

Second Review of Child Safeguarding Practice

in the

Benedictine Community of Nuns of Kylemore Abbey

undertaken by

The National Board for Safeguarding Children in the

Catholic Church in Ireland (National Board)

Date of Review Report: July 2022

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Background

According to its Memorandum of Association as a registered company, The National Board for Safeguarding Children in the Catholic Church (the National Board) was established in 2006 to

- provide advice, services and assistance in furtherance of the development of the safeguarding of children within the Roman Catholic Church on the island of Ireland; and
- to monitor compliance with legislation, policy and best practice and to report on these activities as is comprehensively set out in the Memorandum of Association of the Company.

Church authorities who have entered into an agreement with the National Board through signing a Memorandum of Understanding have committed to following *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland 2016.* In order to assess compliance, the Abbess of the Benedictine Community of Nuns at Kylemore Abbey, Co. Galway invited the National Board in February 2022 to undertake a review of safeguarding practice there. Kylemore Abbey was previously reviewed in 2015 under the *Safeguarding Children - Standards and Guidance for the Catholic Church in Ireland 2008.* The report of the first review can be found on the National Board's website www.safeguarding.ie/publications.

The purpose of this second round of reviews is to assess the practice against the Catholic Church in Ireland's current standards as detailed in *Safeguarding Children - Policy and Standards for the Catholic Church in Ireland 2016.* The Review seeks a level and quality of evidence to provide:

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

Introduction

The following is a description of Kylemore Abbey carried on its website at https://trust.kylemoreabbey.com/

Kylemore Abbey is a Benedictine monastery and iconic visitor attraction set in 1,000 acres of mountainside in Connemara, Co Galway, Ireland. Owned by The Kylemore Trust, a non-profit organisation led by the Benedictine Nuns, Kylemore is a place of welcome and spirituality to thousands of visitors and pilgrims.

The activities of the Benedictine Community of Nuns at Kylemore Abbey are wide and various. In addition to what are referred to in this report as 'monastic activities', which are directly engaged in by Sisters from the Abbey, there are also the commercial businesses which are operated on behalf of the Community, in some of which Sisters are involved, to which reference will be made. The National Board has to operate within the legal constraints of its Memorandum of Association, and so can only produce a Review Report on the Community's monastic activities. In both civil and canon law, the Benedictine Community of Nuns at Kylemore Abbey is different from The Kylemore Trust and from the Kylemore Abbey and Gardens Ltd.

In the course of this Review, the National Board has been able to provide general information and guidance to the Benedictine Nuns at Kylemore Abbey in relation to safeguarding, as it applies to the Trust, and to Kylemore Abbey and Gardens Limited, but it has no legal authority to provide safeguarding advice to either entity.

Process of Review

The Review was conducted in the course of a long one-day visit to Kylemore Abbey on April 6, 2022, supplemented with later email correspondence, Zoom meetings, and examining detailed non-confidential documentation provided to the reviewer to take away.

In the course of the day spent on site, the reviewer met and spoke with the following people:

- The Abbess, Sr. Maire Hickey.
- The Designated Liaison Person.
- The Administrative Assistant.
- A Sister.
- Four staff members of Kylemore Abbey and Gardens Limited.

Previous Review

There were two recommendations made in the Review Report of 2015:

Recommendation 1

The Abbess should initiate a preliminary investigation into the allegation against the Benedictine Sister who is out of ministry, and engage the support of a canon lawyer in this process.

Recommendation 2

The Abbess should consider offering a lay support person to the complainant.

The implementation of these recommendations will be addressed in the section on Standard 4 in the report below.

Members of the Benedictine Community

There are 12 solemnly professed Sisters who make up the Kylemore Abbey Community, ranging in age from 40 to 90. The eldest Sister resides in a nursing home. The structure of the Community is that it is headed by the Abbess¹ who has the support of a Council of three other Sisters. One of these also acts as the Prioress, while a second acts as the Community's Bursar and the DLP. In addition to these Sisters, there are two visiting Sisters from India, and a Sister in formation. The resident Chaplain to the Community is an Indian Benedictine priest.

