

# **The Palace Trust Children and Vulnerable Adults Safeguarding Policy and Guidelines**

## **Section 1: The Policy**

### **1. Policy Statement**

- 1.1 The Palace Trust has a duty of care to safeguard everyone visiting or involved in activities at The Bishop's Palace and gardens. All children have a right to protection and the needs of children with disabilities and others who may be particularly vulnerable must be taken into account. Some adults may also be more vulnerable than others, due to disability or other issues. The Palace Trust will take all reasonable steps in relation to the safety and welfare of children and vulnerable adults with whom we come into contact in relation to our work at The Bishop's Palace and gardens.
- 1.2 The Chief Executive is the principal contact for all safeguarding issues and is provided with appropriate training to fulfil this role. The Chief Executive takes safeguarding advice from the Diocesan Safeguarding Advisor, Citrus HR, and other professional bodies where necessary.
- 1.3 The Chief Executive, in conjunction with the Board of Trustees, has a duty to ensure this Policy and Guidelines are complied with in the workplace by providing volunteers and staff with appropriate information and training and by ensuring the implementation of related policies, such as the Recruitment and Selection Policy.

### **2. Introduction**

- 2.1 For the purposes of this policy, the term vulnerable adult refers to someone over the age of 18 who has a physical, learning or sensory disability, a mental health problem, a serious illness or may be an older person. Children and young people are those under 18 years old.
- 2.2 Through this Policy we aim to:
  - Adopt the highest possible standards for child protection.
  - Take all reasonable steps in relation to the safety and welfare of the children with whom we come into contact in relation to our work.
  - Ensure that those adults who might be vulnerable are provided with appropriate safeguards.
- 2.3 The Palace Trust expects staff, volunteers (including Trustees) and interns to apply this policy to all work with children and young people. Staff, volunteers and interns should apply similar safeguards when dealing with vulnerable people of all ages. It is important to remember that as a member of The Palace Trust staff or volunteer team, we may come into contact with vulnerable people including children in a wide range of situations. In addition to organised visits to The Bishop's Palace, these will include:
  - Children visiting with families
  - Children attending shows or events
  - Young people gaining work experience
  - Older people visiting who may be less mobile
  - People of all ages with invisible disabilities, such as hearing or sight loss, epilepsy, diabetes, mental health issues and dementia
- 2.4 The policy applies to:
  - All staff
  - Volunteers, including Trustees
  - Interns

- Any other person working with The Palace Trust or at The Bishop's Palace who a member of the public might reasonably assume was a Palace Trust member of staff.

2.5 All those to whom the policy applies have a duty to do everything reasonable in their power to ensure the safety and welfare of children and adults who may be vulnerable.

### **3. Recruitment and the Disclosure and Barring Service (DBS) Checks**

The Palace Trust will carefully select, train and support all staff, volunteers and interns in line with Safer Recruitment best practice and in accordance with The Palace Trust's Recruitment and Selection Policy. This includes:

- Being clear about who is responsible for appointments. Whilst it is the decision of the Chief Executive to approve a position or role, it is the Line Manager that is responsible for appointments of staff to their team. In the case of volunteers and interns, the Community Engagement Manager is responsible for appointments.
- Having a clear job or role description which sets out the tasks each applicant will undertake.
- Ensuring any application provides details of at least two recent references.
- Asking if there is any reason why an applicant should not be working with children and vulnerable adults. All staff and volunteers are required to sign The Palace Trust's confidential declaration.
- Conducting a face-to-face interview or discussion with pre-planned and clear questions to assess the person's suitability for the role.
- The DBS checking procedure will be carried out if the role of a member of staff requires them to have regular contact with children or vulnerable adults, for example, the Chief Executive, Community Engagement Manager, and Visitor Experience Manager, Duty Managers, the Visitor Operations Team, and the Garden team.
- For all other staff, volunteers and interns, pre-employment checks will be carried out including obtaining references.

### **4. Training**

All staff and volunteers are inducted into their roles. The Palace Trust will provide and explain the content of this policy and guidelines to each member of staff and volunteers at this stage. All staff and volunteers will take part in a one hour training session on Safeguarding. The Chief Executive and Community Engagement Manager receive enhanced Safeguarding training, and are trained as trainers for staff and volunteers. Refresher training is provided every 3 years.

