

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

GUIDANCE

**THESE PIECES OF GUIDANCE ARE TO ASSIST,
IF NECESSARY, WITH THE IMPLEMENTATION OF
STANDARD 7**



THE NATIONAL BOARD FOR
SAFEGUARDING CHILDREN
IN THE CATHOLIC CHURCH IN IRELAND

Copyright

© The National Board for Safeguarding
Children in the Catholic Church in Ireland, 2020

The material in this publication is protected by copyright law. Except as may be permitted by law, no part of the material may be reproduced (including by storage in a retrieval system) or transmitted in any form or by any means, adapted, rented or lent without the written permission of the copyright owners.

To seek permission for use or for more information contact
admin@safeguarding.ie.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Contents

Indicators	Name	Page Number
All	Roles of Safeguarding Personnel in Relation to this Standard	3
All	Storage and Retention of Records Associated with this Standard	5
7.1	A: Guidance on Ensuring Compliance with the Seven Standards at Local Level	6
7.1	B: Guidance on Compliance Visits by the Church Authority	7
7.1	C: Guidance on Local Safeguarding Audit	8
	• Template 1: Local Safeguarding Audit (Indicators Contained in Table 1 of the Child Safeguarding Policy)	9
	• Template 2: Local Safeguarding Audit (Indicators Contained in Table 2 of the Child Safeguarding Policy)	18
	• Template 3: Local Safeguarding Audit (Indicators Contained in Table 3 of the Child Safeguarding Policy)	23
	• Template 4: Notification to NBSCCCI (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)	28
	• Template 5: Notification to NBSCCCI (Indicators Contained in Table 3 of the Child Safeguarding Policy)	29
7.1	D: Guidance on the Annual Report Made by DLP to the Church Authority (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)	30
	• Template 1: Guide on Completing a Review of Allegations and Case Files for the Annual Report to the Church Authority (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)	31
7.1	E: Guidance on Safeguarding Handover and Induction of a New Church Authority or DLP	33
7.1	F: Guidance on Developing a Constitution for a Safeguarding Committee	34
7.2	A: Guidance on Developing a Three-Year Child Safeguarding Plan	36
	• Template 1: Example of a Three-Year Child Safeguarding Plan	37
7.2	B: Guidance on Crisis Management	39
7.2	C: Guidance on Serious Incident Reviews	43
7.3	A: Guidance on Reviews Carried out by NBSCCCI	46

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Roles of Safeguarding Personnel in Relation to this Standard

Church authority

The role of the Church authority across all the seven standards is outlined in Appendix A. In relation to Standard 7, the Church authority is responsible for:

- Appointing a safeguarding committee and designated liaison person (DLP) and ensuring that they carry out their function in relation to monitoring effectively;
- Writing to the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI) to confirm that an internal annual report has been completed;
- Inviting the NBSCCCI to conduct reviews as necessary;
- Carrying out systematic assessments of the standards through visits to local areas of responsibility.

Designated liaison person

The role of the DLP across all the seven standards is outlined in Appendix A. In relation to Standard 7, the DLP is responsible for:

- Completing a report to the Church authority on an annual basis, outlining compliance with Standards 2, 3 and 4.

Safeguarding committee

The role of the safeguarding committee across Standards 1, 5, 6 and 7 is outlined in Appendix A. In relation to Standard 7, the safeguarding committee is responsible for:

- Producing and reviewing the three-year child safeguarding plan of how to maintain standards 1, 5 and 6 across the Church body;
- Liaising with the local safeguarding representatives (LSRs) to ensure the compilation of a local safeguarding audit, and to identify areas where guidance and support on policy or practice is needed;
- Ensuring that an annual safeguarding report on Standards 1, 5 and 6 is made to the Church authority;
- Ensuring that records in relation to safeguarding matters are produced and stored securely.

Local safeguarding representatives

The role of the LSR across Standards 1, 5, 6 and 7 is outlined in Appendix A. In relation to Standard 7, the LSR is responsible for:

- Working with the safeguarding committee to ensure the completion of the local safeguarding audit.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Local safeguarding council

Local safeguarding councils operate in some areas to provide safeguarding advice and support to the parish priest or local superior. In relation to this standard, the local safeguarding council can be involved in ensuring that diocesan or congregational child safeguarding policies and procedures are in place and implemented. This includes carrying out the annual local safeguarding audit and feeding back to the safeguarding committee.

NBSCCCI

The role of the NBSCCCI across all the seven standards is outlined in Appendix A. In relation to Standard 7, the NBSCCCI will:

- Conduct planned reviews on the Church body;
- Store the annual notification of the Church authority, which states that an annual audit of safeguarding has been completed.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Storage and Retention of Records Associated with this Standard

The table below lists the types of records that need to be stored appropriately and securely as part of this standard, in accordance with best practice in record-keeping (see Appendix B). The templates for the production of each record, which have been included in the guidance for this standard, are listed in the final column.

Type of Record	Where to Store	Template/Guidance Number/Page Number
Three-year safeguarding plan	Diocesan/congregational level	7.2A Template 1 Page 36
Copies of local safeguarding audits conducted annually	Diocesan/congregational level	7.1C Template 2 Page 18
Copies of annual report made by DLP to Church authority	Diocesan/congregational level	Guidance 7.1D Page 30
Copies of annual notification to the NBSCCCI, which state that annual audit has been completed	Diocesan/congregational level	7.1C Template 4 and 5 Page 28 and 29
Copies of correspondence sent to the NBSCCCI regarding reviews and follow-up actions	Diocesan/congregational level	Guidance 7.3A Page 46
Copies of Crisis Management Plans	Diocesan/congregational level	Guidance 7.2B Page 39
Copies of reports and records relating to Serious Incident Reviews	Diocesan/congregational level	Guidance 7.3C Page 43

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1A Guidance on Ensuring Compliance with the Seven Standards at Local Level

Quality assurance procedures are a systematic method of assessing the extent to which the seven child safeguarding standards are implemented at all levels within the Church body. This is an important method of ensuring that a process of continuous improvement takes place, and of demonstrating accountability and transparency.

Quality assurance is done by applying three methods:

1. Assessing compliance by the Church authority during systematic visits to parishes or community houses (Guidance 7.1B);
2. Annual self-audit scheme (Guidance 7.1C) carried out locally, but coordinated by the safeguarding committee;
3. Annual report by the DLP to the Church authority on Standards 2, 3 and 4 (Guidance 7.1D).

All of the documents produced are internal to the Church organisation and **do not need to be sent to the NBSCCI**.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1B Guidance on Compliance Visits by the Church Authority

Each Church authority should regularly visit parishes/community houses/ministries to ensure that there is an awareness of child safeguarding, and that effective practice is being implemented. It is important that these visits are outlined in the annual three-year child safeguarding plan (Guidance 7.2A Template 1).

It is advised that the Church authority has a checklist of items to examine during these visits. This list may include, for example:

- The attendance register (1.4A Template 2);
- Safeguarding posters (6.2A Template 2);
- Codes of conduct for groups of children (Guidance 1.2A, 1.3A);
- A copy of the previous year's annual child safeguarding audit from the local area (Guidance 7.1C).

This visit should, as far as possible, involve local people such as LSRs, alongside the parish priest or local superior, to allow the Church authority the opportunity to recognise good practice, and to thank those involved for their work in maintaining the child safeguarding standards.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Guidance on Local Safeguarding Audit

One of the primary methods (alongside the annual report written by the DLP to the Church authority – Guidance 7.1C) of ensuring compliance with the seven child safeguarding standards is the conducting of a local child safeguarding audit on Standards 1, 5 and 6. Each standard contains a list of indicators that give details of the steps a Church organisation needs to take to meet the standard, and advises on ways to provide evidence that the standard has been met.

Process

1. The safeguarding committee will select the appropriate version of the local safeguarding audit, which relates to the indicators contained in the child safeguarding policy. These are:
 - If you have ministry with children, all of the indicators apply (blue, orange and green) as shown in **Table 1** (7.1C Template 1);
 - If you have no ministry with children but are managing allegations, only orange and green indicators apply as shown in **Table 2** (7.1C Template 2);
 - If you have no ministry with children and are not managing any allegations, only the green indicators apply as shown in **Table 3** (7.1C Template 3).
2. The safeguarding committee will forward the audit for completion by parishes/community houses/ministries on an annual basis.
3. Returns are scrutinised for compliance by the safeguarding committee.
4. An annual report is prepared for the Church authority, with a review of compliance and recommendations for further action and improvement.
5. Recommendations for change are incorporated into the three-year child safeguarding plan (7.2A Template 1).
6. The Church authority will notify the NBSCCCI differently depending on the indicators that apply to them in the child safeguarding policy.
 - Church authorities working to indicators contained in **Table 1** of the policy will notify the NBSCCCI by the end of January each calendar year (using 7.1C Template 4) that:
 - The local child safeguarding audit (7.1C Template 1) has been completed;
 - The annual report made by the DLP has been completed (7.1D Template 1).
 - Church authorities working to indicators contained in **Table 2** of the child safeguarding policy will notify the NBSCCCI by the end of January each calendar year (using 7.1C Template 4) that:
 - The local child safeguarding audit (7.1C Template 2) has been completed;
 - The annual report made by the DLP has been completed (7.1D Template 1).
 - Church authorities working to indicators contained in **Table 3** of the child safeguarding policy will notify the NBSCCCI by the end of January each calendar year (using 7.1C Template 5) that:
 - The local child safeguarding audit (7.1C Template 3) has been completed.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Template 1: Local Safeguarding Audit (Indicators Contained in Table 1 of the Child Safeguarding Policy)

Thank you for completing this audit, and for the work that you have done and continue to do to ensure the highest standards in best practice in child safeguarding.

Please feel free to call on any of the child safeguarding personnel if you have any questions or require assistance with the audit (contact numbers are at the back of this document).

The audit should be completed by the local safeguarding representatives, alongside the local parish priest/superior/community leader.

In areas where there are large numbers of affiliated groups to the Church or congregation involving children, it may be necessary to ask group leaders to complete relevant parts of the audit, and for the local safeguarding representatives to then collate the responses into this audit.

Year under review (insert year)

It should be completed by (insert date):

And returned to (insert address):

Local details

Name of parish/local religious order/house _____

Name of parish priest/local superior/community leader _____

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Standard 1: Creating and Maintaining Safe Environments

General

- Is there a register (an up-to-date listing) of **all groups and organisations/lay apostolates associated with the Church/Congregation in your locality?** (circle as appropriate)

Yes	No	N/A
-----	----	-----
- Is there an up-to-date register with the name of the person in charge of all groups and organisations associated with the Church/Congregation in your locality?

Yes	No	N/A
-----	----	-----
- List the people responsible for **compiling and maintaining** the groups and personnel listings:
Name_____Role_____
Name_____Role_____
Name_____Role_____

For each group/organisation working directly or indirectly with children and young people (ignore if not applicable):

- Have parents/guardians and children signed a joint consent form?

Yes	No
-----	----
- If applicable, have parents/guardians and children signed a media permission form?

Yes	No	N/A
-----	----	-----
- Have parents/guardians and children been made aware of and received copies of:
 - a. The complaints procedure

Yes	No
-----	----
 - b. The code of conduct for children and adults

Yes	No
-----	----
 - c. The reporting procedures for allegations, suspicions/concerns

Yes	No
-----	----
- Is each group aware of and maintaining adequate supervision ratios?

Yes	No
-----	----
- Does each group have access to the procedure for dealing with accidents?

Yes	No
-----	----
- Is there an attendance register completed for the group?

Yes	No
-----	----
- Does the group have an appropriate hazard assessment process in place?

Yes	No
-----	----

For non-Church groups working with children and young people and using Church property (ignore if not applicable):

- Is there a register of all non-Church groups that use Church property?

Yes	No
-----	----
- Does each group have its own insurance?

Yes	No
-----	----
- Does each group have its own safeguarding policy?