The Sisters have moved out of the Abbey building some years ago, and they live in two houses nearby, a large farmhouse and a smaller lodge. The visiting Sisters live in a third building on the same site as the farmhouse. They all congregate daily for prayer and liturgies in the Community's church on the Abbey's grounds. A new monastery is in the process of being built on the Kylemore Abbey estate. Building work has temporarily ceased pending the securing of sufficient funds for the completion of the monastery.

There is a very informative website at https://www.kylemoreabbey.com/, which describes all of the activities that are carried out on the Kylemore Abbey estate.

The website describes the monastic life of the Benedictine nuns, as follows

We are a community of Benedictine nuns, women committed to witnessing to the Gospel of Jesus through the monastic life of prayer, work, and community according to the Rule of St. Benedict at Kylemore Abbey in the heart of Connemara, Co. Galway and within the Archdiocese of Tuam.

Since arriving to Kylemore on 4 December 1920, our community has been anchored in the spiritual, social, educational, and cultural life of Connemara and of Ireland through our monastic life, our mission, and our stewardship of Kylemore Estate.

Our Mission and Vision

Prayer is at the very centre of our life and lived according to the Rule of St. Benedict. As a monastic community, we live according to the Benedictine precept "Ora et Labora" – Pray and Work. In our daily work, we are engaged in running the organisation and the monastery: housekeeping, gardening, liturgy, artisanal crafts (making soap, candles, chocolate), music teaching, administration, welcoming guests, contacts with visitors and supporters of the community.

Inspired by the beauty of Kylemore Abbey's natural setting and aware of our responsibility towards God's Creation and future generations, we commit ourselves to a focus on Integral Ecology, founded in Benedictine Spirituality. We strive to develop Kylemore Abbey and its

¹ Sr. Maire Hickey OSB is former Abbess of the Abbey of St. Scholastika in Dinklage, Germany. In 2010, she was appointed Pontifical Commissar to Kylemore Abbey by the Secretary of the Congregation (now Dicastery) for Institutes of Consecrated Life and Societies of Apostolic Life (CICLSAL), Archbishop Jose Rodriguez Carballo.

estate in an ecologically sustainable way, enabling visitors to get deeper into touch with nature and beauty, which speak to them of the loving Creator of the earth and humankind. Recognising Kylemore Abbey as a special place of heritage, we are dedicated to sustaining the buildings and grounds and to offer the public the opportunity to visit them. All visitors are also offered the chance to come into contact with Benedictine life and to experience and take part in our liturgical prayer, by joining us for daily Mass via Webcam or in person at Kylemore's Monastic Church (restrictions permitting).

All communities of Benedictine women are united into the International Communion of Benedictine Women (CIB), which forms a part of the Benedictine Confederation. Kylemore Abbey, autonomous until 2018, is in the process of becoming a member of the English Benedictine Congregation.

The Benedictine Monastic Community of Nuns

Kylemore Abbey has four separate but associated elements:

- 1. The Benedictine Monastic Community of Nuns
- 2. The Kylemore Trust
- 3. Kylemore Abbey and Gardens Limited (KAG)
- 4. Notre Dame Kylemore Abbey Global Centre

This Review covers the first of these, although it would be impossible not to refer to the other entities from time to time.

The specific monastic activities that are conducted by the Benedictine Nuns of Kylemore Abbey, and which can involve direct contact with children and young people are,

- Prayer and liturgies in the Community's church, which the general public are welcome to attend;
- Music lessons provided by a Sister who is professionally trained to provide these;
- Monastic guest accommodation.

In addition, individual Sisters may receive family visitors from time to time.

While three Sisters work in the chocolate kitchen and in the soap-making workshop on site, they do not engage with unaccompanied children and young children while doing so.

No unaccompanied children or young people are allowed to enter the Kylemore Estate.

Standards

The Standards are a level of practice to ensure good child safeguarding arrangements. Each standard is self-contained and supported by indicators. Review of compliance is undertaken and measured against the seven standards and indicators. The National Board has produced detailed Guidance, which is accessible on its website (https://www.safeguarding.ie/guidance). The Benedictine Nuns at Kylemore Abbey have adopted in full the Safeguarding Children Guidance of the National Board, 2016.

