

NCSC Quality Assurance Framework

“Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these. Truly I tell you, anyone who will not receive the kingdom of God like a little child will never enter it.”
(Mark 10:13-16)

Introduction

The National Catholic Safeguarding Commission (NCSC) is responsible for commissioning the Catholic Safeguarding Advisory Service (CSAS) to audit compliance with national policies and procedures and undertake other quality assurance activity related to safeguarding within the Catholic Church in England and Wales.

This document sets out the context of the Quality Assurance Framework (QAF), how it is intended to be used and the key areas of safeguarding work that it applies to.

Policy statement

Safeguarding and the practice of love, honesty, respect, support and accountability are essential parts of our Catholic ministry and mission.

Every human being has a value which we acknowledge as coming directly from God's creation of male and female in his own image and likeness. We believe therefore that all people should be valued, supported and protected from harm and we recognise the personal dignity and rights of vulnerable people towards whom the Church has a special responsibility.

The Catholic Church and its individual members will undertake appropriate steps to maintain a safe environment for all, by practising fully and positively Christ's Ministry towards children, young people and adults and responding sensitively and compassionately to their needs in order to help keep them safe from harm. This is demonstrated by the provision of carefully planned activities for children, young people and adults, caring for those hurt by abuse and robustly managing and ministering to those who have caused harm.

Key principles and values

The following expressions of principles and values have been agreed by the Catholic Church nationally and underpin its response and actions under its national safeguarding procedures.

Children

- The Catholic Church in England and Wales embraces its role in supporting children to achieve their full potential in an environment where they are protected from exploitation, abuse and maltreatment;

- All adults within the Church have a responsibility to act and intervene when it appears that children need to be made safe from harm, whether the risk of harm is Neglect, Sexual Abuse, Physical Abuse or Emotional Abuse;
- The Church will act in an open, transparent and accountable way in working in partnership with Children's Social Care Services, the Police, Health Agencies, Probation Providers, Education and other agencies to safeguard children and assist in bringing to justice anyone acting in the name of the Church who has committed an offence against a child¹;
- Anyone who brings concerns or allegations to the notice of the Church will be responded to sensitively, respectfully and seriously. All concerns and allegations will be dealt with within the national procedures and in a timely manner;
- The Church is fully committed to acting within the guidance as set out in Working Together to Safeguard Children 2015 and Keeping Children Safe in Education 2015, and acknowledges that the Church must work in partnership with other agencies and not act alone;
- Pastoral care will be made available to children and their families and to other relevant people where there have been concerns and allegations of some form of harm or maltreatment of a child; and
- Where services and support are provided to an adult, who has acted to harm a child, safeguards should be put in place to manage the risk that the adult may harm another child.

Adults

The Catholic Church in England and Wales is fully committed to work in relation to Adults, who may be at risk of abuse or maltreatment. The Church will:

- Work actively and constructively within the framework set out in the Care Act 2014 and Social Services and Well-being Act (Wales) 2014, and with associated statutory and good practice guidance;
- Actively promote the empowerment and well-being of adults throughout the church;
- Recognise that everyone has the right to live their life free from violence, fear and abuse;
- Recognise that adults have the right to be protected from harm and exploitation;
- Recognise that adults have the right to independence that involves a degree of risk; and
- Act in an open, transparent and accountable way in working in partnership with Adult Social Care Services, the Police, Health Agencies, Probation Providers and other agencies including

¹ Information will be shared in accordance with the Information Sharing Protocol.

those providing support to survivors and victims, to safeguard adults and assist in bringing to justice anyone who has committed an offence against an adult².

These principles and values along with the ‘best interests’ or ‘paramount chief principle’, which underpins and is enshrined in child and adult protection legislation, will underpin the analysis of data in our quality assurance activities.

“We are hard-pressed on every side, yet not crushed; we are perplexed, but not in despair; persecuted, but not forsaken; struck down, but not destroyed.”

(Corinthians 4:8-9)

The Quality Assurance Framework (QAF)

Key objectives

The key objectives of the QAF are to:

- Set the national direction for reflection on and examination of the quality, standards and delivery of key areas of safeguarding within the Catholic Church in England and Wales
- To describe the key national performance information that should underpin safeguarding within the Church
- To provide greater transparency on whether the provision and delivery of safeguarding is compliant with national policies and procedures and whether it improves the experiences of children and adults who are referred to or who are in contact with the Church

It is not intended that all areas of the framework will be used within a given timescale. Quality assurance priorities will be determined by the NCSC and activity will be focused on areas where there is greatest risk. These areas might be influenced by situations outside of the Catholic Church in England and Wales as well as by matters arising from specific cases or circumstances from within the Church. All quality assurance activities will seek to identify areas of good practice, areas for development and areas for improvement; this also represents an opportunity for Commissions to share good practice and creative solutions.

Responsibility for quality assurance activity

The NCSC, in liaison with CSAS, will determine the priority areas for audit or the quality assurance exercises to be undertaken. The methodology for the quality assurance activity will be developed by CSAS who will plan and carry out the exercise or where appropriate, appoint others to do so. Advance notification of any quality assurance activity will be given and the purpose and process will be provided in writing.

