

The Royal Household

Safeguarding and Child/Adult Protection Procedures



Revised August 2020

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SECTION I

I.1 Roles and Responsibilities

All staff are responsible for following the procedures set out in this policy when responding to any concerns or incidents when working with children and adults. There are a number of committees that have specific responsibilities in relation to the protection and safety of children, young people and adults (see Appendix 5).

The Lord Chamberlain's Committee (LCC) have overall responsibility for the safeguarding of children and 'Adults at Risk' in the Royal Household. The LCC are responsible for the Royal Household Risk Register and for approving Household policy.

The Personnel Security Working Group (PSWG) are responsible for reviewing and monitoring personnel security within the Household. They are responsible for reviewing the PSWG Risk Register in relation to safeguarding and where necessary refer the most serious (red) risks to the LCC register.

Safeguarding Steering Committee (SSC) chaired by the Safeguarding Sponsor, the SSC are responsible for developing and reviewing safeguarding policy and procedures every two years, identifying risks or training needs and reviewing cases or responses to safeguarding situations in order to minimise the risk to children and 'Adults at Risk'. The committee also reviews a central register of staff that are in posts where Disclosure and Barring Service (DBS) clearance is required.

Safeguarding Operations Committee (SOC) chaired by the Safeguarding Sponsor, the SOC consists of Safeguarding Officers responsible for all safeguarding at their allocated site, or at other sites if the allocated Safeguarding Officers are unavailable.

The Safeguarding Sponsor provides support to the Safeguarding Officers when cases that pose a significant risk are escalated. They will take measures to improve procedures where necessary, ensure staff training is sufficient and that the policies and procedures are easily accessible by staff and members of the public visiting Royal Household sites.

Safeguarding Officers (SO) have further responsibilities and will provide a source of support and advice for staff.

The role of the safeguarding officer is:

- Have a working knowledge of the relevant legislation and national guidance in protecting children, young people and vulnerable adults.
- To act as the first point of contact, source of support, advice and expertise for all staff about the safety and welfare of a child or adult
- Manage all referrals, refer all cases of suspected abuse to the appropriate agency either Social Care and/or Police and ensure that appropriate information is available, confirmed in writing under confidential cover as quickly as possible.
- To be familiar with Local Children partnerships (England), Adult Protection Committee (APC) and Child Protection Committees (Scotland) (CPC) procedures
- To ensure that The Royal Household policy and procedure to protect children and adults are implemented and followed and that all staff know where they can find these

- To liaise with appropriate local agencies for support and advice and know where to find local contacts
- Advise and organise training of all staff about their responsibilities to protect and keep safe children and adults
- To collect monitoring data on all welfare, wellbeing and protection activities across the Royal Household and evaluate their effectiveness.
- To lead on developing, reviewing, updating and disseminating The Royal Household Safeguarding/child/adult protection policy and procedures and monitoring its implementation
- Support staff after any an incident in The Royal Household.

The Safeguarding Officers for each site are listed below. If the Safeguarding Officers at a particular site are not available, those from another site should be contacted.

	Safeguarding Sponsor	Contact Details
	Head of HR, Operations	Ext. 3751 (+44) (0)20 7930 4832
Site	Safeguarding Officers	Contact Details
London sites	Learning Manager (London sites)	Ext. 4268 (+44) (0)20 7930 4832
	Senior Page of the Chambers (MHD)	Ext. 3679 (+44) (0)20 7930 4832
	House Manager and Assistant to the Master (Clarence House)	Ext. 5514 (+44) (0)20 7930 4832
Windsor Castle	Learning Manager (Windsor Castle)	Ext. 2788 (+44) (0)20 7930 4832
	Superintendent, Windsor Castle	Ext 2208 (+44) (0)20 7930 4832
Holyroodhouse	Learning Curator (The Palace of Holyroodhouse)	Ext. 2387 (+44) (0)20 7930 4832
Chapels Royal	Sub-Dean, H.M. Chapels Royal	Ext. 4665 (+44) (0)20 7930 4832
Pensioners	Resident Manager	(+44) (0)20 7930 4832
Site	Safeguarding Liaison	Contact Details
The Royal Mews resident liaison	Assistant to the Crown Equerry	Ext. 3481 (+44) (0)20 7930 4832

St. George's Chapel	Chapter Clerk	Ext. 2540 (+44) (0)1753 848719
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SECTION 2

Incidents and Procedures

These procedures apply to all staff working within the Royal Household and the Occupied Royal Palaces, as well as the Chapels Royal. All staff should have access to the Safeguarding Policy via the Monarchy website, Royal Collection Trust website and Coronet.

