

Appendices

Appendix 1

What is Child Abuse?

Recognising the various types of Abuse

The recognition of child abuse is never easy or straightforward even for those professionals who work in this area. Nevertheless, it is important that those working with children are aware not only of the different types of abuse that a child may experience, but also that a child may suffer more than one type of abuse. Abuse is normally categorised under four broad headings: physical abuse; emotional abuse; sexual abuse and neglect. Those working with children need to be aware of the general indicators of abuse, which can be divided into behavioural and physical signs.

Whilst it is not our responsibility to decide whether or not abuse has taken place, we do have a responsibility and duty to act in order that the appropriate statutory agencies can investigate and take the necessary action to protect a child. The following information may help you to be more alert to the signs of possible abuse.

General indicators of abuse

Physical Abuse

This is where children are hurt by ill-treatment or deliberate or neglectful failure to prevent injury or harm. Most children will collect cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins. Some children, however, will have bruising which can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury. Common indicators may include:

- unexplained recurrent injuries, burns or broken bones;
- unlikely or improbable explanations for injuries or a refusal to explain;
- bruises which reflect hand marks or fingertips (from slapping or pinching);
- bite marks;
- self-destructive tendencies;
- fear of physical contact, or shrinking back if touched;
- fear of parents being approached for an explanation;
- aggressive behaviour or severe temper outbursts;
- reluctance to get changed, for example in hot weather;
- depression;
- withdrawn behaviour; or
- running away from home.

Emotional Abuse

Emotional abuse can be difficult to measure, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix/play with other children. Signs of emotional abuse may include:



- delays in physical, emotional and social development;
- extreme fear of new situations;
- poor self-esteem and sense of own worth;
- over reaction to mistakes;
- inappropriate response to pain;
- neurotic behaviour e.g. sulking, hair twisting, rocking;
- sudden speech disorders;
- being unable to play;
- self-harm; or
- fear of parents being approached regarding their behaviour.

Sexual Abuse

Where children are encouraged or forced to observe or participate in any form of sexual activity ranging from exposure to pornographic literature, pornography on the Internet, to inappropriate touching for the purposes of arousal or gratification and sexual intercourse. Adults who use children to meet their own sexual needs, can abuse both boys and girls of all ages. Symptoms of sexual abuse may include:

- sexual knowledge inappropriate for the child's age and level of understanding;
- sexualised behaviour towards self or others;
- regression to younger behaviour patterns such as thumb sucking;
- self-mutilation, suicide attempts, running away, overdoses, anorexia; or
- sudden loss of appetite or over eating.

Neglect

This can be where children's physical and/or psychological needs are persistently and/or severely neglected with a failure to protect the child from exposure to any kind of danger. Signs of neglect may include:

- constant hunger;
- inadequate clothing;
- constant tiredness, pale and generally unkempt appearance; or
- poor personal hygiene.

The indicators outlined above should only be considered as a general guide to the types of abuse experienced by children. In all cases of abuse, an assessment will need to be carried out by a range of Social and Health professionals in order to gain an understanding as to what may be happening to a child. Injuries alone are not proof of abuse. Suspicion and concerns should be raised if there is:

- a history of injuries;
- delay in adults seeking treatment for a child who has been harmed;
- inadequate or inconsistent explanations; or
- a child being blamed repeatedly for causing the injuries.



Deaf and Disabled Children

Deaf and disabled children may be more vulnerable to abuse than hearing and non-disabled children. As well as neglect, physical, emotional or sexual abuse, this group of children may suffer more subtle forms of abuse, like being deprived of a way of communicating or being prevented from seeing people outside of the institution they live in. In all cases where abuse is suspected, an assessment will need to be carried out by a range of Social and Health professionals in order to gain an understanding as to what may be happening to a child.

Deaf Children

Deaf children may be more vulnerable because they:

- don't have sufficient communication skills or vocabulary to describe what is happening to them;
- have a system of communication that involves more touching;
- may be living away from home, such as in a residential school;
- lack the knowledge, awareness and language needed to stay safe and make informed choices.

Disabled Children

Whilst the vast majority of carers have the child's best interests at heart, some children may be abused by their carers. Disabled children may be more vulnerable because they:

- have communication difficulties, like speech problems;
- are dependent on others for eating, dressing, toileting, and getting around;
- lack personal, social and sexual education; or
- people may think a child is behaving differently just because of his or her disability – not realising that they are being abused.

Warning Signs

A child may not be able to tell you that they are being abused. However, you may be able to recognise some of the warning signs:

- sudden unexplained changes in behaviour;
- signs of general distress or agitation;
- new or unexplained marks or bruising;
- sexualised behaviour;
- loss of appetite;
- self-harming; or
- soiling.



Appendix 2

What can contribute to vulnerability in adulthood?

An adult may be vulnerable to abuse because he/she has a mental health problem, a disability, a sensory impairment, is old or frail, has some form of illness or because of his/her living circumstances, for example living alone or in isolation or in a residential care home, nursing home or other institutional setting.

In addition, the Archdiocese recognises the need to safeguard other adults who may be in a vulnerable position and who may be in need of pastoral care or open to exploitation due to their current circumstances, e.g. those recently bereaved, suffered relationship breakdowns, undergoing counselling etc.

Church personnel, whether voluntary or paid, who, in the course of their Church ministry may have substantial unsupervised access to vulnerable adults need to be aware that the best practice guidelines which are applicable to children must also be observed when there is contact with vulnerable adults. Parishes should identify which categories of ministry may have such contact and those personnel should be included in vetting and training procedures.

Personnel need to be aware of the circumstances that may leave an adult vulnerable to abuse and be able to recognise the possible signs of abuse. They should be alert to the demeanour and behaviour of vulnerable adults and those around them to changes that may indicate that something is wrong.

What is Abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. Many incidents of abuse are criminal acts. Abuse can be defined as: *"The physical, psychological, emotional, financial or sexual maltreatment or neglect of a vulnerable adult by another person."*

The abuse may be a single act or repeated over a period of time. It may take one form or a multiple of forms. The lack of appropriate action can also be a form of abuse. Abuse can occur in a relationship where there is an expectation of trust and can be perpetrated by a person/persons, in breach of that trust, who have influence over the life of a dependent, whether they be formal or informal carers, staff or family members or others. It can also occur outside such a relationship.

Abuse can be either deliberate or the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way, they are also being abused in other ways. Abuse can take many forms including the following:

Physical Abuse

- May include - hitting, slapping, pushing, burning, giving a person medicine that may harm them, restraining or disciplining a person in an inappropriate way.
- Possible signs – fractures, bruising, burns, pain, marks, not wanting to be touched.



Psychological Abuse

- May include - emotional abuse, verbal abuse, humiliation, bullying and the use of threats.
- Possible signs – being withdrawn, too eager to do everything they are asked, showing compulsive behavior, not being able to do things they used to, not being able to concentrate or focus.

Financial or Material Abuse

- May include – misusing or stealing the person's property, possessions or benefits, cheating them, using them for financial gain, putting pressure on them about wills, property, inheritance or financial transactions.
- Possible signs – having unusual difficulty with finances, not having enough money, being too protective of money and things they own, not paying bills, not having normal home comforts.

Sexual Abuse

- May include – direct or indirect sexual activity where the vulnerable adult cannot or does not consent to it.
- Possible signs – physical symptoms including genital itching or soreness or having a sexually transmitted disease, using bad language, not wanting to be touched, behaving in a sexually inappropriate way, changes in appearance.

