



Appendix iv

**Schools & Family Learning Operational and Safeguarding Procedure**

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C Rowbotham

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## **Introduction**

The Schools and Family Learning Department of the Cathedral has a responsibility to provide the delivery to, and supervision of, UK based guided and unguided school groups when they are visiting the Cathedral. However, the Schools & Family Learning Department is not to be considered in loco parentis and teachers, school staff and helpers must remain with and the responsibility of, the group at all times during their visit. The Department adheres to the Policy and Procedures on Safeguarding approved and adopted by the Chapter of St Paul's Cathedral.

These procedures complement those of St Paul's Cathedral School and the Music Department.

### **1. Overview**

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

- All members of the Schools and Family Learning Department, including volunteers, who have regular and potentially unsupervised access to children are subject to Enhanced Disclosures with the Disclosure & Barring Service.
- All members of the Schools and Family Learning Department are aware of the Safeguarding policies of the Cathedral and the Schools & Family Learning Department is committed to following those policies and procedures when concerns are raised about a child's welfare.

All members of the Schools and Family Learning Department will have completed the Basic Awareness and Foundation Level of the Church of England's Safeguarding training and will complete a refresher course every three years. The Head of Department will have completed the Church of England's Leadership training.

### **2. Staffing Structure and Responsibilities**

The School and Family Learning team comprises of:

- Head of Schools and Family Learning (1 fte)
- Learning Coordinator (1fte)
- Learning Coordinator (0.6 fte)
- Approx. 20 specially trained Schools and Family Learning volunteers

The team sits within the Learning Directorate.

### **3. Education Centre**

The Education Centre is located in the Cathedral's Crypt and comprises of 1 classroom, toilets and an office.

#### **3.1. Entry System**

The main entry to the Education Centre is via a key pad or card scan entry system. The key code is used solely by the Schools and Family Learning staff and the Security team. Other key staff and volunteers will use their security pass to gain entry. The key code is changed annually or if there is a staffing change or a security reason.

Visitors including school teachers will be given a temporary security pass which will gain them access to their bags/coats and the toilets if required.

There is also one other exit to the Centre. This is a one way emergency exit which has a push bar exit on it. The door is clearly labelled.

### **4. Identification of staff and volunteers on-site**

It is mandatory that all the Schools and Family Learning team (staff and volunteers) wear an ID badge at all times when on the Cathedral site. Each team member must sign in and out (date and time) at the Security box.

### **5. School visits**

All UK based schools and other organised educational groups e.g. home learner, uniformed organisation groups must book with the Schools and Family Learning team prior to visiting. Bookings can be made via the online booking portal, which is available via the main St. Paul's Cathedral website.

#### **5.1. Arrival on-site**

Unguided school groups are requested to enter by the main entrance from the west steps or via the accessible entrance (if required). They will register in via the entry desk.

Guided School groups are required to come into the Cathedral via the North West Crypt doors. The Visitor Experience team will contact the Schools and Families Learning Office to advise them that the school has arrived. Until the Schools and Families Learning team arrives they will wait in the Crypt area using the toilets and preparing their school for the transition between travelling and starting their tour.

A member of the Schools and Families Learning team leading the session will complete the checklist and health and safety briefing before moving the school.

There should not be a time when children are not under the supervision of their teachers or helpers. This includes visits to the toilets in the Crypt, where all children must be supervised by their teacher or a helper.

## 5.2. Ratios

The following ratios must be adhered to at all times (NSPCC guidelines):

0 – 2 years	1 adult to 3 children	1:3
2 – 3 years	1 adult to 4 children	1:4
4 – 8 years	1 adult to 6 children	1:6
9 – 12 years	1 adult to 8 children	1:8
13 – 18 years	1 adult to 10 children	1:10

For Cathedral run family activities all children must be accompanied by their parent or carer.

## 5.3. Bags and coats

All schools are offered a secure storage provision for their bags, coats and lunches. This will usually be the Education Centre where purpose built storage is available. If for any reason the Education Centre cannot be used another suitable secure space will be provided.

## 5.4. Taught sessions/activities

Schools and Family Learning Department run multiple sessions based on the National Curriculum and exam board qualification specifications. Each session has an associated risk assessment. This covers their tour and any additional activities that take place. As part of the booking process schools are given 'Risk Assessment Guidance' and encouraged to make a pre-visit to ensure they can complete their own robust risk assessment.