Yes	No
-----	----

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Recruitment

In recruiting applicable personnel working with children, have you ensured that:

• Clear job descriptions are provided?	Yes	No
• Application forms are completed?	Yes	No
• References are sought and checked?	Yes	No
• Vetting is complete (if appropriate)?	Yes	No
• Declaration forms are complete?	Yes	No
• A safeguarding policy has been provided?	Yes	No
• A whistle-blowing policy has been provided?	Yes	No

Clerics/religious who are members of the Church body, but who are ministering with children in an external organisation/Church body:

• Is there a list of all clerics and religious who are ministering with children in an external organisation/Church body?	Yes	No
• For each external organisation/Church body where a cleric/religious is ministering with children, is a written agreement in place that the cleric or religious agrees to follow effective safeguarding practice?	Yes	No

Standard 5: Training and Support for Keeping Children Safe

Induction

• Have all Church personnel been shown the child safeguarding policy and procedures as part of an induction process?	Yes	No
• Have all Church personnel signed an agreement form (Guidance 5.1A Template 1)?	Yes	No

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Basic safeguarding awareness training

- Please list below the names of all **clerics/religious in active ministry with children** in the Church body, and the date they attended the full-day safeguarding programme.

Name	Role	Attended Full-Day Programme (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

- Please list below the names of those who have a **specific role** in child safeguarding, and the date they attended the full-day safeguarding programme.

Name	Role	Attended Full-Day Programme (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

- Please list below the names of those who have a leadership role with a group of children within the local Church area, and the date they attended the full-day safeguarding programme or information session. At least one leader in every group working with children must attend a full-day programme. Other leaders only need to attend an information session.

Name	Role	Attended Full-Day Programme (Yes/No)	Attended Information Session if Applicable (Yes/No)	Date of Attendance at Either Full-Day or Information Session

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

- Please list below the names of all other Church personnel who have taken the opportunity to attend an information session, as well as their role and the date they attended.

Name	Role	Attended Information Session (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Role-specific training

- Please use the box below to highlight any child safeguarding training need that you feel is unfulfilled and would like the safeguarding committee to consider.

--

Safeguarding awareness with parents/guardians

- Use the table below to demonstrate (if applicable) any safeguarding awareness initiatives you have carried out with children and young people and/or their parents/guardians.

Name of Group	Training Delivered	Date of Delivery

Support

- Is a system of formal or informal support in place to provide support to all Church personnel involved in child safeguarding? Yes No

Standard 6: Communicating the Church's Safeguarding Message

- Are the contact details for the Church designated liaison person, social services and Gardaí/PSNI displayed in all appropriate places? (circle as appropriate) Yes No
- Do you have information about how the Church/Congregation safeguards children both available and displayed prominently? Yes No
- If you have groups in your local area whose first language is not English, do you have copies of the safeguarding message in accessible formats? Yes No
- Have you sent a list of all mandated persons to the Church authority? Yes No
- If you use CCTV and/or webcams is appropriate signage and consent in place? Yes No

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Recording

Are the following records stored safely and securely?

Type of Record	Where to Store	Template/Guidance Number/Page Number
Application forms of those successful	Parish/local congregation	1.1A Template 2
Application forms of those unsuccessful	Parish/local congregation	1.1A Template 2
Attendance lists/sign-in and sign-out records for each activity involving children	Parish/local congregation	1.4A Template 1 and 2
Parental and children's consent forms	Parish/local congregation	1.4A Template 3
Accident/incident forms	Parish/local congregation	1.4B Template 1
Hazard assessments for activities carried out by each group involving young people associated with the Church	Parish/local congregation	Guidance 1.8A
Records of checks completed on external groups using Church property	Diocese/province Parish/local congregation	Guidance 1.5A and 1.5B
Media permission forms	Parish/local congregation	1.9A Template 1
Copies of signed agreement forms for all Church personnel	Parish/local congregation	5.1A Template 1
A record of dates and times for supervision and support meetings with key Church personnel	Diocesan/provincial level Parish/local level	Guidance 5.6A
Written agreements from external organisations/Church bodies, where clerics and religious who are members of the Church body are ministering with children	Diocese/province	Guidance 1.10A

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Template 2: Local Safeguarding Audit (Indicators Contained in Table 2 of the Child Safeguarding Policy)

Thank you for completing this audit, and for the work that you have done and continue to do to ensure the highest standards in best practice in child safeguarding.

Please feel free to call on any of the child safeguarding personnel if you have any questions or require assistance with the audit (contact numbers are at the back of this document).

The audit should be completed by the local safeguarding representatives, alongside the local parish priest/superior/community leader.

In areas where there are large numbers of affiliated groups to the Church or congregation involving children, it may be necessary to ask group leaders to complete relevant parts of the audit, and for the local safeguarding representatives to then collate the responses into this audit.

Year under review (insert year)

It should be completed by (insert date):

And returned to (insert address):

Local details

Name of parish/local religious order house _____

Name of parish priest/local superior/community leader _____

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Standard 1: Creating and Maintaining Safe Environments

Is there a register (an up-to-date listing) of **all groups and organisations/lay apostolates associated with the Church/Congregation in your locality?**
(circle as appropriate)

Yes No N/A

For non-Church groups working with children and young people and using Church property (ignore if not applicable):

- Is there a register of all non-Church groups that use Church property?
(circle as appropriate)
- Does each group have its own insurance?
- Does each group have its own safeguarding policy?

Yes No

Yes No

Yes No

Clerics/religious who are members of the Church body, but who are ministering with children in an external organisation/Church body:

- Is there a list of all clerics and religious who are ministering with children in an external organisation/Church body?
- For each external organisation/Church body where a cleric/religious is ministering with children, is a written agreement in place that the cleric or religious agrees to follow effective safeguarding practice?

Yes No

Yes No

Standard 5: Training and Support

Induction

- Have all Church personnel been shown the child safeguarding policy and procedures as part of an induction process?
- Have all Church personnel signed an agreement form
(Guidance 5.1A Template 1)?

Yes No

Yes No

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Basic safeguarding awareness training

- Please list below the names of those who have a **specific role** in child safeguarding, and the date they attended the full-day safeguarding programme.

Name	Role	Attended Full-Day Programme (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

- Please list below the names of **all other Church personnel** who have taken the opportunity to attend an information session, their role and the date they attended an information session.

Name	Role	Attended Information Session (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

Role-specific training

- Please use the box below to highlight any child safeguarding training need that you feel is unfulfilled and would like the safeguarding committee to consider.

--

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Support

- Is a system of formal or informal support in place to provide support to all Church personnel involved in child safeguarding? Yes No

Standard 6: Communicating the Church's Safeguarding Message

- Are the contact details for the Church designated liaison person, social services and Gardaí/PSNI displayed in all appropriate places? Yes No
- Do you have information about how the Church/Congregation safeguards children both available and displayed prominently? Yes No
- If you have groups in your local area whose first language is not English, do you have copies of the safeguarding message in accessible formats? Yes No
- Have you sent a list of all mandated persons to the Church authority? Yes No
- If you use CCTV and/or webcams is appropriate signage and consent in place? Yes No

Recording

Are the following records stored safely and securely?

Type of Record	Where to Store	Guidance Number/ Page Number
Records of dates and times for supervision (formal/informal) and support meetings with local Church personnel	Parish/local level	Guidance 5.6A
Records of checks completed on external groups using Church property	Diocese/province Parish/local congregation	Guidance 1.5A and 1.5B
Written agreements from external organisations/Church bodies, where clerics and religious who are members of the Church body are ministering with children	Diocese/province	Guidance 1.10A

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Template 3: Local Safeguarding Audit (Indicators Contained in Table 3 of the Child Safeguarding Policy)

Thank you for completing this audit, and for the work that you have done and continue to do to ensure the highest standards in best practice in child safeguarding.

Please feel free to call on any of the child safeguarding personnel if you have any questions or require assistance with the audit (contact numbers are at the back of this document).

The audit should be completed by the local safeguarding representatives, alongside the local parish priest/superior/community leader.

In areas where there are large numbers of affiliated groups to the Church or congregation involving children, it may be necessary to ask group leaders to complete relevant parts of the audit, and for the local safeguarding representatives to then collate the responses into this audit.

Year under review (insert year)

It should be completed by (insert date):

And returned to (insert address):

Local details

Name of parish/local religious order house _____

Name of parish priest/local superior/community leader _____

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Standard 1: Creating and Maintaining Safe Environments

Is there a register (an up-to-date listing) of **all groups and organisations/lay apostolates associated with the Church/Congregation in your locality?**
(circle as appropriate)

Yes No N/A

For non-Church groups working with children and young people and using Church property (ignore if not applicable):

- Is there a register of all non-Church groups that use Church property?
(circle as appropriate)
- Does each group have its own insurance?
- Does each group have its own safeguarding policy?

Yes No

Yes No

Yes No

Clerics/religious who are members of the Church body, but who are ministering with children in an external organisation/Church body:

- Is there a list of all clerics and religious who are ministering with children in an external organisation/Church body?
- For each external organisation/Church body where a cleric/religious is ministering with children, is a written agreement in place that the cleric or religious agrees to follow effective safeguarding practice?

Yes No

Yes No

Standard 5: Training and Support

Induction

- Have all Church personnel been shown the child safeguarding policy and procedures as part of an induction process?
- Have all Church personnel signed an agreement form
(Guidance 5.1A Template 1)?

Yes No

Yes No

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Basic safeguarding awareness training

- Please list below the names of those who have a **specific role** in child safeguarding, and the date they attended the full-day safeguarding programme.

Name	Role	Attended Full-Day Programme (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

- Please list below the names of **all other Church personnel** who have taken the opportunity to attend an information session, their role and the date they attended an information session.

Name	Role	Attended Information Session (Yes/No)	Date of Attendance

(Continue on separate sheet if necessary.)

Role-specific training

- Please use the box below to highlight any child safeguarding training need that you feel is unfulfilled and would like the safeguarding committee to consider.

--

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

Standard 6: Communicating the Church's Safeguarding Message

- | | | |
|--|-----|----|
| • Are the contact details for the Church designated liaison person, social services and Gardaí/PSNI displayed in all appropriate places? | Yes | No |
| • Do you have information about how the Church safeguards children both available and displayed prominently? | Yes | No |
| • If you have groups in your local area whose first language is not English, do you have copies of the safeguarding message in accessible formats? | Yes | No |
| • Have you sent a list of all mandated persons to the Church authority? | Yes | No |
| • If you use CCTV and/or webcams is appropriate signage and consent in place? | Yes | No |

Recording

Are the following records stored safely and securely?

Type of Record	Where to Store	Guidance Number in Standards
Records of checks completed on external groups using Church property	Diocese/province Parish/local congregation	Guidance 1.5A and 1.5B
Written agreements from external organisations/Church bodies, where clerics and religious who are members of the Church body are ministering with children	Diocese/province	Guidance 1.10A

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Template 4: Notification to NBSCCCI (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)

Date:

Dear Teresa,

I am writing to confirm that the annual child safeguarding audits for _____
(insert year under review) in _____ (insert name of Church body) have
been completed. These audits have been collated and analysed by the safeguarding committee
in a report examining how we are meeting Standards 1, 5 and 6. Recommendations for change
have been sent to me and will be included in our three-year child safeguarding plan.

Alongside this important information, the designated liaison person has also provided me with a
report outlining how well we are meeting Standards 2, 3 and 4.

Using both of these reports, I have identified areas for change and am working with my child
safeguarding team to meet these recommendations.

Yours sincerely,

(Insert name)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1C Template 5: Notification to NBSCCCI (Indicators Contained in Table 3 of the Child Safeguarding Policy)

Date:

Dear Teresa,

I am writing to confirm that the annual child safeguarding audits for _____
(insert year under review) in _____ (insert name of Church body) have
been completed. These audits have been collated and analysed by the safeguarding committee
in a report examining how we are meeting the relevant indicators under Standards 1, 5 and 6.

We have no new cases and are not currently managing any existing cases.

Using this report, I have identified areas for change and am working with my child safeguarding
team to meet these recommendations.

