

This needs to be read alongside the national Church of England Safeguarding Policy and Handbook, *Promoting a Safer Church*, as supplemented by the Diocese of Leicester, October 2018



**The Parochial Church Council (PCC) of  
All Saints with Holy Trinity, Loughborough**

**POLICY AND PROCEDURES FOR  
THE SAFEGUARDING OF CHILDREN,  
YOUNG PEOPLE AND ADULTS**

**March 2021**

# The Parish of All Saints with Holy Trinity, Loughborough Child Protection and Adult Safeguarding Policy Statement

The policy was adopted at the Parochial Church Council (PCC) meeting held on 27th March 2021

## Introduction

Everyone, as a citizen, has a responsibility for the safety, well-being and protection of others. Everyone within the church community also has a responsibility to ensure that there is a welcome for all people, including those under 18 years of age (hereafter referred to as children) and those seen as vulnerable, who may be of any age. A policy about the protection of children and the safeguarding of vulnerable people should be the concern of the whole congregation and therefore should be presented to the Parochial Church Council for adoption and be reaffirmed at least annually. This is an opportunity for church members to remember their commitment to one another, recognising that everyone has different levels of vulnerability and, as the current Covid 19 health pandemic has reminded us, that each of us may be regarded as vulnerable at some time in our lives.

Everyone should be alert to situations where children and those who might be vulnerable are exposed to unacceptable risks. Those who work with children and vulnerable people, whether face to face, by phone or online, often find themselves in challenging situations and need the support, prayers and encouragement of everyone in the congregation. Sometimes workers may be confronted with difficult behaviour on the part of those with whom they are working; sometimes workers may have to face difficult decisions about incidents that may need to be reported to the statutory authorities. The congregation and church workers need to be clear about the procedures which should be followed when there are concerns about anyone being harmed or abused.

Whilst everyone in the church has a duty to ensure that it is a safe and welcoming place, the Parochial Church Council together with the incumbent carries an especial duty of care for the safety of those who attend or use the church. The Council should, with the help of the diocese, ensure that our safeguarding policy reflects the needs of those whom it is intended to serve, and that the policy is being implemented and has appropriate resources. The PCC also needs to find ways to communicate the policy to the whole congregation.

Abuse can take many forms (see Appendix 2), and, as a church, we need to play our part in preventing all forms of abuse if possible, and we need to report any abuse that we discover or suspect.

Those who work most closely with children and vulnerable people in activities, youth clubs, lunch clubs, day centres, Bible study groups or as pastoral visitors, etc., are in a unique position to get to know them. As a result, workers might learn about things that give cause for concern or they may see others, sometimes including fellow workers or church members, behaving in ways that may be described as abusive or potentially harmful. When visiting a school or care home, for example, a visitor may observe a child or resident showing signs of abuse. Workers should have a good knowledge of the guidelines for good practice and should be implementing them; they should know what to do if they learn of any incidents where children or vulnerable people are being mistreated or abused.

Not all concerns about the welfare or safety of a child or vulnerable person need the public authorities to be involved; sometimes it may be that the concern focuses on behaviour and attitudes that are not immediately harmful and then the matter should be dealt with through training or discussion. Children's own wishes and feelings should always be listened to and taken seriously, even when

protecting the child means that decisions have to be made that differ from their stated wish. In terms of adult safeguarding, the responsibility upon workers is different, in that the choices of the adult concerned should, if at all possible, be accepted. The response to any concerns should always be proportionate and appropriate to the issue.

We should do our best to provide a safe place for children and those who may be vulnerable. Where we organise special activities or groups for children or vulnerable people, including overnight stays or day-time activities only, care should be taken to ensure that those who work in these activities are carefully appointed, supported and supervised. Recruitment to other positions of trust should be carried out sensitively but thoroughly to try to prevent inappropriate appointments being made.

As a result of the Covid 19 pandemic, the year 2020 has brought about many changes in the ways in which we as a church have come together, have tried to care for the needs of our most vulnerable members and have also tried to reach out to our wider community. Whilst it is to be hoped that during 2021 we may be able to resume more face to face contact, this is likely to happen only gradually and very possibly not completely. In addition, there is no doubt that many will be left with mental and emotional scars, as well as physical hardship and lingering illness, caused by the pandemic. These issues will need to guide our thinking in how we continue to ensure the safety and well-being of all. On the positive side, some of the adaptations that we have made in how we worship and interact will continue to be helpful and we may well want to develop them further. For this reason it is all the more important that we continue to ensure that our church practices promote a safe culture and that we respond in a timely way to any concerns that may arise.

National guidance recommends that a named individual (or individuals) be appointed by the PCC to act as the key person (or people) to speak on behalf of children and vulnerable people both within the congregation and to outside bodies. Ideally the appointed person/people should have some experience in this field. They should be recruited using the Safer Recruitment Policy. Such a person/people may be the most appropriate person/people to receive information about concerns and will need to listen carefully, possibly discussing the matter with the person concerned and, using the appropriate procedure, making a decision about whether these concerns should be passed to an outside statutory body such as the police or the local authority Children's or Adult Services.

The lead person or people should always liaise with and seek advice from the designated person in the diocese. If there is clear evidence that a vulnerable adult has suffered abuse, or that a child has suffered or is at risk of abuse, then this should be reported as soon as possible to the local authority as the lead agency.

All Children's and Adult Services Departments (or similar) have policies about the safeguarding of children and vulnerable people and will work in multi-agency collaboration with the health service and police.

