

preliminary enquiry report in May 2012, when I communicated the same to her. This wrongly-given expectation appears to have significantly contributed to her distress.

22. My discovery in May 2012 that there had been this confusion on the part of JT, and that as a result he had made assurances to [Name Redacted] that could not be kept, did cause me concern. However I ultimately did not raise that concern directly with him as I understood that a complaint was made by [Name Redacted] to the NCSC about this issue, and that any appropriate action would be taken by them.

Practical Recommendations

23. With regard to practical recommendations I would like the Inquiry to consider:
- (a) In reviewing these files I now see that the receiving Diocesan Safeguarding Co-ordinator did not refer the matters to me immediately. In both matters, the Diocesan co-ordinator maintained control of the matter, and sole dealings with the complainant, for longer than I would now accept. I would suggest that there be a strong recommendation given that anyone receiving a disclosure in a case that is not part of their jurisdiction should refer the matter to the correct person immediately.
 - (b) When it comes to choosing independent investigators, I would feel comforted if there were more oversight and scrutiny of those recommended for this role with regard to their suitability for the task, particularly with regard to their understanding of the appropriate policies and procedures. I would also suggest that there could be more guidance as to how Safeguarding co-ordinators can best work with investigators so as to achieve the best result for all parties. For example, I feel in retrospect that communication would have been improved (in File 2 between myself, the investigator, and [Name Redacted]) by more face-to-face contact between myself and the investigator
 - (c) The new CSAS website is an improvement but is still not easy to navigate, especially for non-professionals, so I would recommend that a better search facility be added.
 - (d) Some of the information sections on the website, particularly the policies and procedures, are very dense, and in my view CSAS would benefit from the advice of organisations using “Easy Read” or “Plain English” on their websites. A good example of this would be the East Riding of Yorkshire’s leaflet regarding Adult Safeguarding that uses “Easy Read”.