Neglect or Acts of Omission

- May include – withdrawing or not giving the help that a vulnerable adult needs, so causing them to suffer.
- Possible signs – having pain or discomfort, being very hungry, thirsty or untidy, failing health, changes in behavior.

Discriminatory Abuse

- May include – the abuse of a person because of their ethnic origin, religion, language, age, sexuality, gender or disability.
- Possible signs – the person not receiving the care services they require, their carer being overly critical or making insulting remarks about the person, the person being made to dress differently from how they wish.

Institutional Abuse

This can happen when an organisation, where the person is living or receiving care from, fails to ensure that the necessary processes and systems are in place to safeguard vulnerable adults and maintain good standards of care and service.

- May include – lack of training of staff and volunteers, lack of or poor quality supervision and management, poor record keeping and liaison with other agencies, low staff morale and high staff turnover.
- Possible signs – vulnerable adult has no personal clothing or possessions, there is no care plan for him/her, he/she is often admitted to hospital or there are instances of staff/volunteers having treated him/her badly or unsatisfactory or acting in a way that



causes harm, poor staff morale, high staff turnover and lack of clear lines of accountability and consistency in management. Sometimes there are concerns about a vulnerable adult's well-being, which are not dealt with under vulnerable adult protection procedures. Where such concerns arise, they should be reported to the local Health Trust/HSE, as the person concerned may benefit from assessment and intervention. A record of a referral of this nature to a Health Trust/HSE should be maintained.

Who can Abuse?

An abuser can be anyone who has contact with the vulnerable person – it could be a spouse, a partner, child, relative, friend, informal carer, a healthcare/social care or other worker, a peer or, less commonly, a stranger.

The indicators outlined above should only be considered as a general guide to the types of abuse experienced by vulnerable adults. In all cases of abuse, an assessment will need to be carried out by a range of Social and Health professionals in order to gain an understanding as to what may be happening to the person. Injuries alone are not proof of abuse.

Appendix 3

Contact details for Armagh Diocesan Safeguarding Personnel

Pat McGlew**Diocesan Designated Officer**

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 048 3752 5592 (ROI)
028 3752 5592 (NI)
Mob: 07841101687 (NI)
00447841101687 (ROI)

E-mail:
safeguardingdirector@archdioceseofarmagh.com

Eleanor Kelly**Diocesan Designated Officer**

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 048 3752 5592 (ROI)
028 3752 5592 (NI)
Mob: 07584323138 (NI)
00447584323138 (ROI)

E-mail:
ekelly@archdioceseofarmagh.com

Eleanor Kelly**Diocesan Training Coordinator**

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 048 3752 5592 (ROI)
028 3752 5592 (NI)
Mob: 07584323138 (NI)
00447584323138 (ROI)

E-mail: ekelly@archdioceseofarmagh.com

Edel O'Neill**Chairperson of the Safeguarding Committee**

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 028 3752 5592 (NI)
048 3752 5592 (ROI)

E-mail:
safeguardingdscchair@archdioceseofarmagh.com

Designated Officer contact numbers are exclusively for emergencies in relation to Safeguarding.

Appendix 4

Safeguarding Children Contact Details for Relevant Agencies and Services

Below is contact information for relevant agencies/services which are available to provide assistance, respond and give support. Children and adults can seek advice and support for a range of issues not just about abuse. This may include issues regarding: teachers, parents/carers, bullying, relationship problems, medical advice or legal advice.

Northern Ireland

PSNI Tel: 0845 600 8000

This is a centralised number. Ask to be put through to the police station which serves the area where the incident/alleged incident took place.

Social Services

The Health and Social Care Trusts in Northern Ireland have Gateway services in all Trusts. Anyone reporting a concern or making an allegation of abuse should contact this service in the Trust which serves the area where the incident/alleged incident took place. Contact information for the Gateway service in each Trust is outlined below:

Southern Health and Social Care Trust

Areas Covered: Craigavon, Portadown, Gilford, Armagh, Coalisland, Dungannon, Markethill, Moy, Tandragee, Ballygawley, Bessbrook, Crossmaglen, and Newtownhamilton.

Tel: 0800 783 7745 (9.00am to 5.00pm)

Out of hours Emergency Service: **Tel: 028 38 33 44 44 (ask for duty social worker)**

Northern Health and Social Care Trust

Areas Covered: Cookstown, Magherafelt, Lissan and Pomeroy.

Tel: 0300 123 4333 (9.00am to 5.00pm)

Out of hours emergency service: **Tel: 028 94 46 88 33 (ask for duty social worker)**

Western Health and Social Care Trust

Areas Covered: Carrickmore and Beragh.

Tel: 028 71 31 40 90 (9.00am to 5.00pm)

Out of hours emergency service: **Tel: 028 71 34 51 71 (ask for duty social worker)**

NSPCC: CHILDLINE: Tel: 0800 11 11

STOP IT NOW: Tel: 0808 1000 900

Rape Crisis and Sexual Abuse Centre (NI)

29 Donegal Street

Belfast

BT1 2FG

Helpline: 028 90 32 90 02

Fax: 028 90 32 90 01

Support is also available from the *“Towards Healing”* helpline. This is a counselling and support service for survivors of institutional, clerical and religious abuse, funded by the

Catholic Church in Ireland. It is a completely private and confidential organisation that can be contacted as follows:

Freephone: 0800 0963315 (NI) 1800 303416 (ROI)

The operational hours of the helpline are: Monday and Wednesday (11.00a.m.–8.00p.m.) and Friday (11.00a.m.–4.00p.m.). An answering machine service is available at all other times.

Republic of Ireland

An Garda Síochána:

Dundalk Tel: 042 93 35 577
Drogheda: Tel: 041 98 38 777
Ardee: Tel: 041 68 53 222

Dundalk Health Service Executive (HSE)

Tel: 042 93 92 200 (9.30am to 5.30pm, lunch 1.00pm to 2.00pm)
After hours contact Garda Station: Dundalk Tel: 042 93 35 577

Drogheda Health Service Executive (HSE)

Tel: 041 98 33 163
After hours contact Garda Station: Drogheda: Tel: 041 98 38 777 or Ardee: Tel: 041 68 53 222

ISPCC: CHILDLINE Tel: 1800 66 66 66
Other enquiries Tel: 016 76 79 60

Teenline Ireland Freephone 1800 778888

Rape Crisis and Sexual Abuse entre (RoI)

PO Box 72
Clanbrassil Street
Dundalk
Co Louth
Helpline: 1800 21 21 22
Phone: 042 93 39 491

Remember: Anyone involved in working with children in the Archdiocese of Armagh, including the Diocesan safeguarding personnel can access specialist advice about protection issues from the National Board for Safeguarding Children in the Catholic Church in Ireland.

Postal Address:

National Office for Safeguarding Children in the Catholic Church in Ireland, New House Saint Patrick's College, Maynooth, Co.Kildare. **Phone no:** 01 505 3124 **Fax:** 01 505 3026
Website: www.safeguarding.ie

Helplines for Adults

Support is also available from the “*Towards Healing*” helpline. This is a counselling and support service for survivors of institutional, clerical and religious abuse, funded by the Catholic Church in Ireland. It is a completely private and confidential organisation that can be contacted as follows:



Freephone: 0800 0963315 (NI) 1800 303416 (ROI)

The operational hours of the helpline are: Monday and Wednesday (11.00a.m.–8.00p.m.) and Friday (11.00a.m.–4.00p.m.). An answering machine service is available at all other times.