### **Key safeguarding roles in our Church**

In setting out how our church meets its safeguarding responsibilities, the following paragraphs refer to a number of key roles. These are:

- Lead Safeguarding PCC Member
- Child Safeguarding Coordinator
- Adult Safeguarding Coordinator

These three people will work with the Rector and the PCC to implement policy and procedures. The Coordinators will ensure that any concerns about a child, or vulnerable adult, or the behaviour of an

adult who could themselves pose a risk, are appropriately reported both to the statutory agencies and to the Diocesan Safeguarding Adviser

- Designated Persons for Child Protection
- Designated Persons for Adult Safeguarding

These people, sometimes referred to as DSPs, are appointed to act as somebody to whom children, vulnerable adults and/or their families may talk to about any problems, if they so wish. There will be a Designated Person for Child Protection or Adult Safeguarding for each of the groups we have working with children or vulnerable adults. Each Designated Person will be somebody who is accessible to the children or adults in the groups or activities where they are responsible.

- Diocesan Safeguarding Adviser (DSA)

The DSA leads the safeguarding team based at St Martyn's House. She, or the Assistant DSA, should be contacted in all cases where there is a safeguarding concern within the church. See the procedures below for what to do if there is a concern

### **How the PCC of All Saints with Holy Trinity, Loughborough meets its child protection and adult safeguarding responsibilities**

The Parochial Church Council (PCC) of All Saints with Holy Trinity, Loughborough adopts the safeguarding policy statement for children and young people and adults *Promoting a Safer Church* and the *Safeguarding Handbook* that accompanies this policy statement. The PCC commits to implementation of this policy and to following the Handbook. In doing so it also commits to the safeguarding of children and all people who may be vulnerable, ensuring their well-being in the life of the church. It also commits to promoting safe practice by those in positions of trust. This being the case, the PCC will, in relation to its safeguarding responsibilities:

- Appoint a Lead Safeguarding PCC Member and two Safeguarding Coordinators (for Adults and Children respectively). The Coordinators, if not members of the PCC, will have the right to attend its meetings and will report to it at least annually on the implementation of this policy using the Diocese of Leicester annual report template
- Ensure that Designated Persons are appointed for each of the groups we have working with children or vulnerable adults. If the focus of the child's, adult's or family's problem is a Designated Person her/himself, or if the relevant Designated Person is not available, then the child or family may discuss the matter with the Rector.
- Display on the church website and in church premises, where children and vulnerable adults can see them and on the church notice board, the contact details of the Coordinators and Designated Persons, along with the relevant support services telephone number and website addresses of relevant support services (eg ChildLine). A copy of this policy statement will also be displayed in church.
- Ensure that all those authorised to work with children or vulnerable adults or who are in a position of authority (these are normally all roles for which a job/role description is required) are appropriately recruited according to safer recruitment practice in line with Church of England national policy, and are trained, resourced and supported. This will include providing them with a copy of this policy and of the Diocese of Leicester's Safeguarding Handbook.
- Adopt and make available a policy statement on the recruitment of ex-offenders.

- Ensure that only authorised people work with children and vulnerable adults, that they adopt safe working practices, and that all work with children and vulnerable adults is carried out within appropriate accountability structures.
- Ensure that there is appropriate insurance cover for all activities involving children or vulnerable adults undertaken in the name of the parish.
- Review the implementation of the child protection and adult safeguarding policy, procedures and practices at least annually.
- Comply with data protection requirements, including the storage of records.
- Adhere to national and diocesan requirements regarding the taking and use of photographs and the use of social media and phones
- Ensure that when working online with children, young people and adults, we adopt the highest standards of good practice and take into account the safeguarding risks that arise when working in an online space
- Adopt and publish a domestic abuse statement and appointing a named person or persons to act on concerns in relation to domestic abuse
- Adopt and publish guidelines on managing disruptive behaviour in Church
- Work to create and uphold a culture of informed vigilance which takes the protection and safeguarding of children and vulnerable adults seriously.
- In line with our involvement in the Inclusive Church Network, continue to commit to the inclusion and empowerment of all who may be vulnerable, striving to be a 'church which does not discriminate, on any level, on grounds of economic power, gender, mental health, physical ability, race or sexuality'. Our inclusion statement continues: 'We believe in Church which welcomes and serves all people in the name of Jesus Christ; which is scripturally faithful; which seeks to proclaim the Gospel afresh for each generation; and which, in the power of the Holy Spirit, allows all people to grasp how wide and long and high and deep is the love of Jesus Christ'.
- Ensure that those who may pose a threat to children and vulnerable adults are effectively managed and monitored
- Ensure that a health and safety policy and the appropriate procedures and risk assessments, including those which relate to compliance with requirements to be Covid-safe, are in place and that these are reviewed periodically
- Ensure that appropriate support is given to the needs of individuals accessing the church who have specific disability needs – whether children or adults. This may include the need to use supportive disability aids and equipment to assist them in some circumstances which are recognised to support the individual eg assistance dogs
- Act without delay on allegations or suspicions of abuse using the procedure laid down by the Diocese of Leicester
- Respond without delay to any complaints received regarding work with children or vulnerable adults, or the safeguarding of children or vulnerable adults
- Ensure that all new PCC members have access to this policy and Handbook so that they are aware of their responsibilities
- Cooperate fully with investigations by statutory agencies and not conduct our own investigations except with the prior approval of statutory agencies
- Seek to offer informed pastoral care to any child, young person or adult who has suffered abuse; if the abuse is church-related, this support is likely to be via the use of the [Safe Spaces](#) service arranged by the Diocese and provided by Victim Support
- Care for and supervise any member of the church community known to have offended against a child or vulnerable person, while maintaining appropriate confidentiality

- Ensure that those hiring PCC premises for activities involving children or vulnerable adults agree to commit to good safeguarding practice
- Ensure that, where required, safeguarding incidents are reported to the Charity Commission via the Diocesan Safeguarding Team

#### Our activities for children and vulnerable adults

As we come out of covid restrictions, we anticipate that our current activities for children and young people will be based predominantly around our Sunday morning children's worship and our Children's Choir. These may take place either face to face or online. From time to time we have other, short-term groups and activities (eg Diddy Disciples Preparation for communion group) for which staff and volunteers are safely recruited as necessary.

