CONFIDENTIAL

Safeguarding Audit Handbook

Guidance for Single Points of Contact (SPOCs)

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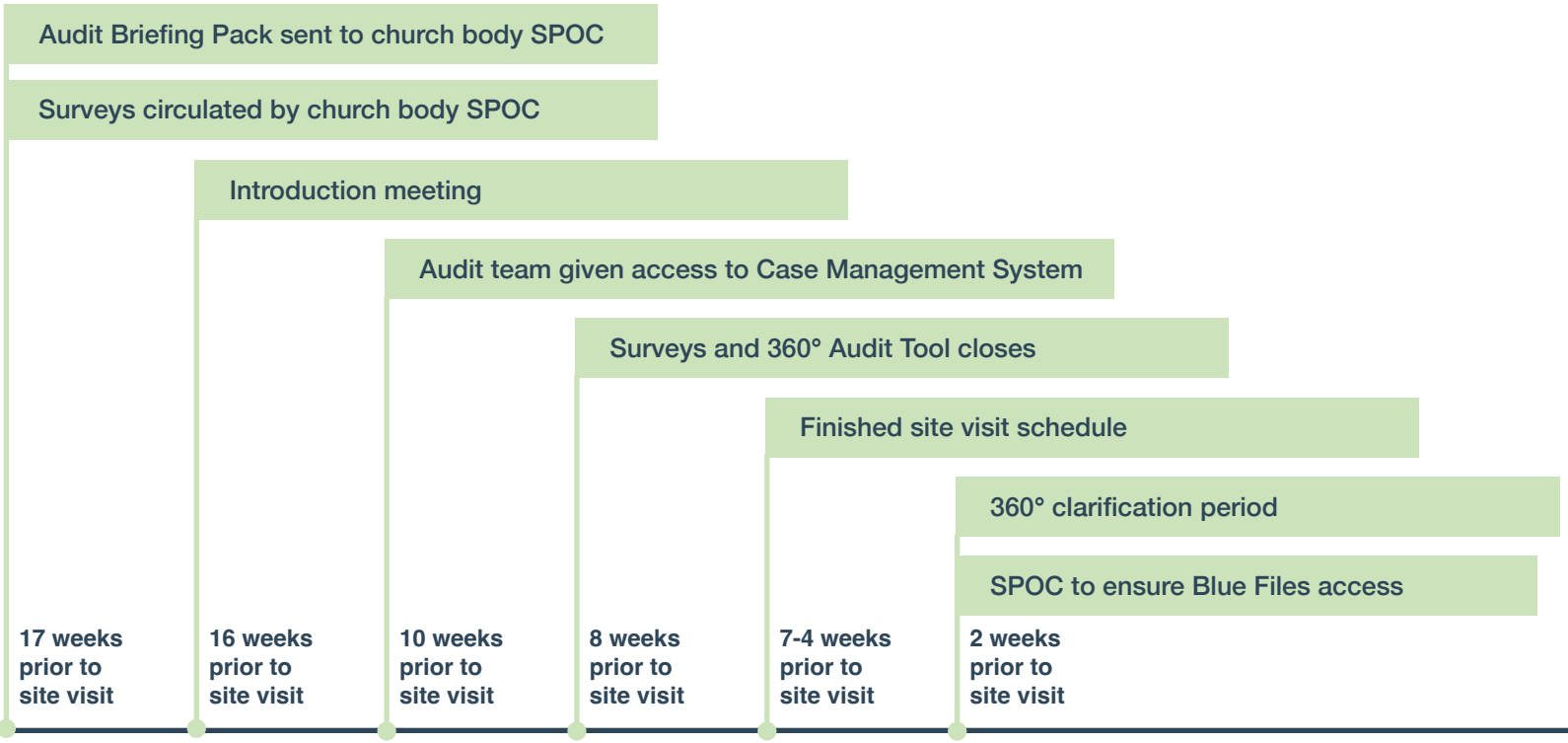
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Full Timeline