## 5.5. Lunch break

If schools book a morning session they have the option to stay onsite to eat their lunch. Each school is given a separate lunch space and schools are monitored by an 'on duty' member of staff, who is on a rota.

## 5.6. Dome and Galleries

All groups who wish to visit the Dome and Galleries must book this at time of their guided or unguided visit. Schools are advised of any information they should take into account in the 'Risk Assessment Guidance' document. Schools must only undertake the visit to the Dome and Galleries if they can maintain

their staff to child ratios throughout their ascent and descent. Additional checks are made by the Visitor Experience team at the door at the base of the stairs before they start the climb.

#### 5.7. Illness/accident in the Cathedral

If a child is taken ill during their visit to the Cathedral, one of the accompanying teachers or helpers must stay with that child. Each school is encouraged to bring their own first aider, but qualified Cathedral first aiders may attend them, and the incident should be logged using an Incident Report Form which is then sent to the Registrar. If a child has an accident whilst in the Cathedral, an accident form should be completed and sent to the Clerk of the Works.

#### 5.8. Toilets

Toilets, specifically designated for children's use, are situated within the Schools & Family Learning Centre (this area is not accessible to the public). Children may use these facilities at any time during their visit under the supervision of their teacher.

If teachers choose to use the public toilets for their school, they are reminded that there are other members of the public using them and to closely supervise their children.

#### 5.9. Behaviour

Behaviour management of a school group remains the responsibility of the teacher while they are visiting St. Paul's Cathedral.

### **6. Learning Objectives**

Within the booking form the visiting school is asked to give as much information as possible about what prior knowledge the children have and what the teaching staff are hoping the children will gain from their visit.

### **7. Guided tour/session**

Each tour/session has an aligned Core Session Plan which includes aims and objectives of the session. Each Core Session Plan has an associated Risk Assessment. The sessions offered at the Cathedral are aligned to the National Curriculum or qualification specifications for various exam boards.

### **8. Additional Learning Needs and Disabilities (SEND)**

All schools booking to visit St. Paul's are asked to complete a booking form via the online booking portal. Included in the form is a request for any additional information that will help the Schools and Family Learning team to ensure the session is appropriate for those visiting who are identified by the school as SEND (Special Educational Needs and Disabilities).

## **9. Ensuring equality and diversity**

The schools are asked to give as much information as possible to the team before the school visits, this is to ensure that the session is tailored to the children attending. This includes those from other religious backgrounds or those with none. It ensures that the team are sensitive and aware of the children who are attending.

## **10. Refreshments**

Refreshments are available for only staff and volunteers within the Schools and Family Learning office.

Refreshments, including food, must not be distributed by staff or volunteers (unless part of an activity) to those attending School and Family Learning sessions unless required due to either a medical or other kind of emergency.

As part of delivery some sessions may involve the making or decorating of food and in these cases a team member who holds a food hygiene certificate must lead the session and all food supplied will be assessed against the dietary requirements of the school.

Teachers are advised as part of the health and safety briefing, that they cannot take hot drinks into the Education Centre or the wider Cathedral.

## **11. Set up/dismantling of sessions**

Where the classroom or an area of the Cathedral floor requires set up and subsequent dismantling, this will be undertaken by a staff member who has undergone manual handling training.

Set up and dismantling must be undertaken without schools or family groups present.

All handling objects and craft activities will follow Covid guidelines at the time of the activities taking place.

## **12. Cleaning**



Cleaning is undertaken by a member of the Cleaning team. When emergency cleaning is required the Schools and Family Learning team undertake the necessary cleaning tasks using the equipment provided in the cleaning cupboard.

### **13. Washing of costumes and cleaning of handling objects**

All costumes are to be washed on a regular basis using only non-biological washing detergent. All handling objects must be cleaned down using suitable cleaning wipes after each sessions and replaced back into the bag for the appropriate session. Covid guidelines at the time must be followed.

### **14. Lone working**

Lone working is a regular occurrence within the Schools and Family Learning team due to the Centre's location. The team must adhere to the Cathedral's Lone Working Policy.

### **15. Storage**

Storage of teaching equipment should be in the cupboards within the Education Centre or within the identified garage space. All equipment and materials should be regularly checked to ensure COSHH compliance.

Currently there is no equipment or materials that fall under COSHH regulations.