Yours sincerely,

(Insert name)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.1D Guidance on the Annual Report Made by DLP to the Church Authority (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)

One of the primary methods (alongside the local safeguarding audit Guidance 7.1C) of ensuring compliance with the seven safeguarding standards is by means of an annual report written by the DLP on Standards 2, 3 and 4. Each of these standards contains a list of indicators, which give details of the steps that a Church organisation needs to take to meet the standard, and advises on ways to provide evidence that the standard has been met.

Process

1. The DLP, or a person appointed by the Church authority, will analyse all allegations and case files that have been reported within the year, using 7.1D Template 1 as a guide.
2. An annual report is prepared for the Church authority, with a review of compliance and recommendations for further action and improvement.
3. Recommendations for change are incorporated into the three-year child safeguarding plan, if appropriate (7.2A Template 1).
4. All documents produced will be in compliance with data protection requirements.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

7.1D Template 1: Guide on Completing a Review of Allegations and Case Files for the Annual Report to the Church Authority (Indicators Contained in Table 1 and 2 of the Child Safeguarding Policy)

Introduction

This template is designed to formally update the Church authority on an annual basis (to cover January-December) as to the current status of cases. This is particularly important when a changeover of personnel or leadership occurs.

Active case files and associated documents for the year being reviewed contain the information needed to answer the questions below.

NEW ALLEGATIONS FOR THE YEAR BEING REVIEWED

Standard 2

Please complete the table below by entering the appropriate number of allegations received **this year** in each box (enter zero if no allegations have been received for a category)

Respondent Type	Number by Respondent	Number Reported to Garda/PSNI	Number Reported to Tusla/Social Services	Number Reported to NBSCCCI
Clerics				
Non Ordained Religious				
Lay Church Personnel				N/A
Non Church Personnel				N/A

Report on Liaison Meeting with Statutory Authorities

How many liaison meetings have taken place with the statutory authorities this year?

Complaints from complainants who are dissatisfied with how their allegation has been handled

How many complaints from complainants who are dissatisfied with how their allegation has been handled have been received this year?

- How many of these complaints have been resolved?
- How many of these complaints have been referred to the NBSCCCI for investigation?

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS GUIDANCE FOR INDICATOR 7.1

ONGOING ACTIVE CASES

Standard 2

Total number of active cases (Including new allegations for this year) that have been received that relate to clerics/religious?

- How many of these allegations have been reported to the statutory authorities?
- How many of these allegations have been reported to the NBSCCCI?

Standard 3 (only applies where an allegation is against clerics/religious)

For each complainant:

- How many times has the support person(s) had contact with the complainant(s) over the year?
- What organisations have been used to provide support to the complainant(s) over the year?

Standard 4 (only applies where an allegation is against clerics/religious)

For clerics

Detail the answers to the questions below for each respondent:

- How many times has the advisor(s) met with the respondent(s) over the year?
- How many cases are there canonical procedures in process or complete?
- How many cases have resulted in a permanent management plan?
- Of the respondents who are subject to a permanent management plan, how many monitoring visits have been carried out over the year?

For religious (non-ordained)

Detail the answers to the questions below for each respondent:

- How many times has the advisor(s) met with the respondent(s) over the year?
- How many cases have resulted in dismissal?
- How many cases have resulted in a permanent management plan?
- Of the respondents who are subject to a permanent management plan, how many monitoring visits have been carried out over the year?

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.1E Guidance on Safeguarding Handover and Induction of a New Church Authority or DLP

All aspects of safeguarding children are the responsibility of the Church authority. Most of the functional roles are delegated to others, but the responsibility to ensure all necessary child safeguarding actions have been taken rests with the Church authority.

It is therefore essential that Church authorities, upon coming into office, familiarise themselves with their child safeguarding policy and procedures, the child safeguarding structure, personnel, and case management records.

Where possible, the incoming Church authority should:

- Meet with the outgoing Church authority in person to share all relevant issues;
- Meet with the chair of the safeguarding committee to familiarise themselves with the processes that are in place to create safe environments, including training and communication;
- Meet with the DLP to receive a briefing on all cases against living priests or members of the religious order, which includes the status of inquiries, Church investigations, management plans and responses to complainants.

New DLPs

- New DLPs should receive an induction for their role.
- New DLPs should review all case files of living priests or members of the religious order against whom there are allegations.
- Where possible, the outgoing DLP should meet with the incoming DLP to share issues of significance in relation to case management.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.1F Guidance on Developing a Constitution for a Safeguarding Committee

Role and Function

A safeguarding committee is constituted by the Church authority to promote child safeguarding by:

- Developing a three-year child safeguarding plan, including the establishment of the local child safeguarding policy and procedures;
- Coordinating local safeguarding representatives (LSRs);
- Coordinating activities related to child safeguarding, e.g. training;
- Ensuring the annual audit, including the correlation of records for training-related activities;
- Ensuring the completion of training needs assessments across the various child safeguarding roles in the Church body;
- Ensuring, with the Church authority, that the appropriate child safeguarding personnel are in place;
- Upholding the seven standards in practice and behaviour.

Membership

Committee membership is determined by the Church authority, reflecting the needs of the church body.

As a guide the committee should include people who have the following:

- Knowledge of the Church body and its ministry
- Experience of implementing policy and procedures
- Practical knowledge of working with children and child safeguarding
- Knowledge and experience of auditing and identifying hazards
- Experience of working with and supporting volunteers

It is advisable that each member of the committee has a set term of office which is agreed by the Church authority; to ensure continuous functioning of the committee membership should not be concurrent.

Each committee member must be safely recruited (Guidance 1.1A) and this should include:

- Signing a Confidential Declaration Form (Guidance 1.1A Template
- Signing a Confidentiality Declaration (1.1A Template 5).

All committee members should be inducted into the child safeguarding policy and procedures and sign an Induction Agreement (Guidance 5.1A Template 1).

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Training

In accordance with Guidance 5.3A all members of the committee must attend a full day safeguarding training every three years.

Additionally it is advised that the safeguarding committee undertake role specific training on the function of the committee provided by the National Board (<https://www.safeguarding.ie/index.php/what-we-do/advice-on-effective-practice/training>) .

Record Keeping and Administration of Meetings

The committee should appoint a chair and minute taker. All meetings should be minuted; it is advisable that a note of actions taken by the committee should be publically available, as long as it does not contain sensitive, personal information. For advice on minute taking see Guidance 2.2C.

All records should be stored in accordance with data protection (Appendix B).

The frequency of meetings will be determined by the Church authority and the members of the committee and will depend on the level of ministry the Church body has with children

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.2A Guidance on Developing a Three-Year Child Safeguarding Plan

The Church organisation must develop a child safeguarding plan to assess the effectiveness of the steps it is taking to keep children safe.

The purpose of this internal child safeguarding plan is to set out **what, how, who and in what time frame** key elements of child safeguarding practices and procedures are going to be met by the Church body.

A child safeguarding plan should include the following:

- **Specific objectives linked to each of the safeguarding standards.** It is important that specific objectives are set in line with the child safeguarding standards, any previous annual audit recommendations and any review recommendations by the NBSCCCI. These objectives can be broken down into set actions. The training plan and communications plan should be included under Standards 5 and 6.
- **Resources.** The achievement of this child safeguarding plan is fully dependent on the availability of sufficient resources. In order to successfully implement the three-year strategy, it is important to set specific and realistic objectives linked to identified allocated resources.
- **Implementation.** The Church authority, through the safeguarding committee, should identify clear time frames for implementation, which should take account of the completion of the local safeguarding audits (Guidance 7.1C).
- **Review and evaluation.** It is important that the three-year plan sets clear dates for review of each specific objective outlined in the plan. These review dates should be achieved on an annual basis, and reviews should take account of the outcomes of the annual local safeguarding audits (Guidance 7.1C), and, if appropriate, of the annual report made by the DLP to the Church authority (Guidance 7.1D).

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

GUIDANCE FOR INDICATOR 7.2

7.2A: Template 1: Example of a Three-Year Child Safeguarding Plan

Church Body:

Date:

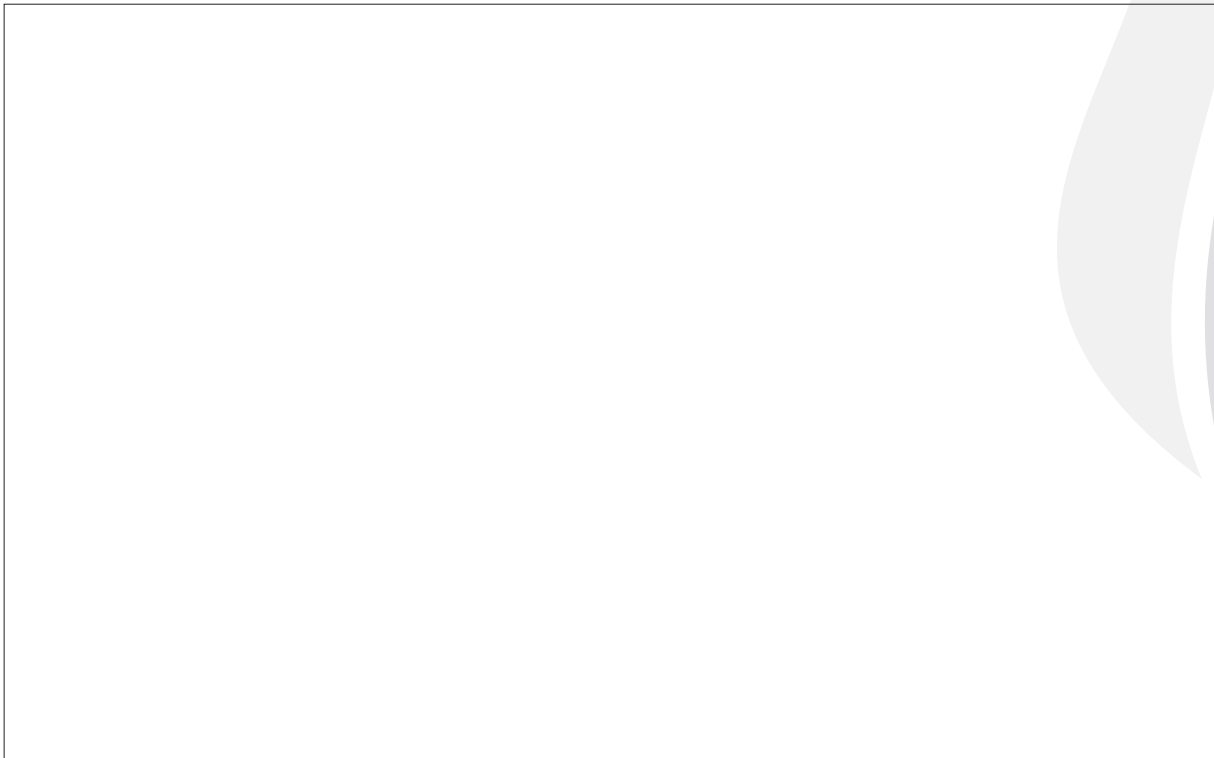
Standard	Specific Objective	Action	Responsibility	Implementation Date	Review Date
1: Creating and Maintaining Safe Environments	Ensure that all new groups using Church facilities have insurance and a safeguarding policy in place	LSR to complete checks on all new and existing groups using Church property (identified through the local safeguarding audits)	LSRs	01/01/2015	01/12/2015
	Ensure that Church personnel have been vetted in accordance with guidance on vetting	Those requiring vetting are identified through local safeguarding audits Copies of vetting forms provided to identified personnel Completed forms sent to vetting coordinator	LSR LSR Authorised signatory	01/01/2015	01/12/2015
5: Training and Support	Ensure that all Church personnel receive appropriate training in safeguarding	Develop annual training plan Deliver annual training plan	Safeguarding committee Safeguarding committee	01/01/2015 01/01/2015	01/12/2015 01/11/2015
6: Communicating the Church's Safeguarding Message	Ensure that the Church's safeguarding message is communicated to identified audiences	Develop annual communications plan Deliver annual communications plan	Safeguarding committee Safeguarding committee	01/01/2015 01/01/2015	01/12/2015 01/12/2015

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

GUIDANCE FOR INDICATOR 7.2

What resources are needed to carry out the child safeguarding plan?