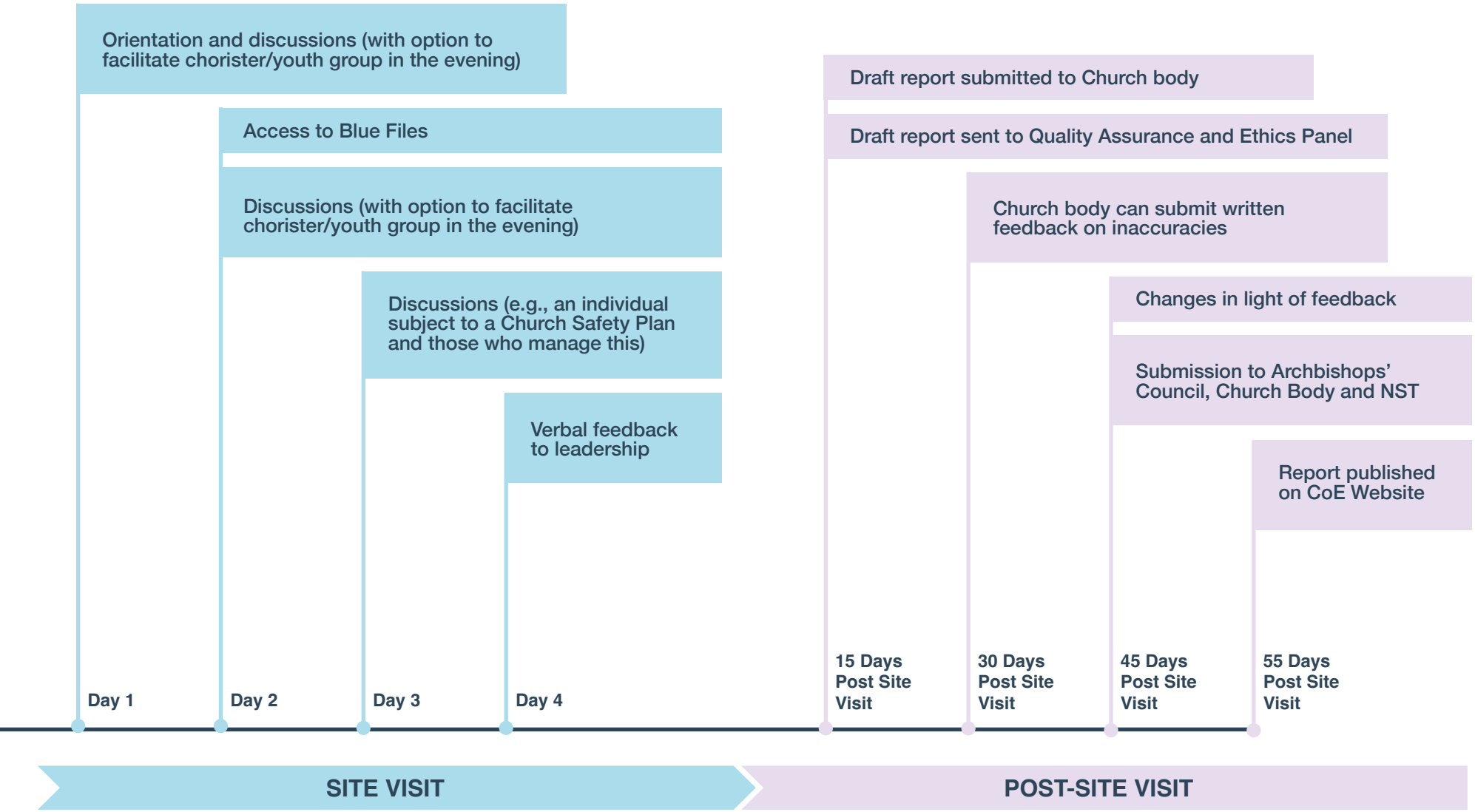


PRE-AUDIT SITE VISIT

Between weeks 17-1, there will be fortnightly Keeping in Touch (KIT) meetings with INEQE's SPOC.

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Introduction

This Safeguarding Audit Handbook provides detailed information about the Independent Safeguarding Audit specifically for you, the Single Point of Contact (SPOC) at your Church body. Use this guide to navigate the audit process. For additional information relevant to your Church body, including explainer videos and helpful resources, please visit our webpage or read our FAQs.

About the Independent Safeguarding Audits

In August 2023, INEQE Safeguarding Group were appointed by the Archbishops' Council to carry out the next round of independent external audits of Church of England dioceses and cathedrals, starting in January 2024. INEQE were appointed after a full and open tender process, which included survivor representation.

Independent safeguarding audits were first commissioned in 2015 with a pilot scheme which was then rolled out across the Church. The Independent Inquiry into Child Sexual Abuse (IICSA) commended these audits and one of IICSA's 2020 recommendations (no. 8) was that independent external auditing of the Church's safeguarding policies and procedures, as well as the effectiveness of safeguarding practice in dioceses, cathedrals and other Church organisations, should continue. As with the original audits, all reports will be published along with a follow up action plan and both Bishopthorpe and Lambeth Palace will also continue to be part of the auditing process.

The audits will be carried out in the diocese and cathedral at the same time (previously this was done separately).

About INEQE Safeguarding Group

As one of the largest organisations of its type in the UK and Ireland, INEQE Safeguarding Group delivers a wide range of contemporary, credible, and relevant safeguarding services.

INEQE have developed a strong reputation for conducting high quality and complex safeguarding reviews and audits with the primary aim of helping organisations reflect, learn, and improve, so they are better able to address the specific safeguarding risks they face.

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Meet the Independent Audit Review Team

The core audit team includes, but is not limited to, the following people:

Jim Gamble QPM
Lead Auditor



Jim is a former Chief Police Officer and was the founding Chief Executive of the Child Exploitation and Online Protection (CEOP) Centre. He is currently the CEO of the INEQE Safeguarding Group and the Independent Child Safeguarding Commissioner of the City and Hackney and the Independent Chair of Bromley Safeguarding Children Partnership.

A former UK Association of Chief Police Officers (ACPO) lead for child abuse investigations, internet safety and countering child trafficking. He was a co-author on the UK's first Domestic Homicide Review and in 2010 was appointed by the then Home Secretary to lead the initial scoping review of the investigation into the disappearance of Madeleine McCann.

More recently, he led a wide-ranging safeguarding review of an NHS Trust, Oxfam GB and an international faith-based organisation at the request of the Charity Commission.

He has also commissioned and overseen a number of contemporary Serious Case and Practice Learning Reviews, including the recent Child Q.

Jim has been called to give evidence to the UK Independent Inquiry into Child Sexual Abuse (IICSA) and has appeared before numerous Parliamentary Committees.

Having graduated from the UK College of Policing Senior Command Course, he completed a Post-Graduate Diploma in Criminology and Criminal Justice Management at Cambridge University.

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Rory McCallum
Lead Auditor

Rory is a qualified social worker with 30+ years of experience in children's services. He holds an in-depth knowledge across a broad range of services, having held both strategic and operational responsibility for children's social care, adult safeguarding, youth offending, youth services, early years services, domestic abuse services, LSCBs and LSCPs.

Rory co-designed and delivered the first Multi-Agency Safeguarding Hub in the UK and also works as the Senior Professional Advisor (SPA) for the safeguarding partnership in the City of London and Hackney. Rory was the previous SPA of the City & Hackney Safeguarding Board who were the first LSCB in the country to be awarded an outstanding grade by Ofsted. Rory has designed learning & improvement systems, delivered safeguarding training at all levels and has written a number of contemporary practice learning reviews, including co-authoring the Local Child Safeguarding Practice Review and Child Q update report.