### **5. Duties**

All staff, volunteers and interns are expected to:

- Report any safeguarding concerns.
- Attend training.
- Respect the wishes of a child as they would an adult and be careful never to impose themselves on a child.
- Take all reasonable steps to ensure the health, safety and welfare of any child in contact with The Palace Trust.
- Remember that children regard adults as role models and ensure their behaviour, language, gestures etc. are appropriate and above reproach.
- Be aware of Child Protection issues in relation to the work they do.
- Prevent any other member of staff or volunteer from putting a child in a situation in which there could be a significant risk to their health and safety.
- Dress appropriately for the activity in which they are involved.
- Ensure that another adult is present or within sight if they are with children and vulnerable adults.

- Avoid making physical contact with children.
- Challenge any behaviour that undermines agreed principles and standards.
- Recognise that adults as well as children may be distressed, vulnerable or in need of assistance and act accordingly.
- Treat all people with respect
- Understand clearly what action must be taken if there are any concerns.

## **6. Responsibilities**

6.1 Where children are accompanied by an adult, primary responsibility for the children remains with that person. Palace Trust staff should nonetheless use the Children and Vulnerable Adults Safeguarding Policy and Guidelines as the basis for their action and any advice they offer. They should not agree to anything which contravenes the Policy and is not in line with the Guidelines.

6.2 If, due to illness or another unexpected event, a Palace Trust member of staff is left in charge of a child or group, then they should act in accordance with the Policy and Guidelines.

6.3 Adults who may be vulnerable may be unaccompanied, with a family member, friend or carer. All communication regarding a concern should be with the adult concerned, unless they make it clear that they would rather you communicated with someone else on their behalf.

## **Section 2: Guidelines for dealing with Children or Vulnerable Adults**

### **7. Activities where children or young people are unaccompanied**

7.1 In as many situations as possible The Palace Trust should aim to ensure that no adult is in a one-to-one situation with a child. Safety in numbers should be the golden rule, whether the numbers are other children or adults.

7.2 If for any reason a one-to-one situation is unavoidable (e.g. work placement) then additional safeguards should be put in place. This may include a DBS check for the member of staff designated to work with the individual. This applies whether the appointment is the result of recruitment or an internal move. Managers must also be mindful of these requirements as the content of posts develop over time and new tasks are assigned.

7.3 Children will usually be accompanied by a teacher, parent, or family member or friend. However, should a staff member be the leader of an unaccompanied group then it is their responsibility to:

- Plan the activities and make decisions during the event following the principles set out in this Policy and guidance.
- Assign clear tasks to others involved in children's activities and ensure that procedures are followed.
- Maintain appropriate child to adult ratios as required by the relevant local authority (1:5 for KS1 and 1:10 for KS2-4) and ensure that their decisions are based on the principles described in the Children and Vulnerable Adults Safeguarding Policy and Guidelines.

### **8. Activities where children are accompanied**

Any member of staff may assist in activities with children on an occasional basis. They may do so only if the group is led by a parent, teacher or other group leader or member of staff who has been appointed following the necessary pre-appointment checks, including DBS checks. The person leading the activities must be the one to allocate tasks and make relevant decisions.

### **9. Lost children – preventative measures**

9.1 Children must be supervised/accompanied by an adult at all times.

9.2 Children under the age of 14 are not permitted on site unless accompanied by an adult.

9.2 Children under the 14 who are unaccompanied may be allowed onto site but the Duty Manager must be informed. The Duty Manager can then assess whether this is a safeguarding issue.

9.3 Parties of children should be accompanied by sufficient ratios of adults to carers (1:5 for KS1 and 1:10 for KS2-4).

### **10. Procedure for dealing with lost children or vulnerable adults**

- If a member of staff or volunteer is alerted to the loss of a child or vulnerable adult, they must immediately contact the Duty Manager or a senior member of staff for support.
- The Duty Manager or senior member of staff should retrace a child's/vulnerable adult's last known movements to the last place the child/vulnerable adult was seen.
- Obtain as detailed a description of the child/vulnerable adult as possible and circulate discreetly. Details of lost children/vulnerable adults must not be given to members of the public.
- Use of the radio must be discrete using the appropriate code word, such as LC for lost child. The radio channel should be changed to a private channel as per radio use guidelines.

