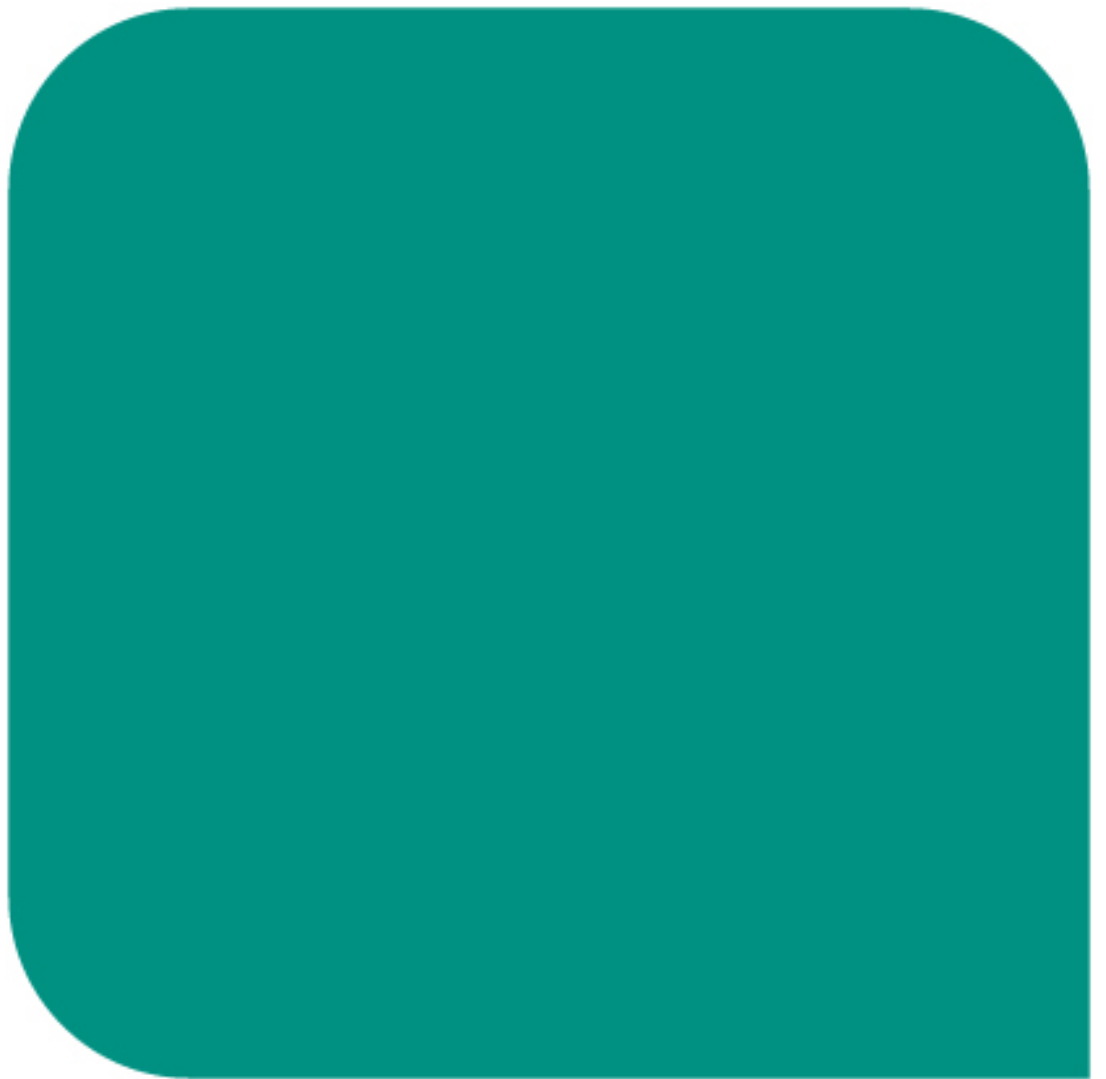




social care
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Diocese of Truro independent safeguarding audit (October 2017)



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1 INTRODUCTION

1.1 CONTEXT

The Social Care Institute for Excellence (SCIE) has been commissioned to undertake an audit of the safeguarding arrangements of each diocese of the Church of England. The aim of these audits is to work together to understand how safeguarding is working in each diocese, and to support the continuing improvements being made. Following pilot audits of four dioceses in 2015, an agreed audit model was applied nationally from 2016.

The audit of the Diocese of Truro was carried out by Leethen Bartholomew (the lead auditor for this diocese) and Susan Ellery from 3 to 5 October 2017. The audit process involved an examination of case files and other documents, along with conversations with key individuals and focus groups of parish representatives in the diocese. Details of the process are provided in the appendix.

This report was written by Leethen Bartholomew with support from Susan Ellery. Quality assurance was provided by Edi Carmi, the senior auditing lead.

1.2 THE DIOCESE

The Diocese of Truro was formed on 15 December 1876 from the Archdeaconry of Cornwall in the Diocese of Exeter. In spite of being considered a 'young' diocese, the Christian faith is noted to be in existence locally since at least the fourth century AD.

The Diocese of Truro is divided into two archdeaconries or pastoral administrative areas, namely, the Archdeaconry of Bodmin and the Archdeaconry of Cornwall, with each containing five and seven deaneries respectively. The Diocese includes over 300 churches in 222 parishes across the whole of Cornwall, Isles of Scilly and two in Devon. This geographical spread covers an area of 1,370 square miles. The Diocese considers itself one of the most remote and its rural nature presents a number of challenges. The implications of this will be discussed later. The population of the Diocese is approximately 535,000 and is projected to rise to 600,000 by 2030. The residents are relatively older than the average for England and Wales. At the other end of the age spectrum, there is a projected decline in the number of 16 year olds by 2020.