Hannah Paul
Auditor

Hannah is the Director of Operations at INEQE Safeguarding Group. Through working with children in the UK and abroad, Hannah has developed a strong practical insight into the context of the risks they face. This is accompanied by the academic studies and research associated with her M.Phil from Trinity College Dublin and an LLM from Queens University Belfast, which focused on human rights and the International Criminal Court.

She has significant practical experience working within the third sector, with children and vulnerable young people in the UK, India, Kosovo and Africa. Added to this, she plays a leading role in INEQE's programme of safeguarding reviews and has been involved in all of INEQE's recent and ongoing reviews.



Lynne Knox
Auditor

Lynne is a Senior Safeguarding Advisor with over 28 years of policing experience having served in leadership roles in Northern Ireland and England. She joined South Yorkshire Police in 2020 as a Superintendent for Operations. She spent many years as a senior investigating officer in Public Protection roles including child abuse, rape crime and domestic abuse. She is an advocate for victims of domestic abuse and sexual crime and worked closely with the Crown Prosecution Service in England to improve the police response.

Prior to joining INEQE, Lynne was the Violence against Women and Girls Engagement (VAWG) Lead with the National Police Chief's Council and the College of Policing. She holds a BA (Hons) in Public Policy and Management and a Master of Studies in Applied Criminology and Police Management from the University of Cambridge.

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Lauren Trainer
Auditor

Lauren is a Senior Research Analyst with an MSc in Psychological Research Methods in Child Development and a BSc (Hons) in Psychology. Her undergraduate thesis examined how formal schooling affects children's false belief understanding, and her Master's thesis explored neurocognitive development based on school starting age.



Maurine Lewin
Head of Legal

Maurine is the Head of Legal at INEQE Safeguarding Group. She is a Barrister at Law and the former Head of Legal at CEOP. She has 24 years of experience across Magistrates court services specialising in child protection, family law, policing procedure, senior management and government. Maurine is a key advisor to INEQE's Ethics, Quality and Assurance Panel.



Bill Woodside
Monitoring Group

Bill is the Chief Operating Officer at INEQE Safeguarding Group. He is a former Senior Police Officer with extensive global experience conducting strategic and thematic inspections. Bill holds an honours degree in Law and a Masters in Criminal Justice Management. He is a Fellow of the Chartered Management Institute and a Prince2 project manager.



Jemma McMullan
Single Point Of Contact (SPOC)

Jemma is a Psychology graduate from the University of Chester, has a social care background supporting Looked After Children in challenging settings. Her frontline experience includes roles as a Residential Support Worker within children's homes, secure units and LAC teams,, where she honed skills in therapeutic practices and managing complex situations. Currently, Jemma is the Training and Office Manager for INEQE Safeguarding Group and the SPOC for Church of England audits.

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Quality Assurance and Ethics Panel

Ade Adetosoye

Chair



Ade is the Deputy Chief Executive and Executive Director of Education, Care & Health, Bromley Council and helped the City and Hackney Safeguarding Board to achieve Ofsted's first 'Outstanding' rating.

Karen Leach

Victims and Survivors Advocate



Karen is a safe sport advocate, an ambassador for VOICE (Voices for Truth and Dignity Combatting Sexual Violence in European Sport through the Voices of Those Affected) and an accredited psychotherapist and counsellor. As a child, Karen was a talented swimmer and had a realistic chance to represent Ireland at the Olympics. From ages 10 to 17, she spent endless hours in the swimming pool but was routinely abused by her coach. After the publication of her book, Deep Deception: Ireland's Swimming Scandals, she has advocated for children and young people in sports.

She collaborates with national and international organisations, promoting awareness and safer sports environments through advisory roles and public speaking.

Trauma Informed Practice

INEQE takes a trauma-informed approach to ensure that the voices of victims and survivors are heard at all levels. Measures are adopted to support them before, during, and after their engagement with the audit team.

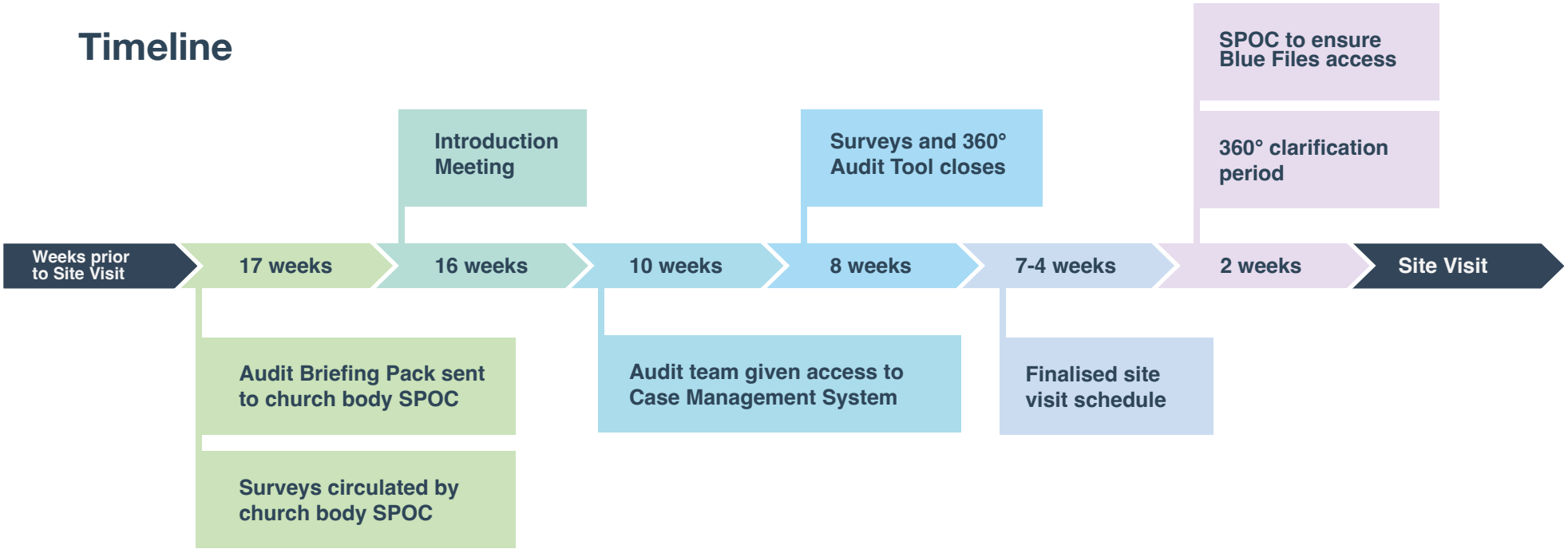
To achieve a positive outcome for victims and survivors, participants can choose how they wish to engage with the audit team, whether through face-to-face discussions, confidential surveys or contact forms, or online video calls. INEQE gathers their accounts using the method that best provides participants with choice and empowerment.

