



THE CATHOLIC DIOCESE OF
ARUNDEL & BRIGHTON
LOURDES PILGRIMAGE

POLICY & GUIDELINES

For the safeguarding of children, young people,
and adults at risk

*It is the responsibility of each individual within the fellowship of the Church
to prevent the abuse of children, young people, and vulnerable adults*

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Pilgrimage Safeguarding Policy

PILGRIMAGE POLICY STATEMENT

The Lourdes Pilgrimage:

- Seeks to serve the needs of all pilgrims and in doing so takes seriously the welfare of all who take part in the Diocesan Pilgrimage to Lourdes.
- Aims to ensure that all are welcomed into a safe, caring, Christian environment.
- Recognises that it is the responsibility of each one of its pilgrims to prevent all forms of abuse of any pilgrim and to report any abuse discovered or suspected.
- Recognises its responsibility to implement, maintain and regularly review procedures, which are designed to minimise the risk of abuse.
- Acknowledges its responsibility to respond appropriately to any report of abuse by or of any pilgrim.
- Is committed to supporting and training those who work with children, young people or adults at risk and to providing appropriate supervision.
- Recognises that this document will need to be reviewed annually, to keep in line with current legislation.

Definitions

In this document we will refer to children or young people, adults at risk, Hospitalité, Assisted Pilgrims and Pilgrimage Safeguarding Co-Ordinators. Below are definitions of those terms for the purposes of this policy and guidelines:

Child or Young person	This is defined as a person aged under 18 years.
Adult at Risk	This term refers to any person aged 18 years and over, who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation.
Hospitalité	<p>Hospitalité are voluntary helpers, including those supporting our youth activities on the A & B Pilgrimage who care for Assisted Pilgrims including Children and Adults at Risk.</p> <p>For the purposes of this document the term Hospitalité has been used to also encompass priests, deacons, chaplains, doctors and nurses who have a DBS check acceptable to the Core Team and can help with any aspect of Personal Care.</p> <p><i>All Hospitalité who come as helpers on the A&B pilgrimage are subject to DBS disclosures within the last three years.</i></p>
Assisted Pilgrims	Assisted Pilgrims are those pilgrims who join the Pilgrimage and have a need for a variety of levels of assistance from Hospitalité.
Personal Care	<p>The provision of personal care is defined by physical assistance with eating, drinking, toileting, washing, dressing, oral care or care of skin, nails or hair (but excludes hair cutting) because of the individual's age, illness or disability.</p> <p>This also extends to those training, instructing or providing advice on personal care provision and those who prompt and supervise the adult to do so.</p>
Pilgrimage Safeguarding Co-ordinators	<p>The Pilgrimage Safeguarding Co-Ordinators have specifically been identified to deal with any allegations of abuse on the pilgrimage in any form. They are:</p> <p>Dilhara Fernando Canon Kieron O'Brien</p> <p><i>Dilhara Fernando is also a member of the Core Team.</i></p> <p><i>Both co-ordinators are supported by the A&B Diocesan Safeguarding Coordinator, Angela Mcgrory.</i></p>
DAB	Diocese of Arundel & Brighton

Our Duty of Care

As Christians, the most fundamental principle that governs our lives is that of loving and respecting our fellow human beings. Within that principle we are aware of the need for the safety and well-being of those who are most vulnerable in our society.

Much of the Church's work in this area is undertaken by willing, unpaid people of all ages, who volunteer. It is vitally important that each one of us who has contact with vulnerable people is aware of best practice and procedural guidelines when providing support and care.

The welfare of the child, young person or vulnerable adult is the paramount consideration in all matters concerning their protection. All that follows in word or actions must respect that principle.

The Arundel and Brighton Pilgrimage to Lourdes is, above all else, a community journeying together. In a sense we are a parish community in transit.

There is a justifiable expectation by each individual that he/she will be treated with respect in a loving caring atmosphere.