Their statutorily required Safeguarding Statement is accessible at https://www.kylemoreabbey.com/uploads/documents/Safeguarding Statement.pdf - this was signed by the Abbess, Sr. Maire Hickey on June 9, 2021.

This Review concentrates on practice through evaluating written records, as well as interviews with Church personnel and others.

An assessment of practice under each standard is set out below.

Standard 1: Creating and Maintaining Safe Environments

Church bodies provide an environment for children that is welcoming, nurturing and safe. They provide access to good role models whom children can trust, who respect, protect and enhance their spiritual, physical, emotional, intellectual and social development.

The Child Safeguarding Policy that applies across all activities on the Kylemore Abbey Estate, including the specific monastic activities of the Sisters, was signed by Sr. Maire Hickey in June 2021.

One Safeguarding Committee has responsibility for overseeing all child safeguarding within the Kylemore Abbey Estate, and not simply within the Benedictine Monastic Community of Nuns. This committee, which was established in 2017, is comprised of seven (7) laypeople who work in the Kylemore Abbey and Gardens limited company. That company has approximately ninety-five (95) employees across a range of occupations in management, administration, the restaurant and the tearoom, the shop, the garden, the Visitor Centre, in soap, chocolate and pottery making, and in cleaning and in maintenance. The other three (3) members of the committee are the Sister who is DLP, a Sister who is the Music Teacher and the Chaplain. The National Board has provided specific training to the Safeguarding Committee. Matters discussed at the committee include Garda vetting; adult to child supervision ratios; VELM (Vos Estis Lux Mundi); groups visiting with children; a code of conduct for adults working on the Kylemore Abbey Estate; an Accident/Incident form; the Tusla Register of non-compliance; training; data protection and GDPR; and the end of year review of activities.

The Sister who is DLP has been acting as the Chairperson of this committee. The reviewer suggested that this responsibility should be transferred to a layperson and this has been done.

Seven Sisters have been Garda vetted, on the basis that their work occasionally or regularly brings them into contact with children and young people. The Sister who acts as the DLP takes responsibility for this. The resident Chaplain is also Garda vetted. All required Garda vetting is up to date.

The Abbess, Sr. Maire Hickey has introduced a *Safeguarding Agreement* that all Sisters sign, as well as *Guidelines for creating a safe environment for children and young people at the Kylemore Abbey Benedictine Nuns' Community Residences*. When she signs the first of these, a Sister is stating that

I confirm that I have read and understand the contents of the Benedictine Nuns of Kylemore Abbey Child Safeguarding Policy, and Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016.

I agree to adopt and abide by these policies, standards, and procedures in all aspects of my life and work as a member of the Benedictine Community of Kylemore Abbey. This includes not being alone with a child or young person, and not participating in any activity with children and young people without another adult present.

The second document is longer. It covers every situation in which a child or young person might be present in a building that constitutes the Monastery.

- 1) Any child, young person or vulnerable adult visiting any of our houses must be accompanied by a parent or another adult who has been given responsibility by the respective person's parent or carer.
- The main residences of the Sisters at present are Addergoole Farmhouse including Pax Cottage and the Lodge. These two houses are private to the nuns. The individual rooms of the members of the community, as well as their other living spaces, are restricted areas. They are accessible only to community members or staff/workpeople in the service of the community, apart from two rooms close to the back entrance to Addergoole Farm, which are accessible for people visiting the nuns. In exceptional circumstances, visitors (including the Chaplain) are invited to a meal in the community refectory, or to a session/lecture/workshop in the community room.

Any children or vulnerable adults visiting nuns in the rooms accessible to visitors must be accompanied by a parent, carer or another adult with the consent of the parent or carer, and the approval of a community

Areas in which the nuns can meet with visitors to Kylemore Abbey (monastic guests/tourists), or other persons (staff), are: the monastic Church, the Music Room (pupils), Soapery and Chocolate Kitchen, guest accommodation of the community (St. Mary's/St. Brigid), the administrative and commercial areas of Kylemore Abbey and Gardens, and the Notre Dame Centre.