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Pre-Audit Site Visit

The audit team will work closely with the Church body to ensure all information requested is received and any requirements needed for the site visit are identified and met. As the SPOC, you will receive key dates for your audit, awareness raising materials, a template schedule to organise interviews and focus groups and biweekly 'Keeping In Touch' (KIT) meetings with INEQE's SPOC.

Timeline



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Online Surveys

As part of the audit process, the team from INEQE Safeguarding Group would like to engage with a wide spectrum of individuals from dioceses, parishes and cathedral communities through online surveys. These surveys will act as a mechanism through which individuals can comment on matters relevant to the audit's focus.

The surveys are both anonymous (the audit team are not seeking to identify individuals) and confidential (individuals will not be identified in our report). The purpose of the surveys is to enable the audit team to conduct a wider analysis of practice across Church bodies and give individuals the opportunity to contribute to the audit.

No one from the Church of England or other body will be provided with or have access to survey responses.

The audit team have designed surveys for the following stakeholders:

- **DBF, DBE and Office of the Bishop Workforce -** Including all staff or volunteers of these entities and Diocesan Synod.
- **Cathedral Workforce -** Including, for example, the Chapter, clergy, staff, volunteers, members of the choir, or bell ringers.
- **Parish Workforce -** Including, for example, clergy, parish staff, volunteers, members of the choir, bell ringers, or worshippers.
- **Cathedral Worshipping Community -** Including those who visit, attend services or worship at the Cathedral.
- **Parish Community -** Including, for example, parishioner, worshipper, or an attendee of another activity at the parish.
- **Children or Young People -** Including current and previous choristers, youth groups or schools who regularly attend the Cathedral.
- **Victims/survivors of church-related abuse**

WHERE?
Individual Church body surveys can be accessed through INEQE's webpage. Alternatively, they have been sent in your welcome email.

WHEN?
Surveys should be circulated to give respondents sufficient time to reply but will close two months prior to the site visit.

HOW?
Circulating these surveys may require coordination from multiple key people across the diocese. It is important to ensure that those responsible for distributing the surveys understand their roles and clearly communicate the closing date.

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Access to Case Management System

To enable the analysis of information before a site visit occurs, INEQE will require access to each Church body's case management system (CMS). INEQE will discuss with each Church body how best to facilitate this access during the pre-site visit preparatory period.

INEQE expect to dip sample between 10% and 15% of safeguarding case files that have either been opened or closed within the 12 months immediately preceding your audit. Auditors will use a consistent methodology to ensure that the sample is representative.

The level of access required may vary depending on the system used, but in most cases INEQE will request full 'read' access to all electronic case files. Access or log-in details need to be valid for the duration of your audit process. Once the individual Church body's audit has been completed and report published, INEQE's access to the system will need to be removed.

INEQE will no longer require this access following the publication of an audit report, and will remind the Church body to remove their access. This is the case for Church bodies which use MyConcern or any other systems. The SPOCs from each Church body will agree when this should occur.

Where no electronic case management system is in place, INEQE will usually require case files to be scanned and securely shared by email. However, INEQE will discuss practical arrangements for reviewing case files with each Church body during the pre-audit introductory meeting.

Scheduling

As SPOC, you will receive a scheduling template spreadsheet in your welcome email. The spreadsheet includes information on discussion lists and timings and other SPOC information. Please note there are a range of individuals with whom auditors would like to have a scheduled discussion with prior to the site visit. These can be located in the discussion list tab within the template spreadsheet.

Consent Forms

Prior to engaging in scheduled discussions with children and young people under 18 years old, the audit will require consent to be sought from parents or carers. Consent forms will be attached to your welcome email and should be distributed to the relevant group leader, staff member or parents as appropriate ahead of the site visit. All auditors have appropriate Access NI (DBS equivalent) checks and have experience working with young people in a sensitive manner.

Awareness Raising

In your welcome email, you have been provided with materials to help you raise awareness of the audit. This includes a template letter, poster, and PowerPoint. Additionally, you can direct people to the surveys and confidential contact form. Transparency is key to effective safeguarding practice, so share these widely within your Diocese to ensure all voices and experiences can be heard. This includes victims and survivors who have reported abuse, even if it happened in another Diocese.

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360° Safeguarding Audit Tool

The 360° Safeguarding Audit Tool is a series of questions set against a framework that captures an organisation's baseline policies, practices and other information relevant to the audit. For example, beyond policies, this would include records related to safeguarding training, safer recruitment practices, previous audits, reviews or reports commissioned by or into the Church body.

To ensure the most productive use of time, INEQE's approach will be to analyse all available information in advance of site visits. This information will be collected using INEQE's 360° Safeguarding Audit Tool.