Our Designated Persons for Child Protection, whom children, their families, youth workers and volunteers may talk to if they wish about any concerns, are:

Bridget Thornhill	(Sunday children's groups and for special activities)
Emma Trounson	(Children's Choir and All Age Music Group)
Rev'd Wendy Dalrymple	(Family Worship)

Our activities for vulnerable adults are our pastoral visiting/care and home communion services, mental health support group, dementia support group and Sound Bites. As with our children's work, we may also, from time to time, have other short-term groups and activities. These activities may take place either face to face or in the online space.

Our Designated Persons for Adult Safeguarding, whom group/activity members, their families, volunteers and staff may talk to if they wish about any concerns, are:

Revd Wendy Dalrymple	(pastoral visiting/care and home communion service)
Bob Edge	(mental health support group)
Emma Trounson	(Sound Bites and All Age Music Group)
Ann Barsby	(Dementia Support Group)

For any other groups, or if unable to contact the appropriate Designated Person, please contact the Rector, Revd Wendy Dalrymple who is currently acting as our Child Safeguarding Coordinator, or Claire Gregson our Adult Safeguarding Coordinator. These people can also be contacted if the concern is about a Designated Person.

Designated Persons and Safeguarding Coordinators can be approached at any normal Sunday service or gathering or contacted via:

[childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk)

[adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk)

[music@allsaintsloughborough.org.uk](mailto:music@allsaintsloughborough.org.uk)

[rector@allsaintsloughborough.org.uk](mailto:rector@allsaintsloughborough.org.uk)

Revd Wendy may also be contacted on 01509 268362

Please note that if the concern is about a Designated Person, it should be raised with either of the Safeguarding Coordinators.

The Diocesan Safeguarding Adviser, Rachael Spiers, is available on 0116 2615341 or 07930819279. She can be contacted whenever necessary and should certainly be contacted if the concern is about one of the Safeguarding Coordinators or the Rector.

This policy statement will be renewed annually and progress in carrying it out will be monitored by the Child Safeguarding and Adult Safeguarding Coordinators.

**This statement was agreed by the Parochial Church Council of All Saints with Holy Trinity, Loughborough and signed by the Rector and a Churchwarden on 27<sup>th</sup> March 2021.**

Signed by the Incumbent:

..... Name: Revd Wendy Dalrymple      Date.....

Signed by a Churchwarden:

..... Name: Angela Woodward      Date.....

# Procedures for implementing the Child Protection and Adult Safeguarding Policy Statement

A copy of these procedures will be given to all clergy, staff (whether employed directly by the PCC or another body), volunteers and lay workers who have the responsibility for children or vulnerable adults. They should sign a declaration afterwards saying that they have read and understood them.

## **1. Key Contacts**

Our Child Safeguarding Coordinator is:

Revd Wendy Dalrymple      [childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk)

Our Adult Safeguarding Coordinator is:

Claire Gregson      [adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk)

Our Designated Persons for Child Protection and Adult Safeguarding, whom children or adults can talk to about worries and concerns about possible abuse are:

**Bridget Thornhill**      (Sunday Children's groups and for special activities)  
**Emma Trounson**      (Children's Choir, All Age Music Group and Sound Bites)  
**Rev'd Wendy Dalrymple** (pastoral visiting/care and home communion service)  
**Bob Edge**      (mental health support group)

For any other groups, or if unable to make contact with the relevant Designated Person please contact the relevant Safeguarding Coordinator or the Rector. If the concern is specifically **about** a Designated Person, contact the Coordinator or Rev'd Wendy directly or by using Rev'd Wendy's phone or email address rather than [childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk) or [adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk). If the concern is about a Coordinator or Rector, the Diocesan Safeguarding Adviser should be contacted directly (see below)

They can also be contacted on the following phone numbers and email addresses:

### **Bridget Thornhill**

Email: [childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk)

### **Claire Gregson**

Email: [adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk)

### **Emma Trounson**

Email: [music@allsaintsloughborough.org.uk](mailto:music@allsaintsloughborough.org.uk)

### **Revd Wendy Dalrymple**

Tel: 01509 268362

Email: [rector@allsaintsloughborough.org.uk](mailto:rector@allsaintsloughborough.org.uk)

Our Diocesan Safeguarding Adviser is **Rachael Spiers**. She is based at St Martin's House and can be contacted on 0116 2615341.



## 2. Contact details for the main leader of each activity or group

See above for names of groups, activities and the details of their main leaders.

## 3. Recommended minimum staffing levels for groups for children and young people

These are set out in *Promoting a safer church*, and will be maintained.

They are as follows:

Age	Number of Leaders
0 to 2 years	1 leader to every 3 children
2 to 3 years	1 leader to every 4 children
3 to 8 years	1 leader to every 8 children
8 + years	1 leader for the first 8 children followed by 1 to 12

Notwithstanding these minimum levels, each group is to have at least 2 adult workers present and a gender balance should be maintained wherever possible, particularly in mixed gender groups. More help may be required if children are being taken off site, are undertaking physical activities or if necessitated by other circumstances. This will be assessed by the leaders of these activities.

Adults who assist very occasionally or as a one-off must be responsible to an appointed leader. The same applies to young people under the age of 18. Adults who assist more regularly will be appointed formally using the safer recruitment procedures.

Groups for vulnerable adults need to be staffed in accordance with a safeguarding risk assessment that takes full account of the needs of the adults, the types of activities that are being undertaken and the venue/circumstances in which the activity takes place.