The organisation of the pilgrimage involves aspects such as accommodation, transport, food, facilities, content of the programme, team structures and training of Hospitalité. The combination of all of these factors is designed in the hope that all pilgrims have a positive experience of their pilgrimage to Lourdes. The need to have an agreed "Pilgrimage Safeguarding Policy" should be seen as yet another way of assisting this aspiration.

Such a policy benefits the pilgrimage in five main ways.

- Best practice guidelines minimise the risk of abuse to a child, young person, adult at risk, Hospitalité, or other individual.
- All Hospitalité are better equipped to care for a child, young person or adult at risk.
- All Hospitalité are more aware of appropriate action in the event of suspicion, rumour or allegation.
- The reputation of all Hospitalité will be protected.
- The reputation of the pilgrimage, the Diocese and the Church will be protected.

The policies and guidelines contained in this document are designed to assist the organisation of the pilgrimage and to give confidence and guidance to all pilgrims.

Definitions of Abuse

The information in this section is taken from the Diocese of Arundel & Brighton Safeguarding Guidelines.

DEFINITIONS OF CHILD ABUSE

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of illness in a child or deliberately induces illness.

Certain cultures also practice Female Genital Mutilation, which is a severe form of physical abuse and is a crime in the United Kingdom.

Emotional abuse is the persistent emotional maltreatment of a child, such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include suppressing a child's views, or exploiting, corrupting or radicalising them. It may involve interactions beyond a child's capability, overprotection and limiting the child's development, bullying a child or causing them to be frightened, in some cases by seeing or hearing the ill-treatment of another individual. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence and whether or not the child is aware of what is happening. It may include physical contact or non-contact activities such as involving children in looking at or in the production of online sexual images; talking about or watching sexual activities; encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent or carer failing to provide adequate food, clothing and shelter, failing to protect a child from harm or danger or failing to ensure access to medical care or treatment. It may also include neglect of or unresponsiveness to a child's basic emotional needs.

The immediate and longer-term impact of child abuse can include anxiety, depression, substance abuse, eating disorders and self-harm, offending and anti-social behaviour. Maltreatment is likely to have a deep impact upon the child's self-image and self-esteem and difficulties may extend into adulthood—in forming or sustaining close relationships, establishing themselves in work or in developing the skills needed for effective parenting. It is important to be aware that domestic abuse taking place within a child's home can also have a serious impact on children's safety and welfare and that any concerns should always be reported.

Definitions of Adult Abuse

Physical abuse includes hitting, slapping, pushing, kicking, withholding or misuse of medication or aids and inappropriate restraint, confinement or enforced isolation.

Sexual abuse includes sexual acts where an adult has not consented, could not consent to or was coerced into. It may also include non-contact sexual activities, such as voyeurism, viewing or making pornography, indecent exposure and serious or persistent sexual teasing, innuendo or harassment.

Psychological and emotional abuse is included in all other forms of abuse and may involve insults, verbal abuse, shouting and swearing. It arises from a power imbalance in a relationship and the adult at risk is controlled and manipulated, leaving them feeling unworthy, unwanted, unhappy, anxious, insecure, fearful, humiliated and devalued.

Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, and the misuse or misappropriation of property, possessions, or benefits.

Discriminatory abuse is an abuser focussing upon an adult's disability (physical, mental health, learning or sensory impairment), race, gender, age, religion, cultural background, sexual orientation, political convictions, appearance, social situation or dependence upon drugs or alcohol.

Domestic abuse is defined as any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or who have been, intimate partners or family members, regardless of gender or sexuality.

Institutional abuse can be understood as organisational practices or failings which may place the management or needs of a service above the needs and wishes of a service user. The term 'institution' includes the Church, hospitals, prisons, children's homes, schools, universities, nursing and care homes.