2.1 Incident Reporting Process

The following procedures must be followed by all staff within the Royal Household for the reporting of any safeguarding/protection incident or concern or incident involving a visiting member of the public, a guest or another member of staff. The SO must be notified as soon as is reasonably possible of any identified concern, all concerns must be recorded in writing.

2.1.1 Responding to concerns that a child or adult at risk has been harmed or is at risk of harm by a member of the public

All staff are responsible for raising concerns about the behaviour, actions or attitude of a member of the public towards a child or vulnerable adult.

If a member of staff witnesses an incident or potential criminal act that requires immediate action or causes them concern they must act where appropriate and safe to do so, intervene to mitigate the risk and alert their manager and, if necessary, the police.

Once any immediate action has been taken, or where concerns have been raised, the steps set out below should be followed:

Step One Any concerns should be raised to a SO without delay. If the SO at the appropriate site are not available, a SO from another site should be contacted. The SO will then carry out initial fact-finding and ensure an accurate record has been made and stored securely and appropriately according to the procedures above. Where necessary the member of staff who witnesses or suspects an incident should also alert their manager and, if appropriate, the police.

Step Two The SO will report the matter to the relevant agencies and, where it appears that a crime may have been committed, to the police without delay. In some cases the police may need to interview staff as witnesses and the Police will also lead on potentially criminal matters. In cases that pose a significant risk the SO may escalate the issue to the Safeguarding Sponsor.

Step Three The SO will record the incident on the EVA incident reporting system.

2.1.2 Allegations Against Royal Household Staff

All staff are responsible for raising concerns about colleagues; these concerns could be about: the behaviour or actions that has harmed a child or vulnerable adult, behaved in a way that indicates they may pose a risk or harm towards a child or vulnerable adult or possibly committed a criminal offence, through inappropriate use of restraint, or accessing inappropriate online data.

If a member of staff witnesses a safeguarding incident or potential criminal act that requires immediate action they should, where appropriate and safe to do so, intervene to mitigate the risk and alert their manager and, if necessary, the police. The member of staff should then follow the steps set out below.

Step One Any concerns should be raised immediately with a Safeguarding Officer who will escalate this to the Safeguarding Sponsor. If the concern relates to a Safeguarding Officer it should be raised to the Safeguarding Sponsor directly. The Safeguarding Officer or Safeguarding Sponsor will ensure that appropriate records are made and stored, ensuring they maintain a high level of confidentiality.

Step Two Initial fact-finding should be carried out sensitively by the Safeguarding Sponsor. This will involve checking files and recent records and clarifying basic facts with key staff. If the Safeguarding Sponsor concludes that no further action is necessary then this decision must be recorded.

Step Three The Safeguarding Sponsor may seek advice from the relevant Royal Household committees and local authorities to assess whether the incident warrants an allegation against the member of staff. This will be done without disclosing confidential facts of the case. They will consider: Did the alleged incident potentially cause harm to a child or adult at risk? Does the alleged incident potentially constitute a criminal offence? Does the alleged incident suggest that the member of staff is potentially unsuitable to work with children and 'Adults at Risk'? Unless advised otherwise the Safeguarding Sponsor will inform the individual under investigation and their line manager if an allegation is made.

Step Four The Safeguarding Sponsor, in liaison with local authorities, the Director of HR and the individual under investigation's line manager, will decide what next steps to take. These may include: criminal proceedings, child protection procedures, referring to the Local Authority/Police, following disciplinary procedures, training needs, a combination of these measures or no further action. Any internal disciplinary measures must not interfere with any potential police investigations and may be delayed until these are concluded. In this instance, the accused individual may be suspended on full pay for the period.

If a staff member is dismissed because of abuse concerns, the Royal Household has a duty to formally notify the Disclosure & Barring Service and/or Disclosure Scotland. This also applies if a member of staff resigns as a result of safeguarding concerns being raised. The referral process is fully detailed on the DBS/DS websites.

To protect both the accuser and the accused, the matter should only be disclosed to those who need to know about it. The investigation should also be completed as quickly as possible consistent with its effective conduct.

