

Safeguarding Policy: Vulnerable Adults

1. Introduction

1.1 Purpose of the policy

The purpose of this policy is to provide a framework for all staff and volunteers within Historic Royal Palaces (HRP) when dealing with safeguarding issues. It should be used in conjunction with the *Vulnerable Adults Safeguarding Procedures* to prevent and reduce the risk of abuse to all vulnerable adults who may be at risk, and who visit or engage with Historic Royal Palaces or come into contact with staff or volunteers.

1.2 Background and need

This policy and its associated procedure are mandatory for all staff including temporary, agency, freelance and contractors (hereafter referred to as 'staff') trustees and volunteers, as they must be aware of their individual and collective roles and responsibilities in safeguarding vulnerable adults from abuse and neglect.

At Historic Royal Palaces we are guided by the *Care Act 2014*, the DOH *Care Act factsheet 7: (Safeguarding)* and Chapter 14 of the *Care and Support Statutory Guidance issued under the Care Act 2014* (updated August 2017) Copies of this guidance are available in the S Drive Safeguarding Folder: <S:\Projects\Across Palaces\Safeguarding\Legislation and government guidance>

1.3 Link to Our Cause and Principles

Our aim is to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built.

This welcome to 'everyone' includes children, young people and vulnerable adults. We want their experience of engaging with our palaces and their stories to be meaningful, enjoyable and safe. This can only be attained if children, young people and vulnerable adults are safeguarded and protected from abuse and neglect and, where appropriate, prevented from becoming at risk of abuse.

The Safeguarding Procedures: Vulnerable Adults that accompany this policy states our responsibilities, obligations and standards.

1.4 Outcomes

As a result of the policy and associated procedure being followed, vulnerable adults at risk will be better protected from the impact of abuse and neglect. The staff, volunteers, and trustees will take the necessary steps to safeguard and protect vulnerable adults and where outlined in procedures will contact statutory agencies and/ or, if appropriate, discuss concerns with the adult at risk (and on occasions when appropriate, their parents/carers or advocates).



Key Principles

- This policy and corresponding procedures aims to achieve a culture within Historic Royal Palaces in which a proactive approach is taken to safeguarding, promoting and protecting the rights of vulnerable adults.
- All adults that work, volunteer or use Historic Royal Palaces services have the right to live a life free from abuse, harm and neglect regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity.
- All allegations, concerns or suspicions of abuse or neglect are taken seriously and responded to within the steps laid out in the corresponding procedures.
- To collaborate with local Safeguarding Adults Boards and comply with the local multi-agency Safeguarding Adults Procedures, as appropriate.
- All staff have a responsibility to ensure they are informed, trained and understand their duty to operate within this policy and procedure and to cascade these policies and procedures to volunteers and contractors who may be working with vulnerable adults.
- All staff, contractors and volunteers have a shared responsibility to take appropriate steps to protect adults at risk.

3. The Policy Statement

- This policy and associated procedure applies to all staff, volunteers, trustees and representatives of Historic Royal Palaces, including contractors and temporary staff.
- Historic Royal Palaces is committed to the prevention of, and protection from, abuse and neglect of all adults at risk of abuse or neglect who come into contact with the organisation through its staff, volunteers or representatives, in whatever capacity that contact occurs.
- Historic Royal Palaces is committed to taking all necessary steps to stop abuse happening, whether that abuse is perpetrated by staff, volunteers or members of the public.
- Historic Royal Palaces is committed to its duty of care to all adults it has contact with. If there are concerns about staff or volunteers perpetrating abuse, it will facilitate any action required to address this without delay. This will include actions required to address abusive behaviours and attitudes. On occasions when staff have been dismissed because of concerns about abuse or neglect, they will be referred by Historic Royal Palaces to the Disclosure & Barring Service (DBS) and where applicable to relevant professional bodies.
- Historic Royal Palaces is committed to ensuring that adults at risk of abuse or neglect are given information, advice and support in a form that they can understand.
- Historic Royal Palaces will publish online and on the intranet the *Vulnerable Adults Safeguarding Policy*.
- Historic Royal Palaces has a duty to contact the local authority Adult Social Care department if there are concerns that an adult at risk may be being abused.
- Historic Royal Palaces is committed to ensuring that the right staffing and reporting structure is in place to enable safeguarding concerns to be dealt with effectively and to ensure the correct processes are followed



as detailed in the procedure. This includes the escalation of concerns posing a significant risk to senior staff within HRP.

Roles to Support Safeguarding:

Designated Safeguarding Lead (DSL) – has the lead responsibility for all safeguarding and protection matters at the site or within the area allocated (HR or L&E) and to escalate concerns to the Safeguarding Sponsor and where appropriate make referrals to external bodies such as the local authority or the police. As a group they champion safeguarding, raise awareness and ensure safeguarding training is delivered. They work together to make recommendations to the Safeguarding Sponsor, update policies and procedures every two years, communicate changes and keep information up to date on the intranet and internet.

There are seven **Designated Safeguarding Leads (DSLs)** for Historic Royal Palaces and two supporting DSLs.