² Information will be shared in accordance with the Information Sharing Protocol.

It is not anticipated that all quality assurance activity will involve site visits by CSAS. The framework gives scope for a variety of methods to be used in gathering information.

It is recognised that different parts of the safeguarding structure can contribute towards assessment of whether it is effective in minimising risk and promoting wellbeing. The experience of key stakeholders, including those providing services and those using services, will be drawn upon as essential sources of information in determining what outcomes have been achieved and whether services have been effective.

The Quality Assurance Framework (QAF)

The QAF contains 3 key elements:

1. The framework areas
2. Quantitative, qualitative and outcome performance information
3. The range of sources and methods that can be used to gather the information

1. The framework areas

- Prevention of harm and promotion of wellbeing – Creating safer environments, communications, safer recruitment, movement of clergy and religious
- Management of Safeguarding Concerns & Allegations
- Risk Identification, Assessment and Management
- Response of the Church to Survivors, Victims and others affected by abuse within the Church
- Management and care of individuals accused or convicted of abuse
- Governance

The areas to focus on are derived from the expectations enshrined in the national safeguarding policies and procedures and associated standards documents. It is through our national safeguarding policies, procedures and standards that we demonstrate a 'one church' commitment to safeguarding children and adults and fulfil our agreed principles and values. These policies, procedures and standards set out our commitment to providing a safe environment for all within the Church, taking appropriate action when concerns arise and/or allegations are made, and ensuring that we make a sensitive and appropriate pastoral response to people who have been harmed within the Church as well as those who are accused or convicted or harming others.

2. Quantitative, qualitative and outcome performance information

Quantitative information can be a description of the amount (how much, how many?) of something (e.g., supervision sessions) or it can give an indication as to how well something was done (e.g. referral to statutory authorities within 24 hours). Qualitative information concerns the way in which people think or feel about a service and although it is not as easily quantifiable as qualitative data, it can provide helpful insight into how well, or not, something is working. Outcome information is

concerned the behavioural, psychological, spiritual and emotional state of the person following, for example, the provision of pastoral support.

3. The range of sources and methods that can be used to gather the information

The sources of information are likely to be documentary and people in relevant roles (e.g. safeguarding representatives; safeguarding coordinators). The methods of data collection are likely to include interviews, data returns, documentary analysis and questionnaires. Triangulation, or bringing together different types of information (e.g. qualitative and quantitative) and from different sources, is the best way to get a good understanding of quality and impact. Looking at a single source gives only a partial picture.

The data gathered through quality assurance processes will be analysed in the context of the policy statement and key principles and values set out in the introduction to this document.

This framework is divided into two main parts:

- 1) A framework of key areas of performance, with examples of possible sources of this information and methods of collection
- 2) A self-evaluation form as a framework to guide Commissions should they wish to undertake self-audit or quality assurance exercises

The purpose of self-evaluation is to help Commissions identify priority areas for development and improvement. The outcome of self-audit can be sent to the NCSC and CSAS who will use the information to identify areas that might require more in-depth thematic audit across Commissions.

The framework should also prompt Commissions to incorporate Canonical as well as statutory responsibilities, duties and practice, including adherence to:

- *Children Act (1989)*
- *Care Act (2014)*
- *Children & Families Act (2014)*
- *Safeguarding Vulnerable Groups Act (2006)*
- *Mental Capacity Act (2005)*
- *Protection of Freedoms Act (2012)*
- *Working Together to Safeguard Children (2015)*
- *Keeping Children Safe in Education (2016).*
- *The Code of Canon Law*

The next section sets out the 6 framework areas. For each area, examples of indicators of good practice are provided followed by suggested quantitative, qualitative and outcome performance information that should be sought. For each type of performance information (quantitative, qualitative, performance) a range of information/data sources and methodologies are suggested.

“Truly I tell you, unless you change and become like little children, you will never enter the kingdom of heaven. Therefore, whoever takes the lowly position of this child is the greatest in the kingdom of heaven. And whoever welcomes one such child in my name welcomes me.”

(Matthew 18:3-5)

Part 1. Framework Areas

This framework seeks to support the better management of prevention, allegations and care in relation to abuse within the Church by examining performance across six key areas:

- 1) Prevention of harm and promotion of wellbeing – Creating safer environments, communications, safer recruitment, movement of clergy and religious
- 2) Management of Safeguarding Concerns & Allegations
- 3) Risk Identification, Assessment and Management
- 4) Response of the Church to Survivors, Victims and others affected by abuse within the Church
- 5) Management and care of individuals accused or convicted of abuse
- 6) Governance

The first area is concerned with preventative action, the second and third with protective actions, the fourth and fifth with pastoral support and the sixth with the safeguarding infrastructure that underpins safeguarding work within dioceses and religious congregations.

For each area, we suggest qualitative, quantitative and outcome performance measures along with examples of sources and methods of collection of that data. You are encouraged to build on the examples using other sources and methods to demonstrate good practice. Additionally, you are encouraged to reflect performance outcomes that are important to those individuals who use Church safeguarding services.

