- monitoring the safety and security of the building.
- if qualified, taking guided tours.

Guides have a probationary period of six sessions, during which they are supervised. Guides always work in pairs.

Guides are not required to be DBS-checked. All undergo basic Safeguarding awareness training.

All Guides sign the Volunteer agreement.

The Guides report to the Canon Liturgist.

Contact: **[ljmathews@hotmail.com](mailto:ljmathews@hotmail.com)**

# **SAFEGUARDING PROCEDURES FOR MUSIC AND LITURGY DEPARTMENT**

- I. The Department adheres to the Policy on Safeguarding approved and adopted by the Chapter of Guildford Cathedral. In order to create an environment in which children are safe from harm while engaged in their role as choristers, the following steps are taken:
  - I.1 The Organist and Master of the Choristers, the Sub-Organist, the Organ Scholar, the Lay Clerks, the Liturgy and Music Administrator, the Vocal Consultant and the Chaperones are all DBS-checked and undergo Diocesan Safeguarding training regularly.
  - I.2. The Music Department holds details of all of the rehearsals and services regularly attended by choristers. A rehearsal schedule is sent out to all parents. A ten minute rule is in force, which means that the Cathedral is unable to accept responsibility for children more than ten minutes before or after a rehearsal or service. Parents are required to sign a consent form (held by the Music and Liturgy Department Secretary) agreeing to this rule on an annual basis. Medical forms for each child under the age of 18 are sent out to be filled in and are collected in and held securely on an annual basis. Parents/guardians are asked to advise of any changes as necessary. Consent forms for children to leave the Cathedral building by themselves are also sent out to be filled in and are collected in and held securely on an annual basis.

- 1.3. The Cathedral endeavours to provide chaperones for choristers at all times whilst they are at the Cathedral. If children fall ill their parents will be called immediately and Chaperones will stay with the child until parents or other nominated guardian are able to arrive. Alternative chaperone cover for the remaining choristers will be sought in the meantime. Detailed instructions are contained in the Notes for Chaperones.
- 1.4. The Crypt is exclusively for the use of choristers at the following times (and at other times as advised by the Music Department and agreed by the Diary Management Group):
- |           |                     |
|-----------|---------------------|
| Sundays   | 8.50 am to 12.45 pm |
|           | 4.35 pm to 7.15 pm  |
| Tuesdays  | 4.20 pm to 8.30 pm  |
| Thursdays | 4.20 pm to 6.35 pm  |
| Fridays   | 4.20 pm to 6.35 pm  |
- 1.5. Detailed risk assessments are carried out for children with known medical conditions and for each external engagement and tour, and copies held by the Liturgy and Music Administrator as well as left on file whilst away. The following Ofsted guidelines are followed when allocating the numbers of adults to supervise each party:

Supervising Adults (Minimum) (one is leader)	Age of Children	Max No	Ratio
2	3-8	16	1:8
2	Over 8	20	1:10

Contact: [canonliturgist@guildford-cathedral.org](mailto:canonliturgist@guildford-cathedral.org)

# **SAFEGUARDING PROCEDURES FOR CHOIR CHAPERONES**

## **NOTES FOR CHAPERONES**

Under child protection legislation, there needs to be a DBS chaperone on duty whenever the choristers are on duty (Cathedral or elsewhere), for their own protection as well as to protect the adults in charge of them. Chaperone duties begin shortly before any scheduled rehearsal time. During the week, it is helpful for the chaperone to be at the Cathedral ten minutes prior to a rehearsal starting. Please make sure you have familiarised yourself with the Volunteer Handbook as approved by Chapter and have signed the agreement found therein at the end of the booklet.

The duties are:

1. To encourage the boys / girls into the Song Room as swiftly as possible.
2. To be at the North porch door on Tuesdays and Thursdays to await the arrival of the bus from Lanesborough school and to collect the keys from the supervising member of music staff on their arrival. To go downstairs first, unlock the Song Room door, then escort the boys to the kitchen and assist with their tea. After about 10 minutes, to encourage the boys to the Song Room for robing and rehearsal.