In 2016, weekly church attendance in the Diocese was noted to be 14,000 people. The church is served by 120 parish clergy (both stipendiary and unpaid) including curates, 171 priests with Permission to Officiate and 115 readers. The Diocese also has a network of 337 Local Worship Leaders (LWL) and 328 Local Pastoral Ministers (LPM). These are specially trained laity who assist in pastoral work in their parish. There are also 44 church schools.

1.3 STRUCTURE OF THE REPORT

The report is divided into:

- Introduction
- The findings of the audit [links have been made with the s.11 (Children Act 2004) Church of England national audit form]
- Considerations for the Diocese are listed, where relevant, at the end of each finding
- Conclusions of the auditors' findings: what is working well and areas for further development
- An appendix sets out the audit process and any limitations to this audit

Please note that the term 'considerations' instead of recommendations is used in the SCIE Learning Together methodology. The reason for this is that it is important that each diocese decides exactly how to implement the improvements indicated; this is likely to be different from place to place. Some considerations will be around taking specific types of action, whilst others will be alerting the Diocese to develop its safeguarding planning in the future.

2 FINDINGS

2.1 SAFEGUARDING MANAGEMENT

2.1.1 Leadership

A limitation to the audit was the inability to have the involvement of the last Diocesan Bishop, who was appointed the Bishop of Truro in March 2009 and left in July 2017 to become the new Bishop at Lambeth, Bishop to HM Armed Forces and Bishop for the Falkland Islands. Given the last Diocesan Bishop's recent departure from the Diocese of Truro, the auditors felt it was important to obtain his views on the safeguarding arrangements he administered, as he assumed the role of lead for safeguarding and there is no permanent replacement yet. However, it was not possible to arrange this.

The Bishop of St Germans and Suffragan Bishop, arrived in the Diocese in 2013 and is currently at the helm of the Diocese until a new Bishop of Truro is appointed. It is anticipated that a new appointment will be made by the autumn of 2018.

There seems to have been a smooth transition of safeguarding responsibilities to the Suffragan Bishop (thereafter all comments attributed to the Bishop are from the acting Bishop). Responsibility for safeguarding has now been delegated to the Archdeacon of Cornwall. The Bishop provided an articulate and practical understanding of what he understood is his leadership role in the context of safeguarding. He spoke of leading by example through decisive decision-making on cases requiring his attention and about the importance of all involved attending safeguarding training, including himself. The Bishop maintained that he will not give or renew the Bishop's Licence to anyone who refuses to attend safeguarding training. He gave an example where he refused to renew a retired clergyman's Permission to Officiate because of failure to attend safeguarding training. Taking such a stance, he believes, sends a strong message on the Diocese's attitude towards the importance of safeguarding. His attendance at safeguarding training also shows good leadership. The Bishop spoke about his role in ensuring that funding is sufficient to resource safeguarding work.

The Bishop sees the safeguarding role of the Church as not being restricted to the confines of its borders but views this as extending into the wider community. The key individuals, with whom the auditors had conversations, held a similar view. The Bishop acknowledged that the Church has not always been a safe place. The Bishop talked about his commitment to reversing this image by actively taking the necessary steps to work in partnership with statutory agencies to improve safeguarding arrangements within the Church. The Bishop voiced that he sees this as vital given the increasing demands on the Church to provide support for communities due to a decrease in the services offered by statutory services. Based on conversations with key individuals, the auditors sensed that there is a concerted effort by the leadership team, from the Diocesan Secretary to the archdeacons and members of the parishes, to improve safeguarding arrangements.

Safeguarding is a standing item on Episcopal College meetings (known in other dioceses as Bishop's Staff) and the Bishop's Diocesan Council. Safeguarding is also reported to the Diocesan Synod and there is evidence of the DSA doing this in 2014.

An annual report is provided on safeguarding matters to the Diocesan Synod, usually at its November meeting each year.

The Bishop was very clear about not being involved in cases at an operational level. He spoke highly about the professionalism, and competence of the Diocesan Safeguarding Adviser (DSA) and could not recall a time when he did not accept the DSA's advice.

2.1.2 Structure

The Archdeacon of Cornwall, who has delegated responsibility for safeguarding sits on the Bishop's Diocesan Council as ex officio in his capacity as Archdeacon of Cornwall. He is also a member of the Episcopal College. Safeguarding is on every agenda meeting of the Episcopal College and the DSA attends as and when needed.

The Diocesan Secretary, who is also a member of the Episcopal College, manages the DSA (see also section 2.2). The Diocesan Secretary has scheduled meetings with the Bishop where safeguarding is discussed. The Bishop meets with the DSA regularly and is provided with an update on casework. These meetings are in the process of being formalised with set diarised meeting dates.

There is also a safeguarding support officer (SSO), which is a voluntary role, based at Lis Escop (the Bishop's office). The SSO was previously the chair of what is now the Diocesan Safeguarding Advisory Panel and was at one time the Bishop's Adviser for Safeguarding (BAS) which was also a volunteer role. The BAS had also line managed the DSA.

The auditors were told that the SSO's role involves organising the Clergy Blue Files (HR). It was unclear to the auditors who lined managed this role and how it fits in to the overall functioning and structure of the safeguarding team. The auditors were of the view that where more than one role is being performed by an individual and these roles involve different layers and levels of influence, it is important to consider the potential interpersonal challenges this may create for a team.

2.1.3 Links with Cathedral

There is no formal arrangement between the Diocese and Cathedral in relation to the provision of training or casework advice and support. Despite this the auditors found that a particular strength of the Diocese was its close working relationship with the Cathedral. The Diocese offers training to the Cathedral, and the DSA provides advice and works jointly on cases with the canon pastor, who is the Cathedral Safeguarding Lead, when there is a crossover. The canon pastor is also the incumbent at two parishes. This arrangement seems to enhance the fluidity of the relationship between the Cathedral and Diocese, as it allows both to have insight into the work of the other and in so doing fosters a symbiotic relationship. The canon pastor also attends the DSAP and is a member of the Audit Sub-group.