- 3) The Chaplain's residence (Stella Maris) is private to the Chaplain and his visitors. The nuns fully respect this privacy. Any children or vulnerable adults visiting the Chaplain must be accompanied by a parent, carer or another adult with the consent of the parent or carer, and the approval of the Abbess.
- Any member of the community who observes behaviour of an adult, child, or young person, anywhere in the whole estate of Kylemore Abbey and Gardens, that reaches the threshold for reporting to the statutory authorities should challenge this in an appropriate way, and bring this to the attention of the designated Child Protection Representative. It is incumbent on the Church authority (and DLP to clarify with the community what the threshold is, and what constitutes acceptable or unacceptable behaviour in the safeguarding context.
- 5) Community members should listen to any concerns brought to them by parents and/or children and respond to these in a sensitive and caring way, ensuring that this information is shared with the DLP and the Church Authority.
- If a Sister needs to be away from Kylemore Abbey for any reason, she is required to have permission from the Abbess, and she is committed to abiding by any arrangements required by the community for such absences.

7) The policies, procedures and guidelines of the Catholic Church in Ireland must be adhered to by the members of the Community, even when they are working away from the house. A copy of the said Church guidelines is readily available.

Taken together, these two documents meet a number of the Indicators under Standard 1, as that standard applies to the Monastic Community at Kylemore Abbey.

Two external groups utilise areas of the Kylemore Abbey campus. The larger of these is a Global Centre of the US University of Notre Dame (https://kylemore.nd.edu/), which operates within a large building adjoining the original Abbey. The Protection of Children Policy (2019) University of Notre Dame applies, while the University has also made a copy of its insurance policy available to the Sisters. The reviewer has examined both documents.

The smaller external group is a local Scout Group (https://www.bengoora.com/), which uses a small corner of the campus grounds for outdoor activities. The reviewer has seen the Child Safeguarding Statement of the Scouting Group, its insurance policy, and the Child Safeguarding and Child Protection Policy and Procedures of Scouting Ireland. All documents are current and are in order.

The June 2021 Risk Assessment that accompanies the Safeguarding Statement of the Benedictine Nuns of Kylemore Abbey is accessible at https://www.kylemoreabbey.com/policies.

One of the Sisters is a trained Teacher of Music, and she has a small School of Music within the original Abbey. The safeguarding structures for the music students who attend are comprehensive and include a CCTV camera at the separate entrance used exclusively by students, who are always accompanied by a parent. The music room has two doors, both fitted with glass panels allowing the students and teacher to be seen from outside. A roll is kept and each child is signed in and out by the parent/guardian who remains in the room for the duration of the class, or who might prefer to sit outside the door. A singing teacher who has also been employed to work in the Music School has been Garda vetted. A framed Code of Behaviour is in a place in the music room, where all parents and students can see it.

The community has a Kylemore Abbey Safeguarding Children Whistleblowing Policy. It will be important to ensure that this is amended in order to apply to the Benedictine Community of Nuns only. It would also be helpful to have it accessible on the dedicated child-safeguarding website of the community (see section on Standard 6 below).

The Benedictine Community of Nuns needs to develop, publicise and make available a Complaints Policy, as required by Standard 1.7.

There is a notice prominently displayed in the entrance hall of the Monastery Church to inform members of the public that the church is monitored on a 24-hour basis by CCTV and/or live streaming cameras. Beside this is a notice about live streaming and recording. There is a need to

display a Privacy Policy / Data Protection Policy beside the notice about live streaming and recording. The policy of Church Services TV (CSTV), which provides the CCTV service, would suffice for this purpose.² The Abbey also has a Filming and Photography Policy. These documents do not specifically address child-safeguarding issues, but should now be adapted to do so.

The Benedictine Monastic Community at Kylemore have put a process in place to ensure that visiting groups that are accompanied by their own chaplain, and who want to be able to have him/her celebrate Mass or any other liturgy in the Kylemore Abbey Church, have to apply for this privilege in advance. The chaplain to any such group must also have an in-date celebret. The Sacristan, (a Sister from the Community) handles the paperwork on the spot, with oversight by the DLP, and has each visiting chaplain sign the register. They are reminded that the Safeguarding Policy of The Kylemore Trust is to be followed.