### **16. Emergency Evacuation/Invac**

In the case of an emergency such as fire, a member of the team should evacuate the Centre following the advised evacuation route. All staff and volunteers must undergo Exits training on a 6 monthly basis. A member of staff must ensure a final sweep of the whole Education Centre including office, toilets and classroom is conducted.

There are 3 emergency exits which are clearly labelled.

In the case of an invacuation the team would be guided by the Security team to locate the school group(s) into the safest location.

Both an 'invac' box and 'evac' bag will be kept in the Education Centre which has suitable contents for up to our maximum capacity in the Schools and Family Learning team. *(This will be in place from January 2022)*

## **17. Ingress/Egress**

There is one entry/exit door for school groups' use, the door is not signposted in line with best practice. This is the door to be used for group entry and exit.

The door on the east side of the Centre in the classroom is an emergency one way door only.

## **18. Insurance compliance**

All members of the Schools and Family Learning team are subject to a DBS check. 2 members of the team are currently first aid trained. All staff and volunteers are required to wear ID badge while onsite. This includes in the Education Centre and in the Cathedral.

## **19. Covid compliance**

The Schools and Family Learning team follow guidance regarding Covid from various government sources. Primarily for schools and groups visits the Department for Education guidance for 'Out of School' settings

(<https://www.gov.uk/government/publications/protective-measures-for-holiday-or-after-school-clubs-and-other-out-of-school-settings-for-children-during-the-coronavirus-covid-19-outbreak>) is followed balanced with the guidance that schools follow for 'School Settings' (<https://www.gov.uk/government/collections/guidance-for-schools-coronavirus-covid-19>). For family activities in school holidays guidance is balanced between Department for Education for 'Out of School' settings and also the guidance for Places of Worship (<https://www.gov.uk/guidance/covid-19-guidance-for-the-safe-use-of-places-of-worship>)

## **20. Training**

All staff and volunteers must complete a minimum standard of Church of England safeguarding training. This is mandatory for any member of staff or volunteer. All Schools and Family Learning staff and volunteers must be aware of updates to the Prevent document, which seeks to prevent radicalisation in religious teaching settings.

## **21. Staff Designated for Child Protection concerns/safeguarding**

The Head of Schools & Family Learning, the Cathedral's Safeguarding Lead, the Safeguarding Advisor, Chaplain and Honorary Chaplain are designated to deal with all matters involving safeguarding of children.

#### 21.1. Concerns about a child

Anyone who has concerns about the welfare of a visiting child should inform the Head of Schools & Family Learning as soon as possible. If the Head of Schools & Family Learning is unavailable, they should contact the Cathedral Safeguarding Advisor, or in their absence the Chaplain, Honorary Chaplain or Registrar by asking for a Virger to be radioed and then asking the Virger to telephone the relevant colleague. The staff member must make a report to the Cathedral Safeguarding Lead within 24 hours.

NB: in a situation of immediate need, it is the Local Authority covering the actual physical location of the child who should be contacted in the first instance, not the Local Authority covering the child's home address – hence for a child within the Cathedral about whom there is concern, City of London Duty is the contact in the first instance

If the level of concern is such that it may be unsafe for the child to return to their home or school that day, there must be a conversation with the child's teacher, or the child's school's Headteacher or Designated Safeguarding Lead during which the concern is clearly communicated, which should be followed up in writing as soon as possible. In the event of the teacher being unclear about action, or being unable to make contact with the school, advice should be sought from duty Social Services or the police as soon as possible, preferably prior to the child leaving the Cathedral. In the event of the police or Social Services asking that the child be retained at the Cathedral to be spoken to by a police officer or Duty Social Worker, the child and a representative from their school (if the concern is not about that representative), should be made comfortable in the classroom of the Schools and Family Learning Dept.

It may be unsafe for the child to return home if the child alleges:

- previous/recent sexual assault
- that she has been subjected to female genital mutilation (FGM – see guidance below)
- physical assault that has left a mark (bruise, welt, red mark, hand imprint, finger marks, bite marks) NB: Do not ask the child to show any reported marks not on an already visible part of the body
- an assault with an implement (even if it has left no marks)
- that a child in the same household has been subject to treatment as described above.
- that a serious health need (threat to life or limb) was not given medical attention