## 4. Safe recruiting practices

When appointing/recruiting leaders and helpers for work with children and vulnerable adults, the PCC will follow the guidelines set out in the Diocesan Safer Recruitment Practice Guidance. This means:

1. Providing a job/role description.
2. Ensuring the potential volunteer provides a completed application form.
3. Ensuring the potential volunteer completes a confidential declaration form
4. Conducting an interview.
5. Taking up references from two referees one of whom should be current employer, previous church, or organisation at which the potential volunteer currently volunteers or has recently been a volunteer. At least one referee should be from outside the church.
6. Obtaining a DBS (criminal record) disclosure, unless the nature of the role is such that there is no entitlement to a DBS check.
7. Offering the post subject to a probationary period.
8. Confirming the appointment in writing.
9. Ensuring the volunteer is aware of PCC policies and procedures and has been given a copy of the Pocket Guide to Safeguarding and the Safeguarding Policy.

The forms provided in the Practice Guidance will be used for applications, confidential declarations and references.

## **5. Code of Behaviour**

The PCC commits to the following Code of Behaviour which those who work with children and vulnerable adults are expected to follow.

You should:

- Treat all children and adults with respect and dignity.
- Provide a Christian example you wish others to follow
- Provide an example of good conduct you wish others to follow
- Ensure that there are at least two adults present during activities with children and vulnerable adults, or at least that you are within sight or hearing of others.
- Respect personal privacy.
- Ensure that another adult is informed if you, as a worker/helper, need to take a child or vulnerable adult to the toilet.
- Be aware that physical contact with a child or vulnerable person may be misinterpreted.
- Challenge unacceptable behaviour in a responsible way.
- Report all allegations/suspicions of abuse.
- Recognise that special caution is required in moments when you are discussing sensitive issues with children or vulnerable adults
- Operate within the Church's principles and guidance
- Only use online sessions, social media and email in accordance with paragraph 14 below. This includes the taking and distribution of photographs and videos of children, young people or adults

You should not:

- Ever hit a child or vulnerable adult
- Indulge in rough, physical, abusive or sexually provocative games or comments – whether face to face or online
- Touch inappropriately
- Show favouritism to any one person or group
- Give lifts to children or vulnerable adults on their own or on your own. If it is unavoidable, ask the child or adult to sit in the back of the vehicle and inform another adult where possible
- Invite a child or vulnerable adult to the activity leader/worker's home alone unless responding to an emergency situation, in which case the relevant people should be contacted
- Permit abusive peer activities eg. initiation ceremonies, ridiculing, bullying
- Allow unknown adults to have access to children or vulnerable people. A known person should always accompany visitors

## **6. Procedure for responding to allegations or disclosures of abuse**

This is to be used in situations where:

- there is an allegation or disclosure of abuse by a child or vulnerable adult regarding themselves or someone else

- a child or adult is expressing concern about a situation of possible abuse towards themselves or another child/adult (including disclosing or alleging abuse – historic or current)

The following guidelines should be used:

- Listen. Keep listening
- Do not question or investigate – this is the job of the authorities. In particular do not speak to the subject of the allegation
- Do not promise confidentiality; tell them that the information they disclose needs to be shared
- Assure them they are not to blame
- Tell them what you are going to do. Reassure them that the matter will be reported to the investigating authorities. If the person needs reassurance that the alleged perpetrator will be punished, do not make any promises. There can be no guarantee as to what happens as that will be dependent upon the outcome of the referral and any subsequent investigation
- As soon as possible after the conversation, make careful notes of what was said, record dates, times, events and when you were told
- If there is immediate danger to the person, contact Social Services or the Police
- Report the incident to the relevant Designated Safeguarding Person (DSP), priest or Safeguarding Coordinator immediately
- Do not contact the DSP, priest or Coordinator if the allegation concerns them or anybody related to them. Contact the Diocesan Safeguarding Adviser directly if necessary
- Do not discuss the incident with anybody else
- If the concern has been reported to a DSP, the DSP must share it with the priest or Safeguarding Coordinator immediately. The Priest or Coordinator must then report the allegation or disclosure to the Diocesan Safeguarding Adviser by the end of the next working day. The Adviser will tell them anything they need to do
- In the absence of the Diocesan Safeguarding Adviser or anyone nominated as their official Deputy, the appropriate Archdeacon should be contacted

Do not contact anybody who is implicated in the allegation or disclosure, even if they would normally be contacted as part of the procedure.

Do not talk to the media under any circumstances. The Diocesan Communications Director will handle any media statements.

If someone uses email or other electronic means to allege or disclose abuse, the same procedure should be followed, with the person receiving the disclosure making careful and confidential use of email or other electronic means to continue to 'listen' and then passing on the disclosure via the appropriate channels. The following wording (or a variation of it) may be used to respond:

**Thank you for telling me about this. You have been put in a very hard position and none of it is your fault. We need to tell someone about it, so I'm going to talk to someone who can help. Someone will be in touch as soon as possible. In the meantime, if you need to talk, get in touch with (name and phone number of designated person) or Childline on 08001111.**

The procedure is the same for abuse which happened in the past, possibly many years ago.

Note that any response needs to be in line with the **policy and procedure on the use of social media, email and texting**, set out in para 14 below).

Please note that if you have safeguarding concerns about a child or adult that fall short of clear allegations or disclosures of abuse (for example, they may concern bullying, challenging behaviour or other signs that a child, vulnerable adult or family is in need of support or help), do not ignore these. Discuss them with the relevant Designated Safeguarding Person, Safeguarding Coordinator or member of the clergy as soon as reasonably possible.