Alongside gathering quantitative, qualitative and outcome performance information, data collection exercises might reflect on:

- The national and local contexts within which safeguarding is provided
- National and local challenges in the development and provision of safeguarding services
- Examples of innovative or good practice that others can benefit from
- National and local gaps in service provision

Be strong and courageous. Do not be afraid or terrified because of them, for the Lord your God goes with you; he will never leave you nor forsake you. (Deuteronomy 31:6)

Area 1 Prevention of harm and promotion of wellbeing – safer recruitment, movement of clergy and religious, safe environments

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to create safe environments for church related activities and to prevent unsuitable individuals from gaining access to children and adults within the Church.

All roles within the safeguarding structure including employees and volunteers, clergy and religious in ministry, Bishops and Religious Leaders must have a clear understanding of the policies and procedures relating to recruitment and appointment to paid and voluntary posts, the policies and procedures relating to the movement of clergy and religious within the jurisdiction of England and Wales and from outside of the jurisdiction and how to create safe environments for individuals participating in Church activities.

Performance Information

Indicators of good standards in prevention of harm and promotion of wellbeing would include, but are not limited to, the following:

- Those responsible for arranging activities involving children and adults know how to access and are informed by the nationally available guidance on creating safer environments; supervision ratios are adhered to, gender balance is achieved in the supervision of activities, activities/events are risk assessed, policies on photographic images/recording are applied
- Church premises and activities are secure and accessible and welcoming
- Engagement with Church activities is underpinned by respectful relationships where individuals are treated with dignity, feel safe, cared for, respected and the code of conduct is applied
- Applicants for paid or voluntary roles are formally appointed, interviewed or a formal discussion takes place, references are taken up, DBS Disclosure is applied for where relevant and appointees are made aware of line management, supervision and support arrangements
- The receiving Bishop or Religious Leader is satisfied that the incoming member of clergy or religious is fit to undertake ministry and there are no safeguarding matters that should prevent this (Testimonial of Suitability)
- Local safeguarding arrangements are well communicated to the public, staff and volunteers e.g. posters, alpha cards, leaflets, newsletters; members of the public know who to contact if concerned about the welfare of a child or adult
- The whistle-blowing policy and procedure is available and understood by everybody who has a role within the safeguarding structure within the Church

Quantitative Performance Information

Quantitative Performance information	Possible Sources of data	Possible Methods of data collection
1 The number of volunteers that have been appointed in line with the safer recruitment policy and procedures	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests 	<ul style="list-style-type: none"> • Site visits • Questionnaires • Data returns
2 Frequency and types of training undertaken by key roles within the safeguarding structure	<ul style="list-style-type: none"> • Safeguarding Coordinators 	<ul style="list-style-type: none"> • Safeguarding Self Evaluative Forms (SSEF)
3 The number of eligible roles that have a DBS Disclosure that is 3 years old or less	<ul style="list-style-type: none"> • DBS Administrators 	<ul style="list-style-type: none"> • Analysis of national database/safesys/other electronic
4 The number of testimonials of suitability received in advance of arrival of clergy and religious	<ul style="list-style-type: none"> • Bishops/Religious Leaders or their delegates 	<ul style="list-style-type: none"> • Documentary analysis
5 The number of written risk assessments for activities arranged within and by the Parish	<ul style="list-style-type: none"> • Parish held records • HR departments 	<ul style="list-style-type: none"> • Participatory action research³ • Appreciative Inquiry⁴
6 Activities and events have been formally risk assessed and take place in premises that are accessible		
7 The code of conduct is formally introduced to everybody who has a role in arranging and supporting parish/diocesan/congregational activities and events		
8 The number of Churches/mass centres displaying safeguarding posters and alpha cards		
9 The number of times the whistle-blowing policy and procedure has been used		

Qualitative Performance Information

Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 Safeguarding representatives and other relevant individuals demonstrate understanding and application of national safer recruitment processes	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests • Safeguarding Coordinators • Employees 	<ul style="list-style-type: none"> • Interviews • Focus groups • Site visits • Questionnaires • Data returns • Safeguarding Self Evaluative Forms (SSEF)
2 There is evidence as to how decisions about eligibility for DBS Disclosure have been reached	<ul style="list-style-type: none"> • Parishioners (adults and children) • DBS Administrators • Bishops/Religious Leaders or their 	<ul style="list-style-type: none"> • Analysis of national database/safesys/other electronic

³ An approach to research that emphasizes participation and action

⁴ This approach can be used with participatory action research; strength-based methods are used in the creation of organizational development

<p>3 Testimonials of suitability address each of the areas and where there are concerns raised these are addressed before agreement to minister is given</p>	<p>delegates</p> <ul style="list-style-type: none"> • Parish held records • HR departments 	<p>records</p> <ul style="list-style-type: none"> • Documentary analysis • Participatory action research • Appreciative Inquiry
<p>4 Risk assessments are in line with the national guidelines and are tailored to the specific event/activity. Records of the planning of events/activities demonstrate attention to national guidance on creating safer environments.</p>		
<p>5 The culture of and the way in which individuals arranging or supporting parish/diocesan activities fulfil their roles (e.g. motivation, attitude, conduct).</p>		
<p>6 Information displayed in Churches and mass- centres contains information about what to do if concerned about a child or adult at risk and who to contact.</p>		
<p>7 Whistle-blowers are supported in accordance with the national policy and procedure</p>		