Signed _____

Review date _____

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.2B Guidance on Crisis Management

Crisis management is the application of strategies designed to help a Church body deal with a sudden and significant negative event. In terms of safeguarding this can be a range of things including removal of a cleric or religious from ministry, the resignation of a Church authority or exposure of poor practice through an audit or media investigations

This guidance is designed to assist Church authorities and personnel manage a crisis situation which ensures:

- Children are safeguarded
- Risk is assessed and managed
- Communication is clear, open and honest
- Action required to manage all aspects of the crisis is taken

This guidance is not designed to be an exhaustive list (as each crisis is different) but to provide a guide to the areas that should be addressed.

Each crisis will require a different approach with different personnel involved in the management, so that damage to children, the lay faithful and Church personnel is limited. The priority must always be to ensure that the well-being of children is safeguarded.

Step 1 - Preparation

The Church authority should consider with a 'critical friend' the best approach to adopt by scoping:

- The nature of the current crisis and how it might be managed
- Who will be in a crisis management team
- Who might coordinate of responses to the crisis
- Church authority responsibilities and redlines.

The term critical friend can be defined as 'a trusted person who asks provocative questions, provides data to be examined through another lens and offers critique of the person's work as a friend. A critical friend takes the time to fully understand the context of the work presented and the outcomes of the person or group is working toward. The friend is an advocate for the success of that work'¹.

Within a child safeguarding setting in the Church, such a person could be available to reflect ideas and honestly assist in analysing a situation with a focus on safeguarding children and not the reputation of the Church or the Church authority.

1 Costa & Kallick, 1993, Through the Lens of a Critical Friend. Educational Leadership

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

With this in mind it is important that the Church authority selects someone who will offer them honest advice and will balance an appropriate blend of support and challenge, to enable the Church authority to reflect on the issues outlined above.

Step 2- Convene Crisis Management Team

The Church authority convenes the Crisis Management Team. The makeup of this team will depend on the nature of the crisis.

Depending on the nature of the crisis, the team should be selected from role holders within the safeguarding structure (Appendix B). For example if the crisis relates to case management it would not be appropriate to involve the chair of the safeguarding committee due to confidentiality.

Examples of those involved in the Crisis Management Team may include

- Church authority
- Communications person
- DLP
- Canon lawyer
- Civil lawyer
- Support for both complainant and respondent
- Chair of safeguarding committee
- Critical friend

At all times confidentiality and data protection requirements must be respected. If the crisis relates to a situation where personal sensitive data is shared, all members of the crisis management team should sign a confidentiality agreement (Guidance 1.1A Template 5). This will apply in situations eg where a respondent is asked to step aside from ministry.

The purpose of convening a group of people is to identify the Church Authority's response and communication approaches so that there is clarity around what is happening; who is taking responsibility for actions and to ensure that all those potentially impacted by the crisis are responded to appropriately.

At the meeting of the Crisis Management Team the crisis should be discussed from a range of perspectives to help identify issues that need to be addressed. These perspectives could include:

- Children and Young people
- Lay faithful
- Complainants and families
- Respondent and their families
- Church personnel (Pope, Papal Nuncio, Metropolitan, Superior General, Clerics, religious and lay)

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

- NBSCCCI
- General public
- Media

Once the discussion has taken place, the Crisis Management Team should then:

- Advise on priorities – safeguarding of children, responding to complainant etc
- Identify actions based on these priorities
- Identify roles based on these actions
- Using these actions produce a crisis management plan (this can be updated and revised throughout the crisis management process)
- Identify coordinator to ensure the plan is completed

Step 3: Crisis Management Plan

The Crisis Management Plan is developed based on the priorities agreed by the Crisis Management Team; this will differ for each crisis and may change throughout the process of managing the crisis. The agreed plan should provide a clear outline of the actions required, date to be completed and personnel assigned to these actions. The actions within the Plan need to include clear targets to:

- Ensure statutory obligations are met
- Ensure canonical obligations are met
- Ensure there is no risk to children
- Ensure support is being offered as appropriate
- Develop communications plan
- Outline when the plan will be reviewed or updated
- Conduct a serious incident review (Guidance 7.2C) after the process, to identify future learning and improved practice

Step 4: Communications

Throughout the process clear and appropriate communication is vitally important. To assist with this a communications plan should be developed as part of the Crisis Management Plan. This will include information to answer the following questions:

- What decisions need to be made early in the process that will not change? These need to be agreed and communicated to all so that there is absolute clarity about the Church Authority's position in relation to agreed actions.
- Who are the audiences you want to target?
- What are the messages you want to send to these audiences?

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

- How are you going to send these messages to the audiences identified?
- Who will take responsibility?

In developing the communications plan it is helpful to consider the following:

DOs

- Be honest and apologise
- Appropriately share information
- Anticipate and prepare
- Get to the truth quickly and effectively
- Ensure that public information is current and correct (check own social and other media outlets)
- Maintain control- plan when you want to release information and only comment on what you are being asked about
- Be humble
- Take responsibility

DON'Ts

- Panic
- Minimise or relativise
- Allow emotion, vanity or ego to cloud your judgement
- Don't breach confidentiality
- Don't be dishonest and cover up

Step 5: Serious Incident Review

Once the crisis has passed, an important part of the Crisis Management Plan is to conduct a Serious Incident Review (Guidance 7.2C) to identify and distil future learning to prevent the crisis happening in the future.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

7.2C Guidance on Serious Incident Reviews

What is this guidance?

A key part of safeguarding and effective practice is evaluating and learning from previous practice. This is particularly important when a safeguarding concern is raised (not an allegation of abuse), this could for example be a crisis (Guidance 7.2B) a first aid accident (Guidance 1.4B) or dealing with a breach of a code of behaviour (Guidance 1.3B).

The pieces of guidance listed above outline the process of dealing with each of these situations.

What this guidance is not

This guidance is not a process to deal with allegations of abuse (Guidance 2.1A), Complaints (Guidance 1.7A) or Whistleblowing (Guidance 1.6A).

Process

Once the incident has occurred, it is important to review what happened, what procedures were in place before, during and after the incident, so as to assess if mistakes were made in order to improve future practice.

Listed below is a suggested approach which is not exhaustive but provides a framework to be adapted depending on the particular incident being reviewed.

1. Set Terms of Reference for the Review

The Church authority should outline in writing the following:

- Brief Background to the Incident being reviewed
- The purpose of the review- which sets out the rationale for a review and what the review is required to examine
- The scope of the review- which sets out the limits of the review and defines clearly what the review is and is not about.
- Membership of the Review Team-once the Church authority has appointed the Review Team their names should be listed in this section; consider the need for independence
- Timeframe for completion of the review
- Who should be consulted during the review
- Revision of the terms of reference- the documents may change depending on the process of the review, if the Review Team feel they need to change the terms of reference this needs to be agreed by the Church authority

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

- Data protection- This section should outline how personal sensitive data will be managed, stored, retained and destroyed in line with data protection principles (Appendix B). This should include a clear statement that the data generated through the review belongs to the Church body not the Review Team
- Commitment to follow the recommendation and learning from the review
- If any child safeguarding allegations are raised during the review, there must be a commitment to reporting these to the statutory authorities

2. Appointment of the Review Team

Once the terms of reference have been agreed the Church authority should appoint a person or number of people to carry out the review. The people appointed should:

- Be suitably experienced in carrying out similar reviews
- Have a clear understanding of the type of incident being investigated
- Have a working knowledge of the safeguarding policy and procedures of the Catholic Church in Ireland
- Be independent of involvement in the incident

Once appointed the Church authority should:

- Name the individuals in the Terms of Reference Document
- Require the individuals to sign a confidentiality agreement form (1.1A Template 5)
- Go through the Terms of Reference document and answer any questions the individuals may have

3. Carrying out the Review

The assessment of the incident will vary depending on the circumstances but should include the following areas:

Preparation

The practice of the Church body should be examined to ensure that all preparation work was conducted according to the policy and procedures of the Church body. For example:

- If the incident related to the management of a respondent, the Guidance under Standard 4 may be helpful
- If the incident related to a safeguarding concern in relation to working safely with children and young people, the Guidance under Standard 1 may be helpful
- If the incident related to a case management issue the guidance under Standard 2 may be helpful

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

Concern

This phase aims to examine the practice during the incident/concern. The review team should use the terms of reference to develop questions for interview, and then carry out interviews with relevant people involved in the incident. This could include:

- The Church authority
- Members of Church personnel
- Those present during the incident
- Other relevant parties who may be experts in the field or have a link to the incident

Aftermath

This phase of the review process seeks to assess everything that happened after the incident and should examine all responses so as to ensure that statutory responsibilities were discharged; parents/carers were informed; children were supported and that risk was addressed and managed

In carrying out all of the above it is important consent is gained from all relevant children, parents, carers, staff and volunteers to participating in the review and a commitment given to ensuring that personal details are anonymised (if appropriate) in the final report. As always if those interviewed raise anything of a safeguarding nature this must be passed using the reporting process (Guidance 2.1A).

4. The Report

Using the three areas listed above, the Review Team should complete a report for the Church authority which provides:

- An assessment of the planning leading up to the incident
- An assessment of the incident itself and how it occurred, and response afterward
- A list of recommended actions from the findings of the review.

5. Implementing Actions

Once the report is presented the Church authority should implement the recommendations of the review these should form part of the Child Safeguarding Plan (Guidance 7.2A).

7.3A Guidance on Reviews Carried out by NBSCCCI

Summary Review Methodology

The second phase of child safeguarding Reviews will seek to assess the practice of all Church bodies which hold a Memorandum of Understanding with the NBSCCCI, against the Standards set out in *Safeguarding Children, Policy and Standards for the Catholic Church in Ireland 2016*.

While for continuity the Review will be informed by the previous Review conducted by the National Board for Safeguarding Children in the Catholic Church in Ireland (the National Board), it will however mainly concentrate on developments in child safeguarding within the Church body since 2016. Given that all those who hold a MOU have signed up to the One Church Policy, emphasis will be on examining the implementation of the Standards in practice, rather than on simply surveying written procedures and guidance.

As with any review of practice there are particular aspects that the reviewers will seek to assess including:

- Good governance;
- Compliance with legislative and regulatory requirements;
- Compliance with the Church's safeguarding Standards;
- Role understanding; individuals' contribution to safeguarding; and team effectiveness;
- The safe engagement of children and young people in Church activities;
- Effective and compassionate engagement with complainants and respondents.

New elements

The Findings reached will refer to child safeguarding practice in general, rather than to a single instance where an error of judgment or mistake occurred.

Recommendations will only be made where it has been found that the Church body is not compliant with the Standards. Suggestions for continuing improvements in practice may, however, be made.

Reviewers will be recruited and selected with the involvement of the Sponsoring Bodies; they will be trained and supervised by the National Board; and they will work in accordance with a Code of Practice.

Quality assurance has been enhanced by not having staff of the National Board conducting Reviews. They will however ensure that the Standards are interpreted and applied by the reviewers in a consistent and even-handed way.