2.1.4 Culture

Safeguarding features in the Diocese's Development Plan 2016–18 and highlights not only its successes but also the risks and the need to respond to safeguarding at parish

level. Over the years, the Diocese has commissioned safeguarding reviews and an audit of safeguarding in parishes. There is evidence of the Diocese being a learning organisation with a willingness to critically reflect on past errors, both national, and local, and implementing required changes. An example of this involves the case of a very trusted diocesan official against whom allegations had been made not being dealt with appropriately in the distant past. The previous Bishop inherited this case and took the necessary steps towards ensuring there was an appropriate response, which included commissioning a case review.

There is a strong culture of lay volunteering and the Diocese has good insight into the challenges this presents (see section 2.11 for a further discussion on this). The auditors felt that there was a strong sense of cohesion amongst the leadership team. The small size of the Diocese, and of the team responsible for safeguarding, allows them to be innovative, as it was easier to bring people together for targeted work to take place and implement change. Conversely, a number of key individuals noted that the rurality of the Diocese creates logistical challenges, especially in relation to working in parishes e.g. bringing people together to attend training. One member of the focus group noted that the burden of rurality accompanied with poor transport links make it difficult for parishes to share what 'good' looks like. Additionally, there is a feeling that the remoteness of the Diocese and the hurdles created by this were not well understood by the National Safeguarding Team. Despite this the auditors found that safeguarding was a consistent theme in all of the Diocese's work at a strategic and parish level. There was also a drive towards adapting national guidance and policy to meet the needs of the Diocese and this being done without losing the essence of what is required.

(Reference: part 1 of S.11 audit: Provide a structure to manage safeguarding in the Diocese. Also to part 2: The Bishop appoints a member of his senior staff to be the lead person for safeguarding.)

Considerations for the Diocese

Consider the introduction of a regular and diarised meeting between the DSA and the Bishop.

The Diocese to consider how best to make sure all safeguarding is done within the Safeguarding Team, develop clear job descriptions and person specifications along with who will be responsible for line management.

Provide clarity on the role, function and line management responsibility for volunteers/staff and where dual roles are being performed the impact this may have on the team.

2.2 DIOCESAN SAFEGUARDING ADVISER/S

There is a job description and person specification for the role of DSA. The Diocese employs one DSA, who is contracted to work 25 hours per week and has been in role since 2010. The DSA performs no other role in the Church of England.

The DSA has a background in social work, having qualified in 1989 and is registered with the Health and Care Professions Council. The DSA began her career as a child and family social worker and before commencing work for the Diocese of Truro was an independent reviewing officer and child protection conference chair for a local authority in the North of England. The DSA has access to external training opportunities, which furthers her continuing professional development in safeguarding matters, and attends the annual conference for DSAs.

Over the years, a number of changes have occurred in the line management of the DSA. The DSA is line managed by the Diocesan Secretary and the auditors found that this arrangement seems to be working well. The Diocesan Secretary attends Episcopal College, Bishop's Council and the DSAP.

The DSA receives six to eight weekly professional supervision sessions and this arrangement has been in existence for the past two years. The DSA told the auditors that the frequency of supervision is sufficient given her part-time role. The DSA's professional supervisor is currently employed by a local authority children's services department and has a background in social work. Supervision involves both a discussion of cases and the challenges of undertaking the role. The DSA spoke highly of the quality of advice and support provided by the supervisor. The auditors were told that although there is no formal arrangement in place between the supervisor and the Diocesan Secretary to discuss the DSA's progress, any issues about professionalism and competence raised in supervision would be reported by the supervisor to the line manager. The auditors felt that the supervision of the DSA needs to be linked to her overall management, in order that areas covered in supervision can inform the performance management responsibilities of her line manager. There is also no arrangement linking supervision to the DSA's annual appraisal and this too might be considered.

The DSA reported that it is a challenge to perform her functions but the Diocese is willing to consider looking at how better to resource the role. The DSA manages a small safeguarding team, which includes a training officer and an administrator, who are each employed part-time (21 hours). The training officer has been in post for the six months.

In the absence of the DSA, the Diocesan Secretary has general oversight of any issues and is also supported by the training officer and where applicable the administrator assistant. The safeguarding support officer, is also available to offer advice. The DSA also has a reciprocal arrangement with the Safeguarding Officer for the Methodist District to provide cover when they each are on leave where possible. Where there is an emergency and for concerns occurring out of normal working hours emergency services are advised to be contacted and where appropriate local authority children, family and adult services.

The DSA is a member of the South West Ecumenical Safeguarding Forum and uses this as a support mechanism.

(References: part 1 of S11 audit: Appoint a suitably qualified DSA, and provide financial, organisational and management support. The adviser must have full access to clergy files and other confidential material.

Part 6: The DSA's role is clear in the job description and person specification. And The DSA has sufficient time, funding, supervision and support to fulfil their safeguarding responsibilities, including local policy development, casework, advice, liaison with statutory authorities, training, personal and professional development and professional registration.

Part 8: The DSA should be given access to professional supervision to ensure their practice is reviewed and improves over time.)

Considerations for the Diocese

Consider linking the outcome of the DSA's supervision to her annual performance appraisal.

Consider formulating a contract between the supervisor and line manager of the DSA in order that their supervision can inform the management process.

2.3 DIOCESAN SAFEGUARDING ADVISORY PANEL

The chair of the DSAP is a former director of social services for Cornwall and performed this role from 1986 until 2003. He was then appointed as a national adviser for the Local Government Association and remained in this post for two years. He has a background in clinical psychology. He has interests in various organisations and is a patron for a number of organisations e.g. Scouts. He was appointed in January 2017 for a 30-month period, the timescale being at his request. He performs this role on a voluntary basis and he has no other role within the Church of England.