3. To help younger choristers get into their robes, if necessary, but wherever possible avoiding any form of physical contact. To sit in during the rehearsal, but accompany any boy / girl who may need to leave the song room / choir stalls if he / she feels unwell. In the case of physical sickness, it may be necessary to assist a child. The Church of England safeguarding policy document 'Promoting a safer church' states "All physical contact should be an appropriate response to the child's needs." If you have any concerns about appropriate contact, please contact the Cathedral's Safeguarding Officer, Mary Morris Tel: 07949 685 683 or Email: [mary.morris@cofeguildford.org.uk](mailto:mary.morris@cofeguildford.org.uk)
4. On Tuesday evenings, a second chaperone is present at rehearsals to safeguard our vocal coach. One chaperone stays in the Song Room (usually the Organ Scholar) and one sits in on the vocal coach's session (usually in the 'Ani' room). To assist in the formation of an orderly and quiet line-up for the procession.
5. To sit near enough to the choristers during the service (customarily the second row of choir stalls on the north side) to know if one leaves the stalls, and to accompany him / her downstairs to investigate the reason why.
6. After the service, to accompany the choristers back down to the song room, and remain there until they are dismissed. As they are dismissed, to move upstairs, as long as two DBS adults are present (usually the Organist and Sub Organist or Organ Scholar) in the Song Room supervising those Choristers remaining.

7. If a chorister's parent is not there to collect him / her, the chaperone is required to stay until such time as he / she is collected. Therefore, the chaperone must have access to the contacts list with him / her, in the event that a chaperone may have to telephone a chorister parent. If in any doubt, keep in mobile contact with the member of music department staff on duty that day, and have their number to hand. A telephone is available in both the Song Room and the Sacristy. Lists of current chorister parents' contacts are available in the Song Room in a locked box. The code will be given to you and you will be shown its location. If the Organist and / or Sub Organist / Organ Scholar has not given you their set of keys to the Song Room at the start of the rehearsal, please make sure that you get their set and familiarise yourself.
8. To escort the choristers – WALKING – between Song Room/Seasons Cafe and back on Sundays, when there are two services. N.B. The Mattins Chaperone (if different) must be at the Song Room door by 11am or shortly thereafter to take over from the Eucharist chaperone. The Eucharist Chaperone has to stay with the Probationers until they are collected, and the other boys / girls need transferring to Season Café. If you are the Mattins chaperone, do help yourself to free coffee from the choir table in the Seasons.

9. In the event of first aid being required, locate the nearest first aider in the building unless the first aid situation requires you to stay with the victim. In this case, stay with the victim and ask the nearest person to get help. A first aid box is located in the Song Room and is replenished by one of the virgers assigned to that task. The Organist is a qualified first aider. Remember that all professional musicians working in the Cathedral have been DBS checked. If you find yourself alone or feel vulnerable in any way, they should be your first point of call. If you do not recognise a Lay Clerk, this is most likely because he/she is a deputy singer and is not required to undertake a DBS clearance.
10. Children may go to the toilet in groups of 3 or fewer.

The duties are NOT:

1. To offer comment of any kind, however helpfully intended, on the rehearsal in progress.
2. Discipline of the choristers when in the presence of Mrs Dienes-Williams, Mr Moore or the Organ Scholar. However if Mrs Dienes-Williams, Mr Moore or the Organ Scholar are away from the song room or stalls you are responsible for the health and safety of the choristers (i.e. discourage them from any inappropriate behaviour) and for their respectful conduct (no running or being overly loud).

3. To use your own personal phone or I-Pad whilst on duty unless it is for the purposes of contacting other parents (although there is a landline available in the Song Room area for this purpose). You must have a clear sightline of the children and feel able to follow proceedings. If you feel able to do so whilst using an I-Pad or I-phone at the same time, please do so, but we do not recommend it and this is not allowed in services of worship.

The benefits are:

1. Getting to know the boys/girls and the staff better.
2. The rehearsal process is fascinating.

## **SAFEGUARDING PROCEDURES FOR SUNDAY SCHOOL**

Sunday School meets in the Library only during Sunday Morning Eucharist.

The Sunday School is led by two adults - the Team Leader and the Assistant. All Sunday School staff are DBS checked. All are required to take Diocesan Safeguarding training every 3 years.

The following provisions are observed:

Supervising Adults (one must be Leader)	Age of Children	Maximum Number of Children	Ratio of Adults to Children
2 (minimum)	2-3 years	8	1:4
2 (minimum)	3-8 years	16	1:8
2 (minimum)	Over 8 years	20	1:10

The Team Leader and Assistant arrive at 9.15 am and prepare the room.