National Association for people abused in childhood

National Support Helpline: Tel: 0800 085 3330 Website: www.napac.org.uk

Specialist Services Alliance Victim Support: Men/Women 16+ and their families who experienced abuse in institutions during childhood. Access to counselling, family tracing, and legal services.

Age NI: Tel: (028) 90 24 57 29

NEST: Tel: (028) 79 64 29 83 Group Counselling for Adults surviving trauma. Faith based, open to all.

The Nexus Institute: Tel: (028) 90 32 68 03 (Belfast) Specialist counselling for male/female survivors of sexual abuse/violence, 16+

The Samaritans 1850 609090 (ROI) 08457 909090 (NI)

Helplines for Young People (NI)

NSPCC:

Helpline Tel: 0800 800 5000

Website: www.nspcc.org.uk

Specialist Services (NI)

Barnardos:

Counselling for Children (province wide).

Tel: (028) 90672366

Website: www.barnardos.org.uk

THRESHOLD Child and Adolescent

Specialist counselling for young people 4-18 years of age.

Counselling Services:

Tel: (028) 90 87 13 13

Please note that only services which you can contact yourself are included. GPs, community nurses or social workers may be able to refer you to other services such as clinical psychology which are not listed here.

Appendix 5

Various Safeguarding Roles in the Archdiocese of Armagh

The roles of personnel within the Archdiocese that form the essential elements of the safeguarding framework are outlined below. Those fulfilling any of the roles listed below must abide by the highest possible standards of professional conduct in all aspects of their work, including the maintenance of confidentiality.

1. Parish Safeguarding Representative

All parishes and diocesan groups will have at least two Safeguarding Representatives assigned by the Parish Priest/Administrator or the group's Committee. It is recommended that larger parishes or diocesan organisations have a Safeguarding Committee. The clergy and safeguarding personnel in some Pastoral Areas may also wish to work together to address the issue of safeguarding. This partnership approach is supported by the Diocesan Safeguarding Committee.

The position of Safeguarding Representative is voluntary. All those accepting the role must undergo the Recruitment and Selection Procedure through the Diocesan Safeguarding Office and attend training organised by the Diocesan Training Team. Regular updates and network meetings will be planned by the Diocesan Safeguarding Committee. Parish Safeguarding Representatives are expected to attend these meetings. Updates and advisory leaflets will also be available on the diocesan website.

The responsibilities of the Parish Safeguarding Representative are:

- to promote awareness of the Diocesan Policy and Procedures for Safeguarding;
- to ensure that all parishioners have ready access to contact details of the Diocesan Designated Officers and other relevant agencies;
- to support or facilitate anyone in their parish/diocesan groups working with children and/or vulnerable adults;
- to attend Safeguarding Representative meetings arranged within Pastoral Areas or at diocesan level.

Each parish and diocesan group working with children, young people or vulnerable adults must have at least two Parish Safeguarding Representatives. (One may take responsibility for training and one may take responsibility for the recruitment process.) The additional responsibilities of these roles are outlined below:

Recruitment and selection

- To ensure the parish carries out the Diocesan Requirements for Recruitment and Selection for all staff, whether paid or unpaid, in their parish/diocesan group. This will include two-way communication with the diocesan personnel implementing the Recruitment Procedures.

Training

- To ensure that all those people in the parish working with children and/or vulnerable adults attend an information evening on good practice;



- To liaise with the Diocesan Training Coordinator in the implementation of the Diocesan Strategy for Training;
- To arrange training dates and venues for parish/group volunteers.

The overall responsibility for safeguarding in any Church Organisation remains with the relevant church authority, such as the Parish Priest/Administrator.

Any safeguarding concerns raised with a Parish Safeguarding Representative should immediately be passed to one of the Diocesan Designated Officers.

2. Diocesan Designated Officers

The Archbishop has appointed two Diocesan Designated Officers who can act in the event that one Designated Officer is not able to deal with a concern/allegation, where there may be a conflict of interest, or where they are unavailable due to absence or incapacity. The Diocesan Designated Officers should be widely identified so that everyone knows who to go to if they have a safeguarding concern. One way of doing this is to ensure that their details are highlighted in parish/congregational websites and at the back of all churches.

The role of the Diocesan Designated Officer is:

- to hear any concerns relating to safeguarding, including any disclosures or allegations of abuse, and take responsibility for managing the response to that concern or disclosure, from start to finish. This would include the preliminary internal inquiry and referral to the Health and Social Care Trust/Health Service Executive/An Garda Síochána/PSNI, and any subsequent internal investigations. Specific procedures have been drawn up for the Diocesan Designated Officers to follow and these can be made available on request;
- to ensure that the person raising a concern, disclosing abuse, or making an allegation and anyone who is implicated are regularly informed about the progress of the inquiry process;
- to liaise with the National Office and have an overview of all matters dealt with under these procedures within the Archdiocese;
- to carefully record all steps undertaken as part of these procedures.

3. Diocesan Safeguarding Committee

The Archbishop has established a Diocesan Safeguarding Committee. Its role is primarily focused on creating, maintaining and monitoring a safe environment for all aspects of church life and activity and for advising on the human resources required for implementing best Safeguarding Practice across services. Its role is supportive and developmental. It is not related in any way to the management of individual cases of suspected or alleged abuse. The Diocesan Safeguarding Committee has responsibility for:

- the provision of training;
- the safe recruitment of volunteers and staff within the Archdiocese;
- regular review of the Diocesan Policy and Procedures for Safeguarding as and when required;
- communication and promotion of all aspects and developments in relation to Safeguarding in the Archdiocese.

4. Diocesan Advisory Panel

The consultative Diocesan Advisory Panel has been appointed by the Archbishop in order to advise and assist him at all stages of the investigative process into alleged abuse. The Panel provides a consistent and accessible source of guidance, through a process of risk assessment, for the Archbishop who is charged with specific responsibilities for decision-making in response to alleged or actual abuse involving a priest or religious.

The Diocesan Advisory Panel provides advice on:

- the complaint itself;
- ensuring that the safety and welfare of the child(ren), remains paramount;
- the appropriateness of providing help to a child making an allegation and to the family of the child;
- the appropriateness of the respondent continuing in his or her present pastoral assignment, having regard to the paramount need to protect children;
- how the right of the respondent to a fair trial, on any criminal charge, may be preserved and his or her good name and reputation may be appropriately safeguarded;
- whether a specialist Risk Assessment of the respondent should be sought;
- the needs of a parish or other community in which a respondent has served;
- the needs of the wider community, including the appropriateness and timing of any public statement.

The Panel creates a record of its recommendations and notes the matters upon which it has been asked to advise and the documents which it has considered.

5. Support Person(s)

A Support Person(s) is appointed by the Archbishop to be available for those who make an allegation/disclose abuse under these procedures. The person (who can be a child or adult) making the allegation will be offered a choice between a male or female Support Person.

- The role of the Support Person(s) is to assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the Diocesan Designated Officer.
- To facilitate the child or adult in gaining access to information and help.
- To represent their concerns during the inquiry process.

The Archdiocese will provide appropriate training for the Support Person. The Support Person is not a counsellor to the child or adult, and must not be, or act as, their therapist. Support Persons must be particularly attentive to the expressed needs and objectives of the child or adult and the fact that some may be reluctant to seek help. Support Persons should, therefore, consider how any therapeutic or spiritual needs, of a child or adult who has made an allegation/disclosed abuse, may be met and will be mindful of his/her on-going vulnerability during this process.

