

these people have a comprehensive understanding of the policies of the Church, and also have an ability to implement those policies. Where help is needed to develop skills or knowledge in this area, this should be provided.

#### **Response**

The National Safeguarding Team will be delivering a newly revised C4 module to all bishops and their senior staff from June 2017. The materials will include handling of individual disclosures from survivors as well as how to respond from an organisation perspective to allegations and disclosures related to church officers, in accordance with the new practice guidance. A specialist module with regards to pastoral encounters, confidentiality and the seal of confession will be implemented from 2018 for all incumbents.

4. Where the abuse is communicated through correspondence, guidance should be produced that is available to those handling correspondence to support them in determining how to respond to this situation. It is important that this guidance is fully compliant with the stated policies of the Church.

#### **Response**

This has been included within revised practice guidance currently out for consultation. The revised guidance does not cover this specifically – it states that regardless of how safeguarding information comes to light the response should be in accordance with the procedures outlined. The C4 training includes a scenario whereby a survivor makes a disclosure via a letter to the bishop and we have worked closely with an independent domestic and sexual violence adviser in order to inform the advice and guidance given on the correct response to survivors who wish to disclose abuse.

5. All advice received by agents employed by the Church, should be referenced against the stated policies of the Church before it is followed. Emphasis should be placed on ensuring that financial considerations are not given a priority that conflicts with the pastoral aims of the Church when engaging with survivors of abuse.

#### **Response**

In June 2016, Ecclesiastical published independently its Guiding Principles on handling physical and sexual abuse (PSA) claims, making transparent its existing practices and commitments.

The purpose of making its practices transparent was threefold:

- To help the victims and survivors of PSA better understand the processes and principles EIG follows when handling PSA claims
- To help all its policyholders understand the processes and principles EIG follows when handling PSA claims
- To help all its policyholders understand how they can support and care for victims and survivors without prejudicing their insurance position throughout the claims process

The Church has and will actively support the development of similar protocols produced by Insurers in this field.

6. The Church should seek to create written down guidance with regard to how it will respond to claims for compensation from survivors. This guidance should be shared with