Spiritual abuse can be an intended or unintended consequence of any other form of abuse when the perpetrator is a member of the clergy or someone else in authority acting in the name of the Church. Spiritual abuse occurs when the actions of the abuser directly or indirectly cause the victim to struggle with their personal faith or if they are made to feel guilty or unloved by God. Spiritual abuse can also occur when the person in authority exercises manipulative or controlling behaviour which results in the victim feeling that his or her relationship with God has been damaged or destroyed.

Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating. We should also be mindful of the increase in trafficking, grooming and hate crime which can be perpetrated against adults or children and should always be referred if you have any concerns.

Procedures

SAFER RECRUITMENT AND PREPARATION

All persons registered as Hospitalité.

All organisations must be alert to the possibility that any person may pose a risk of harm to children, young people or vulnerable adults.

Organisations using staff, paid or volunteers, who have access to children, young people or vulnerable adults must guard against the potential for abuse, through a rigorous selection process, supervision, preparation and on-going awareness of the behaviour of those providing care and support.

- All Hospitalité serving on the pilgrimage will be subject to a DBS application and supervised by someone who has also received a satisfactory DBS certificate.
- All ABLP Hospitalité are required to provide:
 - A two references (in exceptional circumstances one reference)
 - To make a self-declaration in accordance with the ABLP Safeguarding Policy
 - Secure an enhanced DBS (this may include Child and Adult Workforce checks, and may include both Child and Adult Barred lists – as referred to in the Pilgrimage Role descriptions).
- Any person under 18 who is not member of the Hospitalité can only be accepted if accompanied by a parent/ guardian / or other responsible adult (e.g. Group Leader for unaccompanied minors coming as Redshirt or Helper).
- All Hospitalité must receive appropriate preparation in protection guidelines prior to the Pilgrimage to ensure that they have:
 - A good understanding of the policy and guidelines.
 - The skills to pass this understanding onto others.
 - The skills to offer appropriate support and supervision for hotel and Accueil¹ group members.
- The role of the Hospitalité is clearly defined on the Pilgrimage application form. This will be reinforced through appropriate preparation on New Helpers' Day, Pre Briefing and Briefing Day and the Redshirt Leader's Weekend.
- All applicants will agree to the Code of Conduct when applying online to join us in Lourdes and will be issued with a safeguarding pamphlet (please see page 9) outlining best practice guidelines and any action to be taken in the event of a disclosure.
- The pilgrimage organisers should nominate a person (A Pilgrimage Safeguarding Co-ordinator) on the pilgrimage to be the main contact point in the event of any known or suspected incident.
The role of the Pilgrimage Safeguarding Co-ordinator is to ensure that in the event of an incident procedures are followed.
The Pilgrimage Safeguarding Co-ordinator will be supported by the Pilgrimage Director

¹ The Accueil is a hotel in Lourdes equipped to cope with specific requirements, which may include 24 hr clinical or other support.

in ensuring that this happens.

Only the relevant statutory authorities, either French or UK, can investigate any disclosure of abuse in co-operation with the Diocese of Arundel & Brighton.

Best Practice While on Pilgrimage

Care of Pilgrims

- All Leaders should ensure they provide support and supervision to all pilgrims.
- Hospitalité should ensure a minimum of 2:1 care and that they are not alone providing personal care (see the definition section). This includes any time spent in a child's/young person's/adult at risk's bedroom for whatever reason.
- Clinicians undertaking intimate personal care should refer to the Pilgrimage's Medical Chaperone Policy.

As far as is reasonably practicable Hospitalité should ensure that they are with another Hospitalité when looking after a pilgrim not in a public space². Clearly Sacramental or medical protocols (as documented in the Medical Chaperone Policy) may be exceptions to this requirement. However all sensible precautions should be taken in all cases to ensure everyone's safety and dignity.