In addition, the Support Person should:

- consider any wishes of the child or adult disclosing abuse, in regard to a pastoral response by the Church to his or her family;
- be available to the child or adult throughout the course of the inquiry process, and thereafter as required;
- ensure the child or adult is kept informed of developments in relation to them;



- represent the wishes and any therapeutic needs of the child or adult to the Diocesan Designated Officer, as required;
- arrange, if considered helpful, a meeting between the child or adult and the Archbishop.

Under no circumstances should the same Support Person be provided for the child or adult making the allegation/disclosure of abuse and for the respondent.

6. Adviser(s)

The Archbishop will appoint an Adviser(s) to be available to the respondent. Advisers shall represent the needs of the respondent to the church authority and assist, where appropriate, with the care of the respondent and with communication between the respondent, the Diocesan Designated Officer and the church authority/church organisation. The respondent's Adviser shall not be the respondent's therapist or spiritual adviser. Advisers should be particularly alert to the sense of isolation and vulnerability which a respondent may experience following an allegation of this nature. He or she will:

- accompany, if so requested, and be available after the respondent's meeting with the church authority and the Diocesan Designated Officer;
- inform the respondent of his or her right to obtain advice in civil and Canon Law;
- identify any therapeutic or other needs of the respondent and suggest how these may be met;
- consider the wishes of the respondent in regard to a pastoral response by the Church to his or her family;
- be available to the respondent throughout the inquiry process and thereafter as required;
- ensure that the respondent is kept informed of developments in regard to the inquiry;
- represent the needs and wishes of the respondent to the Diocesan Designated Officer, as required. Appropriate training is provided to the Adviser.

Under no circumstances should the same Adviser be provided for the child or adult making the allegation/disclosure of abuse and for the respondent.



Appendix 6

Guidelines on use of modern technology when working with children

Use of mobile phones

The use of mobile phones for communication has grown rapidly and many young people use their own personal mobile. In addition, many mobiles can be used for photography and video as well as for the internet. It is therefore important for groups to be very clear on their stance in relation to use of mobile phones for church personnel.

The following guidelines are recommended:

- when responsible for the supervision and safety of young people, church personnel should not use mobile phones for social or business purposes unless in the case of emergency. To do so would be considered to be both unsafe and inappropriate conduct. Anything which compromises the ability to maintain a safe environment and give full attention to the supervision of children should be actively discouraged;
- most mobile phones have a facility to take photographs and videos which can be immediately uploaded onto the web or social networking sites without permission. Therefore, group leaders should discourage the use of mobile phones during church activities. The group may wish to produce a mobile phone Code of Conduct to ensure safe usage;
- mobile phones with photographic and video facilities are not to be used in changing facilities or residential accommodation;
- contacting children by phone, text or e-mail should never be undertaken without parental knowledge or consent. Additional communication should be directed to the child's parent/guardian;
- when hearing confession, priests should not use mobile phones unless in the case of emergency.

There are situations when access to a mobile phone will make a positive contribution to the safety and welfare of children, particularly when an emergency occurs.

Use of the internet and e-mail in Church

Many parishes and diocesan groups have websites and use e-mail as a form of communication with children and families. Through these websites they give information on many things including Catholic faith and social teaching, parish and diocesan activities, activities organised by other agencies whether community or faith based and give links to other websites. Information relating to groups working with young people should only be included in diocesan/parish websites if they adhere to a child protection policy which has been sent to the Diocesan Training Team for approval.

Acceptable internet use policy

Use of the internet by church personnel to promote, inform and educate, is encouraged where such use supports the ethos of the Archdiocese. It is the responsibility of those church personnel using the internet and the Parish Priest/Administrator/Diocesan Contact Person for each of the diocesan groups to ensure that they:

- comply with current legislation;
- use the internet in an acceptable way.

It is recognised that many young people communicate through social networking sites and personal e-mails. This method of communication is generally not shared with parents/guardians. It is therefore the responsibility of the group leader/organiser to ensure that any information shared with a child through a social networking relationship or through e-mail is shared with parents. The following are some guidelines to follow:

- all e-mails sent and received from children should be retained for 2 years;
- young people should only be contacted by group e-mail and should also be forwarded to parents;
- it is the right of each individual to decide who has access to their e-mail address. All e-mail providers offer a BCC (*blind copy*) function which allows the sender to send an e-mail to many people without revealing the addresses of the other people receiving the e-mail. In order to ensure the privacy of children and parents/guardians, individual addresses from group e-mails should be sent using the BCC box. If you are unsure how to do this contact the Diocesan Safeguarding Office and someone will advise you;
- group e-mails should give individuals the opportunity to have their contact details removed from the list by including a statement such as: "If you wish to be removed from this e-mail list please contact the administrator".

Unacceptable internet use

In particular the following is deemed unacceptable internet use or behaviour:

- visiting internet sites that contain offensive, obscene, hateful, pornographic or illegal material;
- using the computer to perpetrate any form of fraud, or software, film or music piracy;
- using the internet to send offensive or harassing material to other users;
- using obscene or racist language;
- hacking into unauthorised areas;
- publishing defamatory and/or knowingly false material about others on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format;
- introducing any form of malicious software into the corporate network;
- intentional damage to computers, computer systems or computer networks;
- intentional damage to any information communication technologies equipment;
- using another users password or giving their password to another user;
- using the network for unapproved commercial purposes.

If a diocesan or parish group uses the internet or emailing as part of its activities, the group leader must ensure that each leader and young person is aware of what is acceptable and unacceptable usage, using the above points as a guide. The area of cyber bullying should also be addressed in drawing up and implementing an anti-bullying policy.



Useful Website Addresses

Church organisations can get further help and guidance about online safety from the following:

For adults – Child Exploitation and Online Protection Centre (CEOP)

www.ispai.ie

www.copine.ie

www.ceop.gov.uk

For children – Child Exploitation and Online Protection Centre (CEOP)

www.thinkuknow.co.uk

NSPCC

www.childline.org.uk/Info/Pages/OnlineSafety.aspx

For information on Cyber Bullying

www.bullying.co.uk/schools/cyberbullying

Appendix 7

Anti-Bullying Policy

The Archdiocese recognises the devastating effects and long-term damage that bullying can have on anyone but especially young people and we hope to create a safe “bullying-free” environment for the young people of our Diocese. However, should bullying occur our leaders will have the resources and knowledge to respond effectively.

What is Bullying?

Emotional:	Being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures).
Physical:	Pushing, kicking, hitting, punching or any use of violence.
Racist:	Racial taunts, graffiti, gestures.
Sexual:	Unwanted physical contact or sexually abusive comments.
Homophobic:	Because of, or focusing on the issue of sexuality.
Verbal:	Name-calling, sarcasm, spreading rumours, teasing.
Cyber:	All areas of internet use, such as email and internet chat room misuse; Mobile threats by text messaging and calls; Misuse of associated technology, i.e. camera and video facilities.

Signs of Bullying

A child may indicate by signs of behaviour that he/she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- does not want to attend youth group/school/club anymore;
- has poor or deteriorating schoolwork, inability to concentrate;
- has possessions which are damaged or “go missing”;
- asks for money or starts stealing money (to pay bully);
- continually “losing” money/belongings;
- has a shortage of money;
- changes their usual routine;
- is reluctant to go out;
- has torn clothes, broken glasses, missing schoolbooks;
- becomes withdrawn, depressed, anxious, or lacking in confidence;
- starts stammering;
- becomes aggressive, disruptive or unreasonable;
- is bullying other children or siblings;
- stops eating;
- is frightened to say what’s wrong;
- is afraid to use the internet or mobile phone.