Recommendation 1

To become fully compliant with Standard 1, the Benedictine Community of Kylemore Abbey needs to develop and publicise the availability of a Complaints Policy.

Recommendation 2

All policies of the Benedictine Community of Kylemore Abbey should contain provision for child-safeguarding issues.

² https://www.churchservices.tv/privacy-policy-2/

Standard 2: Procedures for responding to Child Protection Suspicions, Concerns, Knowledge or allegations.

Church bodies have clear procedures and guidance on what to do when suspicions, concerns, knowledge or allegations arise regarding a child's safety or welfare that will ensure there is a prompt response. They also enable the Church to meet all national and international legal and practice requirements and guidance.

Since the last review in 2015, there have been no new allegations of adult abuse notified to the Benedictine Community in Kylemore.

Up until now, one Sister from the Community has held the responsibilities as DLP for all activities run within the Kylemore Estate, and her work and commitment in this role is commended. The Abbess has decided to separate out the non-monastic functions of the Kylemore Trust and Kylemore Abbey and Gardens (KAG) from the monastic activities of the Benedictine Community of Nuns. It makes sense then that the Sister would continue in her DLP role, as it will apply to dealing with safeguarding matters that may arise in relation to one of the Sisters, or to past students of the Kylemore Abbey School, which closed in 2010.

A separate, lay DLP will need to be appointed to KAG, and its CEO has given an undertaking to make such an appointment.

Standard 3: Care and Support for the Complainant

Complainants who have suffered abuse as children receive a compassionate response when they disclose their abuse. They, and their families, are offered appropriate support, advice and pastoral care.

The last Review examined the support offered to the one complainant of child abuse. This review re-examined the case and noted there was significant engagement with the family of the complainant at the time. There has not been any engagement since the date of the last Review

Given the time delay between the allegation and the current Review, as well as the fact that there is no current involvement with the complainant, it was deemed inappropriate to contact them as part of this Review. Based on an examination of the case management records and from discussions with the Abbess and DLP, the reviewer is of the opinion that the response to the complainant has been appropriate.

Standard 4: Care and Management of the Respondent

The Church authority has in place a fair process for investigating and managing child safeguarding concerns. When the threshold for reporting has been reached, a system of support and monitoring for respondents (cleric or religious) is provided.

The one adult case, which was also examined in the Review of 2015, has progressed since then. The reviewer is satisfied that appropriate safeguards have been put in place and that respondent support was offered. Advice was sought from the National Board's National Case Management Committee (NCMC) and this advice was followed.

The records demonstrate that there has been significant involvement and careful management in this case. The Abbess took the opportunity during the review to obtain up to date advice on the management of this case, which the reviewer provided in writing.

The reviewer spoke with a respondent Sister. She had returned to the Community following a lengthy absence. She had cooperated fully in all that was required of her since the complaint concerning her was received over 20 years ago. She had been supported and monitored over that time and had been assisted to re-join the Community.

Standard 5: Training and Support for Keeping Children Safe

Church personnel are trained and supported in all aspects of safeguarding relevant to their role, in order to develop and maintain the necessary knowledge, attitudes and skills to safeguard and protect children.

The reviewer examined the Training records maintained on Sisters who have undertaken safeguarding training. The Abbess, the DLP, the Sister who operates the Music School, and another Sister who works in the chocolate making workshop have all undertaken relevant training with the National Board, and with a Trainer from the Archdiocese of Tuam.

There is a three-year Safeguarding Training Plan for Kylemore Abbey, which is part of a larger document called the *Kylemore Abbey Benedictine Nuns 2021-2023 Safeguarding Strategic, Communication and Training Plan*. This was prepared before the Review fieldwork, but it still had to be approved and adopted by the Safeguarding Committee. As momentum was lost due to the impact of the pandemic, it would probably be more accurate to change the dates on this document to 2022 – 2024. Its name would also have to be changed, as the plan is for all activities on the Kylemore Abbey Estate and not just those conducted by the Benedictine Community of Nuns.