Outcome Performance Information

Desired Outcomes	Possible Sources of Data	Possible Methods of Data Collection
<p>1 Safer recruitment processes are applied in the appointment to voluntary or paid roles within the Church.</p>	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests • Safeguarding Coordinators 	<ul style="list-style-type: none"> • Interviews • Focus groups • Questionnaires
<p>2 Individuals are eligible for the level of DBS Disclosure that has been applied for</p>	<ul style="list-style-type: none"> • Employees • Survivors and victims • Parishioners (adults and children) 	<ul style="list-style-type: none"> • Site visits • Questionnaires • Data returns • Safeguarding Self Evaluative Forms (SSEF)
<p>3 Unsuitable individuals from other jurisdictions are prevented from ministering within England and Wales</p>	<ul style="list-style-type: none"> • DBS Administrators • Bishops/Religious Leaders or their delegates 	<ul style="list-style-type: none"> • Analysis of national database/safesys/other electronic records • Documentary analysis • Participatory action research
<p>4 Local activities and events are organised in a way that prevent opportunities for abuse to occur.</p>	<ul style="list-style-type: none"> • Parish held records • HR departments 	<ul style="list-style-type: none"> • Participatory action research • Appreciative Inquiry
<p>5 Those taking part in parish</p>		

activities/event feel safe, cared for, welcomed and respected.

- 6 Individuals who are concerned about the welfare of a child or adult at risk know how to respond and who to contact
 - 7 Where individuals have serious concerns about any aspect of the Church's safeguarding work they are supported in voicing those concerns
 - 8 Survivors and victims of abuse are able to report abuse confident that they will be dealt with respectfully, listened to and their individual circumstances will be considered
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Area 2 Management of Safeguarding Concerns & Allegations

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to manage safeguarding concerns and to manage allegations, in respect of both children and adults in ways that are sensitive and respectful to all parties involved, particularly the person who has or is said to have experienced harm.

Clergy, religious, staff and volunteers must have a clear understanding of what constitutes a safeguarding concern both in relation to children and adults that requires that action is taken to promote welfare and protect them from harm.

Clergy, religious, staff and volunteers must have a clear understanding of what constitutes an allegation.

Where someone is concerned that a member of clergy, religious, staff or volunteer has

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children (this includes cases of verbal abuse).

this must be reported in line with the national safeguarding policies and procedures for the management of allegations.

Safeguarding Plans must be used to identify and manage risk when allegations are made, during investigation and where necessary at the conclusion of statutory investigations or criminal proceedings.

Performance Information

Indicators of good standards in the management of safeguarding concerns & allegations would include, but are not limited to, the following:

- In parishes or mass centres there is a named and publicly identified safeguarding representative with responsibility for overseeing and implementing local safeguarding arrangements
- The national procedures are communicated to and understood by those responsible for managing allegations and concerns
- There is a clear and consistent system in place for communicating allegations and concerns to identified roles within the safeguarding structure
- Parishioners and members of the public using church premises have information about how to refer concerns and allegations
- Allegations of abuse are always referred to the statutory agencies in line with national procedures
- The need for penal and disciplinary processes are considered and referred to Bishops/Congregation leaders/HR Departments in all cases where allegations are made against those acting in the name of the Catholic Church in England and Wales

Quantitative Performance Information

Quantitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 The number of parishes/mass centres without a safeguarding representative	<ul style="list-style-type: none"> • Safeguarding Representatives 	<ul style="list-style-type: none"> • Site visits • Questionnaires
2 The number of parishes/mass centres with a vacancy for a safeguarding representative but with a named person providing cover	<ul style="list-style-type: none"> • Parish priests • Safeguarding Coordinators • Bishops/Religious Leaders or their delegates 	<ul style="list-style-type: none"> • Data returns • Safeguarding Self Evaluative Forms (SSEF) • Analysis of safesys/other electronic records
3 The number of parishes/mass centres with a vacancy for a safeguarding representative for which there are no cover arrangements	<ul style="list-style-type: none"> • HR departments • Commission minutes 	<ul style="list-style-type: none"> • Documentary analysis • Participatory action research • Appreciative Inquiry
4 Information about how to refer concerns and allegations is		

consistently available to users of church premises

5 The number of allegations received and the number referred to statutory agencies

6 The number of allegations referred to statutory authorities within the prescribed timescale

7 The number of penal/disciplinary processes arising from allegations being made

Qualitative Performance Information

Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 Safeguarding representatives fulfil their role in receiving and dealing with allegations and concerns	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests • Safeguarding Coordinators • Commission minutes • Case file records • Partner agencies 	<ul style="list-style-type: none"> • Interviews • Focus groups • Site visits • Questionnaires • Safeguarding Self Evaluative Forms (SSEF) • Analysis of national database/safesys/other electronic records • Documentary analysis • Participatory action research • Appreciative Inquiry
2 Allegations are referred to the Safeguarding Coordinator and statutory agencies within the timescales prescribed in the national policies and procedures		
3 The levels of confidence felt by those with safeguarding roles, in knowing how to respond when concerns arise or allegations are made		
4 The degree of support felt by those with safeguarding roles report, when seeking advice about how to respond to a concern or allegation		
5 Referrals to statutory agencies are timely, provide clear information and are in accordance with national referral standards		
6 Decisions and the source of authority not to refer to statutory agencies are clearly recorded with a stated rationale for non-referral.		
7 There is evidence of inter-agency cooperation and engagement in statutory processes e.g. strategy meetings		
8 Case files are maintained in accordance with national standards		

