

Catholic Association Implementation of Safeguarding Standards

Standard 1

1. We listen and respond to all safeguarding concerns. It is important that pilgrims feel all concerns can be raised and discussed in a spirit of care and concern for all in our community.
2. Where people report abuse, they are given the space and time to reflect and talk. Dependent on events further steps are taken to report on to Police, Social Services or to signpost towards support for those who have been previously abused.
3. Details regarding our safeguarding policy are published on our website and feature in our Trustee, Hospitalite and training meetings.
4. All helpers have had access to Educare and British Lourdes Medical Association online training and face to face training immediately before a pilgrimage.
5. There is a nominated Trustee to champion safeguarding matters.

Standard 2

1. Safeguarding messages are communicated verbally and in writing. Details of the safeguarding policy and our code of conduct are printed in every pilgrim's booklet and safeguarding contact phone numbers on every pilgrim ID badge. The Safeguarding Officer is introduced in person at the beginning of the pilgrimage to everyone and attends all pilgrimage main events should someone wish to either phone, text, or meet.
2. Liaison happens between the Pilgrimage Safeguarding officer and home Diocesan safeguarding teams together with CSSA e.g. passing on concerns raised that may need follow up in the community back near a pilgrims home community, sharing updates and information and building relationships, learning about changes and updates.

Standard 3

1. The Safeguarding Officer encourages all pilgrims, especially registered helpers, to see safeguarding as everybody's responsibility by being available and open to discussion about concerns no matter how small.
2. The Safeguarding Officer aims to meet at a space and time to suit the person making the request. Making reporting, sharing, and discussing concerns easy is a way of including all in the culture of keeping people safe.
3. Pilgrims who need signposting on to further help are told what steps the Safeguarding officer will take. Permission to share is always discussed and planned for. Confidentiality is respected but statutory services will always be reported to, with or without a vulnerable pilgrim's permission, where an allegation of abuse is made or is suspected that warrants investigation.

Standard 4

1. Concerns are passed on to the appropriate bodies dependent on whether the report is of a new or historical case, if it is an adult or child.
2. Assessment is made as to the urgency of action required be it immediate, the next working day or on return to the UK.
3. Records are kept of any allegations/ incidents. Confidentiality maintained throughout.
4. A summary informal report back is made to the person who reported the concern confirming their concern was investigated and appropriate action taken without confidential details

being disclosed. The whole Pilgrimage promotes the culture of 'I was listened to and someone took the time to let me know action was taken where necessary'. Those who report need to be supported too and reaffirmed that they did the right thing. Did anything happen or change as a result of my raising a concern?

Standard 5

1. As the pilgrimage is only for 1 week a year any on-going support for those accused will be mainly based in an accused's home location. The pilgrimage will always consider the role each person takes within a pilgrimage, assign appropriate roles accordingly and ensure any Safeguarding Plan agreement is carried through during the pilgrimage week and in any follow on or pre pilgrimage events.

Standard 6 (Safer recruitment)

1. The pilgrimage asks for detailed information, including referees for new helpers, to ensure appropriate involvement with vulnerable pilgrims.
2. All new helpers over the age of 16 undergo a DBS check at enhanced level and including barred lists where appropriate to the role allocated. Pilgrims living abroad provide a police check from their national police force.
3. Helpers under the age of 18 have a different role description detailing the different type of tasks they may be involved with.
4. All helpers follow steps to ensure their actions cannot be misunderstood and work in teams/pairs collaboratively.
5. All helpers with appropriate DBS clearance wear a different lanyard to the standard pilgrim lanyard so that they are easily identifiable.
6. All new helpers are encouraged to join the DBS update service. Returning helpers have an update check carried out each year they return as a helper.
7. Nurses, Doctors and Clergy professional checks are also carried out.

Standard 7

1. All helpers are asked to complete face to face and online training in preparation for joining the pilgrimage. Pilgrims have access to Educare and BLMA (British Lourdes Medical Association) training courses.

Standard 8

1. We foster a good working relationship with CSSA with whom we have an umbrella agreement for the processing of DBS checks. We can email or ring and talk through issues to ensure we remain current and correct in our processes. We are also able to contact the Diocesan Safeguarding teams connected to the various Dioceses and groups that travel as part of the pilgrimage.
2. We support and share evidence of our safeguarding activities with our pilgrims who are supporting Diocesan audit benchmarking activities.
3. We remain open to dialogue and suggestions for improving how we care for the vulnerable who are at the heart of our pilgrimage.