The Diocese has a relatively long history of monitoring safeguarding arrangements via an appointed committee. It initially comprised two separate committees with one being for children and the other vulnerable adults, set up in 1994/5 and 2006 respectively. By 2010, at the request of the last Bishop, these two committees were combined under the umbrella of the Safeguarding Committee for Children and Vulnerable Adults. This Committee had a set of terms of reference but its composition was restricted to the Church. By the end of 2016 the Committee was disbanded, and reformed with a new Independent Chair in January 2017 and renamed as the Diocesan Safeguarding Advisory Panel (DSAP).

The DSAP has new terms of reference and an impressive membership group comprising Church and statutory partners. These statutory partners include: Cornwall Partnership NHS Trust, Devon & Cornwall Police, Cornwall Local Authority Children's and Adults Services. There is also representation from Cornwall Community Foundation.

An Audit Sub-group was established May 2017 to prepare for the SCIE audit and the auditors were provided with the minutes of three of these meetings. There is also a Case Closure Sub-group comprising the DSA and two members of the DSAP (this will be discussed further in sections 2.5.1).

The DSAP holds the Diocese to account for its safeguarding activity and takes responsibility for monitoring safeguarding in parishes. The DSAP meets quarterly and the Terms of Reference outline clearly the reporting structures of the panel. Following every meeting, the Chair meets formally with the Bishop and provides an update. The Chair and/or DSA also report to Bishop's Council as required but not less than annually. The Archdeacon of Cornwall as the Bishop's delegated lead for safeguarding provides an update to the Episcopal College. The Terms of Reference stipulate that the DSAP will also provide the Diocesan Synod with an annual report. This has not been undertaken but the auditors were told that there are plans to do so.

The Terms of Reference outline the role and function of the panel. The DSAP commissioned two recent audits, which provides it with a comprehensive picture of the landscape of safeguarding. One audit focused on safeguarding at parish level and the other on safeguarding issues linked to local worship leaders and local worship ministers (this will be discussed further in section 2.10). The quality assurance role of the DSAP has been limited to this and does not include management information relating to casework (which must be anonymised), risk assessments, safeguarding agreements and the monitoring of Safer Recruitment practices. This quality assurance function of the DSAP is set out in the House of Bishops' new guidance on key roles and responsibilities.

The DSAP has a safeguarding strategy in place. This has not been updated recently, as the DSAP was waiting to do so in line with findings from this audit and the recent changes in national policies and guidance documents. There is no training strategy in place: this needs to be developed.

The Diocese compiles a Safeguarding Risk Register and the DSA is responsible for populating the risks. The risks listed are concerned with details of what can go wrong (such as insufficient attendance at training and non-compliance with DBS) as well as higher level of risks that can lead to reputational and financial risk due to litigation. The auditors felt that the Safeguarding Risk Register could be used to inform the DSAP safeguarding strategy and action plan.

(Reference: part 1 of S.11 audit: Provide a structure to manage safeguarding in the Diocese. Also to part 2: The Bishop appoints a member of his senior staff to be the lead person for safeguarding.)

Considerations for the Diocese

DSAP to update the safeguarding strategy and action plan with clear objectives, timescales and responsibilities.

DSAP to consider developing a training strategy and action plan.

Consider developing a quality assurance programme as a way of ensuring safeguarding practice is of an acceptable standard, perhaps via the setting up of a sub-group.

2.4 GUIDANCE, POLICIES AND PROCEDURES

The Diocese adheres to all guidance, policies and procedures that are published by the National Safeguarding Team. There was some unease expressed about the frequency and volume of guidance being published. This was also expressed by the Focus Group members. Whilst this was a challenge for the Diocese, especially making these documents relevant to parishes, there was a commitment to making national policy digestible for parishes. In 2016, the Diocese published safeguarding guidelines for parishes, which contains the steps to be followed, local contacts, overview of the DSAP and sample forms. The guidelines are consistent with good safeguarding practices and principles. There is a dedicated safeguarding section on the diocesan website, which mainly focuses on local safeguarding arrangements.

(Reference: part 1 of the S. 11 audit: Ensure the Diocesan Synod adopts the House of Bishops' safeguarding policies, together with any additional diocesan procedures and good practice guidelines.)

Considerations for the Diocese

Provide links to House of Bishops' guidance on the Diocese's website.

2.5 CASEWORK

A total of 15 cases were audited, covering safeguarding agreements, and work with children and adults.

2.5.1 Quality of response to allegations

The auditors felt the DSA's response to casework was of a good standard and there was evidence of effective and coordinated partnership working with Parish Safeguarding Officers (PSOs) and statutory services. Members of the Focus Group who accessed the DSA's support, spoke favorably of her, with one person stating that the advice given has always been 'measured and wise'.

There was strong clear evidence of multi-agency working and appropriate sharing of information with statutory partners. The DSA made good use of the advice offered by the Local Authority Designated Officer (LADO) and there is evidence of allegations being referred to the local authority. The auditors received written feedback from the LADO, which highlighted the positive working relationship in existence with the DSA. There is evidence of good communication and co-working with probation service and police. The written feedback submitted to the auditors by the police officer (public protection) was positive about the working relationship with the DSA, who was described as conscientious and transparent.

There were a small number of concerns about casework (or possibly the recording of it). In a few cases the outcome of the intervention was not always clear. In one case a decision was made to initiate Clergy Disciplinary Measure three months ago but this has not been actioned. The file contained no information highlighting the reasons for the delay and the next steps to be taken. Two cases audited led the auditors to question whether a parallel safeguarding process existed at one point, with one at Lis Escop (Bishop's Office) and the other at Church House, where the DSA is based. An example of this is the previous Bishop responding to a case involving an allegation

against a member of the clergy and seeking the advice of his then Bishop's Adviser for Safeguarding instead of referring it directly to the DSA. The DSA was eventually informed of the case several months later. The Diocese acknowledges this approach could have been undermining to and unhelpful for the DSA's position. The auditors felt confident that what had occurred was not an endemic safeguarding practice as cases were generally referred to the DSA but an unintended consequence of having a separate adviser to the Bishop. This structure now no longer exists.