The Sisters all live off campus. When the new monastery is completed, all of the Sisters will move back onto Abbey grounds. It would be appropriate at that stage that they would all receive an induction to the Church's Safeguarding Children Policy and Standards, which is in the process of being reviewed and updated, and that the training of the Sisters who have engagement with children would be refreshed.

Standard 6: Communicating the Church's Safeguarding Message

Church bodies appropriately communicate the Church's child safeguarding message.

A difficulty arises from the Benedictine Community of Nuns at Kylemore Abbey sharing their website with the Kylemore Trust and the limited company Kylemore Abbey and Gardens. It is understandable that all three closely related entities would have a single go-to website, which makes navigation easy for individuals and groups who plan to visit. The problem however is that the Sisters need a dedicated Child Safeguarding webpage through which to communicate their specific Safeguarding message. This should be the only one for the Church body that is the Benedictine Nuns of Kylemore Abbey.

The home page of the shared website is at https://www.kylemoreabbey.com, but this is clearly designed to attract tourists. At https://trust.kylemoreabbey.com/about-us/ there is a dedicated section on The Benedictine Nuns of Kylemore Abbey. While at the bottom of this page there is a section on Policies, a sub-heading of which is Governance & Policies, there is nothing to indicate that here is where an internet searcher would discover some material on Child Safeguarding.

Recommendation 3

The website should be amended to have a Child Safeguarding tab on the home page, in the line near the top of this page. This already has tabs on Kylemore Abbey and Estate, the Benedictine Nuns, Kylemore Handmade Products, and News, Events & Info. It should also be included in the drop-down Menu at the top right corner of the page.

There are other female Religious congregations with exemplar websites, which can be examined for ideas on headings and content.

Recommendation 4

That the Benedictine Community at Kylemore Abbey develop and prominently display Child Safeguarding posters at the entrances to all monastic areas.

Standard 7: Quality-Assuring Compliance with the Standards

The Church body develops a plan of action to quality assure compliance with the safeguarding standards. This action plan is reviewed annually. The Church body only has responsibility to monitor, evaluate and report on compliance with the indicators under each standard that apply to it, depending on its ministry.

The Benedictine Nuns at Kylemore Abbey, through Sr. Maire Hickey invited the National Board to conduct this Review, and they participated fully in the review process.

The reviewer has examined the DLP's Safeguarding Report for the year 2021 on the work of Safeguarding Committee. This contains the self-audit dated 31/12/2021. Self-audits have been completed each year since 2017.

The Safeguarding Reports of December 2020, 2019, 2018 and 2017 were also provided and were inspected.

As mentioned above, the Safeguarding Committee are to approve and adopt a Three-Year Strategic, Communication and Training Plan. The reviewer has examined this document, which is comprehensive in scope and content. Comment has been made above about the need to amend the dates during which this integrated plan will be operational, as well as the title of the document, to ensure that it is clear to which constituent of Kylemore Abbey Estate it belongs.

Conclusion

Kylemore Abbey has gone through a period of development, while the Kylemore Abbey Estate attracts well in excess of 500,000 visitors each year. A large proportion of visitors are children and young people under 18 years of age.

The monastic activities of the Benedictine Nuns of Kylemore Abbey are a small but core element of what happens on the Kylemore Abbey Estate. As a Church body, the Sisters need to continue to ensure that the demarcations between their monastic community, and the Kylemore Trust and the Kylemore Abbey and Gardens limited company are clear and are maintained. This will allow the Benedictine Community to focus specifically on its own safeguarding responsibilities, while also encouraging the other two bodies to attend to theirs.

In concluding this Review, it is important to reflect that the Sisters have very limited ministry with children and have not had to deal with any new allegations of abuse by a Sister since the last Review. A detailed assessment of their current practice therefore only relates to Standards 1, 5, 6 and 7. This is set out in this report, along with recommendations for further improvements in practices.

The Benedictine Community of Nuns at Kylemore Abbey has appropriate and adequate Case Management policies and practices in place.