Process of Review

1. Pre-Review:

- A letter of invitation to review is sent by the Church authority to the CEO of the National Board requesting a meeting to discuss commissioning a Review.
- At the subsequent meeting (Stage 1) the Church authority (or their nominee) and the CEO (or their nominee) will agree:
 - what type the Church body is (Type 1, Type 2 or Type 3 according to Safeguarding Children-Policy and Standards for the Catholic Church in Ireland 2016);
 - against which Standards and their supporting Indicators will performance and compliance be examined and measured by the Review;
 - that the data processing deed will be signed by the Church authority and the CEO of the National Board before any Review activity can be commenced;
 - who will act as the link person (most likely the DLP) between the Church body and the National Board for the purpose of communication about the arrangements for the Review;
 - what written information is to be supplied to the National Board in advance of the fieldwork element of the Review;
 - when the Review will commence, and when the stages of the Review will be conducted, including the fieldwork visits;
 - who will conduct the Review (all reviewers will be properly recruited, trained and police vetted);
 - who the reviewer(s) will want to meet and interview;
 - if the Review is to examine case management (Type 1 and Type 2), to which case management files the reviewers will need to have access;
 - who the contacts are in the relevant statutory agencies, Police and Social Services.
- The lead reviewer will make contact with the nominated link person in the Church body to ensure that all required information is made available by the Church body in the format requested, before the fieldwork visit(s) can take place. In relation to the case management element of the Review, the Church authority will be requested to ensure that all of the case management files and related documentation are prepared and will be made available to the reviewer(s).
- The lead reviewer will make contact with the nominated link person in the Church body to agree a timetable for the fieldwork visit(s), to include an agreed schedule of meetings, interviews and site visits. The link person will take responsibility for developing the agreed timetable in consultation with the relevant people within their Church body.
- In advance of the Review, statistical and other information will be provided to the reviewers (see attached templates).
- The Church authority will publicly announce the Review in advance, through appropriate

communication channels (e.g. Church body website; Safeguarding Newsletter; Parish Newsletters etc.).

- An agreement will be reached in advance of the fieldwork about whether and how to obtain the views of children and their parents/carers; complainants; respondents; and Church personnel (see below).

2. Fieldwork

- Upon arrival, the reviewers will meet the Church authority who will provide an overview of the Church body, safeguarding personnel and structure, and case profiles. An agreement will have already been reached as to which Standards will be examined.
- The person with lead responsibility for safeguarding in the Church Body will be available to the reviewers throughout the period of their fieldwork visit(s).
- The reviewers will attend meetings as arranged by the link person.

Standards 1, 5, 6 and 7

- In terms of child safeguarding practice, training, and communications, the reviewers will meet with all relevant Church personnel, the Safeguarding Committee, a selection of local safeguarding representatives, and priests/religious, who may or may not have a role in the child safeguarding structure but who wish to share their views.
- If there is specific children's ministry, the reviewers will meet with a selection of those adults engaged in child and youth ministry.
- If there is children's ministry, the reviewers will either observe a children's activity or meet children and their parents to obtain their views on child safeguarding. The particular approach to be used will be agreed in advance with the Church authority.
- The reviewers will examine governance procedures, self-audits and external reviews.

Standards 2, 3 and 4 and 7

- The reviewers will be supplied with a single Case Management File Index that lists all the cases that have been created within the Church body. The DLP - or other safeguarding person nominated by the Church authority (e.g. administrator) – will explain the filing system to the reviewers, as well as how the individual case management files are structured. The reviewers will also be supplied with all case management files that have been agreed in advance to be examined.
- The reviewer(s) will read each case management file independently. The reviewers will also create a written summary with chronological information of the case. If required, and if there is more than one reviewer involved, a case management file might also be read by a second reviewer. It is the intention that an anonymised summary of the salient points of each case will be detailed in the final review report. The reviewers will analyse and assess the actions taken in the case. They will assess compliance with *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016*, as well as with the relevant legislation and statutory guidance for the particular jurisdiction involved.
- If the reviewers are of the opinion that unmanaged or inadequately managed current risk exists in respect of a particular case, they will inform the DLP and the Church authority and

advise them of what actions are required to reduce or eliminate the risk.

- The reviewers will seek to obtain the views of the following in connection with case management in the Church body being reviewed:
 - Advisor to respondents
 - Support Person for complainants
 - Complainants
 - Respondents
 - Statutory authority personnel
 - Advisory panel
- Ways of obtaining views relating to case management

The case management records will provide the reviewers with details from the Church body's perspective of how the case has been managed. A discussion will take place with each Church authority on whether he/she wishes the reviewers to independently obtain the views of others. The following options will be discussed and considered, and an approach agreed in advance:

- An open invitation can be issued by the Church authority inviting anyone who wishes to give information to the Review - (in the first round of Reviews, this was often part of the notice placed on the Church body website) - providing contact details for the reviewers. The reviewers will then arrange to meet or have a phone conversation with the person(s) who come(s) forward. Such a meeting/discussion can be facilitated by an appropriate member of the Church or by an independent person, if this is deemed appropriate.
- A questionnaire can be issued by the reviewers, in agreement with the Church authority, to be returned directly to the reviewers. These can be done anonymously if the person responding so desires.
- For complainants with whom the Church authority continues to have contact, they may be invited to submit their views in writing, via questionnaire, or in person.
- For complainants who are engaged with Towards Healing Counselling service, Towards Healing can facilitate obtaining their views.
- Information and opinions obtained will be fed back in anonymised form to the Church authority, and a summary of these (also anonymised) will be included in the Review Report.

4. Conclusion of Fieldwork

The Reviewers will meet the Church authority at the end of the fieldwork to provide initial verbal feedback

5. Post Fieldwork - Assessing the information and Report Writing

- The lead reviewer will write an initial letter outlining the interim main findings of the Review, which will be forwarded to the Church authority through the CEO of the National Board.
- All the information obtained during the fieldwork will be assessed. If there are gaps in the information, the lead reviewer will consult with the link person to obtain the required data.

- An initial draft report will be forwarded through the CEO of the National Board to the Church authority for factual accuracy checking.
- When any amendments that are required to correct errors of fact in the draft Review Report highlighted by the Church authority are made, the report will be presented in draft to a Reference Group for their critique and comment. If further work is required at the direction of the Reference Group, (see Section 2.30 for Reference Group details) the CEO will ensure this work is completed and advise the Church authority accordingly.
- The CEO will send the draft Review Report to the National Board's solicitors for legal proofing.
- A final draft of the Review Report will then be sent by the CEO of the National Board to the Church authority. The Church authority will make the decision as to whether the Review Report will be published.

6. Resolution of differences of opinion and other disputes between Church authorities and the National Board regarding Reviews

- In the event that the Church authority is dissatisfied about any aspect of the Review, they are invited to provide details of this in writing to the CEO of the National Board. The CEO will consult with the relevant reviewers about the matters raised by the Church authority, and will then respond in writing to the Church authority.
- In the event that the Church authority remains in any way dissatisfied about any aspect of the Review, having considered the written response they have received from the CEO of the National Board, they can request a meeting at which this can be further discussed. In preparation for such a meeting the Church authority and the CEO of the National Board will agree about who will attend the meeting.
- The National Board will endeavour to resolve all issues which may arise with regard to any Review in an expeditious and professional manner, and will expect that the Church body would approach the matter in a similar spirit.

7. Communication by the National Board

The National Board has a remit to monitor child safeguarding practice in the Catholic Church in Ireland.

In terms of Reviews, it will comment in its Annual Report on those reviews undertaken during the course of the year and general findings;

Part 1 – Introduction, and Principles Underpinning Review Methodology

1 Introduction

1.1 Coimirce was incorporated in December 2008 as a company jointly established by the Irish Catholics Bishops' Conference, the Conference of Religious of Ireland and the Irish Missionary Union (now combined as AMRI). These three groupings are described as the Sponsoring Bodies.

The main object of the company is to provide advice, services and assistance in the furtherance of the development of the safeguarding of children within the Catholic Church on the island of Ireland and to monitor compliance with legislation, policy and best practice and to report on these activities annually.

1.2 The subsidiary objectives of Coimirce are:

- (i) Establishing and operating a National Office for the Safeguarding of Children;
- (ii) Liaising regularly with those agencies and organisations on the island of Ireland which have responsibility for the safeguarding of children in order to promote and maintain awareness of the Constituents of the relevant developments in civil legislation, policy and practice;
- (iii) Reporting and providing, upon request from the Constituents or any Constituent, support, advisory and training services to such Constituents or Constituent on policies and practices relating to the safeguarding of children where it is feasible to do so;
- (iv) To develop and recommend in consultation with the Sponsoring Bodies, protocols for the safeguarding of children and to recommend adherence by any Constituent or Constituents to those relevant protocols;
- (v) Reviewing and reporting on the handling of complaints by any Constituent concerning the safeguarding of children in accordance with protocols for the purposes of sub-paragraph (iv);
- (vi) Publishing an annual report or any other report prepared in connection with its activities;
- (vii) To request any Constituent or Constituents to make available to the Company, files or personnel relevant to any matter surrounding child protection;
- (viii) To raise with any Constituent or Constituents any complaints or reasonable suspicions made to the Company from any third party or state authority with a view to investigating the handling of that complaint or reasonable suspicion as known to the Constituent in the context of any applicable protocols for the safeguarding of children.

1.3 The Constituents referred to are any of the dioceses and religious congregations that have agreed to abide by the child safeguarding protocols established by the National Office of Coimirce.

1.4 Once the National Office was established, the other seven objectives were addressed. To advance objective (iv) above, the *Safeguarding Children - Standards and Guidance for the Catholic Church in Ireland* was completed in late 2008, although its circulation, uptake and implementation, supported by training, took some time. In October 2013, the NBSCCCI for Safeguarding Children in the Catholic Church in Ireland issued a document entitled *Review of Safeguarding Practice in the Catholic Church [Revised (3) Review Document -01 October 2013]*.

STANDARD 7

QUALITY ASSURING COMPLIANCE WITH THE STANDARDS

This document contained the Terms of Reference for Reviews, along with Step-by-step guidance on the Review process and a description of the Methodology to be used by the NBSCCCI when conducting a Review. The Review process was then developed to implement objective (v), as listed above.

1.5 The National Board began its task of reviewing all constituent elements of the Catholic Church in Ireland (Church bodies) in 2010, a task that was only completed in 2016. These Reviews of child safeguarding policies and practices measured compliance against the 2008 Standards and Guidance. All reports of these Reviews can be accessed on the website of the NBSCCCI at www.safeguarding.ie/publications

1.6 In 2016, the National Board published its new *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland*, following a very comprehensive process of consultation across the Church. There are seven child safeguarding Standards, compliance with which is achieved by a Church body meeting the indicators relevant to its ministry with children, current and historical. A 'Church body' is a generic term for each Diocese, Religious Congregation/Order, and Missionary Society in Ireland¹. Each Church body is headed up by an Ordinary, (cf canon 134.1) which can be a bishop, provincial, abbot etc².

[The terminology used in this document is consistent with that which is defined in the glossary on pages 33 and 34 of the *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland (2016)*].

1.7 While the Guidance to accompany *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland (2016)* was being completed, the National Board convened a Working Group to revise and update the methodology to be used in the next sequence of Reviews of Church bodies, which began in 2019.

1.8 Among the matters that have been considered by the Working Group are:

- the role and remit of the National Board, specifically in the area of monitoring of safeguarding practice by Church bodies;
- the recommendations of the Apostolic Visitators as contained in their 2011 findings;
- the importance of the audit function in good governance of organisations;
- the audit cycle;
- the purpose and function of Reviews;
- the audit ratings used by social service audit agencies in Ireland and the UK;

1 Church body: Canon law contains many distinctions between the types of Church organisations and bodies that have developed over the life of the Catholic Church. It would be impractical to include all of these when referring to an element of the Church that has a child safeguarding responsibility. In this document the term 'Church bodies' is used as shorthand to include all of those constituent members of the Catholic Church in Ireland who hold a Memorandum of Understanding with the NBSCCCI for Safeguarding Children in the Catholic Church in Ireland. A full list is provided on the website of the NBSCCCI.

2 Church authority: This term does not appear in canon law. It can refer to the leader of the Church body, usually the bishop or provincial, or the senior administrative authority of a lay organisation or ecclesial movement. This term includes prior, prioress, abbot, abbess, congregational leaders, province leader, unit leader, regional, superior, archbishop, cardinal and diocesan administrator (while in office).

- the scope for expanding self-audit;
- improving the consistency of interpretation between reviewers;
- training and resources;
- and attitudes to Review, both supportive and ambivalent.

1.9 In *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland 2016*, the term 'Audit' is used to refer to the internal evaluation exercise conducted by a Church body (diocese or religious congregation) at least annually as part of the quality assurance covered by Standard 7; while the term 'Review' has been used to refer to the external evaluation of a Church body conducted by the National Board. In the literature about inspection, examination and evaluation against standards, 'Audit' is the more commonly used term.