Appendix 8

Guidance on Photography and Video of Children and Young People

Photography and video recording are important methods of capturing social activity and providing an historic record – illustrating and validating important moments in people’s lives. This process is a powerful and personal one, and therefore, the Archdiocese wants to respect the rights of everyone to make the choice whether or not to be photographed or videoed. This policy applies to all organisations in the Church in the Archdiocese of Armagh.

Whilst the use of photography and video can bring a great deal of pleasure and enjoyment, it can also bring a great deal of concern to those working with children. We all should recognise that on the vast majority of occasions when people take photographs of or video children and young people, there are a range of valid reasons for this and such occasions do not provide any cause for concern.

Unfortunately, there are times when this is not the case and use of photography or video can be open to abuse. Some of the risks associated with photographing or videoing children can include:

- collecting and passing on images of children which may be misused;
- identification of individual children to facilitate abuse; or
- identification of children in vulnerable circumstances.

The Archdiocese recognises that every parish will have their own arrangements in relation to its use in schools, youth groups and for the sacraments. However, these guidelines have been devised to help parishes and diocesan groups:

- The consent of parents/carers (and children/young people of appropriate age) should be sought in writing before any photographs are taken or video footage recorded of children;
- An organisation may seek overall consent from its members for photography but the guidelines should be clear as to the reason and purpose for that decision;
- Written permission must be sought from the parent/guardian or the person who owns the photograph/video footage before that photograph/video footage can be displayed on promotional materials or websites e.g. in Church or Church Buildings for the Sacraments of Communion and Confirmation (This can be incorporated in the registration form when a child joins a group (template permission Resource 7 page 70 of the National Board for Safeguarding Children in the Catholic Church Safeguarding Standards and Guidance document);
- Neither names nor any personal information should be displayed alongside any photographs;
Special consideration should be given where taking photographs or video footage might be misinterpreted, or the images could be seen as provocative (e.g. beach trip or gymnastics display etc.). With the right planning, such events can be recorded and enjoyed;
- Children in vulnerable circumstances, such as those in care or victims of parental violence should not be photographed at all unless there is clear consent and no risk.

Photographs should only be taken by an authorised person who has a suitable reason related to the child or organisation i.e. they are a parent, a relative, a club member, or a member of staff. Unless photographs are taken as part of activities such as: sporting events, plays,



concerts etc. they should be used for an individual purpose not a public purpose e.g. not posted on the internet and not passed on to others unconnected with the child.

No photographs/video footage should be taken of children which capture them in what are commonly understood as non-public activities like toileting or changing clothes, or which show body parts not usually visible in public settings. Children should be fully clothed. Images involving groups should be about that activity, not the individual child.

You can decide whether you want publicity photographs and if so you should inform the press of your policies before they arrive. It is worth noting that it is not illegal to take photographs at a public event even if asked not to do so but if your event is private then you can insist that your own policy is followed. Photographs of children in activities should try to include a wide range of types of children, and not show them in breach of rules, or behaving in a reckless or dangerous fashion. Images should never be stored in personal computers.

Mobile phones are easily used without the subject being aware and their main function is to transmit images to others not to be retained by an authorised person as a keepsake. Their use should be discouraged. However, the spread of this technology does make this difficult. This is something to be aware of when hosting an event. You may choose to ban the use of photograph mobile phones at your event but this is difficult to police.

Looked After Children

The photographing, video recording and filming of Looked After Children taking part in family activities, school events and other occasions should be seen as a normal and an essential part of their childhood. However, where the intention is that these photographs are to be stored and/or published, special rules must apply where a child is not living with their natural parents.

Parental consent is essential for all Looked After Children and all requests for images to be taken or recorded of Looked After Children should be referred to the Social Worker responsible for the child in question.



Appendix 9

Guidelines for Intimate Care

- Don't be rushed into taking on intimate care tasks;
- Treat every child with dignity and respect;
- Ensure that the degree of privacy is appropriate;
- Involve the child as far as possible in his/her own intimate care;
- Make sure intimate care is as consistent as possible;
- If you are concerned about anything during intimate care, report it.

Intimate care is defined as any procedure involving touching, or carrying out what could be described as an invasive procedure. Apart from helping someone to eat and drink, the following list contains the major areas of intimate care:

- dressing or undressing;
- assisting a disabled child to use toilet facilities;
- cleaning up after a child has soiled;
- washing, bathing or showering;
- invasive procedures, e.g. colostomy bags or administering medication via the rectum.

For all types of intimate care the main points to consider are:

Staff Issues

- only staff who have been vetted and trained are to be assigned;
- the child should be involved in selecting the carer where possible;
- in cases where a substitute carer needs to be brought in, only properly vetted and trained staff should be used;
- the carer should be the same gender as the child to ensure the dignity of the child is respected;
- particularly for toileting, one person of the same gender will attend the child unless two persons are needed and then reasons must be clearly documented;
- staff will be monitored and proper records kept.

Best Practice

- prior permission should be obtained after discussion with both parent/carer and child and agreement reached on how the specific tasks will be conducted;
- an intimate care plan needs to be drawn up explaining in detail how specific tasks will be conducted;
- roles and expectations are clearly understood by all concerned (parents, child and carer);
- the child's reaction to a situation needs to be accepted as the guide to the child's wishes;
- only appropriate terminology is acceptable to be used to name private parts;
- where there are speech, language, hearing or cognitive difficulties, an agreed method of communication is arrived at beforehand and time taken to familiarise the child with the method;
- built into the intimate care plan should be the aim of working towards independence for the child, as far as is possible;



- the child's attempts to help with tasks should be encouraged and they should be allowed to do any task that they are capable of doing;
- if drugs are to be administered by any method, a medical plan must be drawn up and directed by a physician;
- strict attention must be paid to doctors' directions and proper records kept.

The points above are not exhaustive. However, if adhered to and the paramountcy of the child principle is observed then the intimate care needs of the child should be met appropriately.

Appendix 10

Safe recruitment and selection checklist

It is important that all possible steps are taken to prevent unsuitable people working with children and other vulnerable groups within Church organisations. While the vast majority of people who want to work with children and other vulnerable groups are well-motivated, good recruitment and selection procedures will help screen out those who are not suitable and enhance the prospects of identifying the best person for the post. You will find below a list of recommended steps to take to ensure safe recruitment practices.

Contact with children/vulnerable adults

What contact with children/vulnerable adults will the job involve?

Will the employee have unsupervised contact with children/vulnerable adults or hold a position of trust?

What other forms of contact will the person have with children/vulnerable adults e.g. email, telephone, letter, Internet?

Defining the role

Have the tasks and skills necessary for the job been considered?

Does the job description make reference to working with and having responsibility for children/vulnerable adults?

Key selection criteria

Has a list of essential and desirable qualifications, skills and experience been developed?

Written application

Have all applicants been asked to supply information in writing including personal details, past and current work/volunteering experience?

Have you developed application forms?

References

Are applicants asked to supply the names of two referees who are not family members and ideally, who have first-hand knowledge of the applicant's experience of work/contact with children/vulnerable adults?

Are referees asked specifically to comment on the applicant's suitability to work with children/vulnerable adults?

Are all references provided in writing and followed up with a telephone call if appropriate?

Is the identity of referees verified?