- 21.2. Report/concern about the Head of Schools & Family Learning:
- Do not alert the Head of Schools & Family Learning that a report/concern has been made against them
  - Ensure that at least one other trusted adult is present before leaving the child/group to report the matter/concern
  - Report the matter/concern directly and immediately to the Cathedral Safeguarding Lead, or in their absence to the Canon in Residence, who should then make a decision about next actions.
  - Complete a Cathedral safeguarding form when practical to do so within 24hrs and send the form to the Safeguarding Lead

- 21.3. Issue or concern about a Schools & Family Learning staff member or volunteer:

- Do not alert the staff member against whom the report/concern has been made
- Ensure that at least one other trusted adult is present with the child/school group before leaving to report the report/concern
- Report the report/concern directly to the Head of Schools & Family Learning, or in their absence to the Safeguarding Lead or in their absence to the Canon in Residence.
- Complete a Cathedral safeguarding form when practical to do so within 24hrs; send the form to the Safeguarding Lead

- 21.4. General concern about a child's welfare

If the concern about the child's welfare is of a more general nature and does not indicate any immediate risk, the Head of Schools & Family Learning must ensure that the concerns are reported to the school as soon as possible - and certainly the same day - preferably to the Head; if the Headteacher is not available, the Cathedral staff member should speak to the Deputy Head, or the school Safeguarding Lead, or any available school staff member in the absence of these.

The Cathedral staff member should record the date, time and details of the conversation and the name of the school staff member to whom the concerns were passed. The conversation should be followed up with a confirmatory email including a request to confirm receipt of the email and this attached to the Cathedral Safeguarding form to be sent to the Cathedral Safeguarding Lead with 24 hours. In the absence of the school confirming receipt of the information, they should be emailed again until confirmation of receipt of information is given.

#### 21.5. Reporting a concerning incident/interaction between schoolchildren and other visitors

Occasionally, there may be unsought interaction between schoolchildren and unknown members of the public within the Cathedral; for example, an unknown adult trying to engage a schoolchild in conversation, or following the group. In these situations, the Cathedral staff member involved should ensure that the school is apprised of the event; in the first instance this should be by making the accompanying teacher aware and discussing with the teacher any further required action, for example calling the school Head, or if necessary, the police if the interaction rouses suspicion that the child may have been at risk.

The Cathedral staff member should then record the incident on a Safeguarding form when practical to do so within 24hrs and send that to the Cathedral Safeguarding Lead and Safeguarding Advisor.

#### 21.6. Mandatory Reporting

Female Genital Mutilation is a mandatory reporting issue for police officers, teachers and regulated health and Social Care staff (Mandatory Reporting of Female Genital Mutilation procedural information – came into force 31st Oct 2015); it is good practice for all professionals to adhere to the mandatory reporting duty. Therefore, if a girl of 17yrs or under discloses that she has been a victim of FGM, the Head of Schools and Family Learning should report directly to the police if they are a registered member of the above-named professions; other professionals may report directly to the police or to Duty Social Services. This should be done preferably prior to the girl leaving the Cathedral; if she is leaving prior to reporting and is not with a school party (who will have her contact details), it will be important to try to obtain her name and address to pass onto statutory services, being mindful that in doing so she should not be put at further risk for disclosing – if in doubt consult the Cathedral Safeguarding Lead or Advisor, the Chaplain or Honorary Chaplain, 101, City of London Duty Social Services, or the Diocesan Safeguarding Team. In addition, the usual safeguarding measures apply as do protocols pertaining to recording and confidentiality.

NB: if a woman of 18yrs or over alleges that she has previously been subjected to FGM, this is not a mandatory reporting issue, but the usual safeguarding rules will apply, as will matters pertaining to recording and confidentiality.

#### 21.7. How to respond to a child who expresses a concern or reports abuse

Primary school age children may feel more comfortable talking to a stranger about what may be an embarrassing and distressing experience. Therefore,

members of the Schools & Family Learning Department should be aware of how to respond when a child makes comments indicating a concern or when a child makes a specific report/concern.

If a child makes a report/concern of abuse, they must be taken seriously, even if the report/concern seems improbable. Sometimes children will tell an adult they trust that they are being abused, but will ask that no-one else be told. In such a situation, it is important to explain to the child that the information will be kept confidential but there are a few grown-ups who have to be told when a child has been hurt, or is scared of being hurt, for example a Social Worker or a police officer, but that no other grown-ups will be told unless it is to keep a child safe. The child should be reassured that they have done the right thing. Do not leave the child alone in order to make the report, rather radio or phone for another adult to join you, introduce that child to the second adult and explain that you are briefly leaving to think about what the child has said and the best way to keep them safe, but that you will be back to tell them what is happening.