- All pilgrims must comply with the Code of Conduct as set out in the application form. A copy of which is on page10.
- Pilgrims must report any incidents or concerns to their group leaders, or one of the Pilgrimage Safeguarding Co-ordinators immediately.
- If it is inappropriate to inform your leader of any incident/s or concerns, a Pilgrim must inform either their group doctor or nurse, who will then inform the Pilgrimage Safeguarding Co-ordinator immediately.³

How to respond to a Disclosure

Take the following action if a person discloses an allegation or a concern to you: -

- The conversation is potentially a source of evidence.
- The listener should listen and not ask questions which lead or suggest an answer to the pilgrim.
- The listener must record the conversation as soon as possible. The record should reflect the conversation as accurately as possible, using the Pilgrim's own words, without the listener's own interpretation or views of the disclosure. The record should be signed and dated, noting the time and location at which the

² An exception to this guidance may be when in a public area, e.g. shopping or in a café, with a pilgrim who needs no help with their personal care. In this instance, and with the knowledge of the Hospitalité's Hotel Leader and agreement of the Hotel Clinical Team, it may be possible for a pilgrim, requiring assistance, to be accompanied by one helper.

³ In the event that the Pilgrimage Safeguarding Co-ordinator is not available, the Pilgrimage Director must be informed.

conversation took place. The names of anyone else present should be included.

- The allegation by the Pilgrim must be taken seriously. The Pilgrim should be reassured that they have done the right thing in reporting an incident.
- Confidentiality cannot be guaranteed and should not be promised in respect of an allegation of abuse or inappropriate behaviour by or towards a pilgrim. This means that any details should not be openly discussed, but may have to be acted upon by third parties.
- You should explain to the Pilgrim what you will do next, i.e. Inform your Group Leader / Pilgrimage Safeguarding Co-ordinator.
- It is not your responsibility to decide whether the allegation is true or not.

Things To Remember

- At this time the subject of the allegation must not be approached, questioned or informed. Any person subject of an allegation will have their rights protected in accordance with legal and Christian principles.
- The Pilgrimage Safeguarding Co-ordinator must be notified at the first opportunity following the allegation(s) being made.
- On being notified of the allegation the Pilgrimage Safeguarding Co-ordinator(s) will discuss appropriate action with the Pilgrimage Director.
- It may be deemed necessary to report an incident to the local French authorities and/or the relevant authorities in the UK. The following policy should be followed.
 - ◆ If an incident of alleged abuse has occurred outside of the UK - foreign agencies must be informed. There is not usually jurisdiction for British Police to act.
 - ◆ If alleged abuse took place in the UK - inform UK agencies.
 - ◆ If alleged abuse occurred outside of the UK but also has taken place in the UK, inform UK agencies - who will liaise with foreign agencies.
 - ◆ The Lourdes Pilgrimage has no legal power to remove an alleged abuser but can only exclude him/her from any Pilgrimage activities and seek to manage the situation. Also there is a duty to inform the UK Police if the alleged abuser might present an ongoing risk in the UK. In this case the Diocesan authorities can decide that the person shall have no further involvement with the pilgrimage or other work with the Diocese.
 - ◆ Any historical disclosures/allegations will be passed to the Diocesan Safeguarding Co-ordinator as it is the policy of the Catholic Church in England and Wales to report all allegations of abuse to statutory authorities, regardless of whether the abuse occurred recently or in the past, or whether the accused person is living or deceased..
- Leaders must pass a written record of any alleged incident involving a group member to a Pilgrimage Safeguarding Co-ordinator. This should apply irrespective of the age of person(s) concerned and whether or not abuse has occurred or is suspected at the

time. Written observations may assist later enquiries. The referral form should be used for this purpose. Confidentiality is essential and disclosure to other parties will only be made by Pilgrimage Safeguarding Co-ordinators to prevent harm or risk to others.