Therefore, each Church body will receive their briefing pack, which will include INEQE's online 360° Safeguarding Audit Tool, at a minimum of three months in advance of their audit site visit.

The 360° Safeguarding Audit Tool is a central part of INEQE's overall audit process.

Easy to access and simple to understand, the 360° Safeguarding Audit Tool collates relevant information and provides an opportunity for organisations to set out their strengths and areas for development.

Importantly, the 360° Safeguarding Audit Tool also provides a baseline against which the overall sufficiency of safeguarding can be assessed, and any progress evidenced (i.e. against previous audit recommendations).

Each diocese, cathedral and palace (Church body) will receive an individually tailored 360° Safeguarding Audit Tool as part of their Audit Briefing Pack which must be fully completed online by the date specified as amendments cannot be made after this date.

WHERE?
SPOCs will be sent login details (username and password) separately via secure messaging service Egress.

WHEN?
To facilitate the timely analysis of information, each 360° Safeguarding Audit Tool will have a closing date of two months prior to their audit site visit.

HOW?
Delegate tasks using the 360° Safeguarding Audit Tracker (available in your welcome email).

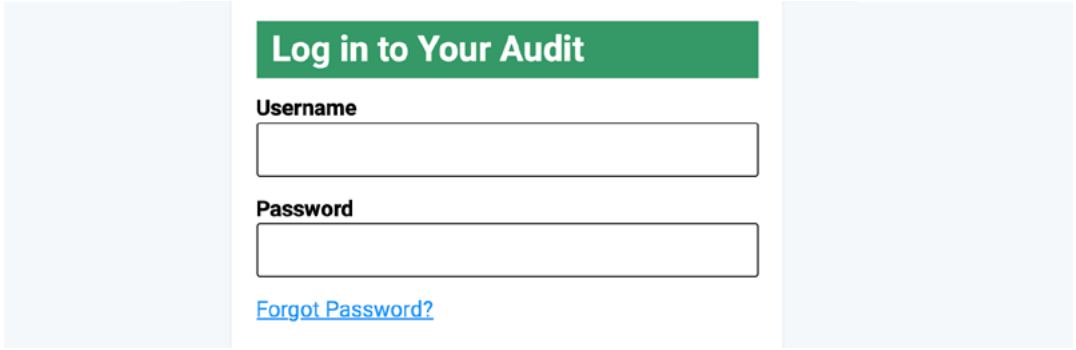
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How to Access the 360° Safeguarding Audit Tool

Each Single Point of Contact (SPOC) for the Church body being audited will receive a unique link to access their 360° Safeguarding Audit Tool.

- This 360° Safeguarding Audit Tool is password protected.
- A username and password will be forwarded separately via secure email to each SPOC.
- The link provided will prompt the user to enter their username and password.
- To aid completion, the 360° Safeguarding Audit Tool includes instructions throughout.



The 360° Safeguarding Audit Tool does not have to be fully completed in one go. There is a Save & Return feature which allows users to save their progress and return to their session at another time.

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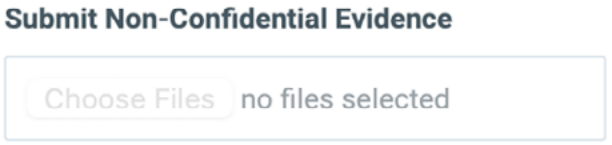
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File Upload

As part of the audit each Church body will be asked to provide documentation to support their answers.

When a file upload item is selected, users will be prompted to select a file or document from their computer.

When uploading information that is not confidential, please select the 'Submit Non – Confidential Evidence' option.



Should you wish to refer the audit team to a web page please use the 'Submit Evidence via a URL' option (a URL is a web address. For example, www.ineqe.com).



Submission of Confidential or Sensitive Documentation

If the information you are required to upload is of a confidential or sensitive nature, please upload it via Egress and complete the information details via the 'File names of Confidential Evidence' option.

Egress, a secure platform for sharing confidential information, is INEQE's preferred method of sharing confidential files securely. If you don't have an Egress licence, one can temporarily be provided to enable the uploading of sensitive information.

However, should your Church body have another secure platform they prefer to use, please discuss this directly with INEQE.



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Top Tips for completing the 360° Safeguarding Audit Tool