Staff should only try to gather as much information as needed to discuss their concerns with statutory services. Use open-ended questions, for example 'how?' or 'who?' - 'when was the last time it happened?' and avoid questions that will automatically elicit a yes/no response, for example, 'did it hurt?', 'was it yesterday?'

Try to write down exactly what the child said and make a careful note of any visible marks on the child's body; if the child points out a mark and offers an explanation for how it happened, note this and acknowledge receipt of the information, for example, 'thank you for telling me about that'; however, do not ask the child about specific marks, just note them.

If a child says something to a Cathedral staff member that raises suspicion that the child may be at risk, but there is no specific report of concern, the staff member should not ask the child about that, but rather record as soon as possible what has been said. If the comments are about a household member/family/friend, discuss this with the teacher accompanying the school party (not another parent or helper); if this is impractical, make immediate telephone contact with the school Headteacher/Deputy Head or school Designated Safeguarding Lead. Report the concern, agree actions to be taken and follow-up with an email, confirming the details of the conversation, the actions agreed and by whom and the timeframe.

Secondary school age children In the event of a secondary school age child 11yrs-13yrs making a report/concern, the same procedure as for primary aged children should be followed (above). If the child is 14yrs and above, and could be reasonably considered to have the same decision-making capacity as their peers, they should have some input into decisions made about them and their views

should be recorded. The child may ask that what they have said remains confidential. In such a situation, the Cathedral staff member needs to bear in mind that the 'welfare of the child is paramount' (Children Act '89) and that in UK law, anyone of 17yrs and under is a child. Additionally, Government guidance about information-sharing advises that confidentiality can be broken in the event of child protection concerns and that confidentiality should not be a barrier to safeguarding. See quoted summary at the end of this appendix. It is therefore permissible to report the concerns despite the objections of an older child.

Notwithstanding this, the Cathedral staff member needs to reassure the young person that their information will be handled confidentially and sensitively and explain that any information shared will be for safeguarding purposes only, that nothing will happen without their knowledge and, if possible, consent.

#### 21.8. Concerns about the behaviour of a member of Cathedral staff or volunteer

If there is reason to suspect abuse or inappropriate behaviour by a member of the Schools & Family Learning Department or another adult employed by the Cathedral, or volunteering with the Cathedral, the Head of Schools & Family Learning must inform the Cathedral's Safeguarding Lead immediately. In the interim, ensure that the staff member/volunteer about whom there are suspicions has no access to children; if the Head of Schools & Family Learning receives the report of concern/inappropriate behaviour whilst said staff member/volunteer is with children and asking them to remove themselves would arouse suspicion, then the Head of Schools & Family Learning should ensure that at least one other trusted adult is present whilst the Head of Schools & Family Learning leaves the situation to speak to the Safeguarding Lead or in her absence, the Canon in Residence. If the reported concern indicates an emergency or an immediate and real threat to life or limb, the staff member should seek the aid of Security in the usual manner.

#### 21.9. Concerns or reports of concern/abuse against a member of staff or volunteer

Members of staff and volunteers should be aware of their own vulnerability and should do their utmost to prevent misunderstanding. Staff should therefore make themselves familiar with the Code of Conduct guidelines. In the event of a situation arising where a staff member thinks they have unintentionally found themselves in a situation that could be misinterpreted, they should discuss this immediately with their line manager, record their own account of the incident as

soon as possible and insist that their line manager also records an account of the conversation. The line manager and/or staff member/volunteer should then make the Safeguarding Lead aware of the situation as soon as possible.

#### 21.10. Confidentiality

It is very important that anyone concerned who suspects a case of child abuse maintains confidentiality at all times apart from to make a report of concern to appropriate Cathedral colleagues or statutory services. Other members of staff will be informed by the Head of Schools & Family Learning on a need-to-know basis.

#### 21.11. Record Keeping

Notes will be recorded confidentially on all concerns relating to safeguarding and these notes will be contained in a separate file kept by the Head of Schools & Family Learning, until such times as they can be passed to the Safeguarding Advisor. Information will be recorded with regard to facts, timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.

#### 21.12. Media Interest in Abuse

No member of staff or volunteer is to speak to the media. Any enquiries should be referred to the Registrar or in their absence the Canon in Residence.