The closure of cases is undertaken by the Case Closure Group, which is a sub-group to the DSAP. This group is made up of the DSA, the SSO and a member of the clergy.

The DSA expressed her view that the remoteness of the Diocese hampers her ability to build relationships with other DSAs, who could be used as a sounding board. This has been particularly difficult for the DSA, since the closest neighbouring diocese did not have a DSA in the recent past. Whilst the regional safeguarding adviser is accessible, the DSA's view is that the feeling of camaraderie that comes with having another DSA available is missing. For these reasons, the DSA views the Case Closure Sub-group, as a needed support framework that allows for a more collective approach to decision-making. The Independent Chair also noted his view that the solitary role of the DSA and the important decisions she has to make should not be made by one individual.

Given the challenges facing the Diocese in relation to its remoteness, the auditors understood the rationale for having a Case Closure Sub-group but felt that disclosing personal information about cases to those who should not be privy to this may raise data protection issues. There is a concern that minutes of the Case Closure Sub-group are not recorded and although decisions on case closure are recorded, the rationale for case closure is not recorded and consequently there is no audit trail. Added issues are the sub-group does not have Terms of Reference; there is a lack of clarity on who is held accountable if there is an error in decision-making; and with such a group playing a part in the case management process this could hamper the DSA's ability to provide professional, impartial advice to the Diocese.

The view of the auditors is that a way forward for the Diocese is to consider setting up a sub-group in line with what has been outlined in the recently published House of Bishops' document on key roles and responsibilities. This guidance states that the DSAP 'may choose to have a sub-group that monitors risk assessments and safeguarding agreements'. Such a group will play an important role helping the DSA manage high-risk cases by reviewing the quality of risk assessments and safeguarding agreements. The auditors are also of the view that the DSAP could satisfy itself that safeguarding work is 'good enough' by receiving anonymised management information relating to case-work and conduct an audit of these cases.

2.5.2 Quality of risk assessment and safeguarding contracts

The auditors noted that core groups were not convened on one case that was audited, but were assured that this was an exception related to its complexity. Groups were also not always convened within the specified period as outlined in guidance. The auditors are of the view that the DSAP could use its quality assurance role to satisfy itself core groups are being convened where required. The Diocese commissions and makes use of independent risk assessments (previously known as Type B Risk

Assessments) in accordance with House of Bishops' practice guidance. In one case audited the core group was effective and there was evidence of a careful consideration of an independent risk assessment commissioned.

Safeguarding agreements were consistently being used, but these are not informed by a risk assessment as the standard risk assessments are not being undertaken in accordance with House of Bishops' practice guidance. The Diocese considers though that their assessments are based on 'good practice and good social work judgment based around partnership working'.

The DSA plays a key role in helping PSOs in formulating such agreements. There was also evidence of the probation service attending and contributing to meetings where the agreements were signed by the person subject to the agreement. The agreements were not being signed by the DSA and the key individuals spoken to by the auditors concurred with the view that signing it would underline the Diocese's ownership of the agreement. This will also be in line with the safeguarding agreement template form in the new House of Bishops' guidance on responding to, assessing and managing safeguarding concerns¹. The DSA has a plan that signifies when safeguarding agreements are to be reviewed.

(Reference: part 1 of S. 11 audit: Provide access to a risk assessment service so the Bishop and others can evaluate and manage any risk posed by individuals or activities within the Church.)

2.5.3 Recording systems

The Diocese is currently awaiting a steer from the National Safeguarding Team for an electronic database. In the meantime, there is an urgent need for records to be updated without delay.

The DSA recently started developing an electronic filing system by scanning all case records and information. This is not a case management system but rather a regular file for each person. The auditors were told that this process is nearing the end. This means that the majority of case files are electronically accessed via the DSA's encrypted work laptop. The Diocesan Secretary, as line manager of the DSA, also has access to the files. These files are stored securely and accessing the information is straightforward.

The recording on some case files was not always consistent and where a decision was made not to take action as outlined in guidance or when there has been a delay in following guidance, these too need to be recorded outlining the reasons. Blue Files did not always indicate there were safeguarding concerns and in one file case notes were held in the Blue File of the survivor instead of the safeguarding file of the alleged perpetrator.

¹ Practice Guidance: Responding to, assessing and managing safeguarding concerns or allegations against church officers (October, 2017)

Considerations for the Diocese

Consider identifying all cases where it has recommended CDM should be initiated, bringing these to the attention of the Bishop and take the necessary steps as outlined in guidance.

Form a sub-group with responsibility for reviewing the quality of risk assessments and safeguarding agreements.

Consider reviewing all cases where a safeguarding agreement is in existence with the view of undertaking a standard risk assessment and move towards using the new safeguarding agreement template in House of Bishops' guidance.

Develop a system for ensuring all work on a case are stored securely and held in safeguarding files.

Consistently updating of case files especially the rationale for making decisions.

2.6 TRAINING

The training officer had been in role for six months and has taken over the role as lead for training from the DSA. The DSA is responsible for delivering C3 level training and provides bespoke training to the Cathedral. There are eight training volunteers, who are responsible for supporting the delivery of C1 level training. Volunteer trainers are recruited based on their previous experience and abilities. They are interviewed before appointment, and receive training and shadowing opportunities before they commence training, which they deliver in pairs. They also attend regular support meetings, which are used to update them on changes in training materials and national messages.

The Diocese does not have a training strategy. The auditors were told that this is on the agenda to be developed by the training officer. The training being offered includes C0, C1, C2 and C3 course. The first S1 (Safe Recruitment) course was offered in summer 2017 and S3 (Domestic Abuse) course is being offered from 2018. A training calendar is accessible via the diocesan website. The topic of spiritual abuse was raised with the auditors, as it was felt that it was often difficult to distinguish when bullying by the clergy becomes spiritual abuse. The auditors noted that S6 spiritual abuse training is not yet available for dioceses.