Vetting procedure

Has the vetting procedure that you will need for your selected applicant been considered?

(In the Republic of Ireland, An Garda Síochána central vetting unit, if applicable. In Northern Ireland, AccessNI vetting.)

Has the applicant been informed that you will need to conduct essential background checks before they take up any appointment?

Records

Are details kept of the selection and induction process on the personnel file of the person appointed?

Are references kept on file as part of the record of the recruitment process?



Confidentiality

Is information about the applicant only seen by those directly involved in the recruitment process?

Are applicants reassured that information about them, including information about convictions, will be treated in confidence and not used against them unfairly?

Interview

Have at least two representatives from the organisation been identified to meet with an applicant to explore information contained in their application?

Have the applicant and the application forms been carefully considered, highlighting points to raise in interview, including:

- the applicant's attitudes towards working with children/vulnerable adults;
- areas you want to explore in more detail;
- gaps in employment history;
- vague statements or unsubstantiated qualifications;
- frequent changes of employment.

Declaration

Have applicants been asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children/vulnerable adults?

Have applicants been asked to declare any past criminal convictions and cases pending against them?

Identification

Have applicants been asked for photographic documentation to confirm their identity e.g. driving licence, passport?

Is documentation relating to the applicant's identity and relevant qualifications checked at interview?

Qualifications

Are applicants asked for documentation to confirm qualifications?

Appendix 11

Diocesan Policy on Recruitment and Selection of Clergy including Visiting and Relief Clergy

The Archdiocese of Armagh is committed to ensuring a safe environment for children, young people and vulnerable adults. One of the ways we do this is to ensure good practice in the recruitment of staff and volunteers both lay and ordained.

The Archdiocese recruitment and selection procedure is outlined in the Diocesan Safeguarding Policy and Procedures document. The procedures outlined below complement the policy document and were ratified by Cardinal Brady and Bishop Clifford on 5 December 2011.

All clergy ministering to children, young people and vulnerable adults in the Archdiocese of Armagh must undergo an application process relevant to the jurisdiction within which they are ministering and the Order or Diocese to which they belong.

Application Process for all Visiting and Relief Clergy

- Complete an application form;
- Present two references - one must be from the priest's Bishop or Provincial;
- Produce three separate forms of identification;
- Complete the Confidential Declaration Form;
- Undergo AccessNI or Garda (dependent on jurisdiction) vetting procedures; and
- Sign an agreement form.

This process must be completed before clergy can minister in the Archdiocese of Armagh with the following exceptions:

- Priests can celebrate weddings or funerals in the Archdiocese without having completed an application process; or
- Priests may offer cover for Masses in parish churches up to a maximum of two weeks without completing the application process.

In these exceptions all other safeguarding measures must be stringently adhered. In addition, two further measures must be adhered to, namely:

- 1) The priest must present a 'celebret' card to the Parish Priest and sign the sacristy sign in book; and
- 2) Two adults who have undergone the recruitment procedures must be present at Masses with altar servers.



Clergy can minister in the Archdiocese before the return of their Garda vetting check once the application process outlined above is completed.

An application pack for visiting clergy can be obtained from the Diocesan Office. It is the responsibility of the Parish Priest/Administrator to ensure that all clergy ministering in their parish have completed the relevant recruitment procedures before ministering in their parish (unless they fall into the above exceptions) and to inform the Diocesan Office of the contact details for all clergy wishing to offer cover in the parish or diocesan group. At least two months notice must be given to the person responsible for vetting to ensure that the process is completed before the priest takes up ministry. The vetting status of non-diocesan clergy can be confirmed by contacting the Diocesan Office.

In order for an AccessNI or Garda vetting check to be completed original *proof of identity* is needed. In the case of those *clergy visiting from other countries* it is acceptable for copies of the documents to be faxed or e-mailed to the person carrying out the application process within the Diocesan Office. Originals of these documents must be presented to the person responsible for completing the application process before the priest can take up ministry.

It is recognised that some clergy repeatedly visit parishes and minister when they visit. It is not necessary to repeat the clergy application process for *those clergy returning within a six month* period. Any clergy who offer cover less frequently than six months must undergo the application process again. Letters of Recommendation from the Diocesan Bishop or Superior of the Order and a new check will be required every three years for those visiting clergy who offer cover on an on-going basis.

It is recognised that various *missionary groups request an opportunity to speak in parishes* to promote their missionary work and fundraise for their ministry. These visits are organised with individual parishes. In such circumstances it is the responsibility of the Order to ensure that the people visiting have undergone the relevant checking processes. The Parish Priest/Administrator must ask for proof that these have been completed. It is sufficient that this proof is a letter from the Order Provincial/Superior.

Diocesan Clergy

All seminarians undergo the required diocesan recruitment procedures as part of their application to the seminary. This recruitment procedure is repeated as part of the *preparation for ordination*. Any references sought by the seminary in preparation for ordination serve also as references for the diocesan recruitment procedure. The Diocesan Secretary will inform the person responsible for the clergy recruitment process of the decision to ordain to the priesthood as soon as possible to allow a check to be completed before the date of ordination. The person responsible for vetting of clergy must obtain a clergy record form, process a check for the relevant jurisdiction, inform the training co-ordinator of the planned ordination date, and ensure that an agreement form has been completed.

Existing clergy who move jurisdiction will be expected to undergo the required vetting check for their new appointment. This must be done in advance of the priest move. In order to ensure this is done efficiently the Archbishop will inform the person responsible for vetting of clergy immediately after agreeing the move with the priest. In this situation, the existing record form, references and agreement form already held by the diocese will remain.

The recruitment procedures for *priests applying for incardination into the diocese* will include the steps outlined above for visiting and relief clergy. The Archbishop will inform the person responsible for the clergy vetting process as soon as possible after the application for incardination is agreed.



Storage of Forms

Copies of all of the recruitment forms relevant for the clergy vetting process must be stored securely on diocesan premises as agreed with the Diocesan Director for Safeguarding.

Training

All clergy who are required to complete a diocesan clergy recruitment process as outlined above must also undergo training in safeguarding. A short induction programme is available for clergy and this must be completed before the priest can take up ministry. The priest must then attend the training programme for Parish Safeguarding Representatives as soon as is practicable.

Appendix 12

Role Description of Eucharistic Minister to the Housebound

The main role of the Eucharistic Minister to the Housebound is to bring the Eucharist to the people who are housebound. Parish representatives undertaking this very important role are responsible to the Parish Priest. Their main responsibilities include:

- To bring the Eucharist from the parish church to people in the community who are housebound due to health problems, age or disability;
- To follow the instructions given by the Archdiocese for the reverent conveying of the Eucharist and to follow the appropriate format for the administration of the Eucharist;
- When visiting people either in hospital or in a residential home, to respect the boundaries and regulations of the organisation, particularly by notifying someone in a supervisory position, of your presence in the home;
- To be respectful of the homes of people in the community;
- To be willing to administer the Eucharist prayerfully;
- To be aware of difficulties for some people with swallowing the Eucharist and therefore accommodating the size of the portion of the Host to enable comfortable reception of the Sacrament. It is essential to adhere to guidance from medical staff in relation to health issues e.g. people who are peg fed cannot receive the Eucharist;
- To be sensitive to the fact that doctors, nurses or social services may call just before or whilst the Sacrament is being administered and that medical care should take precedence;
- Willingness to talk with people to whom the Sacrament is being brought, recognising them as part of the Body of Christ;
- Ensure that the Eucharistic Minister has an awareness and adheres to the Diocesan Safeguarding Policy and Procedures.