1.10 The Purpose of Review

Audit is part of the process of good governance, in that it includes:

- monitoring and holding to account, both aspects of leadership;
- complying with regulatory requirements and identifying risks, both part of exercising control;
- including stakeholders and responding to their concerns, both constituents of transparency and accountability;
- ensuring that everyone knows their role and contributes purposefully and efficiently, both dimensions of effectiveness; and
- performing with honesty and repute, important elements of integrity.

Munro says about the process of audit that:

'Audit offers the opportunity to check what is being done and give consideration to whether it could be done better. It is a method of checking against defined standards, targets, objectives and performance indicators and assists with planning change and setting priorities. This is a key component when considering continuous quality improvements.'³

1.11 The outcomes of the Review exercise should be that a Church body is assisted to improve, to enhance, to ensure and to change its safeguarding policies, systems and practices in line with recommendations.

1.12 The output of the audit activity is a written Review Report that is forwarded to the Church authority. In addition to the Review Report, the reviewers may also provide verbal and/or written information and independent guidance to personnel within the Church body and/or to the Church authority over the full period of the Review.

What is done in the course of the Review, from the time that the Church authority contacts the National Board to request external auditing through to the finalisation of the Review Report, is what constitutes the methodology of the Review.

The first round of Reviews by the National Board assisted in establishing an overview of how the 175 Church bodies on the island of Ireland are managing their Child Safeguarding

³ Munro, E (2004) in *Social care governance: A practice workbook (NI) (2nd edition)*. Social Care Institute for Excellence: London.

responsibilities. Their preparation for the Review allowed each Church authority, if they needed to, to get their case records and other documentation up to an acceptable standard, and to give Child Safeguarding their concentrated attention. This was very useful and has allowed Church bodies to benchmark their progress against the Church's Standards.

1.13 The next stage in this audit process will build on these developments and will seek to ensure:

- Public confidence that the Church body is safe for children (provided that it is safe for children);
- Affirmation to Child Safeguarding personnel that they are doing the right things well (provided that they are doing so);
- Confirmation to the Church authority that what they want to be done is in fact being done (provided that it is being done);
- Independent verification of Self-Audit; or correction and/or improvement of Self-Audit, if this is indicated;
- Opportunities for learning.

As stated in its Audit Toolkit, the Mental Health Commission identifies the way in which audit is linked with on-going quality improvement:

When assessing an organisation's levels of attainment of the standards, it is important to note that meeting the standards is not an end in itself, rather it is part of a process of continuous quality improvement. Thus, even when full attainment of a standard is achieved, it is important to look at ways in which continuous quality improvement initiatives can be developed and implemented.⁴

1.14 'Reviews will normally include the following tasks:

- a) Scoping
- b) Gathering evidence
- c) Analysis
- d) Discussing evidence
- e) Reaching findings and conclusions
- f) Making judgments
- g) Reporting.

⁴ MHC (2007) *Quality Framework for Mental Health Services in Ireland - Audit Toolkit*. Mental Health Commission: Dublin, p .5.

For these tasks evidence may be needed about:

- a) The policy or practice being investigated (know what)
- b) The objectives it serves (know why)
- c) How it has been delivered (know how)
- d) The stakeholders (know who)⁵

2 The New Review Methodology

2.1 *Safeguarding Children Policy and Standards for the Catholic Church in Ireland (2016)* has separated Church bodies into three types, depending on the number of indicators that are relevant to their ministry and historical situation [Pp. 16 – 20]:

- Table 1: Those to which all of the 33 indicators apply, because they have current ministry with children – **Type 1** for Review purposes;
- Table 2: Those to which 22 indicators apply, because they have no current ministry with children but are still managing allegations or cases – **Type 2** for Review purposes;
- Table 3: Those to which only 15 indicators apply, because they have no ministry with children and are not managing any allegations or cases – **Type 3** for Review purposes.

2.2 All Church bodies (constituent members of the Catholic Church in Ireland who hold a Memorandum of Understanding (MOU) with the National Board) have already been reviewed by the National Board. It is logical therefore that the next Review of each Church body will examine whether and how the Recommendations, related to failures to comply with Standards, contained in its previous Review Report have been implemented in the intervening period. This applies to Type 1, Type 2 and Type 3 Church bodies.

2.3 Case Management

In relation to case management specifically, the next Review of Type 1 and Type 2 Church bodies will examine all cases that are still active, that is, cases where some or all of the following conditions apply:

1. The respondent is still alive, and
 - it was established that there was a case to answer;
 - both canonical and civil processes were initiated;
 - an assessment of potential risk to children has been conducted; and
 - it was decided that a management plan was required; or that a management plan was not required;
 - pastoral care supports are still being provided to the complainant; and/or;

⁵ Nuffield Foundation (2010) *Evidence for accountability - Using evidence in the audit, inspection and scrutiny of UK government*. Available at <http://www.nuffieldfoundation.org/news/evidence-accountability-using-evidence-audit-inspection-and-scrutiny-uk-government> (Accessed 6th December 2018).

- there is an on-going civil legal process.

2. The respondent is deceased, but:

- pastoral care supports are still being provided to the complainant; and/or;
- there is an on-going civil legal process;
- further allegations have been received since the last Review.

2.4 Review of case management can be seen as a quasi-clinical activity, and so will only be undertaken by reviewers who are suitably professionally qualified. However, this does not mean that a reviewer with a different training and experience cannot act as the second reader of cases, if required.

2.5 Reviewers will be recruited and trained by the National Board. Both the IEC and AMRI will be represented on the selection Interview Panels for these appointments.

The skills set that will be required of reviewers will include:

- investigative skills (e.g. reviewing documents, conducting interviews, observing practice);
 - analytical skills (handling and interrogating quantitative and qualitative data);
 - facilitation skills (chairing hearings, discussions or focus groups);
 - negotiating skills (building agreement on findings, conclusions or judgements);
 - consultancy skills (developing advice on improving performance);
 - communication skills (getting results across to diverse audiences).⁶
- g. The reviewers will be people who have an understanding of the ethos, structure and history of the Catholic Church.

2.6 Review of case management will take account of the child protection legislation and statutory practice guidance that apply in that jurisdiction, as well as the *2016 Safeguarding Children - Policy and Standards of the Catholic Church in Ireland*.

2.7 Review of case management can be conducted separately from Review of the preventative processes involved in Child Safeguarding. However, doing so should not lead to a lack of connection between the two – i.e. case management and child safeguarding.

2.8 Reviews of Type 1 and Type 2 Church bodies will examine cases that have arisen in the period since their last Review, as well as open, active cases as described at 2.3 above. The fact that future Reviews will not have to go back through decades of case management practice should reduce focusing on poor practice.

2.8.1 Specifically, all cases which involve allegations against living clerics and religious which have been notified to the Church authority since the date of the last review will be examined.

⁶ Nuffield Foundation (2010) *Evidence for accountability - Using evidence in the audit, inspection and scrutiny of UK government*. Available at <http://www.nuffieldfoundation.org/news/evidence-accountability-using-evidence-audit-inspection-and-scrutiny-uk-government> (Accessed 6th December 2018).

- A sample of cases which involve allegations against deceased priests received since the last review will be examined.
- Cases where there has been subsequent activity since the last review will be examined from the date of that review.
- The cases that will be examined will be done so against the Standards applicable at the time. The 2016 Standards are applicable from April 2016.
- The detailing of the history of clerical sexual abuse in individual dioceses and congregations, having been completed in the first round of Reviews, will not be repeated in subsequent Reviews.

2.9 The Review of case management will be conducted, in the main, in a manner similar to that employed in the first round of Reviews:

- Data processing deed signed by the Church authority and returned to the National Board;
- Statistical information provided to the National Board by the Church body in advance of the site visit;
- On-site reading of all relevant case management files, and, if kept separately, reading related legal files and canonical files. A template for completion by reviewers examining case management files is appended for information;
- On-site reading of all relevant files on complainants;
- On-site interviews with the safeguarding post holders with responsibility for this area, including the DLP, support persons, advisors to respondents, advisory panel members (if there is a local panel) and the canon lawyer who advises and assists the Church authority in child safeguarding cases; and
- On-site interviews with the Church authority

2.10 Service users of child safeguarding services include complainants, respondents, and children engaged in Church-related activities and their families. Service user feedback is important information provided by them about whether they are satisfied or dissatisfied with a service they have received and about their general experience of the body that has provided it. Their opinion is a resource for improving user experience and, if indicated, for adjusting how services are provided.

2.11 With the co-operation of the Church authority, a process of consultation with complainants can be jointly planned in advance, to allow their voices to be represented and their perspectives to be communicated clearly. It is important that all parties would be clear that the purpose of such consultation would be to review the process of support and assistance in which the complainant was / is involved, and not the outcome of that process. A sensitive procedure would be required to ensure that no complainant would be further distressed by this consultation.

2.12 With the consent and support of the Church authority, a process of consultation with respondents can be jointly planned in advance, to allow their voices to be represented and their perspectives to be communicated clearly. It is important that all parties would be clear that the purpose of such consultation would be to review the process of support and assistance in which the respondent was / is involved, and not the outcome of that process. A sensitive procedure would be required to ensure that no respondent would be further distressed by this consultation.

2.13 The value and effectiveness of a Review is completely dependent on reviewers having full and complete access to all relevant documentation and information relating to case management known to the Church authority. Reviews have to proceed on the understanding that willingness exists on the part of each Church authority to provide full access to the reviewers to case management file material and other sources of case management information, subject, where relevant, to the terms of the data processing deed agreed.

2.14 If a reviewer identifies case management practices that are a cause of concern, they will address these through the provision of guidance and support. If however, the reviewer's concern is that a child / children are currently being put at risk, then they will immediately notify the Church authority to ensure that formal notifications are made to the statutory authorities.

If a reviewer -in examining how cases have been managed - identifies situations that should have been notified to the statutory authorities but which have not been so notified, they will ensure that immediate notifications are made by the Church authority, or, if necessary, by the CEO of the NBSCCCI.

2.15 Reviewers will not have any other role or responsibility within the National Board and will be recruited specifically to conduct Reviews; and reviewers will be required to adhere to the Code of Practice that has been developed (see Appendix).

2.16 There will be a greater clarity around evidential standards, to be achieved through planned and consistent training for the reviewers.

2.17 The CEO of the National Board will put in place a first line quality control mechanism, which will function through having one person (which could be the CEO or another member of the National Board's staff) who is not involved directly in conducting Reviews, tasked with reading each draft Review Report to check that an acceptable level of consistency and fairness is being achieved and maintained, and to ensure that reviewer bias does not become an undermining factor.

2.18 Child Safeguarding

The Review of Child Safeguarding will be a two stage process:

Stage 1 – the Pre-Review process, based on robust and detailed questionnaires which will give the overview or map of ministry with children activities in the relevant Church body. This stage will constitute a form of Self-audit. The Church authority and other key child safeguarding post holders will be requested to provide a range of information, to include issues such as recruitment of staff and volunteers, training, codes of conduct for staff and young people and all of the other essentials of good child safeguarding practice.

With this information the Church authority and the National Board will agree the particular focus of the child safeguarding Review to be conducted. Unless and until all of the information requested is supplied to the National Board, no Review fieldwork can commence.

2.19 Review of the organisational level from the documents provided, including:

Safeguarding structures and roles;

- adoption of Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016;
- training;
- recruitment, including vetting;
- communications;
- the work of the Safeguarding Committee, including planning; and;
- identifying who in the Church body is engaged in ministry or Church related activities with children.

Stage 1 activities will involve listing, checking, mapping and clarifying.

2.20 Stage 2 – Review at the level of practice– ‘on the ground’. This will involve observing ministry with children in operation, and will require reviewers to undertake site visits, such as visiting a pastoral centre to sit in on youth faith group, or talking to members of a children’s choir. It will also involve conducting interviews with representative participants; as well as examining records of activities, specific policies, completed forms etc.