Pilgrim Information and Advice

Each Pilgrim will be provided with a Pop-Up sheet with the following information:

Responding to a concern (ADULTS)

If you believe that someone has been, or is likely to be harmed... here's what to do:

- > Ensure that IMMEDIATE SAFETY & HEALTH needs are met. You may need to dial 112 in France. You may need the assistance of a translator.
- > Listen and be reassuring, without making promises.
- > Advise the person you are worried about that you need to pass the information on to your Group Leader, the Pilgrimage Director, the Pilgrimage Safeguarding Coordinator or Adult Social Care (in France or the UK)
- > If it is possible, try not to be entirely alone with the person. It might be you could leave a door open, or let another person know where you are.
- > Make notes as soon as you can so that the information you record is fresh in your mind. Record what was said, what you or others did and date and sign the record.

REMEMBER that you are a REFERRER

You are not an investigator.

Categories of Abuse

Physical
Psychological or Emotional (including spiritual)
Financial or Material
Discriminatory
Sexual
Institutional
Neglect or Self Neglect
Modern Slavery

DOMESTIC ABUSE is a highly specialised area of work and must not be dealt with alone.

ADULTS abused as children (historic abuse) sometimes just want to talk; (ensure there are no current risks to children in these situations and seek advice)

For more detailed guidance, your Pilgrimage SAFEGUARDING POLICY can be found in the grey box in your hotel, or by asking your Group Leader.

General concepts and points to Remember

'Abuse' is the violation of an individual's human and civil right by any other person or persons. Abuse is always harmful.

Safeguarding is everybody's business. Not everyone can protect themselves, but all adults have the right to independence which may involve some risk. Abuse continues because of the secrecy that surrounds it. If you are aware that abuse has taken place, you must report it.

To Report your concerns or make a Referral:

Pilgrimage Safeguarding Coordinator:
Dilhara Fernando
01403 740110
(When back in the UK)

On the number on the reverse side of your ID card when in Lourdes.

French Police Emergency: 112
French Police enquiries: (non urgent): 05 62 94 66 66

to make a Referral (CHILDREN)

Pilgrimage Safeguarding Coordinator:
01403 740110
(When back in the UK)
On the number on the reverse side of your ID card when in Lourdes.

French Police Enquiries:
112
French Police Enquiries (non-urgent)
05 62 94 66 66

Keypoints

'Abuse' is the violation of an individual's human and civil rights by any other person or persons.

Abuse is harmful and often has long term consequences for children.

We all have a duty to protect children from harm.

Abuse continues because of the secrecy that surrounds it.

Responding to a Concern

If you believe that a child or young person has been, or is likely to be harmed... here's what to do:

- > You see 'concerning behaviour' or a disclosure is made. Ensure immediate needs (health, safety) are met. If it is an emergency, dial 112 in France. You may need the assistance of a translator.
- > Listen. Do not judge or make promises.
- > Inform the person that you will have to tell someone (e.g. the Pilgrimage Director, the Pilgrimage Safeguarding Coordinator or Childrens Social Care, in France or the UK).
- > Try not to be alone with the child.
- > Do not alert the alleged perpetrator or make judgements about them.
- > Record what you have been told and what you have done about it. Date and sign the record.
- > Report the concern as soon as you can to the Pilgrimage Safeguarding Officer.

Categories of Abuse include:

Emotional (spiritual abuse can be reported under this category)
Physical
Neglect
Sexual

DOMESTIC ABUSE affects children too. This is a highly specialised area of work, so always seek advice.

The INTERNET and DIGITAL technology offers a huge opportunity for abuse - seek advice for details on this and more complete safeguarding guidance.

REMEMBER that you are a REFERRER

You are not an investigator.

Contact Details

Dilhara Fernando
Pilgrimage Safeguarding Coordinator,
Lourdes Pilgrimage Office,
St Philip Howard Centre,
4, Southgate Drive,
Crawley,
RH10 6RP

e: safeguarding@ablourdes.org
t: 01403 740110

Statement Of Commitment and Code of Conduct



STATEMENT OF COMMITMENT

Everyone has their own reasons for going on Pilgrimage to Lourdes and individual wishes and preferences are respected. However, whilst no one should feel compelled to do more than they are capable of, the Pilgrimage does have a code with which pilgrims are expected to comply.