Parents bring their children to the room between 9.30 and 9.45, when the Eucharist starts. Some may remain during Sunday School. At all times the parent/s are present in the Cathedral.

During Sunday School if a child needs to be taken to the toilet one of the two adults (of the same gender as the child if possible) takes the child to the toilets in the Crypt.

If a child becomes ill during Sunday School the Team Leader asks the Virgers to find the parent/s in the Cathedral to take charge of their child.

If first aid is needed the Team Leader sends for a Virger (all are trained first aiders).

If a child's behaviour becomes a problem the Team Leader asks the Virgers to find the parent/s in the Cathedral to take charge of their child.

At Communion the Team Leader and Assistant bring the children to the Cathedral Floor and the parents take charge of them.

The Sunday School leaders report to the Dean.

Contact: [dean@guildford-cathedral.org](mailto:dean@guildford-cathedral.org)

# **SAFEGUARDING PROCEDURES FOR OFFICE AND SHOP**

Administrative and shop staff comprise the employees of the following departments:

Events  
Finance  
Fundraising  
Property and Facilities  
Reception and Secretarial  
Shop  
Volunteer Coordination  
Director of Operations.

All administrative staff are employed under a contract of employment. The Shop Manager and Shop Assistant are also employed, they may be assisted from time to time by volunteer shop assistants. Volunteers have signed the Volunteer Agreement.

The duties of administrative and shop staff are as set out in their Job Description.

No administrative or shop staff are required to be DBS-checked apart from the Music and Liturgy Department Secretary.

The administrative and shop staff report to Chapter via their Head of Department and/or the Operations.

Contact: **[dops@guildford-cathedral.org](mailto:dops@guildford-cathedral.org)**

## **SAFEGUARDING PROCEDURES FOR PASTORAL ASSISTANTS**

There are four Pastoral Assistants at Guildford Cathedral and one LLM who is part of the Pastoral Assistant team. PAs are responsible to the Dean and are supervised on her behalf by Canon Mavis Wilson.

Each PA has an individual Job Description and is appraised annually. In particular two PAs support baptism families; two are authorised to take Communion at home to people who are unable through sickness or infirmity to attend the Cathedral. All PAs visit the elderly, sick or housebound as required.

All PAs have up to date DBS checks, have attended Diocesan Safeguarding training and also attend diocesan and other training courses as required.

Contact: [maviswilson2@gmail.com](mailto:maviswilson2@gmail.com)

# **SAFEGUARDING PROCEDURES FOR FAMILIES ENGAGEMENT AND SCHOOLS**

The Families Engagement and Schools Department adheres to the Policy and Procedures on Safeguarding approved and adopted by the Chapter of Guildford Cathedral.

In order to create an environment in which children are safe from harm and/or abuse while engaged in activities during their visit to the Cathedral, the following steps are taken in line with the Cathedral's Policy and Procedures:

- 1.1 All members of the Schools and Families Department, including volunteers, are subject to Enhanced Disclosures with the Disclosure & Barring Service.
- 1.2 All members of the Schools and Families Department, including volunteers, are made aware of the Safeguarding policies of the Cathedral and are expected to work within them at all times.

School parties using the Schools and Families Department services will be engaged in low risk activities. Risk Assessment Advice Notes are prepared for all visits and workshops and are available on request from the Schools and Families Department. Teachers are asked to send in a copy of their completed Risk Assessment when they book their visits, as well as the Visiting Third Party Safeguarding Form. Whilst in the Cathedral, a member of the Schools and Families Department will be supervising activities. Class teachers / adult leaders will be responsible for the children from their schools.

Groups visiting the Shop and Refectory are issued with safety guidelines. Groups visit these areas unaccompanied by Schools and Families Department staff. A ratio of 1 adult to 10 children is required. Children and their parents should be made aware of the safety measures required when crossing the access road to visit these areas and teachers advised to ensure they have included these in their Risk Assessment.

- 2.1 Illness in the Cathedral. If a child is taken ill during their visit to the Cathedral, one of the accompanying teachers or helpers should stay with him/her. Qualified Cathedral first aiders may attend them, and the incident should be logged in the appropriate manner.
- 2.2 Toilet Arrangements. Groups are advised to use the public facilities in the Café Restaurant/Shop building on arrival. They must be supervised by their own accompanying teachers/ helpers, who will wait outside the toilet.