## **7. Procedure for when there are concerns that someone may be perpetrating abuse or may present a risk to children or vulnerable adults**

If you are concerned, or it comes to your notice that someone may be perpetrating abuse or may present a risk to children or vulnerable adults:

- Make notes of your concerns and discuss them with your priest or Safeguarding Coordinator
- The priest or Safeguarding Coordinator must then report the concerns to the Diocesan Safeguarding Adviser by the end of the next working day
- Do not contact the priest or Coordinator if the allegation concerns them or anybody related to them. Contact the Diocesan Safeguarding Adviser directly if necessary
- Dates and times should be recorded of any observations which have been made and of the referral to the Adviser
- The Adviser will act in line with practice guidance and will decide whether to report the concerns to Social Services and/or the Police; or continue to observe closely – the process will be repeated in the event of any more concerns
- There should be close communication between the priest/Coordinator, the Adviser and the appropriate Archdeacon until the situation is resolved
- In the absence of the Adviser or nominated Deputy, the appropriate Archdeacon should be contacted

## **8. Procedure for when people with convictions for offences against children or vulnerable adults or people under investigation are attending church**

Where the church becomes aware that someone attending or wishing to attend the church has been convicted of offences against children or vulnerable adults (or they have received a formal police caution) an agreement will need to be drawn up to minimise any risk to the safety of children and adults within the church. If a person who attends the church is subject to investigation for alleged abuse, thought will need to be given to drawing up a temporary agreement until the outcome of the investigation is known.

- The priest or, in the absence of the priest, the relevant Safeguarding Coordinator, must inform the Diocesan Safeguarding Adviser of the situation
- The Adviser will decide whether an agreement needs to be in place and will provide a template for the agreement
- If the person is a convicted offender, there will need to be liaison with the person's Supervising officer (police or probation) who should be consulted about the agreement and, ideally, be a signatory to it

- The offender or person under investigation will be asked to sign the agreement, which will then be reviewed annually or more frequently if necessary

## **9. Procedure for allegations or concerns about senior clergy**

- If an allegation involves an archdeacon or dean, it should be reported to the Bishop of Leicester
- If an allegation involves a bishop, it should be reported to the Archbishop of Canterbury

## **10. Registration**

A registration form will be completed for every child or where appropriate vulnerable adult who attends groups or activities, whether these take place face to face or online. Unless required as part of Covid-19 restrictions (in which case only name and contact number will be required), this does not include activities such as church services or other activities for the general population or church congregation. Neither does it include activities which are family focused but which children attend with their parents.

The form will be updated annually and include the following:

- Name and address.
- Date of birth.
- Emergency contact details.
- Medical information.
- Any special needs including activities that the child or adult is unable to take part in.
- Consent for emergency medical treatment.
- Consent for photographs and videos if relevant.

All personal details and registration forms will be stored securely, not used for any other purpose, and shredded or disposed of securely when out of date or no longer in use. Separate procedures apply to drop-in centres and activities. In the event that a drop-in activity is being planned, the relevant diocesan officer will be contacted for guidance.

## **11. Activities away from the church premises**

Adequate arrangements will be made for children's and vulnerable adults' activities which take place away from church premises as follows:

- No child can be taken off-site for activities without the consent of their parent/guardian/carer
- Details of the event must be given in advance and consent forms received in advance of the event taking place
- Details of the arrangements will be given to the relevant Safeguarding Coordinator
- A risk assessment will be undertaken using the standard form, and confirmation obtained that the event is covered by PCC insurance. The process for obtaining delegated PCC agreement to the risk assessment is:
  1. Person in charge of group develops draft risk assessment
  2. Person in charge consults with other leaders/helpers involved to finalise proposed risk assessment

3. Person in charge forwards the risk assessment to the Safeguarding Coordinator (or, in their absence, the Incumbent) as soon as possible prior to the event or activity; note that the Coordinator and/or Incumbent may wish to discuss amendments to the risk assessment
  4. All leaders and helpers should be sent a copy of the final risk assessment
- A leader will be designated to take responsibility for First Aid

## **12. Support, supervision and training**

All those involved in working with children and vulnerable adults will ensure that there is always more than one responsible adult available so that there is mutual supervision. Should one of the adults become ill or get called away, the other adult will call for additional help. In emergency situations where an individual cannot avoid working alone with children or vulnerable adults because an unforeseen situation has arisen, the individual will inform another leader (or the Safeguarding Coordinator or priest) of the situation, if at all possible at the time it arises, and a note will be kept by the Safeguarding Coordinator.

Those who work regularly and in a formal role with children and vulnerable adults will be given the opportunity to review their work with the leader of their group/ Safeguarding Coordinator/Rector/other nominated person. This will enable them to comment on the work they are doing, give suggestions, review and further develop their work, if they so wish, and to discuss training opportunities.

From time to time the church may hold training events on Safeguarding. There will also be other training events organised by the Diocese of Leicester which church staff, youth workers, volunteers and safeguarding coordinators may attend.

Every person who works with children or vulnerable adults will be given a copy of the Pocket Guide to Safeguarding and this policy. They will also be given information about how to access on the internet the Diocese of Safeguarding Handbook and other national Church of England documents including Promoting a Safer Church. Paper copies of these documents will be provided to those workers who request them.

## **13. Health & Safety and First Aid**

Health and Safety, including the requirement to operate in a way that is Covid-safe, will be managed as part of all activities. All buildings where activities with children and vulnerable adults take place will be inspected by an appropriate person at least annually and the results will be noted and reported in writing to the PCC. Health and Safety issues observed by those working with children and vulnerable adults should be reported to the relevant Safeguarding Coordinator or the person with responsibility for Health and Safety within the church. At All Saints with Holy Trinity, the Health and Safety Officer is Norman Hankey.

A First Aid kit will be available on site and will be checked monthly and updated as necessary. An accident book is maintained for all places where activities with children and vulnerable adults take place. An accident is defined as:

- An unintended injury or similar incident that might reasonably be expected to lead to distress experienced by a child or adult, incurred during the course of Church activity

- An occurrence that might well have led to injury ('near miss').