Records are kept of clergy and readers who are trained and there is a system in place to identify when refresher training is due. In the 2016 safeguarding audit return to the National Safeguarding Team, the Diocese recorded the following number of participants attended training:

- C1 Foundation module – 66 participants and 213 attended the equivalent training prior to implementation of C1 course
- C3 Foundation and Leadership module – 118 participants and 99 participants attending the equivalent training prior to the implementation of C3 course.

Without having a sense of the number of church officers and others required to be trained, the auditors were unable to get a sense of whether or not this figure represented a reasonable percentage of those required to be trained.

The auditors received written confirmation from the local authority representative on the DSAP, stating they are willing to contribute to safeguarding training being delivered by the Diocese by offering information and advice on local processes and procedures.

The issue of rurality also featured in conversations in relation to training. It was acknowledged that this presented logistical problems with delivering training in some parishes. Training is also provided to the Isles of Scilly and this involves the trainer travelling to the main island to deliver training. There was also recognition that some parish members will be unable to undertake C0 training due to having no internet access and/or being unwilling to use the internet. The Diocese was clear about its commitment to ensuring all involved in the work of the Church receive training. The establishment of a team of 10 to deliver training is seen as an attempt to provide these 'hard to reach' groups with access to training. This is an achievement and there seems to be a concerted effort by the training officer, DSA and the volunteers to deliver the training. The auditors were also told about upcoming plans to quality assure the training delivered by volunteers.

Feedback from the Focus Group (although a small sample) about the delivery of the training was mixed with the most consistent messages being issues with the style of delivery, as some people felt it was too scripted, would have benefitted from more flexibility in delivery and could have been delivered over a shorter period. On the positive side, they felt the content was good and they enjoyed the opportunity to discuss case studies. In the absence of the DSAP quality assuring the training, the DSA indicated that together with the training officer, they both review feedback forms and use this to inform and review the training.

(Reference: part 1 of S.11 audit: Select and train those who are to hold the Bishop's Licence in safeguarding matters. Provide training on safeguarding matters to parishes, the Cathedral, other clergy, diocesan organisations, including religious communities and those who hold the Bishop's Licence". And to part 8: Those working closely with children, young people and adults experiencing, or at risk of, abuse or neglect ...have safeguarding in their induction and are trained and have their training refreshed every three years.)

Considerations for the Diocese

Develop a training strategy in line with House of Bishops' guidance.

Develop its quality assurance role to include having oversight of the delivery and monitoring of quality and impact of training.

Consider delivering training on spiritual abuse when this becomes available.

Consider developing and implementing a policy on preventing bullying and harassment.

2.7 SAFE RECRUITMENT OF CLERGY, LAY OFFICERS AND VOLUNTEERS

Eleven Blue Files (clergy HR files) were audited with five files relating to clergy with an open safeguarding file and six in relation to Safer Recruitment. The files were neatly structured and organised. It was possible to identify where clergy previously worked and in what capacity.

In one safer recruitment file the DBS was six months out of date and two did not contain proof of identification. There was no indication on one file that a safeguarding file was in existence.

(Secretary has implemented arrangements in line with the House of Bishops' policy on Safer Recruitment 2015. And to part 1: Keep a record of clergy and church officers that will enable a prompt response to bona fide enquiries...where there have been safeguarding concerns, these should be clearly indicated on file.)

Considerations for the Diocese

Develop an action plan to review Blue Files to ensure they are compliant with Safer Recruitment guidance along with referencing in these files when a safeguarding file also exists.

2.8 DISCLOSURE AND BARRING SERVICE (DBS)

The Churches Child Protection Advisory Service provides the DBS service to the Diocese and it is an online service. This service was noted by key individuals spoken to as being exemplary and this was echoed by members of the Focus Group. The Diocese also employs a DBS administrator. There is clear guidance on the diocesan website about when a DBS should be undertaken.

The Diocese applied for 578 DBS checks in 2016 and 424 between January and August 2017. Blemished DBSs are risk-assessed by the DSA. There is a system in place to track DBS renewals but this is only in relation to clergy and readers.

Safeguarding files audited reflect that referrals to the DBS are being made.

Considerations for the Diocese

Develop a system to check when all diocesan staff require DBS renewals

2.9 COMPLAINTS AND WHISTLEBLOWING

The Diocese does not have a whistleblowing policy. It also does not have a complaints procedure. These are currently in draft form, and were recently presented to DSAP and accepted. This means the Diocese has not been compliant with House of Bishops' guidance and the Diocese is aware of the urgent need to have these in place. The 'Responsible Caring' guidelines produced by the Diocese for parishes does not contain information on complaints or whistleblowing. The auditors think it will be beneficial in the interim to place on the diocesan website links to relevant whistleblowing charities.

(Reference: part 1 of S. 11 audit: Provide a complaints procedure which can be used by those who wish to complain about the handling of safeguarding issues. Also part 4: There is an easily accessible complaints procedure including reference to the Clergy Disciplinary Measures and whistleblowing procedures.)

Considerations for the Diocese

Place on website, links to relevant charities who can support and advise those who may wish to make a complaint or whistleblow.

Update the 'Responsible Care' guidelines with information on complaints and whistleblowing.

2.10 QUALITY ASSURANCE PROCESSES

The supervision arrangement for the DSA provides some level of quality assurance through case discussion and challenge provided by the supervisor. The Chair told the auditors of his intention for the DSAP to further develop its quality assurance processes through the auditing of cases.

There is a strong culture of continuous learning and improvement within the Diocese. The auditors saw evidence from one file audited of a case review being commissioned and the learning from this being used effectively.

The Diocese reports annually to the National Safeguarding Team in its Annual Safeguarding Return. There is scope for the Diocese to use this information to develop and inform its safeguarding strategy and action plan.