If it is established that the allegations were unfounded or malicious, the Safeguarding Sponsor should:

- make it clear to those involved that the accused has been exonerated;
- consider whether counselling for the accused and/or accuser is appropriate;
- consider further steps to clear the accused
- consider a formal disciplinary investigation into the unfounded or malicious report

All safeguarding cases will be reviewed on completion to ensure the policy and procedures were used effectively.

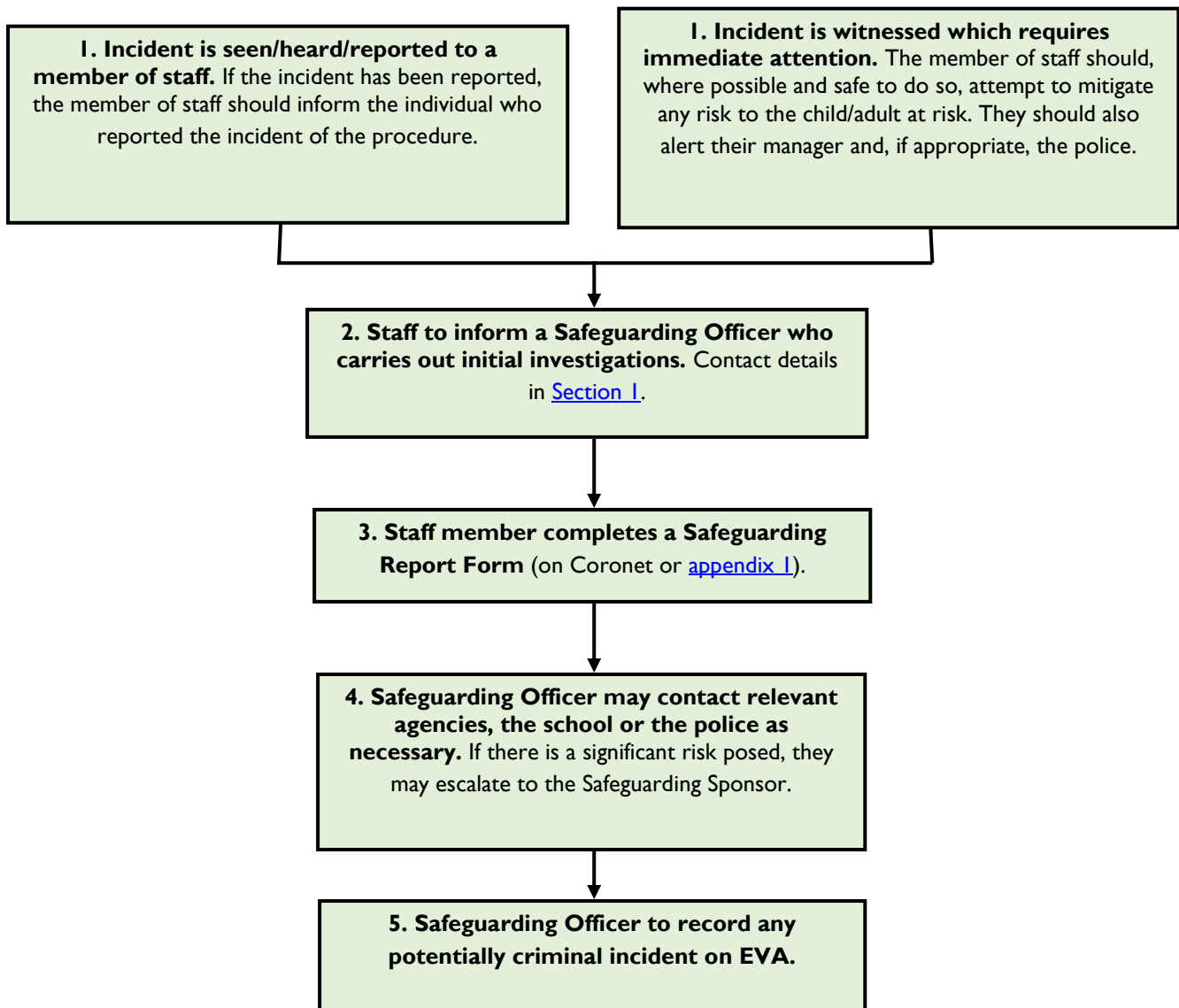
2.1.3 Recording a Concern

All staff should know how to keep accurate, appropriate written records which should distinguish between fact and opinion. The keeping of accurate and prompt recording is fundamental and should be completed as soon as reasonably possible a written account must be noted using the [Safeguarding Report Form](#).