This does not include incidents, allegations or concerns that a child or adult might have been abused or be at risk of abuse—such incidents or concerns are dealt with under Section 6

If there is an emergency involving injury to a child or vulnerable adult:

- Stay calm
- Provide immediate first aid if needed
- Alert others to the need for help
- Ensure that somebody is supervising the other children or adults
- Call an ambulance if needed
- Contact the parents/guardians/carers of the child or adult
- Provide an appropriate handover and information about the situation to the parents/guardians/carers/paramedic
- Complete the accident book
- Consider whether there are implications for the Health & Safety policy and/or practices and report these to the Safeguarding Coordinator

#### **14. Use of online platforms, social media, email, texting, photographs, videos and images**

All those involved in working with children and vulnerable adults will exercise care in the use of online platforms and social media, and will respect the guidance set out in the Church of England Safeguarding Handbook on this issue. See link <https://www.leicester.anglican.org/resources-for-church-settings>.

Some of the key points for children and young people's sessions and activities run on online platforms eg Zoom are:

- Zoom links only to be sent to people already registered on our church database and waiting rooms to be used for everything other than business meetings.
- Ask participants to let you know in advance the names that they will be using to access the session. If someone enters a waiting room for a children's or young people's activity whose name you don't recognise, make sure that you check out who it is before admitting them; and report any unauthorised attempts to join a call to Rev Wendy, the DSP, or Safeguarding Coordinator
- Ensure that the registration/consent form signed by participants and/or parents specifies that the sessions will be run online, and that those involved are aware of the risks involved and who to talk to if they need to do so
- Any activities that are livestreamed need to be done with the explicit permission of those taking part.

#### **A note on Social Media Groups**

There is a difference between, on the one hand, informal social media groups set up and used by groups of friends who happen to attend All Saints with Holy Trinity, and, on the other hand, official Church social media groups, coordinated by someone in an official church role, and used as part of the Church's work of mission, service to our community, or the spiritual growth and development of its members. Informal social media friendship groups are not required to abide by the national and diocesan guidance, although their members should bear in mind the need to use the same personal standards of behaviour in their online communications as in their face to face contact. Informal groups should also avoid calling themselves 'All Saints .....Group' or something similar, which could give the

impression that they are official Church groups. These official Church social media groups are obliged to adhere to the national guidelines. These include, for example, the requirement for the person wishing to set up the group to submit in advance a request to Rev'd Wendy, stating the name and purpose of the group and outlining how it will be effectively risk managed. The request should also indicate who will be responsible for monitoring it and moderating its content. Finally, the request should confirm that the group will be run in accordance with safeguarding policy and procedures. A list is kept in the Church office of all such groups, together with their moderating person. This list is reviewed on an annual basis.

### **Use of electronic communication with children, young people and vulnerable adults**

Communication by electronic means or by texting will not be used with children under the age of 16 (except in the unlikely event that a child/young person makes unsolicited contact via electronic channels and alleges abuse by a third party – see para 6 – and there is no other means of responding to them). All communication in these forms will be via their parents. The rest of the principles relate to communication with vulnerable adults and young adults aged 16 and over. The key point is that communication should be in a context of transparency and accountability.

- Leaders, workers and volunteers should not share their personal phone numbers with anyone under 16; communication that needs to be made electronically should be via email and parents should be copied in
- Electronic communication should only be used for reasons relating to work and not for general socialising purposes
- Other leaders should be aware of the situations in which these means of communication are being used
- Leaders, workers and volunteers should not invite young people and vulnerable adults from church activities to their personal social networking page and should politely decline requests from any young person under the age of 16, explaining that this is church policy
- Where possible, group pages should be used on social media for communicating
- Care should be exercised in posting to Facebook, Twitter etc as comments made on the spur of the moment may not always come out as intended and can be passed on extremely quickly around a large audience
- Communication by electronic means with young people should never take place during school hours and should be kept within the hours of 9am – 9pm
- Where possible, email and messaging should take place to and within groups rather than individuals
- Records of communications will be kept just as they would be for written communication. If a worker's mobile phone does not allow text messages to be saved then a written record should be kept
- Use of photographs and images will be in accordance with the Appendix to the National Safeguarding Handbook that has been added by the Leicester Diocese (Section 5). Photos that are no longer needed for the purpose for which they were taken, should be deleted from the device or camera used to create them
- The principles for the use of social media will be communicated to children, young people and vulnerable adults

The church does not have a dedicated mobile phone number for children's / youth work. However, the phones belonging to members of the ministry team are deemed to be work phones.



## **15. Identity Checking for DBS (criminal record) checks**

The role of identity checker is an important one because the identity checker verifies the identity of the person applying for the DBS check. The identity checker will always be a person who has undergone a DBS check. Identity checking will be carried out in accordance with DBS and Diocese of Leicester guidelines.

## **16. Implementation of the Policy**

The Safeguarding Coordinators will be responsible for monitoring the policy to see that it is being put into practice. The Coordinators will be supported by the PCC, which has the ultimate responsibility for safeguarding.

## **17. Procedure for regular reporting to the PCC**

The Safeguarding Coordinators will report annually to the PCC on child protection and adult safeguarding matters or after any incident with safeguarding implications (taking care to preserve confidentiality as necessary). The PCC will be kept informed on at least an annual basis of all regular and one-off activities for children and vulnerable adults, as this is necessary for them to fulfil their duties as charity trustees and also for insurance purposes.

## **18. Relevant telephone numbers**

**The Police:** call 999 (for the concern around the immediate safety of an individual)

### **Social Services:**

Leicester City Children and Adults Services (incl. out of hours for Children's Services): 0116 454 1004

Leicester City and Leicestershire Adult Services out of hours: 0116 255 1606

Leicestershire Children's Service (incl. out of hours): 0116 305 0005

Leicestershire Adult Services (daytime) – 0116 305 0004

Rutland Adult Services: 0116 255 1606

### **Leicester Diocese**

Diocesan Safeguarding Advisor, Rachael Spiers: 0116 261 5341 or 07930 819279

Assistant Diocesan Safeguarding Advisor, Peter Holloway: 0116 2615241

### **All Saints with Holy Trinity Church, Loughborough**

Claire Gregson: Adult Safeguarding Coordinator

[adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk)

Revd Wendy Dalrymple: Children's Safeguarding Coordinator

[childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk)

Rev'd Wendy Dalrymple

01509 268362 or [rector@allsaintsloughborough.org.uk](mailto:rector@allsaintsloughborough.org.uk)

**These procedures and guidelines were agreed by the Parochial Church Council of All Saints with Holy Trinity, Loughborough and were signed by the Rector and a Churchwarden on 27<sup>th</sup> March 2021**

Signed by the Incumbent:

..... Name: Revd Wendy Dalrymple      Date.....