School groups do not have access to toilets specifically designated for children's use, so the accompanying teachers/helpers are asked to supervise the children at all times.

- 2.3 Behaviour Management. It is the responsibility of the class teacher to ensure that children in their care behave appropriately. The Family Engagement and Schools Department is not to be considered *in loco parentis* and accompanying teachers and helpers must remain with their group at all times during their visit.

3. Procedures to be followed by all Schools and Families Department Staff and volunteers in matters of Safeguarding.

Staff and volunteers will be in close contact with groups/classes of children during the course of a day and may be in a position to detect possible abuse. All matters of concern, however slight, should be reported as soon as possible to the Head of Family Engagement and Schools, who will take appropriate action.

4. What to do if a child in a school party discloses to a member of the Family Engagement and Schools Department that s/he is being abused.

Members of the Schools and Family Department should report any concerns to the Head of Family Engagement and Schools, who should in turn report these to the teacher responsible for the visit, unless the allegation refers to that member of Staff, reports are then made to the Chapter Safeguarding Representative or the Cathedral Safeguarding Officer.

The Head of Family Engagement and Schools should make a formal note, which will be sent to the Head of the school concerned, for action under the school's Safeguarding Policy and Procedure. The note will include the nature of the disclosure, using the child's exact words if possible and the circumstances in which the disclosure occurred. The note should be timed, dated and signed by the person receiving the child's disclosure. The Head of Schools and Families will retain a copy of the note on a confidential file.

If the alleged abuse is connected with a member of Cathedral Staff or a Volunteer the Chapter Safeguarding Representative and the Cathedral Safeguarding Officer will take appropriate action.

## **SAFEGUARDING PROCEDURES FOR SERVERS**

The Servers at Guildford Cathedral assist the Clergy and Virgers at services. All Servers are volunteers. There is a three-month training/probationary period for Servers.

One Server acts as Master of Ceremonies (MC) at each service, and organises the team of servers for that service.

The roles required for Sunday services are:

- Crucifer
- Choir Crucifer
- 2 Acolytes

and when incense is being used:

- Thurifer
- (Child) Boat Bearer

Servers are not alone with a child (the Thurifer with the Boat Bearer) except in the chancel aisles during services. The Thurifer directs the Boat Bearer by touching his/her shoulder only when necessary, to avoid the need for speaking.

MCs and Thurifers undergo Diocesan Safeguarding training every 3 years.

Servers are not required to be DBS-checked.  
All Servers sign the Volunteer Agreement.

The Servers report to the Canon Liturgist.

Contact: [Paul.Smith@guildford-cathedral.org](mailto:Paul.Smith@guildford-cathedral.org)

## **SAFEGUARDING PROCEDURES FOR STEWARDS**

The Stewards at Guildford Cathedral have a welcoming role at services and concerts.

Their duties are:

- handing out orders of service
- monitoring the safety and security of the congregation.
- taking and presenting collections.

Stewards are not required to be DBS-checked or to undergo Diocesan Safeguarding training.

All Stewards sign the Volunteer Agreement.

The Head Steward reports to the Canon Liturgist.

Contact: **[trishwonersh@gmail.com](mailto:trishwonersh@gmail.com)**

## **SAFEGUARDING PROCEDURES FOR VIRGERS**

The Virgers' department consists of three resident Virgers, who are on call, one part-time Virgers and four volunteer Virgers. The department also has a part time Laundress.

The Virgers at Guildford Cathedral are responsible for:

- Facilitating and taking part in services and liturgy;
- Security of the whole site;
- Day to day management of the Cathedral building;
- Care of the Cathedral building;
- Health & Safety;
- Cleaning;
- Arranging chairs etc;
- Setup for concerts;
- Lost property.

There is considerable contact with the Servers before, during and after services.

The three resident Virgers are DBS-checked in line with Cathedral policy and attend Diocesan Safeguarding training.

The other Virgers are always supervised and not normally left alone with children or vulnerable adults. Choristers are supervised by their chaperones.

In emergency situations, Virgers need to be able to "troubleshoot".

The Virgers report to the Canon Liturgist (liturgical functions) and the Chief Operating Officer (all other functions).

Contact numbers:

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