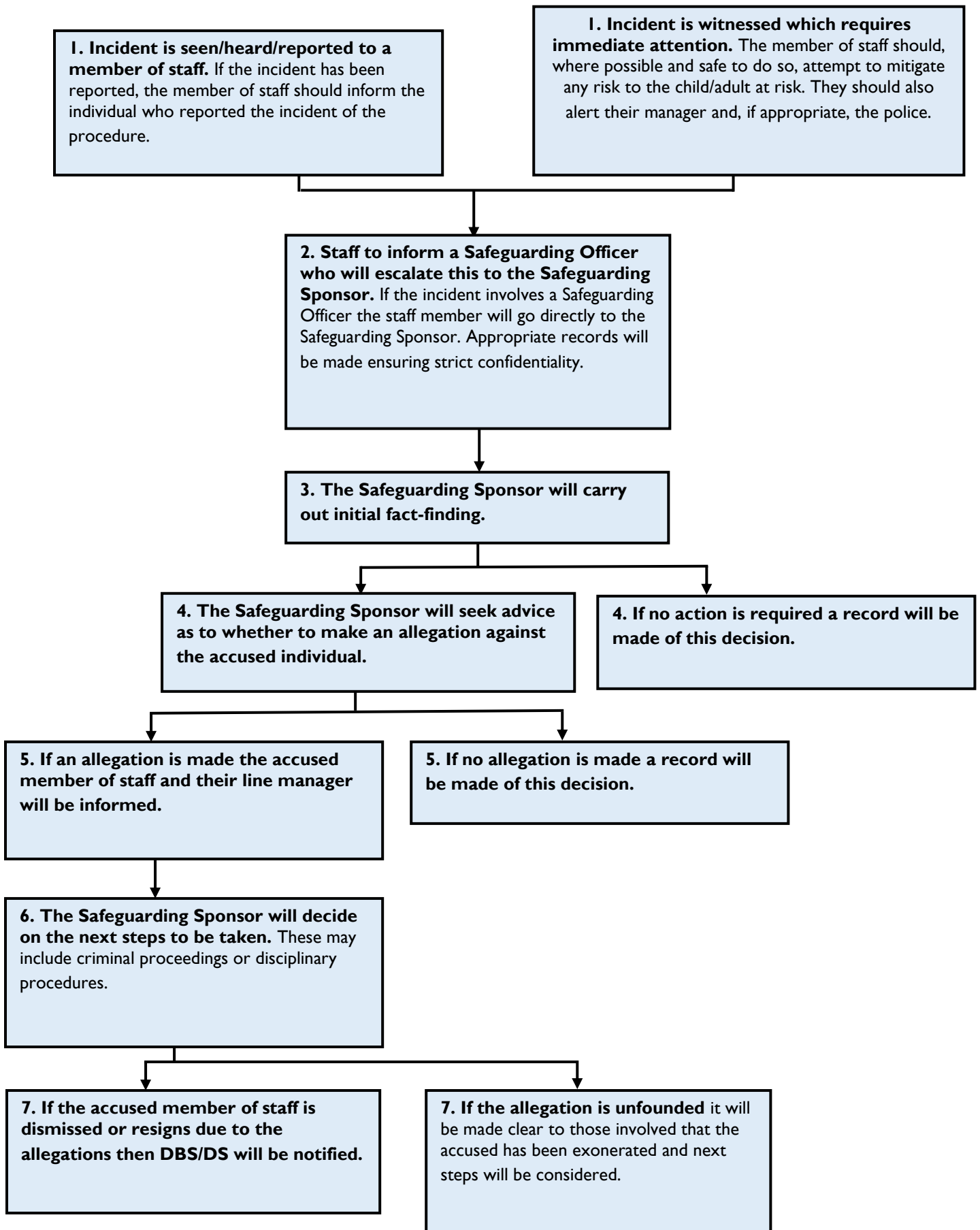
The SO has responsibility to ensure all concerns raised are recorded, monitored and secured. Electronic records, including emails, will be saved within a secure folder on the X drive. Access to these records will be strictly limited to the SOC.

The Royal Household complies with the principles of the Data Protection Act (2018) and Human Rights Act (1998) in the way it collects, holds and disposes of personal information.