Signed by a Churchwarden:

.....Name: Angela Woodward      Date.....

Next policy review due by: March 2022

Policy Copies are sent to:

- PCC members
- Parish Safeguarding Coordinators – for parish records.
- Those who work with children and vulnerable adults, including Designated Safeguarding Persons
- Diocesan Safeguarding Adviser

## **Appendix 1**

### **Taken from the Policy for the Safeguarding of Adults (The Diocese of Leicester: Safeguarding Handbook and “Promoting a Safe Church”**

Definition of those who may be vulnerable

Having:

- sensory or physical disability or impairment
- a learning disability
- physical illness
- mental ill-health (this includes dementia)
- addiction to alcohol or drugs
- physical frailty relating to age
- permanent or temporary reduction in physical, mental or emotional capacity brought about by life events, eg. bereavement or previous abuse or trauma

*[Please refer to Appendix 2 for the Definitions of Adult Abuse from the Care Act 2014]*

## Appendix 2: Definitions of Adult Abuse from the Care Act 2014

Safeguarding duties of Local Authority Safeguarding Services apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The Care Act makes it clear that organisations should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered. The definitions below are a basic benchmark, exploitation, in particular, is a common theme in the following list of the types of abuse and neglect.

- Physical abuse - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- Domestic violence - including psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence.
- Sexual abuse - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- Financial or material abuse - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery - encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- Discriminatory abuse - including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability sexual orientation or religion.
- Organisational abuse - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- Neglect and acts of omission - including ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Self-neglect - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

The Care Act highlights that incidents of abuse may be one-off or multiple, and may affect one person or more. Professionals and others should look beyond single incidents and individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns it is important that information is recorded and appropriately shared.

### **Appendix 3: Policy statement on the recruitment of ex-offenders (taken from the DBS Code of Practice and HM Government website)**

- As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Loughborough All Saints with Holy Trinity Church complies fully with the DBS [code of practice](#) and Church of England policy, and undertakes to treat all applicants for positions fairly
- At All Saints with Holy Trinity Church we undertake not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed
- All Saints with Holy Trinity Church can only ask an individual to provide details of convictions and cautions that we are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended)
- Our Church can only ask an individual about convictions and cautions that are not protected
- Our Church is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background
- This written policy statement on the recruitment of ex-offenders is made available to all DBS applicants at the start of the recruitment process
- Our Church actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records
- Our Church selects all candidates for volunteering and paid roles, based on their skills, qualifications and experience
- An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position
- Our Church works with our Diocesan Safeguarding Advisor to ensure that any information disclosed during the course of a DBS check is fairly and proportionately considered
- Our Church takes advice from our professional Diocesan safeguarding team to ensure that we comply with relevant guidance and legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974
- At interview, or in a separate discussion, our Church ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment
- Our Church makes every subject of a criminal record check submitted to DBS aware of the existence of the [code of practice](#) and makes a copy available on request
- Our Church undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

## **Appendix 4: Domestic Abuse Statement (taken from national Church of England guidance)**

**All forms of domestic abuse are wrong and must stop. We are committed to promoting and supporting environments which:**

- ensure that all people feel welcomed, respected and safe from abuse;
- protect those vulnerable to domestic abuse from actual or potential harm;
- recognise equality amongst people and within relationships;
- enable and encourage concerns to be raised and responded to appropriately and consistently.

**We recognise that:**

- all forms of domestic abuse cause harm to the survivor and express an imbalance of power in the relationship;
- all survivors (regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity) have the right to equal protection from all types of harm or abuse;
- domestic abuse can occur in all communities;
- domestic abuse may be a single incident, but is usually a systematic, repeated pattern which escalates in severity and frequency;
- domestic abuse, if witnessed or overheard by a child, is a form of child abuse by the perpetrator of the abusive behaviour;
- If children are living in a household where domestic abuse is taking place, it is very unlikely that they will not in some way witness or be affected by it;
- working in partnership with children, adults and other agencies is essential in promoting the welfare of any child or adult suffering abuse.

**We will endeavour to respond to domestic abuse by:**

**In all our activities:**

- valuing, listening to and respecting both survivors and alleged or known perpetrators of domestic abuse.

**In our publicity:**

- raising awareness about other agencies and support services, through providing relevant information in public areas to survivors, children and alleged or known perpetrators of domestic abuse.

**When concerns are raised:**

- ensuring that those who have experienced abuse can find safety and informed help;
- working with the appropriate statutory bodies during an investigation into domestic abuse, including when allegations are made against a member of the church community.

**In our care:**

- ensuring that appropriate pastoral care is offered to any child, young person or adult who has suffered abuse, and also to alleged or known perpetrators

**If you have any concerns or need to talk to anyone please contact any members of the ministry team or one of our safeguarding coordinators. You can email [adultsafeguarding@allsaintsloughborough.org.uk](mailto:adultsafeguarding@allsaintsloughborough.org.uk) or [childsafeguarding@allsaintsloughborough.org.uk](mailto:childsafeguarding@allsaintsloughborough.org.uk) . Our Rector's point of contact is [rector@allsaintsloughborough.org.uk](mailto:rector@allsaintsloughborough.org.uk) .**



## Appendix 5: Managing disruptive behaviour in All Saints Church

Whilst no person is unacceptable to God, some behaviours are not compatible with Church activities. All persons are welcome in Church, but we will ask people to leave if their conduct places anyone at risk. The safety of everyone involved is paramount. We should not expose the person, our volunteers, or the congregation to risk of physical, psychological, spiritual or emotional harm and should take steps to reduce the harm.