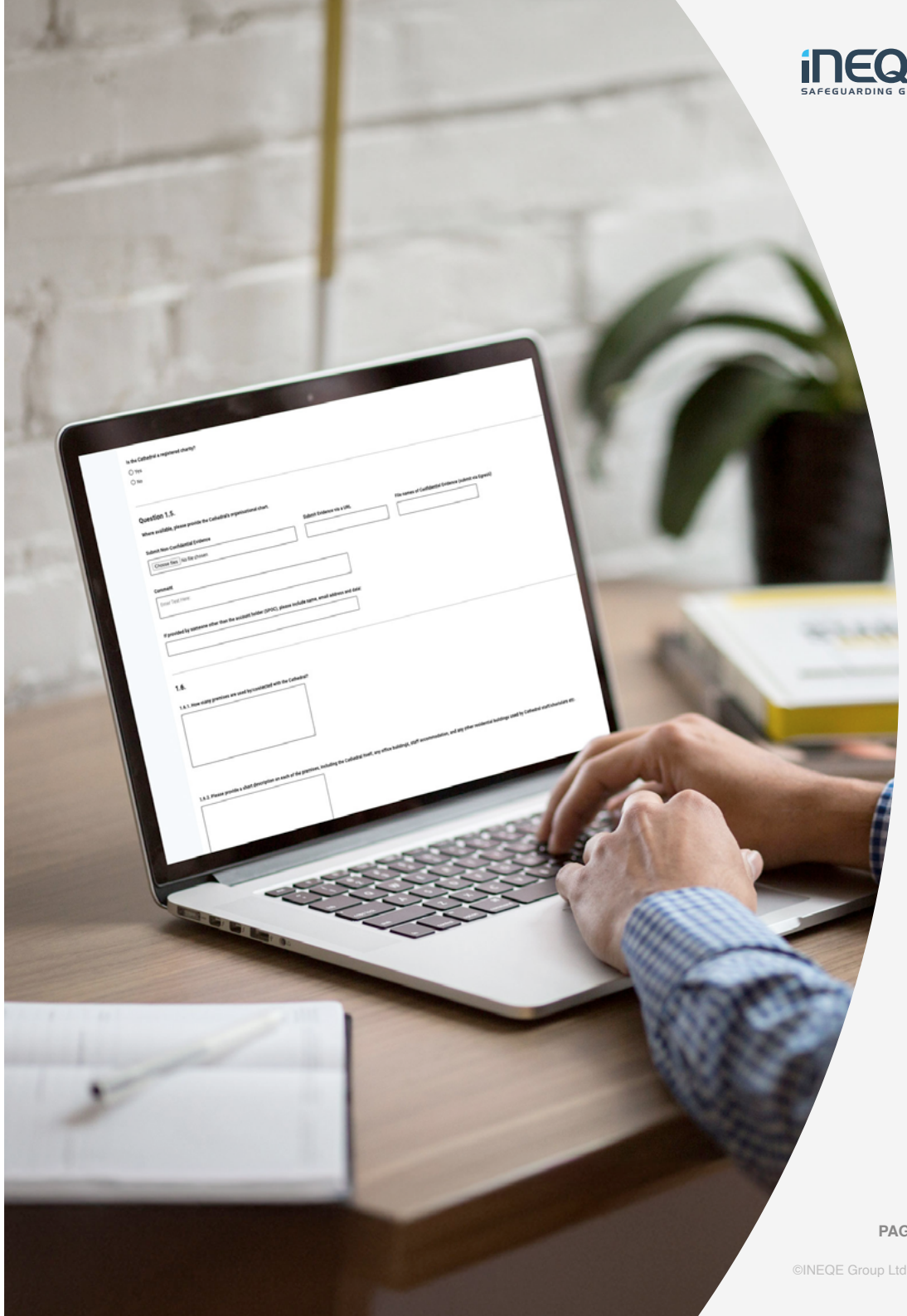
INEQE recognise that a number of different people may be engaged in completing the 360° Safeguarding Audit Tool. It is helpful if the individual who provides the answer puts their name (and if they agree their email address) in the 'submitted by' box.

Don't worry if you can't answer all the questions or provide evidence for each area identified. In such circumstances, please use the comments section to provide an explanation as to why this is the case.

When attaching or sending any documentation, please use the reference number on the form as a reference followed by the appropriate heading e.g., 1.5 Organisational Chart.

Delegate tasks using the 360° Safeguarding Audit Tracker (available in your welcome email).

You do not need to wait to complete the entire document to submit an answer or provide documentary evidence to a specific section or question.



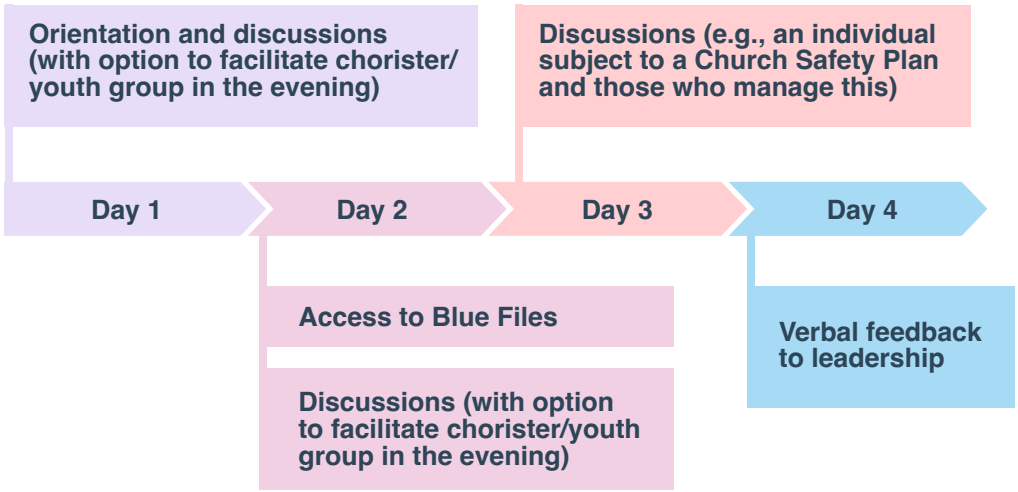
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During an Audit Site Visit

Auditors will be on the ground, per geographical area, for a minimum of three and a half and maximum of five days. Each audit will normally include a visit with a diocese and a cathedral. You will be notified in advance of the length of time auditors require to spend with your individual Church body. The number of auditors present on each site visit will depend on the size of the Church body being audited. However, generally there will be a minimum of four auditors per audit visit. INEQE intends to use a small, consistent team across all audits led by either Jim Gamble or Rory McCallum.

Timeline



Commencement of Audit

At the beginning of your site visit, auditors will require a liaison person to provide them with an orientation of the cathedral and/or diocese building.

Information Collected During Site Visit

To ensure the information collected before the site visit is triangulated, the audit team will conduct semi-structured discussions and focus groups during the site visit. In addition, the audit team will also check manual records that can only be accessed in person.

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Discussion List

The audit team will want to engage with a wide range of individuals who fulfil various roles within the Church body. The discussion list can be found in the Audit Schedule Template, sent in your welcome email. It is not unusual to identify a potential interviewee a short time before the site visit. In some instances, if a key line of enquiry develops during the site visit, INEQE may seek to engage this person.