Person Specification

- To have reverence for the Eucharist;
- To have a clear understanding of the Eucharist as a Sacrament of unity, reconciliation and healing;
- Full acceptance of the Church's teaching on the Eucharist and the Mass;
- To be available to bring the Eucharist on a regular basis to those in need;
- To recognise that Jesus is present in the Eucharist and in the people to whom the Eucharist is being given;
- To be able to maintain confidentiality in relation to people's personal details and information.

Note: We recognise in the case of close relatives who live at the same address as the housebound or close family members e.g. children/niece/nephew/grandchildren or siblings, there is an exception from the normal vetting requirements as no additional access is created in such cases.



Appendix 13

Children's Liturgy – Role Description

The purpose of this role is to work with pre-school and primary school children to provide an adapted Liturgy of the Word for them during Mass on Sundays and major Feasts. The main responsibilities of this role include:

- Work with others to form and inform a Children's Liturgy Group with regular planning meetings;
- Arrange for parents of the children and the parish community to be informed of the aim and content of the Liturgy Group;
- Prepare the venue and ensure the safety and well-being of the children and to conduct the Celebration of the Word with them;
- Liaise with the priest at the parish Liturgy and any other appropriate ministers;
- Organise the provision of the necessary books and equipment with the support of the parish;
- Ensure that the children's Liturgy is conducted in accordance with the Diocesan Safeguarding Policy and Procedures and Health and Safety policies and procedures;
- Monitor good practice and implement changes where necessary to enhance quality and safety.

Person Specification

- An ability to relate to both children and adults and enjoy working with children;
- Commitment to the teaching of the Catholic Church, liturgical program and parish life;
- Willingness to give time for preparation and co-ordination activities;
- Aged 18 or above;
- Those aged between 16 and 18 may also participate but must be supervised by an adult who has been vetted.

Appendix 14

Whistleblowing Policy

This policy is intended to facilitate anyone, either Diocesan personnel, members of parish congregations, those using Church facilities or members of the public, to report safeguarding concerns which they become aware of within the Archdiocese of Armagh.

When someone has a safeguarding concern within the Archdiocese, they may not feel that they can express their concerns because it may be seen as being disloyal to individuals they have known for a long time or to colleagues that they work or volunteer with. They may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice. It is important not to ignore the concerns that you have.

The Archdiocese of Armagh is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we would encourage anyone who has concerns about any safeguarding aspect of the services provided by the Archdiocese to come forward and voice those concerns, which will be treated in confidence. However, anyone reporting a safeguarding concern or allegation should be aware that all such reports are reported immediately to the appropriate civil authorities for investigation.

The policy applies to all Church personnel and volunteers but can be utilised by anyone who has a serious safeguarding concern. These procedures are in addition to the complaints procedure outlined at Appendix 15 of this policy and in no way affect an individual's right to report any concerns to statutory organisations.

Aims of the Policy

This policy aims to:

- encourage individuals to feel confident in raising serious concerns and to question and act upon those concerns;
- provide avenues for you to raise those concerns;
- ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.

How to Raise a Concern

You should discuss any concerns that you may have directly with one of the Diocesan Designated Officers. The mechanism for dealing with safeguarding allegations or concerns is outlined in Standard 2 of this document.

When reporting a safeguarding allegation or concern, you should provide as much detail outlining the circumstances of your concerns as possible. The earlier you express the concern the easier it is to take action. Concerns may be raised verbally or in writing. They can be made anonymously and will be treated in confidence. However, anonymity might restrict the ability of professionals to access information or to intervene to protect the vulnerable.



All concerns will be treated in confidence and every effort will be made not to reveal the identity of the person raising the concern if that is what they want. However, the individual highlighting the concern may need to come forward at some stage as a witness. It should also be remembered that whilst every effort will be made to preserve the confidentiality of the person highlighting the concern, there are a number of factors which will need to be taken into account. These may include the seriousness of the issues raised; the credibility of the concern; the likelihood of confirming the allegation from attributable sources; etc.

The guiding principle will always be that the safety of the child, young person or vulnerable adult is the most important consideration.



Appendix 15

What if I am unhappy with the way my concerns were dealt with?

If you are unhappy with the way that the Church has dealt with your concerns, you can ask for it to be independently reviewed. You cannot ask for the matter to be re-investigated but you can ask for the process (i.e. how it was dealt with) to be reviewed.

You must ask for a review within three calendar months after the Church's investigative process has finished, but this timeframe can be extended in certain circumstances. You should write to the National Board for Safeguarding Children in the Catholic Church, setting out the reasons why you are unhappy with the process. If you have any difficulty in doing this, please contact the National Board to discuss other ways they may be able to help you to ask for a review.

The review will be conducted by an independent review panel of three persons with specialist expertise. The Review Panel cannot review the outcome of the process, but will look at the manner in which the process was conducted and ensure that all the required steps were followed.

At the end of the review, the Review Panel will then make a recommendation.

The person who your concern/allegation was about is also entitled to seek such a review if he or she is unhappy with the way the process was conducted. For further details of the review process, please see the *Child protection allegations and concerns - Review procedures* outlined in *Resource 13 of the Standards and Guidance Document for the Catholic Church in Ireland*, or contact the National Office for further information.

Child protection allegations and concerns - Review procedures

1. If the person who raised a child protection concern/made an allegation or the person they raised the concern about (the respondent) is unhappy with the way in which the concern/allegation was managed they can ask for this process to be reviewed.
2. The person requesting a review will normally be required to provide written reasons for his or her dissatisfaction with the process. There may be circumstances where this is not possible, for example, where the person making the allegation is a child or has an impairment. In these situations, their request will be accepted verbally and assistance will be offered to enable them to access a review.
3. The person's written request for a review should be forwarded to the National Board within three calendar months of the conclusion of the investigation of the matter. However, the National Board can accept requests for review outside this timeframe if it feels it is appropriate.
4. The Review of Process is an independent evaluation, not only of whether the child protection procedures have been properly observed, but also of whether the Standards established in the *Safeguarding Children - Standards and Guidance Document for the Catholic Church in Ireland* have been adhered to. This review of process shall not, however, include or extend to a review of the outcomes determined under the child protection procedures.



5. A review under these procedures is to be conducted otherwise than in public and, save as appears below, in confidence. The review will be carried out with respect to similar confidentiality guidelines as the initial inquiry.
6. The National Board will appoint three Reviewers from the National Review Panel, who will arrange for a review to take place. The Reviewers will be independent and they will decide how best to conduct the review in line with these procedures.
7. The National Board will inform the Church authority concerned that a review of process has been requested and approved. The National Board will also ensure that both the complainant and/or respondent are informed that a review has been requested and will take place.
8. The Reviewers can use their discretion after looking at the information and decide not to carry out a review or to discontinue a review if they consider the request to be inappropriate.
9. In any case where a request is made to the National Board for a review and the Reviewers, having been appointed, decide not to carry out a review they will write to the person who has requested the review and the National Board outlining their decision.
10. The Reviewers can ask to interview any person concerned (other than a child), and will, in the case of a Church organisation or Church authority, be given, and have access to all such information and documentation relating to the matter in the possession of the body or authority. Some information and documentation may be given, or access afforded, to the Reviewers may be legally privileged material¹ (referred to below as material). This will be done to ensure that the Reviewers have all they need to properly, fully and effectively carry out their role. It will also ensure full transparency, openness and cooperation, and so foster confidence and trust in the child protection process as a whole, and assist in facilitating the best possible handling of child protection concerns generally. Any such material will be disclosed on the following basis:
 - a. there being no intention whatsoever, in giving and/or affording access to the material to abandon or waive legal professional privilege over the material concerned;
 - b. access being afforded for the specific and limited purposes of the Review, and in the context outlined above;
 - c. access being afforded on the strict condition and understanding that the confidentiality of the material, which it is the intention of the Church organisation / Church authority to maintain into the future, be strictly observed by the Reviewer, and, without prejudice to the generality of this, the following strictures be abided by:

¹ Such material, which is exempt from disclosure in court, and other relevant proceedings, comprises the following types of written and/or oral communications: confidential communications between a client and his professional legal adviser, which communications are made in the course of a professional legal relationship between them for the purpose of either seeking or giving legal advice (not other advice, and not mere legal 'assistance'); and confidential communications between a client and his professional legal adviser, or between the client and a third party, or between his professional legal adviser and a third party, the dominant purpose for which was preparation for pending, contemplated or reasonably apprehended litigation.



- In the case of documents, access to the material will be given by means of inspection only (copies will not be made) in a confidential setting, at the premises of the Church organisation/Church authority where the relevant files are normally kept.
 - Any notes made on foot of any inspection, interview or other disclosure of the contents of the material for the purposes of the Reviewer carrying out the Review, be kept secure and confidential, and be promptly destroyed once used for those purposes; and
 - Disclosure of the material, or its contents, not being effected to any third party (including any other party to a Review), without the prior, written, consent of the Church organisation/Church authority.
11. If, at any stage during the course of a review, the Reviewers have reasonable grounds for concern that a child may have been abused, or is being abused, or is at risk of abuse, they will inform the Health and Social Services or An Garda Síochána/PSNI if this has not already occurred.
 12. The Reviewers will carry out the review within three calendar months, unless the National Board agrees an extension. The Reviewers shall prepare a draft report upon conclusion of the review.
 13. The Reviewers shall be free to make interim recommendations to the Church authority in the course of its work and, in so doing, shall afford to the Church authority the opportunity of responding to such interim recommendations.
 14. The Reviewers shall check for factual accuracy in the report and to this end, the Reviewers shall provide excerpts of the draft report, containing those parts of the report which refer to or affect the person who has raised a concern/made an allegation, the respondent and the Church authority respectively, to each of those persons, for their checking of the facts.
 15. After considering any comments provided by the person raising a concern, the respondent and the Church authority, the Reviewers shall then prepare a written final report containing recommendations. A copy of the report shall be provided to the National Board and, insofar as they have given their reasonable co-operation to the process, the Church authority, the Church organisation, the person raising the concern/making an allegation and the respondent. The report shall not be published.
 16. If the Reviewers consider that there has been a failure to observe the required processes, the National Board will discuss the case with the Reviewers. Upon such consideration of the report, the National Board shall make such recommendations as it sees fit to the Church authority in relation to the child protection matter.
 17. The Church authority, having considered the recommendations, will decide upon the appropriate course of action and inform the person who has raised the concern/made an allegation, and the respondent.



18. The Annual Report of the National Board shall contain a summary of the learning identified through such reviews carried out during the previous year, with care being taken to ensure that the identity of all persons involved, including the Church authority, is not revealed.
19. The Church authority shall bear all ordinary and reasonable expenses of the review.

Appendix 16

Code of Conduct

Safeguarding is regarded as central to the wellbeing of children, young people and vulnerable adults as they play their part in the life of the Catholic Church. 'Best Practice' promotes an ethos and provides a set of practical policies and procedures to support their development in ways which will promote their security, confidence and independence. It is necessary that the following Code of Conduct be applied as a minimum standard in order to support the Diocesan Policy and Procedures in the area of the safeguarding of children, young people and vulnerable adults. In relation to children, young people and vulnerable adults, volunteers and church personnel:

- will treat these individuals and each other with courtesy, dignity and respect;
- will take care to treat each individual with equal respect, favouritism is not acceptable;
- will always engage with them in an open manner;
- will not spend a disproportionate amount of time with any particular individual or group of individuals;
- will not use physical punishment under any circumstances;
- will not verbally abuse any individual;
- will not engage in, or tolerate any behaviour – verbal, psychological or physical - that could be construed as bullying or abusive;
- will avoid inappropriate language and/or sexually suggestive comments, including telling jokes of a sexual nature, either towards these individuals or among themselves;
- will use age-appropriate language, media materials and activities and never use any sexually explicit or pornographic material;
- will develop appropriate guidelines in relation to the use of computers, videos, the Internet, cameras and camera phones;
- will ensure an appropriate and adequate ratio of adults to children and young people;
- will avoid being alone with an individual e.g. in relation to travel, meetings, home visits, remaining in churches or parish property, where two adults should be present;
- will maintain adequate, gender-appropriate, supervision for males and females;
- will not give alcohol, tobacco, drugs or other illegal substances to individuals under any circumstances;
- will not consume alcohol or tobacco while having responsibility for, or in the presence of, those in their care;
- will not use drugs or other illegal substances under any circumstances;
- will respect their physical integrity at all times;
- will not engage in inappropriate physical contact of any kind - including tough physical play, physical reprimand and horseplay (tickling, wrestling);
- will respect their right to privacy at all times;
- will always act with particular care regarding privacy in locations such as toilets, changing areas etc;
- will not perform tasks of a personal nature for individuals while they are in changing areas (e.g. in the locker room);
- will seek permission from parents/guardians for the taking/use of photographs, the generating of computer images and the making/showing of video recordings of events;
- will not give their personal details to individuals and only the named leader will hold personal details of individuals;
- will only contact individuals via their parents/guardians.



Appendix 17

Guidelines for Sacristy

- All Clergy, members of the Sacristy Team and all present in the Sacristy must sign the register in the sacristy;
- There must be at least two vetted adults in the sacristy if children or young people are present;
- No adult, clergy or lay person, should be alone in the sacristy, choir gallery or other separate location within the Church area with children or young people;
- All children and young people must be treated with courtesy, respect and dignity;
- All adults must be aware of their duty to prevent child abuse and to report concerns and suspicions;
- All adults should be aware of the relevant telephone numbers with regards to reporting concerns and suspicions;
- The interests and welfare of children and young people are paramount. All children and young people have a right to be safeguarded.

Appendix 18

Code of Conduct for Altar Servers

You have chosen to be an Altar Server and you now have an important role. To ensure that you fulfill your role as well as you can, you should:

- ✓ Always remember that you are in God's house.
- ✓ Show respect and behave well at all times.
- ✓ Speak quietly and move gently around the Sanctuary and in the Sacristy.
- ✓ Treat other children and adults with kindness and patience.
- ✓ Get to know when you are serving Mass. Let your parents know and make sure you can attend when needed.
- ✓ Send apologies in good time if you cannot attend.
- ✓ Sign in each time you serve Mass.
- ✓ Be on time – at least 10 minutes before Mass begins.
- ✓ When you are allowed to enter the sacristy, it's important to wait outside the sacristy door until the Sacristan/Priest/Supervisor calls you in, as the Priest needs quiet time to prepare for Mass.
- ✓ Leave promptly after Mass.
- ✓ Make your own arrangements to get to and from Church safely.

If you have any worries about your role as an altar server, please speak to your parents who will contact the sacristan or priest to discuss these.