### **Decision making when managing a disruptive situation during an act of worship or specific event**

It is very important that there is clarity about where decision making responsibilities lie if there is a disruptive incident. **The law and practice of the Church of England make it clear that the churchwardens on duty at the act of worship are responsible for final decision making about maintaining proper order during divine service.** This may equally be extended to other organised events in church.

As a general guide, if someone is being disruptive during an act of worship or organised event, and can't quickly be quietened down, then a conversation in the porch or over in the Remembrance Garden is a good way to maintain engagement with the person without the act of worship or event itself being severely disrupted. There should be two people present with the person in any such conversation. However, if the person refuses to leave or quieten down after various tactics have been tried, or if at any time the person presents a threat to anyone present, **then it is acceptable to call the police and we should not hesitate to call 999 if the situation requires it.**

### **Suspension of the act of worship or event**

Maintaining proper order in situations like this may include suspending the act of worship and asking those present to leave for their own safety. Such action can also have the effect of defusing the situation, and, if it seems likely to be necessary, then it is better that it is taken sooner rather than later.

### **Managing disruptive incidents outside of acts of worship or organised events**

Outside of worship services, if there is no specific event happening in the church, a conversation to help the person to calm themselves (again, with two people present), can happen inside the building. Please remember at all times that people are more important than possessions. If someone is exhibiting aggressive behaviour and they will not leave, it is better for you to leave them in the building while you go and call the police. If there is no churchwarden or member of the warden team present, then the people dealing with the situation need to make decisions on managing it in the best way that keeps everyone safe. Again, if the person refuses to leave or quieten down, or if at any time they present a threat, **then the police should be called, using 999 if the situation requires it.**

### **Support and expertise from within the Church**

There are some members of the congregation who have skills and experience in psychiatric settings who will generally attempt to manage the situation if available. These currently include **Emily Sharman and Bob Edge.**

They would appreciate backing from others as they deal with disruptive behaviour. However, this can simply be by being present close by and observing. We should never leave anyone feeling exposed, but an unobtrusive presence to intervene if things get out of hand is important, this means keeping them in sight, as is some opportunity to discuss events as a team later.

There should always be two people in the church at any one time. If you are **working in church alone please lock yourself in.**

### **De-escalation techniques**

There are some simple de-escalation techniques which can be used by anyone to reduce the emotional temperature of a difficult encounter<sup>1</sup>. They aren't a checklist, but simply some suggestions that will indicate the sort of things which can help.

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<sup>1</sup> <https://www.nursingtimes.net/roles/mental-health-nurses/de-escalating-anger-a-new-model-for-practice/7009471.article>

- Listen- To what the person is saying in an active way reflecting back unobtrusively.
- Offer- Brief feedback, “So you’re angry about.....” etc. Which helps the person give more detail.
- Wait- Keep calm, don’t feel you have to fill silence.
- Look- Don’t stare aggressively, smile if appropriate, beware of facial expressions revealing your hidden thoughts.
- Incline- An inclined head demonstrates interest and is non-threatening. Posture reveals a lot so don’t stand too close or crowd people. A relaxed posture calms the situation. Don’t stand at arms length.
- Nod- Again you are empathising with a person’s feelings, but not necessarily endorsing their behaviour.
- Express- One paraphrases in summary the persons concerns which you have elicited. E.g. So you feel angry because ....

The situation should eventually calm down, because you have given someone space and time to tell you what the problem is and get it off their chest.

### **What to do about the person’s issues**

We have a clear command to love our neighbour and especially our neighbour in need. People in need often exhibit difficult and challenging behaviour, so therefore our long-term response to those with addictions, sleeping rough and issues around poor mental health needs to be one of compassion coupled with a practical approach.

Therefore, the following rules need to be adhered to:

- **We should not give money from the church, either within the building or from within the church grounds as this can make everyone vulnerable.**
- **We should not promise things which are outside our control.**
- **We should not accept responsibility for others, or the “systems”, actions or inactions, but we can empathise with the persons experience.**

For advice and support the numbers below are very helpful:

Charnwood Council Housing Team 01509 634567 (also available out of hours in an emergency only)  
0333 200 8811

Falcon Support Services 01509 268699

The Bridge 01509 260500

In the long term the hope is that we can look at ways of practically supporting and loving those with complex issues.

**Please remember occasions of aggressive behaviour in and around our church are the exception not the rule.** Please continue to offer the warm welcome that you do to everyone who comes through the door and expect to meet Christ in those who are on the margins of society.

### **Recording, reporting and learning from disruptive incidents**

If you have a concern that the person who has acted disruptively is themselves a person with care and support needs, please refer to the procedure for responding to these concerns set out in section 6 of the Church Safeguarding Policy and Procedures. This involves making a careful note of your concern and reporting the matter to the Priest or Adult Safeguarding Coordinator immediately.

If you have a concern that the person may present a risk to others (this could be as well as or instead of being at risk themselves), then, again, a record should be made in line with section 7 of the Church Safeguarding Policy and Procedures, and the matter reported to the Safeguarding Coordinator or Priest.

If it is the view of the Priest, Churchwardens and/or Safeguarding Coordinator, that there are lessons to be learnt from the incident (for example, in terms of how future such incidents might be managed), then a review meeting can be called of those who have been involved, plus anyone else with specialist knowledge who might be able to contribute, and a plan can be drawn up to address any issues identified at the review.

V3 CAM 14/03/2020