Auditors Requirements for Each Audit Visit

In advance of each audit visit, you will be notified of the auditor's requirements. This is likely to include;

- Access to parking facilities (where they are available).
- A minimum of two rooms suitable for conducting confidential discussions.
- Access to wifi.
- Water and glasses for those engaging in discussions.
- Access to tea and coffee making facilities.
- If possible, lunch during site visit.

Where focus groups are held during the auditor's visit, the room should be large enough to accommodate a larger group. This will be discussed between the SPOCs.

Audio Recording

To ensure accuracy and capture the nuance of conversations, the audit team prefers to audio record discussions. If an individual does not wish to be recorded, extra time will be required for a second team member to document the conversation in writing.

'Buddies' During Discussions

Individuals may have a friend present for support during discussions, but this person should not be a line manager or senior leader. The aim is to ensure the individual feels free to speak openly without influence or prompting, maintaining the integrity of the audit process.

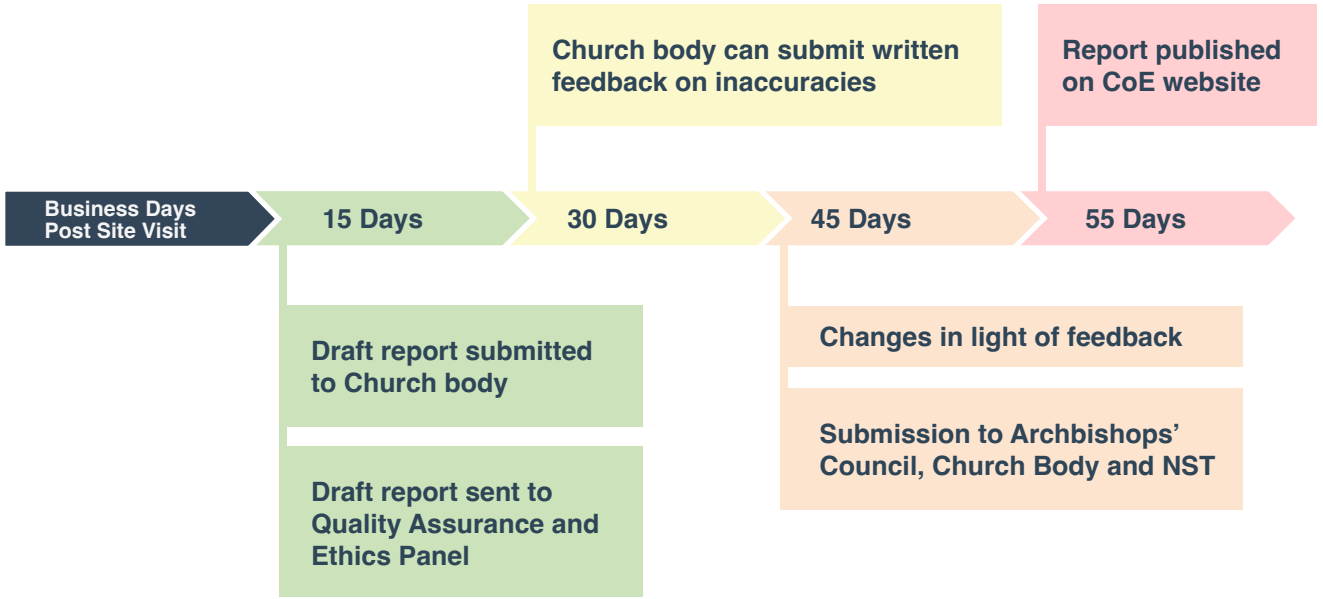
Preliminary Findings Briefing

At the conclusion of the visit, the auditors will provide verbal feedback on their preliminary findings to the SPOCs and other relevant individuals. When an audit covers more than one Church body this will be a joint briefing.

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Post-Audit Site Visit

Timeline



Audit Report

One audit report will be produced for your diocese. This is a single report covering the DBF and cathedral. This audit and subsequent report are designed to be 'strengths based' and will identify and recognise areas of good practice and success. It will also include meaningful recommendations for each individual Church body to help them develop and improve the quality of their safeguarding practice. INEQE will provide a draft report to the Church bodies it concerns, within fifteen business days of the day on which the audit visit concluded.