9 There is evidence that disciplinary/penal processes result in recommendations that are translated into action and where appropriate, are monitored

Outcomes

Desired Outcomes	Possible Sources of Data	Possible Methods of Data Collection
1 Action is taken to protect children and adults at risk when concerns are raised or allegations are made	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests • Safeguarding Coordinators 	<ul style="list-style-type: none"> • Interviews • Focus groups • Questionnaires • Site visits • Questionnaires
2 Safeguarding representatives are able to confidently receive and address allegations and concerns	<ul style="list-style-type: none"> • Children/adults who raise concerns /allegations • Survivors and victims • Bishops/Religious Leaders or their delegates 	<ul style="list-style-type: none"> • Safeguarding Self Evaluative Forms (SSEF) • Analysis of national database/safesys/other electronic records
3 Allegations and concerns are addressed by an appointed safeguarding coordinator who is suitably qualified and experienced to undertake the role	<ul style="list-style-type: none"> • HR departments • Accused/convicted person • Commission minutes 	<ul style="list-style-type: none"> • Documentary analysis • Participatory action research • Appreciative Inquiry
4 Engagement with the statutory authorities results in improved information sharing that contributes to investigation and appropriate safeguarding action.	•	•
5 Survivors and victims are listened to and their individual circumstances are considered		
6 Survivors and victims contribute to the decisions being taken that affect them		
7 Survivors and victims know about and understand the support that is available to them		
8 Appropriate penal or disciplinary processes are applied to those against whom concerns are raised or allegations about abuse of a child or adult at risk are made.		

9 Penal or disciplinary processes result in protection of individuals at risk or restore a person's good name

Area 3 Risk identification, assessment and management

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to identify, assess and manage risk, to children and adults from clergy and religious, members of staff and volunteers.

Clergy, religious, staff and volunteers must have a clear understanding of what constitutes risk, and where risk needs to be assessed and managed.

Performance Information

Indicators of good standards in the identification, assessment and management of risk would include, but is not limited to, the following:

- Risks are identified on new referrals.
- Information about risk is appropriately shared with others that need to know
- The Risk Identification Framework and/or risk information from other trusted sources, is used to inform the development of Safeguarding Plans
- Safeguarding Plans are used to agree the parameters of involvement in the life of the Church and the support available to those accused or convicted of abuse.
- Safeguarding Plans identify the risk areas to be addressed and who is responsible for doing so.
- Consideration is always given to the inclusion of the views of the survivor/victim in Safeguarding Plans and where appropriate, these views are included
- Safeguarding Plans are reviewed in line with national policy and procedure.
- Professional independent risk assessments are commissioned when there is a need for clinical judgement about the risk posed by an individual, in line with national policy and procedure
- The commissioning process ensures that a suitable professional is appointed and that a clear brief with relevant questions to be addressed is provided
- Commissioned risk assessments are analytical and identify the risks to be managed and the actions to be taken.

Quantitative Performance Information

Quantitative	Possible Sources	Possible Methods
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Performance information	of Data	of Data Collection
1 The number of commissioned specialist risk assessments	• Safeguarding Coordinators	• Questionnaires
2 The number of Safeguarding Plans in place at the point of referral and other appropriate milestones	• Bishops/Religious Leaders or their delegates	• Data returns
3 The number of safeguarding Plans reviewed within prescribed timescales or at appropriate milestones	• HR departments	• Safeguarding Self Evaluative Forms (SSEF)
4 The number of times the Risk Identification Framework and/or other trusted sources of information have been used to inform the development of the Safeguarding Plan	• Case file records	• Analysis of safesys/other electronic records
5 The number of specialist risk assessments commissioned where concerns about risk exist	• Commission minutes	• Documentary analysis
6 The number of commissioned risk assessments that identify risk areas to be addressed		• Participatory action research
		• Appreciative Inquiry

Qualitative Performance Information

Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 There is evidence that risks are identified at the point of evaluation of referral information	• Safeguarding Representatives	• Interviews
2 Information is shared for the purpose of protecting others and in accordance with the safeguarding information sharing protocol	• Parish priests	• Focus groups
3 There is evidence that actions are matched to identifiable risk areas and individuals responsible for managing risk areas are clearly identified.	• Safeguarding Coordinators	• Questionnaires
4 There is evidence that the Safeguarding Plan balances risk management and pastoral support, setting out any restrictions, how individuals can be involved in the life of the Church and the support that will be provided to them	• Survivors and victims	• Safeguarding Self Evaluative Forms (SSEF)
5 There is evidence that consideration was given to including the views of survivors and victims in Safeguarding Plans and that these were included where appropriate.	• Commission minutes	• Documentary analysis
	• Case file records	• Participatory action research
	• Partner agencies	• Appreciative Inquiry