Interviews conducted at Stage 2 with safeguarding post holders and people in ministry and activity leaders, will ask them to describe and show how in their practice they meet the requirement of particular Indicators (Under *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016*), such as, effective practice in encouraging children’s positive behaviour [1.3], or effective practice for the appropriate use of information technology, including social media by Church personnel and by children. [1.9]

2.21 Reviews will be more consistent in terms of:

- how they are conducted;
- what will be highlighted;
- the strength of evidence underpinning findings; and;
- transparency in showing how recommendations are arrived at.

The evidential basis of findings will be made explicit in Review reports.

2.22 Recommendations in Review reports will only be made when it has been established by presenting the evidence that the Church body is non-compliant; and the recommendation that may be made will be about what steps need to be taken to achieve compliance with the relevant indicators of Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016. The emphasis at all times will be on to how to improve and strengthen practice. Consistency in the content and configuration of Recommendations following the Reviews across all Church bodies is a goal of the new Review methodology.

If a reviewer wishes to make a suggestion for improvement or to give a piece of practice advice, this is appropriate, but it will not be recorded in the Review report in the form of a

recommendation.

2.23 In reaching conclusions, the reviewers will clearly make a distinction between mistakes, and a finding of poor practice. The fact that a Church body made a mistake or an error of judgment in one particular case will not lead to a finding of poor practice if there is also evidence of good practice in other cases. A finding of poor practice has to be based on more than one piece of evidence.

2.24 The National Board will engage each Church authority to negotiate and agree with them on the focus of the Review to be conducted. This focus will be decided in part on the basis of the type of Church body concerned; its performance in implementing the recommendations contained in its last Review report; and any particular concerns that need to be addressed.

2.25 The National Board will take account of the differences in scale between Church bodies so that Review procedures are tailored to the size of the Church body.

2.26 The format of the Review that is decided upon for Type 1 and Type 2 Church bodies will specify whether case management and child safeguarding are to be reviewed together in the one full Review; or whether for reasons that are clear, the review of case management is to be conducted first, with agreement about when the Review of child safeguarding is to be undertaken.

2.27 The National Board and Church authority will also reach agreement about:

- The frequency of Reviews required;
- The Standards against which the Church body will be reviewed;
- The procedures that will be followed by the reviewers; and
- The identity of the reviewers.

2.28 The value and effectiveness of a Review is dependent upon full and complete access to all relevant documentation and information relating to the abuse of children known to the individual Church authorities. The Review will proceed on the basis that willingness exists on the part of each of the subjects of the Review to provide full access to the fieldwork team, subject, where relevant, to the terms of the data processing deed agreed between the sponsoring bodies and entered into between the parties heretofore.

2.29 National Board Review reports will not need to be agreed reports. It will remain important that every effort is made by the National Board to ensure the factual accuracy of the information presented. It will however remain the decision of the Church authority to publish, and by what method.

2.30 The National Board's Review process will be overseen by Dr Helen Buckley, expert in child safeguarding.

2.31 When Dr Buckley has made her observations and recommendations on an individual Review report, the National Board makes whatever final amendments are required. The National Board then signs off the final draft report before returning it to the Church authority for their action. It will be a matter for the Church authority whether they wish to make their Review report public.

Part 2 – The Review Protocols

3 - Sequence of steps in a Review of a Church body – Case Management

3.1 A letter of invitation to review is sent by the Church authority to the CEO of the National Board requesting a meeting to discuss commissioning a Review.

3.2 At the subsequent meeting (Stage 1) the Church authority (or their nominee) and the CEO (or their nominee) will agree:

- what Type the Church body is (Type 1, Type 2 or Type 3);
- against which Standards and their supporting Indicators will performance and compliance be examined and measured by the Review;
- that the data processing deed will be signed by the Church authority and the CEO of the National Board before any Review activity can be commenced;
- who will act as the link person (most likely the DLP) between the Church body and the National Board for the purpose of communication about the arrangements for the Review;
- what written information is to be supplied to the National Board in advance of the fieldwork element of the Review;
- when the Review will commence, and when the stages of the Review will be conducted, including the fieldwork visits;
- who will conduct the Review;
- who the reviewer(s) will want to meet and interview;
- if the Review is to examine case management (Type 1 and Type 2), to which case management files the reviewers will need to have access;
- who the contacts are in the relevant statutory agencies, Police and Social Services.

3.3 The lead reviewer will make contact with the nominated link person in the Church body to ensure that all required information for Stage 2 of the Review is made available by the Church body in the format requested, before the fieldwork visit(s) can take place.

3.4 In relation to the case management element of the Review, the Church authority will be requested to ensure that all of the relevant case management files and related documentation are prepared and will be made available to the reviewer(s).

3.5 The lead reviewer will make contact with the nominated link person in the Church body to agree a timetable for the fieldwork visit(s), to include an agreed schedule of meetings, interviews and site visits. The lead reviewer will type up the agreed timetable and submit this to the Church authority for confirmation. It is preferable that the DLP is available to the reviewers throughout the period of their fieldwork visit(s). The reviewer(s) will need to meet the Church authority at the beginning of the fieldwork visiting, and again when they are at the end of their visiting.

3.6 In order to facilitate the work of the reviewers in reading case management files and related documentation, the Church authority will be requested to make available the following facilities:

- A private room with a door that can be locked;
- A second room in which meetings and interviews can be conducted;
- A desk and chair for each reviewer;
- Plug sockets for each reviewer to allow them to plug in their laptop computers;
- WiFi internet access (so that any records made by the reviewers can be directly typed and stored onto the National Board's secure server in Maynooth);
- Access to a toilet;
- Tea / coffee making facilities;
- A light lunch.

3.7 On arrival, the reviewers will be supplied with a single case management file index that lists all the cases that have been created within the diocese. The DLP - or other safeguarding person nominated by the Church authority (e.g. administrator) – will explain to the reviewers the filing system, as well as how the individual case management files are structured. The reviewers will also be supplied with all case management files as agreed at 3.2 above.

3.8 The reviewer(s) will read each case management file independently. The reviewers will complete the Case Management Template for each case file that they read; and they will also create a written summary with chronological information of the case. If required, and if there is more than one reviewer involved, a case management file might also be read by a second reviewer.

3.9 Following their reading of the case management file and their creation of a written summary, the reviewers will analyse and assess the actions taken in the case. They will assess compliance with *Safeguarding Children Policy and Standards for the Catholic Church in Ireland (2016)*, as well as with the relevant legislation and statutory guidance for the particular jurisdiction involved.

3.10 If the reviewers are of the opinion that unmanaged or inadequately managed current risk exists in respect of a particular case, they will inform the DLP and the Church authority and advise them of what actions are required to reduce or eliminate the risk.

3.11 When the reviewers have finished the examination of all of the case management files, and if such documents exist, the reviewers will examine and review any local policies, procedures and practice guidance to establish whether they conform to *Safeguarding Children Policy and Standards for the Catholic Church in Ireland (2016)*.

3.12 The reviewers will examine the Minutes files for Advisory Panel meetings and for any other meetings at which case management is discussed by the Church body (e.g. meetings of Consulators; meetings of Leadership Team etc.)

3.13 The reviewers will meet with and interview the following safeguarding personnel in connection with case management in the Church body being reviewed:

- The Church authority
- The DLP
- The advisory panel
- The support person / persons
- The advisors to respondents
- If involved, the canon lawyer who works within the Church body
- If involved, the diocesan secretary who manages file records
- Any other person who has been identified at 3.2 as being important to meet.

3.14 The reviewers will speak to representatives of the relevant statutory agencies to ascertain their views on the quality of the working relationships that exist between them and the Church authority, and any related matter.

3.15 On completion of the fieldwork element of a Review that includes an examination of case management, the reviewer(s) will meet with the Church authority and the DLP to provide verbal feedback on initial key findings in relation to case management in the Church body.

3.16 The lead reviewer will write a first draft Review report and provide this to the CEO of the National Board.

3.17 The CEO will arrange for the draft to be forwarded to the Church authority for factual accuracy checking.

3.18 When any amendments have been made that are required to correct errors of fact in the draft Review report highlighted by the Church authority, the report will be presented in draft to the Reference Group for their critique and comment. If further work is required at the direction of the Reference Group the CEO will ensure this work is completed and advise the Church authority accordingly.

3.19 The CEO will send the draft Review report to the National Board's solicitors for legal proofing.

3.20 The draft Review report will be forwarded to the National Board for its approval.

3.21 A final draft of the Review report will then be sent by the CEO of the National Board to the Church authority. The Church authority will make the decision as to whether the Review report will be published.

4 - Sequence of steps in a Review of a Church body– Child Safeguarding

If the Review to be conducted will involve an examination of Case Management and Child Safeguarding (Type 1 and Type 2 Church bodies), the sequence of steps to be taken will include all of those set out under Section 3 above, in addition to those set out in this Section 4 below.

If the Review to be conducted will examine Child Safeguarding only (Type 3 Church body), then the sequence of steps to be taken is described in this, Section 4, below.

4.1 A letter of invitation to review is sent by the Church authority to the CEO of the National Board requesting a meeting to discuss commissioning a Review.

If the Church body is Type 3 and is very small, such as only having one house for retired religious; or if the Church body is Type 3 and is a congregation of enclosed Sisters or Monks, then a decision can be taken at this point as to whether a face to face meeting is required, as well as to whether any fieldwork visit will be required. A desktop Review may be sufficient, conducted by email, surface mail and telephone phone interviews

4.2 At the subsequent meeting (Stage 1) the Church authority (or their nominee) and the CEO (or their nominee) will agree:

- what Type the Church body is (Type 1, Type 2 or Type 3);
- against which Standards and their supporting Indicators will performance and compliance be examined and measured by the Review;
- that the data processing deed and MOU will be signed by the Church authority and the CEO of the National Board before any Review activity can be commenced;
- who will act as the link person (most likely the DLP) between the Church body and the National Board for the purpose of communication about the arrangements for the Review;
- what written information is to be supplied to the National Board in advance of the fieldwork element of the Review;
- when the Review will commence, and when the stages of the Review will be conducted, including the fieldwork visits;
- who will conduct the Review;
- who the reviewer(s) will want to meet and interview;
- what sites the reviewer(s) will want to visit and what ministries or activities they will want to observe;

4.3 The lead reviewer will make contact with the nominated link person in the Church body to ensure that all required information for Stage 2 of the Review is made available by the Church body in the format requested, before the fieldwork visit(s) can take place.

4.3 The lead reviewer will make contact with the nominated link person in the Church body to agree a timetable for the fieldwork visit(s), to include an agreed schedule of meetings, interviews and site visits. The lead reviewer will type up the agreed timetable and submit this to the Church

authority for confirmation. It is preferable that the DLP is available to the reviewers throughout the period of their fieldwork visit(s). The reviewer(s) will need to meet the Church authority at the beginning of the fieldwork visiting, and again when they are at the end of their visiting.

4.4 In order to facilitate the work of the reviewers in reading Child Safeguarding documentation, the Church authority will be requested to make available the following facilities:

- Car parking;
- A private room with a door that can be locked;
- A second room in which meetings and interviews can be conducted;
- A desk and chair for each reviewer;
- Plug sockets for each reviewer to allow them to plug in their laptop computers;
- WiFi internet access (so that any records made by the reviewers can be directly typed and stored onto the National Board's secure server in Maynooth;
- Access to a toilet;
- Tea / coffee making facilities;
- A light lunch.

4.5 On arrival, the reviewers will be supplied with a single child safeguarding documents index that lists all the files and other documentation that the Church body has created in relation to child safeguarding. The DLP - or other safeguarding person nominated by the Church authority (e.g. administrator) – will explain to the reviewers the filing system, as well as the structures that have been put in place to develop child safeguarding across the Church body.

4.6 The reviewer(s) will meet with and interview the following safeguarding personnel in connection with child safeguarding in the Church body being reviewed:

- The Church authority
- The DLP
- The child safeguarding committee
- The person responsible for vetting
- The child safeguarding trainer(s)
- The person(s) with responsibility for communicating information and guidance on child safeguarding through various media
- Any other person who has been identified at 4.2 as being important to meet.