There are good reasons for this:-

- We make our Pilgrimage to Lourdes in response to Our Lady's invitation. We are made aware there of her love and her wish that we should be drawn closer to her Son. No member of the Pilgrimage should prejudice the spiritual benefit that others are searching for.
- We enable the Assisted Pilgrims to go to Lourdes and care for them there, both physically and by praying with them. There will be many other fellow pilgrims, not necessarily travelling with us, whom we can help in a variety of ways. For the week of Pilgrimage we try to put the interests of others before our own.
- Lourdes is administered by the Sanctuary authorities, as well as the Hospitalité Notre Dame de Lourdes, under the Bishop of Tarbes and Lourdes, and we go there at their invitation. Any behaviour that falls short of the standard they expect is likely to lead to that invitation being withdrawn. It is the duty of those entrusted with the running of the A&B Pilgrimage to take whatever action they consider necessary to ensure that we all serve in an appropriate way.
- The Pilgrimage is under an obligation to comply with certain policies, including Health and Safety and the Safeguarding Policy. The Policies and the Code of Conduct have been prepared by the Core Team and will be enforced to protect the good name of A&B and to ensure the enjoyment of everyone on our Pilgrimage.

CODE OF CONDUCT

We therefore require you, as an A&B Pilgrim to Lourdes, to sign that you accept the Code of Conduct which confirms your understanding of the Statement of Commitment and your willingness to respect and comply with its intentions in spirit and in practice.

- I will accept the authority of those appointed to positions of responsibility by the Core Team and will be honest and open in my dealings with them.
- I will attend all meetings at which my presence is required.
- I will put the interests of others and particularly the Assisted Pilgrims, before my own and not, by act or omission, diminish their Pilgrimage experience.
- I accept responsibility for the security of my own belongings and valuables.
- I will behave in such a way as to uphold the good name of the A&B Pilgrimage.
- I will accept and comply with the Policies and codes of practice laid down by the Core Team.

A copy of the policies will be available in hardcopy in your Hotel Grey Box in Lourdes.

IN SUMMARY

By joining the A&B Pilgrimage we become part of the A&B Pilgrimage Family. We must strive to be worthy successors of the traditions set by our predecessors, and ensure that their example of

“Love in Action”

is upheld at all times.

Related Policies

- Lanyard Policy
- Baths Safeguarding Policy
- Medical Chaperone Policy

The Pilgrimage referred to the current CSAS Guidelines for Pilgrimages when creating this policy, and will refer to these guidelines when this policy is reviewed:
<https://www.catholicsafeguarding.org.uk>

Publication Responsibilities

Core team responsible for initially producing this publication:

Rev Canon Kieron O'Brien	Arundel & Brighton Diocese
Angela Hazelton	Inter diocesan Child Protection Co-ordinator
Natalie McCarthy	Family Group Co-ordinator, A & B Lourdes Pilgrimage
Danny McCarthy	Family Group Co-ordinator, A & B Lourdes Pilgrimage
Ray Mooney	Former diocesan Youth Advisor
Dilhara Fernando	Safeguarding Coordinator, A & B Pilgrimage

ISSUE	REVISION	CHANGE SUMMARY	DATE
001	A	<ul style="list-style-type: none">• Added document control details	1 June 2019
002	A	<ul style="list-style-type: none">• Added new information pop-out• Replace the term Vulnerable Adult with the term Adult at Risk• Added the CSAS definition of Personal Care• Replaced the work Pilgrim with Individual	March 2020
003	A	<ul style="list-style-type: none">• Replaced logo with new Aug 2020 Logo• Updated the definitions of Child and Adult abuse in line with the DAB Safeguarding Guidelines 2020	Aug 2020