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- 6 Commissioned specialist assessments address the questions in the commission brief, identify risk areas and how these should be addressed.
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Outcomes

Desired Outcomes	Possible Sources of Data	Possible Methods of Data Collection
1 Through appropriate and lawful sharing of information risks are managed across Church boundaries and jurisdictions	<ul style="list-style-type: none"> • Safeguarding Representatives • Parish priests • Safeguarding Coordinators • Survivors and victims • Accused/convicted person • Statutory agencies • Professional risk assessments 	<ul style="list-style-type: none"> • Interviews • Focus groups • Questionnaires • Questionnaires • Safeguarding Self Evaluative Forms (SSEF) • Documentary analysis • Participatory action research • Appreciative Inquiry
2 Those about whom there are concerns or who have convictions are managed under Safeguarding Plans		
3 The management of risk enables the victim/survivor to continue to participate in the life of the Church		
4 The management of risk enables the accused person/offender to continue to participate in the life of the Church		
5 Safeguarding Plans result in objective, tangible improvements in the wellbeing and safety of survivors, victims and those accused or convicted of abuse		
6 The Safeguarding Plan actively contributes to the reduction and management of identified risks e.g. contact with children/vulnerable adults		

Area 4 Response of the Church to Survivors, Victims and others affected by abuse within the Church

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to make a sensitive pastoral response to survivors, victims and others who are affected when abuse is disclosed

Performance Information

Indicators of good standards in making a good pastoral response to survivors, victims and others affected by abuse would include, but is not limited to, the following:

- When survivors and victims contact the Church for assistance they are listened to and offered pastoral support to meet individual need
- Survivors and victims are encouraged to report allegations to statutory authorities and are informed if actions cannot be taken in accordance with their wishes (e.g. not wishing to refer to the Police)
- Responses to allegations and concerns have the welfare of survivors and victims at the forefront whilst balancing risk to others
- Families of survivors and victims are (as appropriate) kept informed and supported throughout the process
- The views of survivors and victims are used to inform the development of policy and procedures and where appropriate, Safeguarding Plans
- Offers of pastoral support take into consideration the victim/survivor's self-assessment of need
- The Church co-operates with specialist service providers, relevant agencies and statutory agencies when seeking to address pastoral support needs

Quantitative Performance Information

Quantitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 The number of survivors and victims who have approached the Church seeking support	<ul style="list-style-type: none"> • Survivors and victims • Pastoral support provider 	<ul style="list-style-type: none"> • Questionnaires • Focus groups
2 The number of offers of pastoral support (or referrals to the national service) that have been made	<ul style="list-style-type: none"> • Budget holders • Safeguarding Advisory Panel • Case file records 	<ul style="list-style-type: none"> • Safeguarding Self Evaluative Forms (SSEF) • Documentary analysis • Participatory action research
3 The number of occasions pastoral support has been sought from specialist or relevant external service providers		<ul style="list-style-type: none"> • Appreciative Inquiry
4 The amount of financial resource that has been given to supporting survivors and victims		
5 The number of times the views of survivors and victims have been sought to inform		

national and local safeguarding practice

- 6 The number of churches/mass centres where information about the availability of pastoral support is available

Qualitative Performance Information

Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 At the point of referral, the support needs of those affected by allegations of abuse are considered		
2 Survivors and victims are offered a range of options to meet their needs, taking into account gender, age, race, disability, religious belief, sexual orientation and other relevant characteristics	<ul style="list-style-type: none"> Survivors and victims Pastoral support provider Safeguarding Coordinators Commission Chairs Case file records 	<ul style="list-style-type: none"> Questionnaires Interviews Focus groups Documentary analysis Safeguarding Self Evaluative Forms (SSEF) Participatory action research Appreciative Inquiry
3 Survivors and victims are able to decide what services and when to take them up		
4 Where support is arranged via an external agency or financial support is provided, there is an agreement between the person concerned and diocese/congregation setting out what will be provided and for how long.		
5 Survivors and victims report feeling benefit from using pastoral support provided by the Church		
6 Where a parish, congregation or community has been affected by abuse there is evidence that the Bishop/Congregation Leader has visited to identify pastoral support needs and taken steps to address identified needs		

Outcomes

Desired Outcomes	Possible Sources of Data	Possible Methods of Data Collection
1 Policies and procedures reflect the experience and views of survivors and victims	<ul style="list-style-type: none"> Survivors and victims Pastoral support providers Safeguarding Coordinators Commission Chairs Case file records Survivor Advisory Panel 	<ul style="list-style-type: none"> Questionnaires Interviews Focus groups Documentary analysis Safeguarding Self Evaluative Forms (SSEF) Participatory action research Appreciative Inquiry
2 Survivors and victims identify that they have a trusted contact within the Church or pastoral support scheme		
3 The offer or provision of pastoral support is tailored to the individual needs of the person		

concerned

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- 4 Survivors and victims report tangible improvements in their lives as a result of having contacted the Church about their abuse
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Area 5 Care and support of individuals accused or convicted of abuse

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to address the care and support needs of individuals accused or convicted of abuse in line with national policies and procedures relating to safeguarding plans and their responsibilities towards clergy and religious against whom allegations have been made.