The impact of the DSAP is seen through its work to satisfy itself that safeguarding at parish level is of a good enough standard. There is a culture in the Diocese of lay involvement in the life of the church. The Diocese has not been blind to the challenges the different roles of LWL and LPM may present. The Diocese sought to satisfy itself that proper safeguarding arrangements were in place by undertaking a review of the safeguarding implications linked to these roles. This work reflects the Diocese's determination and commitment towards safeguarding. The Diocese is in the process of considering the recommendations of the review and sought further advice from the auditors. The auditors were of the view that in addition to the recommendations made by the reviewer, the Diocese could consider formalising the working relationship between LWL and LPM with the care homes and individuals they visit.

In 2015, the DSAP undertook a safeguarding audit of benefices. The adviser to the Chair, who is also the safeguarding support officer based at Lis Escop led the audit. The audit took 18 months to complete and involved visiting deaneries, where interviews were conducted with members of the parish and safeguarding documents reviewed. The audit lead was accompanied on some of the visits by clergy from the Cathedral and Diocese.

The auditors found this to be an impressive piece of work, which produced rich data and meaningful insights. The auditors think that the information captured in the audit can be of benefit to statutory partners, as it represents the voice of communities and

identifies real issues affecting them. Some of these issues require a multi-agency response and the Diocese could play a significant part in helping to develop an appropriate response. The auditors felt that the DSAP could also use the findings of the audit to inform its safeguarding strategy and action plan.

Learning from the audit was fed back to the benefices. The Focus Group members who participated in the audit and who attended the feedback workshops, spoke highly of the audit process. They were vociferous in their appreciation of the site visit and felt the caring and learning approach used helped to develop and augment their understanding of safeguarding. Parishes have already begun to implement changes identified by the audit. This was confirmed by the Focus Group. Members of the Focus Group felt the Diocese should go a step further. The auditors were told by the Focus Group that they would like the Diocese to develop an action plan with deadlines for parishes to implement identified changes and if they fail to do so they should be held accountable. It was also clear from the Focus Group that they wanted to receive information on the impact of the various streams of work.

It was evident to the auditors that the audit of the parishes has had a discernible impact on practice and attitudes. The Diocese is already considering the next steps and explored with the auditors (SCIE) the pros and cons of different audit approaches e.g. a parish self-audit. The auditors were of the view that it may not be feasible for one person to undertake such an audit of every parish in the future.

Considerations for the Diocese

Present the parish audit findings to external partners and explore how the Diocese could play a role in developing a multi-agency response.

Communicate the outcome of the Diocese work to parishes with some focus on the impact of safeguarding work being undertaken.

Consider how the parish audit might be developed in the future.

Develop a working agreement between LWL and LPM and those they provide a service to.

2.11 SUPPORT & MONITORING OF SAFEGUARDING IN PARISHES

2.11.1 ARCHDEACON'S RESPONSIBILITIES

The auditors spoke to both archdeacons, and found there is a sense of a strong synergy between them and a drive towards ensuring safeguarding is embedded in their work.

Articles of Enquiry are undertaken in the Diocese. The archdeacons undertake this annually and safeguarding sometimes features as part of this. The auditors were told that the response rate from the Articles of Enquiry was around 40 per cent. The archdeacons' view is that this is not the most effective mechanism for action.

Both archdeacons undertake Visitations in Parishes (known as ViPs). This is viewed as being a more effective way of monitoring safeguarding arrangements at parish level. The theme of this year's Visitation was 'Safeguarding and Inclusion'. The archdeacons spoke about their drive towards making the Church inclusive and its work around its deaf chaplaincy and dementia-friendly churches. During the Visitation, a service is held and part of this involves the official admittance of Churchwardens. Both archdeacons used this as an opportunity to make safeguarding and inclusion the focal theme of their sermon. During this year's Visitation all churchwardens were provided with a copy of the magazine 'Archdeacons' Visitation News' which contained several messages on safeguarding.

Both archdeacons spoke about how the safeguarding audit of parishes made a noticeable difference in attitudes and they have been able to use the findings to reinforce the importance of the need to undertake training, DBS checks and having an up-to-date safeguarding policy.

The Diocese's website is a good point of access to local information and resources for parishes. The local safeguarding guidelines for parishes is a helpful document. The auditors saw a letter written by the Independent Chair and sent to all licensed clergy, parochial church council secretaries and safeguarding coordinators. The aim of the letter was to provide an update of the Diocese's work on safeguarding. The Chair intends to send a similar letter following every DSAP meeting.

The DSA told the auditors about her plan to provide a more structured support network for PSOs e.g. setting up network meetings.

2.12 RESOURCES FOR CHILDREN AND VULNERABLE ADULTS

A Cornwall-based charity called First Light was commissioned 18 months ago to provide the Authorised Listening Service. A service has been provided to six persons thus far. The DSA was clear with the auditors that the Diocese is committed to providing support to all survivors. The existence of the Authorised Listening Service was not well known among the focus groups members but when informed about it they welcomed such a service. The Diocese does not have feedback from people who decided not to use the Authorised Listener Service.

The Diocese does not have a dedicated youth worker. Two staff members are responsible for managing and supporting the volunteers who work with children and

young people: the focus is on discipleship and engagement. The DSA suggested to the auditors that this is an area where the Diocese could improve.

Considerations for the Diocese

Publicise more widely the existence of the Authorised Listening Service and obtain feedback from those who chose not to access the service.

Consider how to develop the work of promoting the voice and engagement of young people.

2.13 INFORMATION SHARING

The case files audited demonstrate that the sharing of information is taking place between the Diocese and external agencies. Where cases overlap with other dioceses, there is evidence that the sharing of information is taking place.

The internal sharing of information (see section 2.6 for the discussion on the Case Closure Sub-group) is an area the Diocese may want to consider how best this should be done.