4.7 The reviewer(s) will undertake the site visits as agreed at 4.2 above, to observe activities and to interview participants.

4.8 On completion of the fieldwork element of a Review that includes an examination of child safeguarding, the reviewer(s) will meet with the Church authority and the DLP to provide verbal feedback on initial key findings in relation to child safeguarding in the Church body.

4.9 The lead reviewer will write a first draft Review report and provide this to the CEO of the National Board.

4.10 The CEO will arrange for the draft to be forwarded to the Church authority for factual accuracy checking.

4.11 When any amendments that are required to correct errors of fact in the draft Review report highlighted by the Church authority, the report will be presented in draft to the Reference Group for their critique and comment. If further work is required at the direction of the Reference Group the CEO will ensure this work is completed and advise the Church authority accordingly.

4.12 The CEO will send the draft Review report to the National Board's solicitors for legal proofing, if this is deemed necessary.

4.13 The draft Review report will be forwarded to the National Board for its approval.

4.14 A final draft of the Review report will then be sent by the CEO of the National Board to the Church authority. The Church authority will make the decision as to whether the Review report will be published.

5 - Resolution of differences of opinion and other disputes between Church authorities and the NBSCCCI regarding Reviews

5.1 In the event that the Church authority is dissatisfied about any aspect of the Review, they are invited to provide details of this in writing to the CEO of the National Board. The CEO will consult with the relevant reviewers about the matters raised by the Church authority, and will then respond in writing to them.

5.2 In the event that the Church authority remains in any way dissatisfied about any aspect of the Review having considered the written response they have received from the CEO of the National Board, they can request a meeting at which this can be further discussed. In preparation for such a meeting the Church authority and the CEO of the National Board will agree about who will attend the meeting.

Letter and Questionnaire for Respondents

Dear [INSERT NAME OF RESPONDENT],

[INSERT NAME OF CHURCH AUTHORITY] has invited the National Board for Safeguarding Children in the Catholic Church in Ireland to conduct a review of child safeguarding practice in [INSERT NAME OF CHURCH BODY]. As part of the review we are interested in hearing from complainants and respondents of abuse.

We understand that you have been informed that an allegation of child abuse has been made against you. In reviewing how [INSERT NAME OF CHURCH BODY] has managed the allegation, the National Board is interested in receiving your views on a number of matters which relate to the Church's Child Safeguarding Standards.

The 2016 Standards contain a new Standard 4 – Care and Management of the Respondent – and this is the particular Standard which relates to your situation. The Standard has four Indicators, and these are what we would like you to consider when making your reply on the questionnaire overleaf.

Your reply will be confidential to the two reviewers, and great care will be taken to ensure that you cannot be identified from what will be written in the Review Report.

You can send your response directly to me at the National Board [INSERT EMAIL ADDRESS] [INSERT DATE].

Thank you in anticipation of your response.

Yours sincerely

[INSERT NAME]

National Board For Safeguarding Children in the Catholic Church in Ireland

National Board Review, Stage 1 - Pre-fieldwork Questionnaire

Name of Church body (diocese or religious congregation)			
Name of Church authority (Bishop or Provincial)			
Contact details for Church authority	Postal address	Email address	Phone
Name of Designated Liaison Person (DLP)			
Contact details for DLP	Postal address	Email address	Phone
Name and address, and contact details for the Church body's Child Safeguarding service	Name and postal address	Email address	Phone
Has DLP's Annual Report to Church authority for 2017 been completed (Standards 2, 3 and 4); and will it be available to NBSCCI reviewers during their fieldwork visit?			

Please complete the Table below on new allegations received since the previous National Board Review:

New Allegations Received Since Last Review

Standard 2

Please complete the table below by entering the appropriate number of allegations received in each box (enter zero if no allegations have been received for a category)

Respondent Type	Number by Respondent	Number Reported to Garda/PSNI	Number Reported to Tusla/Social Services	Number Reported to NBSCCCI	
Clerics					
Non Ordained Religious					
Lay Church Personnel				N/A	
Non Church Personnel				N/A	

Case Management					
Are you managing any priests/religious out of ministry as a result of allegations of child abuse?		No	Yes		Number being managed
If 'yes' to the previous question - Is there a written plan in place for each priest/religious out of ministry?		Not applicable	Yes for all	Not for all	
If 'yes' to the previous question - Who conducts monitoring visits?		Not applicable			
If there are management plans in place for one or more priests/religious, how frequently are these reviewed?		Not applicable			
Are there any (retired) priests/religious from another Church body living /on retreat in your Abbey that are out of ministry?		Yes	There are none	Don't know	
If 'yes' to the previous question - Who monitors the		Not applicable			

<p>priest(s)/religious?</p>		
<p>Does the Church authority have access to an Advisory Panel / Committee / Group from which he / she receives advice and guidance on Case Management matters; and if so, can you please provide details?</p>		

Child Safeguarding				
Name of Child Safeguarding Coordinator				
Contact details for Child Safeguarding Coordinator	Postal address	Email address	Phone	
Name of Chairperson of Child Safeguarding Committee				
Names of members of Child Safeguarding Committee	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
Does the Child Safeguarding Committee have a written Constitution; and if so, will this be available to the NBSCCCI reviewers during their fieldwork visit?				

Details of Trainer(s) registered by the National Board	Name	Date Registered
Has the Child Safeguarding Committee produced a three-year written Child Safeguarding Plan; and if so, will this be available to the NBSCCCI reviewers during their fieldwork visit?		
Has the Church body completed its Annual Child Safeguarding Audit for 2017 (Standards 1, 5 and 6); and if so, will the written report of this Audit be available to the NBSCCCI reviewers during their fieldwork visit?		
Does the Church authority make visits to parishes / community houses / ministries to ensure that there is an awareness of child safeguarding, and that effective practice is being implemented; and if so, will the written record of these visits be available to the NBSCCCI reviewers during their fieldwork visit?		

With reference to Standard 1		
Have there been any situations where someone has raised a concern under the whistleblowing procedure?	Yes	No
If 'yes' to the previous question - How was this (how were these) addressed?	How addressed	Not applicable
Have you received any complaints under standard 1.7?	Yes	No
If 'yes' to the previous question – How was this (how were these) resolved?	How resolved	Not applicable

The four Indicators supporting Standard 4 are:

- 4.1- The Church authority has access to appropriately trained personnel – lay, religious or clergy – whose clearly defined roles are to listen to and represent the pastoral needs of the respondent. This is done in consultation with the respondent.
- 4.2- The Church authority has arrangements in place to inform the respondent that an allegation has been received about them, and has a procedure for deciding whether an interim management plan needs to be put in place for the respondent.
- 4.3- When statutory authority investigations and assessments have been completed, the Church authority resumes the preliminary investigation/collecting the proofs as provided for in Canon 1717 (1)-(3) (cleric) and Canon 695 (non-ordained religious).
- 4.4- The Church authority has in place suitable arrangements for the monitoring of a respondent, where there is a case to answer, until (and if) the Church authority no longer has responsibility for monitoring the respondent.

The questions we are asking you below are based on these Indicators.

4.1	What has been your experience of being consulted, listened to and helped to identify your pastoral needs since you were informed of the allegation made against you?
4.2	How were you informed by [INSERT NAME OF CHURCH BODY] that an allegation was made against you?
4.2	If you were informed at a meeting that an allegation had been made against you, who attended that meeting?
4.2	Were you advised of your right to access a civil and a canon lawyer?

4.2	Were you offered the support of an Advisor?
4.3	Have the police investigation and social services assessment been completed, to the best of your knowledge?
4.3	Has the preliminary Investigation or Collecting of the Proofs under canon law commenced, to the best of your knowledge?
4.3	Do you have a canon lawyer representing you?
4.4	Is there a written safety plan, or behavioural contract in place which you are aware of?
4.4	From what sources do you draw your support?
Is there anything else you would like to advise the NBSCCCI of in relation to the management of the allegation against you?	

Appendix - Code of Practice for National Board Reviewer

Introduction

The National Board and its appointed Reviewers are committed to respectful engagement with others in the course of our work. This means that we:

- work co-operatively and fairly with child safeguarding stakeholders in the Catholic Church in Ireland in a spirit of mutual respect and reciprocity
- seek and consider the views of the child safeguarding stakeholders in the Catholic Church in Ireland when designing and developing our Review methods and processes; and are open about our evaluation models, activities, criteria and priorities
- recognise and acknowledge effective work, progress and achievement
- ensure that all of our communications are clear
- promote professional dialogue; and promote trust in our working relationships with others

We are concerned with promoting child safeguarding accountability and responsibility in Church bodies and within the National Board itself. This means that we endeavour to:

- report objectively and fairly on the quality of case management and child safeguarding in the Catholic Church in Ireland, based on the collection and analysis of objective, dependable, high-quality data
- provide the public with assurances about the quality of case management and child safeguarding in the Catholic Church in Ireland
- be open to our work being reviewed and to having fair and transparent processes to examine concerns raised about Reviews
- systematically enquire into and report on how we perform our functions, and take the actions necessary to improve them

The purpose of this code of practice is to set out how National Board reviewers carrying out Reviews will conduct themselves; and to inform Church authorities, Church child safeguarding personnel and others of the standards of integrity and behaviour they can expect from National Board reviewers.

This Code of Practice enjoins National Board reviewers to comply with requirements in relation to the following areas:

- General behaviour and presence of the reviewer
- Confidentiality and record keeping
- Conflict of interest
- Acceptance of gifts, hospitality and services
- Judgements
- Confidentiality
- Reporting
- Maintaining professional standards

General behaviour and presence of the reviewer

The reviewer will treat all Church authorities, child safeguarding personnel of Church bodies and members of the public who they encounter while conducting a Review, equally, fairly and with respect.

The reviewer will proceed with respect to the dignity, privacy and rights of people living in, working in or taking part in activities in the locations they visit.

The reviewer will use polite language during the course of their work.

Reviewers will not communicate with the media in relation to their work. If contacted by the media they will refer the enquirer to the CEO of the National Board.

Confidentiality and Record Keeping

The reviewer will ensure that files and documentation relating to a Church body are held in a safe place at all times; and that information recorded electronically in the course of a Review will be stored on the National Board's secure server, or temporarily on an encrypted USB memory stick issued to them by the National Office.

The reviewer will maintain clear and accurate records in an accessible and secure format.

The reviewer will ensure that all confidential hard copy and electronic correspondence with Church authorities and their nominated child safeguarding personnel concerning Reviews are sent by registered post or by pass-worded documents attached to emails.

The reviewer will respect the confidentiality of information, particularly in relation to anything that could identify people.

The reviewer will conduct confidential interviews in private and out of earshot of others.

Conflict of interest

All reviewers covered by this code must declare any personal or other interest in any Church authority, Church body or Church child safeguarding personnel subject to review, which could involve a conflict of interest or could compromise, or even appear to compromise, his/her professional judgement, objectivity or independence.

Acceptance of gifts, services and hospitality

Reviewers conducting Reviews will not accept personal gifts or services from any person, which would, or might appear to place them under any obligation. Ordinary hospitality, such as tea/coffee and a light lunch provided by the Church body to the reviewer undertaking a site visit, is allowed.

Judgements based on evidence

The reviewer must ensure that their judgements accurately and reliably reflect the quality of the case management and child safeguarding services being provided by the Church authority and Church body. In doing so they must demonstrate a clear link between the judgements they have reached and the evidence on which these are based.

The reviewer should be as open as possible about the judgements they make and the bases for these judgements; and they should only restrict or hold back information when the interests of others clearly require this to be done.

Reporting

Reviewers will report findings in an objective and a transparent manner (taking account of the norms and standards of comparable audit activities) in formulating their final report. They should not knowingly either understate or overstate the significance of a matter being reported on.

Maintaining professional standards

The reviewer must inform the CEO of the National Board where the conduct of a colleague may be unsafe, illegal, unethical, or in conflict with the provisions of this code of conduct.

The reviewer must be aware of the need to notify statutory agencies of previously unreported concerns about the safety and welfare of a child and must ensure this is completed.