Performance Information

Indicators of good standards in addressing the care and support needs of individuals accused or convicted of abuse would include, but are not limited to, the following:

- Safeguarding Plans address support needs of individuals as well as the management of risk.
- The person is informed about the processes that will take place and is updated at appropriate junctures where to do so does not compromise statutory processes
- In consultation with the person concerned, individuals are identified to provide support to somebody throughout the relevant processes
- Where allegations have been found to be false or there is no case to answer, steps are taken to restore the individual's reputation and good name
- Consideration is given to the circumstances and context of the person who made the allegation before deciding on the nature and content of a public statement to restore a person's good name
- Plans for re-integration into ministry or the life of the Church take account of both the needs and concerns of the person returning and the potential concerns and anxieties of the community to which they are being returned

Quantitative Performance Information

	Quantitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1	The number of Safeguarding Plans that address support as well as risk management.	<ul style="list-style-type: none"> • Safeguarding Representatives • Safeguarding Coordinators 	<ul style="list-style-type: none"> • Questionnaires • Safeguarding Self Evaluative Forms (SSEF) • Documentary analysis
2	The number of instances where a		

support person has been identified and appointed	<ul style="list-style-type: none"> • Commission Chairs • Accused/convicted person • Support persons • Case file records • Safeguarding Plans 	<ul style="list-style-type: none"> • Interviews • Focus groups • Participatory action research • Appreciative Inquiry
3 The number of occasions where the process has been formally explained to the person concerned at a meeting or in writing		
3 Number of occasions where practical assistance is given e.g. housing, financial support		

Qualitative Performance Information

Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 The accused person can describe the level of support they have received and the impact this has had on them	<ul style="list-style-type: none"> • Accused/convicted person • Safeguarding Representatives • Safeguarding Coordinators • Commission Chairs • Case file records 	<ul style="list-style-type: none"> • Interviews • Focus groups • Questionnaires • Safeguarding Self Evaluative Forms (SSEF) • Documentary analysis • Participatory action research • Appreciative Inquiry
2 The accused person demonstrates an understanding of the process that they are involved in and confirms that the information was provided by the safeguarding coordinator or their delegate		
3 The practical assistance given is considered by the accused person and/or the Safeguarding Coordinator/support person to be helpful in meeting identified needs for care and support		
4 When an individual is supported to re-integrate into ministry or the life of the Church, their individual requirements, including the length of time that a person will require such care, are addressed.		

Outcome Performance Information

Desired Outcomes	Possible Sources of Data	Possible Methods of Data Collection
1 Individuals against whom allegations are made or who are convicted are provided with support, that is sufficient to address identified needs from external sources and from within the Church	<ul style="list-style-type: none"> • Accused person • Safeguarding Representatives • Safeguarding Coordinators • Commission Chairs • Service providers • Case file records 	<ul style="list-style-type: none"> • Questionnaires • Interviews • Focus groups • Documentary analysis • Safeguarding Self Evaluative Forms (SSEF) • Participatory action research
2 Individuals against whom allegations are made have an identified contact person to whom they can turn for support		
3 Pastoral support is provided for individuals during a period of re-integration into ministry or the life		

Area 6 Governance

The purpose of this section is to assess the ability and capacity within the diocese or religious congregation to provide governance of its safeguarding arrangements.

Performance Information

Indicators of good standards in governance would include, but is not limited to, the following:

- The Safeguarding Commission has an independent Chair and its membership is in accordance with the standards set out in 'Towards a Culture of Safeguarding'.
- The Safeguarding Commission has a work plan that features in the wider diocesan or congregational work plan.
- The Chair of the Commission and Safeguarding Coordinator have direct access to the Bishop or Congregation Leader for the purposes of discussing safeguarding matters.
- Arrangements are in place for the Bishop or Congregation Leader to be appraised of the work of the safeguarding office and Commission and to attend at least one Commission meeting annually.
- Trustees expect and receive regular generalised updates on the work of the safeguarding office and specific updates on matters of specific relevance.
- The Safeguarding Commission produces an annual report for Trustees which sets out performance against its work plan.
- Trustees formally approve national policies and procedures for use by the diocese or religious congregation.
- There are established routes of communication between the safeguarding office and support functions e.g. HR, IT, Finance.
- The Safeguarding Coordinator is involved in budget setting arrangements and there is a mechanism for forecasting and highlighting potential budget pressures.
- Induction for key safeguarding roles, where this is an expectation, is in line with the national standards
- There are clear arrangements in place for line management, supervision and support for safeguarding roles
- The Safeguarding Coordinator receives an annual appraisal
- An annual training needs analysis is undertaken for key roles
- National training modules are delivered to safeguarding representatives and clergy and religious

- There are opportunities for key safeguarding roles to access other relevant training
- E-learning modules are promoted and there is evidence of registration and completion