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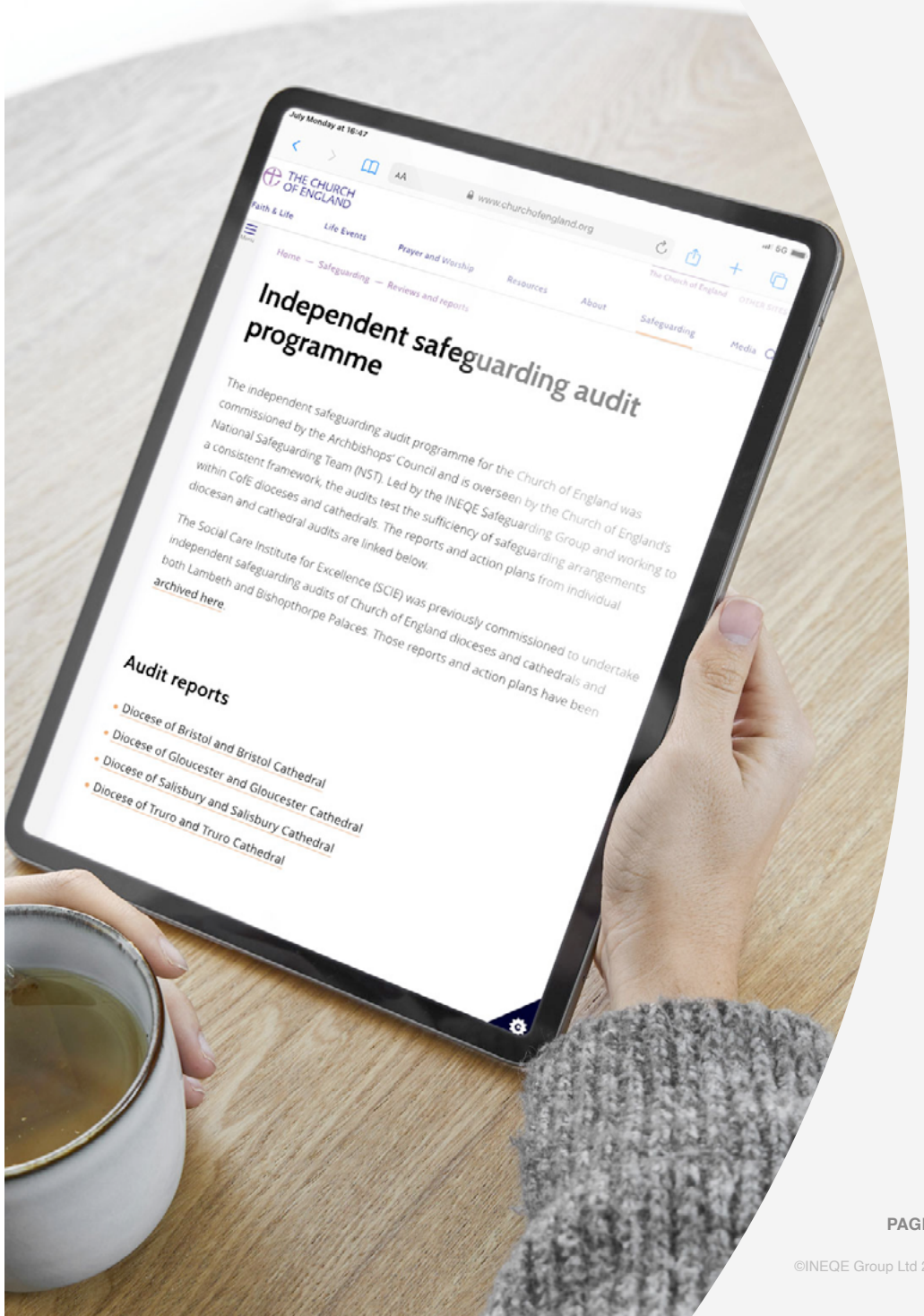
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Accuracy and Quality Assurance

The Church bodies will then have 15 business days to check the report (primarily for factual inaccuracies) and provide written feedback to INEQE. During this time, the report will also be sent to INEQE's Quality Assurance and Ethics Panel. INEQE then have a further 15 business days to make any changes to the report which they consider appropriate in light of the feedback (to be decided by INEQE in its discretion), and to issue the final report to the Archbishops' Council and the Church bodies.

Publication

The report will then be shared with the National Safeguarding Team (NST). The NST allows a minimum of ten working days between receiving a final draft of an audit report and publishing it on the Church of England website. It is hoped that this will allow enough time for Church bodies to make the necessary preparations for publication. If there are specific circumstances meaning a longer period of time is required, Church bodies should contact isap@churchofengland.org at the time.



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Communication and Confidentiality

The nature of the information shared between the Church body and INEQE during the audit will be sensitive and confidential in nature. INEQE will therefore ensure that it adopts and maintains adequate and appropriate measures to preserve the confidentiality of the information provided to it, subject to its legal and regulatory obligations. In addition, where any information obtained by INEQE constitutes personal data, the arrangements set out in the Data Protection section will apply.

Communication Pathways

All communication from Church bodies to the audit team should be sent to the dedicated email address safeguardingauditscoe@ineqe.com

Any other individuals who wish to contact the audit team with a confidential matter can do so using the audit's confidential contact form which can be accessed via INEQE's Church of England Webpage.

Exchange of Sensitive Information

As a standard email is not a completely secure means of communication, INEQE's preference is to use the service Egress when exchanging sensitive information with Church bodies by email. Egress is a secure file sharing service. It provides certified email encryption which offers the highest levels of protection and assurance. If this method is not available to Church bodies, the audit team will be happy to discuss and agree an alternative method with the SPOC at the Church body.

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Information Handling and Processing

- A briefing note will be shared prior to a scheduled discussion to outline the nature of the audit, themes to be covered and a request to capture an audio recording.
- Engagement with children and young people will not include audio recordings but will require parental/carer consent.
- INEQE Safeguarding Group does not share recordings and will delete all personal data after the Church of England's audit, unless required to retain it for statutory or professional obligations.
- A certificate of destruction will be provided to the Church body once the audit process is completed.
- Individuals will be given the option to request destruction of their audio recording following its usage, and will receive confirmation of this.

Data Protection

Data Protection Law means the Data Protection Act 2018 and any enactment which amends, replaces or supersedes that Act which includes the UK General Data Protection Regulation ("UK GDPR") and any legislation which transposes the GDPR into UK law and includes the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all related regulations and codes of practice. A reference to an Article means to an article of the UK GDPR.

It has been determined by the Archbishops' Council and INEQE Group that for the purposes of Data Protection Law, each party is a joint data controller as defined in Article 26 and Recital 79. The parties will therefore process personal data pursuant to the Framework Agreement in accordance with the terms set out in Schedule 1.

Read INEQE's Church of England Privacy Statement by visiting the link below.

https://ineqe.com/churchofengland/privacynotice/

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Immediate Safeguarding Risks

If INEQE identifies any matters during the course of auditing a Church body that it considers to be an immediate safeguarding risk, or indicative of a crime having been committed, INEQE may in its absolute discretion and in accordance with its legal and regulatory requirements, report these matters to:

- **the relevant statutory services,**
- **the Church body, or**
- **the Archbishops' Council.**

Past Reports

Find past reports on the Church of England's website at churchofengland.org and on INEQE Safeguarding Group's website at ineqe.com

Contact Information

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Visit the dedicated web-page for all Single Points of Contact by **clicking here** or typing **ineqe.com/churchofengland/spoc-information/** into a web browser.

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