2.2.1 Responding to concerns that a child or adult at risk has been harmed or is at risk of harm by a member of the public



2.2.2 Allegations Against Royal Household Staff



Approved by:	Lord Chamberlain's Committee
Date Policy reviewed:	August 2020
Date Policy to be reviewed:	August 2022

Appendix I

Guidelines for Reporting Incidents

If any sign of abuse is seen or a child or adult at risk discloses abuse to you the incident must be reported to a SO and a Safeguarding Report Form (Appendix I) must be completed and these procedures followed. You should:

- If the incident requires immediate action alert colleagues and your line manager and intervene where appropriate and safe to do so. If necessary contact the police
- Find a private location together with the supervising adult or another responsible adult if appropriate
- remain calm;
- if someone discloses, listen carefully to what is being said;
- do not promise to keep anything a secret, and do not make promises that you cannot keep;
- explain that the information will have to be passed on and what action you will be taking;
- be reassuring that they were right to tell you, and that you take them seriously;
- keep questions to a minimum; if you must ask questions, keep them open and not leading;
- do not interrupt when they are recalling significant events;
- do not jump to conclusions;
- do not destroy any evidence;
- write down (in the language that they used) the events disclosed to you on the Safeguarding Report Form, or what you have seen (Appendix I);
- sign and date any forms;
- report the incident immediately to a Safeguarding Officer;
- remember that it is not your responsibility to decide if abuse has occurred, but to report what is seen and/or heard.

If an accident or injury occurs:

- if necessary contact first responders, either internally or externally;
- any first aid treatment wherever possible should be carried out with another responsible adult present except in the rare situation of serious injury where any delay in providing urgent first aid pending the arrival of medical aid would be harmful to the child or adult at risk;

- physical contact may be unavoidable from first aiders administering basic medical assistance, it is standard first aid practice to explain the purpose of physical contact before carrying it out;
- make a record of the accident in the accident book. Near misses should also be recorded;
- have the record countersigned by the individual responsible for the child or adult at risk;
- inform Health and Safety branch;
- keep records of all conversations and correspondence including timings and dates.

If an off-site incident is reported:

If a member of the public discloses an incident that has occurred off-site the procedures in Section 2.1 should still be followed.

Appendix 2

Child Protection Agencies and Contacts

The following organisations/government departments are involved in developing child protection policy and procedures:

England & Wales

Disclosure and Barring Service

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

The DBS are responsible for:

- processing requests for, and issuing, DBS checks
- making considered decisions regarding whether an individual should be barred from engaging in regulated activity with children, adults or both
- maintaining the children's and adults' barred lists

The DBS search police records and, in relevant cases, barred list information, and then issue a DBS certificate to the applicant and employer to help them make an informed recruitment decision.

Department for Education: Keeping children safe in education.

Department of Health and Social Care: Health and Social Services.

Local Safeguarding Children Boards: As departments of the local authority, the boards have a legal duty to follow up any complaint or concern about child abuse.

LSCB for Hammersmith & Fulham, Kensington & Chelsea and Westminster (07739 315388 or accesstochildrenservices@westminster.gov.uk)

LSCB for Windsor & Maidenhead (01628 683234 or lscb@rbwm.gov.uk)

Scotland

Disclosure Scotland

Disclosure Scotland helps employers in Scotland make safer recruitment decisions by ensuring unsuitable people do not work with vulnerable groups.

Disclosure Scotland are responsible for:

- issuing certificates for criminal records checks for basic, standard or enhanced
- adding people doing work with vulnerable groups to the Protecting Vulnerable Groups (PVG) scheme
- deciding whether a person should be added or removed from a barred list
- maintaining the barred lists for regulated work with children or protected adults

Edinburgh City Council Child Protection Committee (0131 200 2324 or socialcaredirect@edinburgh.gov.uk)

UK Wide

NSPCC: National Society for the Prevention of Cruelty to Children www.nspcc.org.uk.

Childline: ChildLine is the free 24-hour helpline, 0800 1111, for children and young people in the UK.

Ann Craft Trust: Information regarding the protection of and abuse of children and adults with learning disabilities, including those with additional disabilities www.anncrafttrust.org.uk.

CareFirst: The Royal Household employee counselling and information service, contact on 0800174319 or visit www.carefirst-lifestyle.co.uk.

Alternatively, please contact your local Safeguarding Officer who will be able to put you in touch with the relevant agency or organisation.

Resources