Quantitative Performance Information

Quantitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1 The Safeguarding Commission has an independent Chair and membership in accordance with TACOS,	<ul style="list-style-type: none"> • Safeguarding representatives • Safeguarding Coordinators 	<ul style="list-style-type: none"> • Questionnaires • Interviews • Safeguarding Self Evaluative Forms (SSEF)
2 The Commission has a work-plan and the work-plan features as part of the diocesan or congregational work-plan.	<ul style="list-style-type: none"> • Commission Chairs • Trustees • Bishops/Religious Leaders 	<ul style="list-style-type: none"> • Documentary analysis • Forms (SSEF) • Participatory action research
3 The Bishop or Congregation Leader attended at least one Commission meeting during the past year.	<ul style="list-style-type: none"> • Commission minutes • Commission and Diocesan work-plans 	<ul style="list-style-type: none"> • Appreciative Inquiry
4 Trustees received regular updates on safeguarding work and an annual report.	<ul style="list-style-type: none"> • Induction records • Supervision records • Training records • E-learning system 	
5 The national policies and procedures have been formally approved by Trustees.		
6 The number of occupants of key roles that received formal induction in line with the standards		
7 The number of commission members that have received the national induction pack		
8 Safeguarding Coordinators have a named line manager		
9 Safeguarding Coordinators have a named professional supervisor in accordance with the standards for management and supervision of Safeguarding Coordinators		
10 The number of supervision sessions that have taken place throughout the year		
11 Safeguarding representatives		

	have a named person that they can contact for advice, guidance and support
12	The number of opportunities provided for Safeguarding Representatives to attend informal networking meetings with other Safeguarding Representatives.
13	The number of safeguarding representatives that have received national safeguarding training modules and have been inducted into their role.
14	The number of training events attended by safeguarding coordinators/other safeguarding roles
15	The number of individuals registered on and completed e-learning modules.
16	Whether an annual appraisal has taken place for Safeguarding Coordinators.

Qualitative Performance Information

	Qualitative Performance information	Possible Sources of Data	Possible Methods of Data Collection
1	There are arrangements in place for the Commission Chair and Safeguarding Coordinator to speak to the Bishop of Congregation Leader in relation to safeguarding matters.	<ul style="list-style-type: none"> • Commission Chairs • Bishops/Congregation Leaders • Safeguarding Coordinators • Support function leads 	<ul style="list-style-type: none"> • Interviews • Focus groups • Documentary analysis • Questionnaires • Safeguarding Self Evaluative Forms (SSEF)
2	Arrangements are in place to appraise the Bishop or Congregation Leader of the work of safeguarding office and Commission.	<ul style="list-style-type: none"> • Line managers • Professional supervisors • Supervision records 	<ul style="list-style-type: none"> • Participatory action research
3	Arrangements are in place for communication between the safeguarding office and support functions e.g. HR, IT, Finance.	<ul style="list-style-type: none"> • Job descriptions • Induction records • Training records 	<ul style="list-style-type: none"> • Appreciative Inquiry
4	Arrangements are in place for the Safeguarding Coordinator to contribute to the budget setting process.		
5	For Safeguarding Coordinators, induction included handover between		

old and new post-holders.	
6 The national induction pack was used with Safeguarding Representatives.	
7 There are arrangements in place to induct Commission members into safeguarding in the context of the Catholic Church.	
8 Line managers are accessible and able to provide advice, guidance and make decisions in respect of the safeguarding team	
9 There are arrangements in place to ensure that appropriate levels of supervision and support are in place and that where appropriate, consideration is given to whether access to services that address the personal, psychological and emotional aspects of the work should be facilitated	
10 There is a supervision agreement in place and professional supervisors have the requisite experience, skills and knowledge to fulfil the role	
11 There are arrangements in place to ensure Safeguarding Representatives are capable of fulfilling their role	
12 There are arrangements in place to ensure that Safeguarding Representatives are informed of important changes to practice, policy and procedure	
13 There are opportunities for Safeguarding Coordinators to develop their experience, skills and knowledge to fulfil the role	
14 Training provided is matched to identified needs and priorities	
15 There is evidence that training/learning opportunities have influenced practice	
16 Appraisals for Safeguarding Coordinators are undertaken in accordance with national standards	

Outcomes

Desired Outcomes	Possible Sources	Possible Methods
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	of Data	of Data Collection
1 Trustees and leaders exercise governance over the safeguarding function of the diocese or religious congregation.	<ul style="list-style-type: none"> • Safeguarding representatives • Safeguarding coordinators • Commission chairs • Trustees and support function leads • Line managers • Professional supervisors • Induction records • Supervision records 	<ul style="list-style-type: none"> • Interviews • Focus groups • Questionnaires • Documentary analysis • Safeguarding Self Evaluative Forms (SSEF) • Participatory action research • Appreciative Inquiry
2 The safeguarding function is supported in its work by having access to Trustees, leadership and key roles within the diocese or religious congregation.		
3 The financial resources available enable the safeguarding function to fulfil its role.		
4 Individuals appointed to safeguarding roles are inducted into the Church context and the expectations of the role		
5 Following induction and training, safeguarding representatives report that they know how to access national safeguarding policies and procedures and resources that guide them in relation to creating safer environments		
6 Safeguarding coordinators feel supported and able to access people with requisite knowledge, skill and experience		
7 Safeguarding coordinators experience tangible benefit from having professional supervision to support them in terms of casework		