Site/Area	DSL Name	Contact Details (ext & email)
Hampton Court Palace	Christian Lax (lead) David Hingley (support)	020 3166 6509 (CL) Christian.lax@hrp.org.uk 020 3166 6502 (DH) David.hingley@hrp.org.uk
HR	Kate Morris	020 3166 6169 Kate.morris@hrp.org.uk
Hillsborough Castle	Currently Vacant	Please refer safeguarding reports to Tower of London DSLs
Kensington	Gina Grubb	020 3166 6125 Georgina.grubb@hrp.org.uk
Kew Palace	Rachel Mackay	020 3166 6143 Rachel.mackay@hrp.org.uk
Learning & Engagement DSL and Safeguarding Co-ordinator	Fenella Goodhart	020 3166 6657 Fenella.goodhart@hrp.org.uk
Tower of London and BHW	Debra Whittingham (lead) James Murly-Gotto (support)	020 3166 6220 (DW) Debra.Whittingham@hrp.org.uk 020 3166 6260 James.murly-gotto@hrp.org.uk
Safeguarding Sponsor	Elizabeth McKay	020 3166 6631 Elizabeth.mckay@hrp.org.uk



Each of the DSLs has responsibility for responding to concerns about the abuse of children, young people and vulnerable adults when these are raised with them. Once procedures have been followed the DSLs will escalate concerns that pose a significant risk to the **Safeguarding Sponsor**. The **Chief Executive** has overall responsibility for all safeguarding matters within the charity as a whole.

The Safeguarding Sponsor is a senior member of staff, they provide support to the DSLs when cases that pose significant risk are escalated. They meet the DSLs a minimum of twice a year to review activity, take measures to improve systems and practices where necessary, ensure training is sufficient and that all staff are aware of the policies and procedures which are intended to be easily accessible. The Sponsor will brief the CEO and Executive Board annually on safeguarding matters including volume of activity, location, trends, risks and actions taken. An update on safeguarding activity will also be shared with the Board of Trustees on an annual basis.

- HRP will ensure staff and volunteers are carefully recruited and necessary checks are made in line with the Recruitment and Vetting Policies.
- Historic Royal Palaces is committed to working with the police and Adult Safeguarding Boards/local authorities in which the palaces are located, especially if there are perceived risks or concerns about staff, contractors or volunteers.
- Historic Royal Palaces is committed to ensuring all staff and volunteers, including those with designated responsibilities, have received appropriate levels of up-to-date safeguarding training. This will be a minimum of every two years for the DSLs.
- The Executive Board is responsible for reviewing the policy every two years.

4. Risk Assessment

Should this policy and associated procedure be ignored or disregarded, the possible outcomes are:

- **For vulnerable adults at risk of abuse or neglect** – placed at further risk of harm and neglect.
- **For staff and volunteers** – potentially subjected to inquiry, investigation internally or externally for failing to take appropriate steps, which may then lead to a disciplinary process.
- **For the Designated Safeguarding Leads, Safeguarding Sponsor, the Chief Executive and Board of Trustees** – possible inquiry and report from the Charity Commission and regulators or recommendation from local authorities to regulators.
- **For Historic Royal Palaces** – possible risk of public scrutiny and ultimately risk of prosecution.

All of the above can lead to negative media attention and damage to the reputation of Historic Royal Palaces. The visiting public may lose confidence in HRP as an organisation resulting in fewer visitors and therefore failure to deliver our charitable and corporate objectives.



5. Definitions

Safeguarding Adults at risk of abuse or neglect: means protecting an adult's right to live in safety, free from abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not a local authority is meeting any of those needs); and
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Historic Royal Palaces welcomes over 4 million visitors each year. It is therefore inevitable that some of our visitors will be defined as a vulnerable adult and may be at risk of abuse or neglect, generally, though not always, as a result of a lack of capacity within the meaning of the *Mental Capacity Act 2005*. (see the procedures for information on the Mental Capacity Act)

Abuse and Neglect: Refers to: 'ill-treatment (including sexual abuse and forms of ill treatment that are not physical); the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, emotional, social or behavioural development'. (*Who Decides?" Law Commission, 1997*)

Abuse was defined by '*No Secrets*' (2000, DH and Home Office) as: '...a violation of an individual's human and civil rights by any other person or persons'.

The Designated Safeguarding Leads (DSLs) who, in these roles, hold responsibility for concerns relating to Children and Vulnerable Adults and all alerts raised at their sites/areas of responsibility. The Safeguarding Sponsor/Chief Executive has overall responsibility for all safeguarding matters within the charity as a whole.

6. Legislation, Regulatory Requirements and Guidance.

HRP has adopted the following legislation in order to provide a framework and guidance for our *Vulnerable Adults Safeguarding Policy and Procedures*.

-The principle source (since 2015) is the *Care Act 2014* (section 42). This defines abuse and sets out the statutory duties and the institutional responsibilities for those duties.

-The (*Care Act*) *Care and Support Statutory Guidance* (current version August 2017) provides the detail in relation to both the meaning of wellbeing and safeguarding. Chapter 14 sets out in detail the duties found in sections 42 to 46 of the Care Act, including definitions of the aims and objectives of Adult safeguarding activity and a representative range of types of adult abuse and neglect.



-Disclosure and Barring Service guidance for employers (last updated 31.1.17)

Policy owner:	Chief Executive/Safeguarding Sponsor
Approved by:	Board of Trustees
Date policy reviewed:	October 2017/AL/ Calmcare v.1
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