- The Duty Manager or senior member of staff should assign at least one member of staff to the drawbridge to prevent the child from leaving the site. No cars or children should be allowed to leave the site.
- A member of the child or adult's party should be encouraged to stay on the Drawbridge to assist.
- Other members of staff or volunteers should search other buildings and outdoor spaces.
- Information should be sought from the members of the child's/vulnerable adult's family/party.
- A member of staff may be detailed to search outside the site if there is any information to suggest that child's/vulnerable adult's possible whereabouts or direction of travel.
- Parents, group leader and Duty Manager will liaise regarding calling the police.
- If parents or permanent carers are not present, the group leader must take responsibility for informing them.
- If a child/vulnerable adult is not found after **15 minutes** police will be called.

### **11. Procedure for dealing with found children/vulnerable adults**

- Get down to the child's height, show them your name badge and tell them that you work at The Bishop's Palace. In the first instance try to find out the child's/vulnerable adult's name, giving the child/vulnerable adult time to respond as they may be extremely distressed.
- Do not physically touch the child/vulnerable adult to find out these details.
- Call the Duty Manager to help. Stay with the child, do not move from where you found them

Please note that the next actions are to be taken by the Duty Manager

- The Duty Manager should take the person's age, name, and telephone number if possible. They should ask for a description of who accompanied the found individual onsite today.
- The duty manager will organise a search of the immediate area and the wider Palace
- There should be two people with a lost individual at all times.
- If a significant period of time has passed and the accompanying adult cannot be found, the Duty Manager can choose to bring the unaccompanied individual to the café. They will do things alongside the person who first raised the alarm about the unaccompanied individual.
- Never leave a child/vulnerable adult unattended. If a child/vulnerable adult refuses to stay then call the Police immediately and stay vigilant as to the person's movements.
- At the discretion of the Duty Manager contact the Police after 15 minutes of an unsuccessful search.
- If parents/carers/responsible adults are found, verify with them they are indeed who they say they are. Do not release children to anyone under the age of 16. If you are not confident that the correct responsible adult has been found, ask for proof of identity (for example a photo on their phone of them with the child) or call the police to help verify.

### **12. On hearing a disclosure:**

Allegations from children or vulnerable adults concerning staff or volunteers will be treated seriously, will be investigated, and will involve the Police as necessary.

If a child, young person or vulnerable adult makes a disclosure, or you have a suspicion or concern about someone's wellbeing, it is extremely important that you understand your responsibilities:

- Do not put yourself in a position where you do not feel safe and comfortable. You can and should call for support from the Duty Manager.
- Remain calm and accept what is said.

- Make it clear that you may need to share the information if you are worried about their safety or someone else's safety
- Make it clear that you are taking them seriously.
- Acknowledge their courage and reassure them that they are right to tell.
- Let them know that you are going to do everything you can to help them, but do not make promises you cannot keep.
- Do not agree to keep the information a secret. You must speak to your Line Manager or the Duty Manager on the day you hear a disclosure. The Duty Manager may need to take further action.
- Make a note of what was said and who was present. Use the person's actual words wherever possible. There is concerns form for you to complete which can be requested from your Line Manager/Duty Manager or the Chief Executive.

**13. If you are concerned about a young person or an adult's safety and wellbeing:**

- If the child or adult is not in immediate danger, discuss your concerns with your Line Manager. If your Line Manager is unavailable, notify the Duty Manager or the Chief Executive. The Line Manager/Duty Manager should notify the Chief Executive's Office in all instances.
- If you suspect a deliberate injury or are concerned for a child or adult's immediate safety or they are afraid to return home, you must contact one of those named above and they will contact Children or Adult Services or the Police will be informed without delay.

**14. Useful telephone numbers for Duty Manager**

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|---|--------------------|
| - Somerset Children's Social Care               | 0845 345 9122      |
| - Somerset Adult Team                           | 0845 345 9133      |
| - NSPCC   | 0808 800 5000      |
| - Childline                                     | 0800 1111          |
| - Avon and Somerset Constabulary                | 0845 456 7000      |
| - Police non-emergency number                   | 101                |
| - Police emergency number                       | 999                |
| - Main Palace Trust number                      | 01749 988111       |
| - Merryn Kidd: Chief Executive                  | 01749 988111       |
| - Siobhan Goodwin: Community Engagement Manager | 01749 988111 Ex202 |

15. The details covered by this policy and guidelines are not exhaustive. Potential situations not covered in detail here should be subject to risk assessment. This policy and guidance will be reviewed annually to ensure that its contents reflect the work and activities of The Palace Trust. Any comments should be referred to the Chief Executive.

**Updates: November 2022**

**Training requirement: every 3 years**