2.14 LINKS WITH NATIONAL SAFEGUARDING TEAM

A consistent narrative heard by the auditors related to the complexities of being remote from London. The Diocese welcomes closer links with the National Safeguarding Team (NST) as it will like to help them understand its needs. During conversations with key individuals, it was mentioned that the direction of travel of the NST was not always clearly communicated to them. It was also felt that at one time the number of guidance being issued by the NST was at times overwhelming.

3 Conclusion

3.1 WHAT'S WORKING WELL?

There has been a smooth transition in leadership to the current Bishop without there being an apparent impact on safeguarding arrangements. The Bishop takes safeguarding seriously and has a strong sense of what leadership means in the context of safeguarding. The Bishop's stance about the importance of clergy attending training sends a strong message about the position of the Diocese.

The senior management team is small and this seems to have made it easier to create a culture where people communicate with each other and develop a shared vision.

In many respects the DSAP is forward thinking. The deanery-by-deanery safeguarding audit undertaken with the review of the safeguarding implications linked to LWL and LPM is an exemplary piece of team work. This shows there is a deep interest in understanding what the safeguarding issues at grassroots level are and how the Diocese could support change. There is strong evidence that this audit resulted in tangible changes in attitudes and practice.

There is an agreement that progress still needs to be made and the Diocese is on a journey. There is a keen awareness and honesty in its self-assessment of where it is along this journey.

The safeguarding team has grown over the years and it has been provided with sufficient resources to make it function.

There is evidence of the Diocese being a learning organisation.

The recent reconfiguring of the Diocesan Safeguarding Advisory Panel and its external representation are steps in the right direction.

Casework is of a good standard and there is good partnership working with statutory services.

The archdeacons work well, safeguarding is not seen as an add-on but an integral part of their work. The use of Visitations to monitor safeguarding in parishes by the archdeacons shows there is a will to develop and sustain a culture of safeguarding.

A good working relationship exists between the Cathedral and the Diocese and this has been able to exist without the need for a formal arrangement.

The DSA receives professional supervision from a supervisor who is currently working for a local authority children's service.

There is an Authorised Listening Service and it is being used.

3.2 AREAS FOR FURTHER DEVELOPMENT

The recording system needs to improve. Although, the Diocese is waiting for a steer from the NST for an electronic database, records should be updated without delay.

The DSAP could develop its quality assurance function and update its Terms of Reference to reflect this function.

The development of a strategic safeguarding strategy and action plan with set timescales is required.

The DSAP requires a training and development strategy.

Standard risk assessments and core groups are not always being undertaken when they should be.

New templates for safeguarding agreements to be used.

The role and function of the Case Closure Sub-group needs to be in line with national guidance and it may be that forming a sub-group with responsibility for monitoring safeguarding agreements and risk assessments will be more appropriate.

There needs to be more clarity about the roles and responsibilities of all involved in safeguarding and action taken to ensure all safeguarding concerns are referred to the DSA.

Although the Authorised Listening service is being used it could be publicised more widely.

APPENDIX: REVIEW PROCESS

DATA COLLECTION

Information provided to auditors

- Diocesan self-audit of 2014/2015 and 2015/2016
- National safeguarding annual Self Audit 2015 and Self Audit 2016
- Diocesan Self Audit 1994 to 2017
- Case Management Safeguarding from 2006
- Past Cases Child Protection Review report and statistical information
- Safeguarding Training Statistics 2005 to 2016
- Updated Responsible Caring Safeguarding Guidelines 13 April 2016
- Safeguarding Accountability and responsibility framework
- Terms of Reference Safeguarding Advisory Panel June 2017
- Copy of Safeguarding Risk Register April 2017
- Organisation Chart – Diocese of Truro
- Pathway for legal enquiries in the Diocese of Truro
- Whistleblowing Policy draft
- Complaints Policy draft
- Living water review of LPM and LWL ministry and safeguarding
- Minutes of Diocesan Safeguarding Advisory Panel – January 2017
- Minutes of Diocesan Safeguarding Advisory Panel – April 2017
- Minutes of Diocesan Safeguarding Advisory Panel – July 2017
- Notes of Audit Sub Committee – May 2017
- Notes of Audit Sub Committee – June 2017
- Notes of Audit Sub Committee – August 2017 [DRAFT]
- Diocesan Synod Minutes Approving Safeguarding Policies – May 2014
- Authorised Listeners Leaflet
- First Light and Skoodhya (Authorised Listeners)
- Skoodhya Proposal for Diocese of Truro
- Job description Diocesan Safeguarding Adviser
- Job description Safeguarding Trainer
- Role description Independent Safeguarding Chair
- Overview of safeguarding training delivered Safeguarding Training Statistics 2005 to 2016
- Overview of safeguarding training in the Diocese
- Diocesan Safeguarding Newsletter July 2017
- Safeguarding Training information for parishes
- Summer/Autumn Safeguarding Training dates 2017
- Safeguarding Training – an overview
- The Archdeacons' Charge May 2017

- Local context and background information
- Local structures and arrangements
- Written submissions provided by statutory partners

Participation of members of the Diocese

- Suffragan Bishop of Truro
- Archdeacon of Cornwall
- Archdeacon of Bodmin
- Chair of the Diocesan Safeguarding Panel
- Diocesan Safeguarding Adviser
- Diocesan Secretary
- Safeguarding Support/Assistant Officer
- Dean of Truro
- Canon Pastor

A Parish Focus Group comprised the following roles:

- Churchwarden
- Incumbent
- Parish Administrator
- Parish Safeguarding Officer
- Volunteer Coordinator

Records and files

A total of 15 case records were reviewed. Of these 14 related to children, four adults and one related to both. Where the safeguarding case related to clergy, the auditors looked also at the relevant clergy Blue Files.

To explore Safe Recruitment practices in the Diocese, the auditors looked at six Blue Files of recently recruited clergy.

LIMITATIONS OF AUDIT

The auditors were unable to conduct a conversation with the safeguarding lead on the Isle of Scilly and the previous Bishop of Diocese of Truro.