

CHAPELS ROYAL HAMPTON COURT & TOWER OF LONDON

Additional Safeguarding Procedure January 2024

Updated September 2024

Purpose of the procedure

The purpose of this procedure is to provide a framework for staff and volunteers within the Chapel Royal. It should be used in conjunction with Historic Royal Palaces (HRP) documents *Safeguarding Policy: Children and Young People*; *Safeguarding Policy: Vulnerable Adults* and *Safeguarding Procedures* for both categories.

The procedure details the steps the individuals and key persons are expected to take. The procedure is mandatory and must be followed.

Areas of responsibility

- **Everyone’s responsibility:** safeguarding and protecting children and vulnerable adults from abuse and neglect is the responsibility of all staff and volunteers. This includes a responsibility to ensure they are informed and trained to an appropriate level.
- Staff and volunteers are expected to report and discuss any concerns to an HRP Designated Safeguarding Lead (DSL) without delay.

Site/Area	DSL Name	Contact Details (ext & email)
Commercial	Susan Huntingdon	020 8132 9665 / 07964 534472 susan.huntingdon@hrp.org.uk
Chapel Royal, Hampton Court Palace	Sophie Baylis (Safeguarding Administrator)	020 3166 6515 sophie.baylis@hrp.org.uk
Hampton Court Palace	Natasha Nardell Rachel Mackay	020 3166 6509 / 07586 714354 natasha.nardell@hrp.org.uk 020 3166 6502 / 07391 016373 rachel.mackay@hrp.org.uk
Hillsborough Castle	Victoria Hatwell	028 9268 1376 / 07736 169139 victoria.hatwell@hrp.org.uk



HR	Jacki Gray	020 3922 1182 jacki.gray@hrp.org.uk
Kensington Palace and the Banqueting House, Whitehall	Rob Brand	020 3166 6125 / 07388 994862 rob.brand@hrp.org.uk
Kew Palace	Cat McFall	020 3166 6421 / 07776 592924 catherine.mcfall@hrp.org.uk
Public Engagement	Lotty Englishby Alison Lightbown (Safeguarding Manager)	020 3166 6758 / 07741 627883 lotty.englishby@hrp.org.uk 020 3166 6692 / 07964 433487 alison.lightbown@hrp.org.uk
Tower of London	Debra Whittingham Dan Hawkins	020 3166 6220 / 07785 954549 debra.whittingham@hrp.org.uk 020 3166 6260 / 07391 010296 dan.hawkins@hrp.org.uk
Safeguarding Sponsor	Tom O’Leary	020 3166 6363 / 07941 342927 tom.oleary@hrp.org.uk
Safeguarding Trustee	Sue Wilkinson	c/o Alison Lightbown or Tom O’Leary

Recognition of signs and indicators of abuse

It is crucial to effective safeguarding that all staff and volunteers are able to recognise signs and indicators of abuse and this requires acceptance that disabled children are more likely to be abused than children without disabilities. See Appendix 3 of the HRP Safeguarding Procedures: Children & Young People for further information on indicators and signs of abuse and guidance on listening to children.

Raising a concern

Staff and volunteers will raise a concern by reporting directly and without delay (within 2 hours) to the HRP DSL for their site, or if unavailable any other DSL on the above list. Immediately after raising a concern, staff will also make a detailed written account of what they have seen, observed or heard using the **Safeguarding Report Form**.

Recording

Records should be accurate, factual and clear

Opinions, if expressed, should be recorded as such and distinguished from fact.



All subsequent actions/ events following the reporting of a concern should be recorded and attached to the original concern in chronological order.

Confidentiality and storage of safeguarding concerns

All Safeguarding Report Forms and paperwork relating to a Safeguarding Incident will be the responsibility of the DSL for the palace and stored securely on the HRP S Drive.

Responding to concerns that a child or vulnerable adult has been harmed or is at risk of harm by a stranger or member of the public, including abuse and neglect

All staff and volunteers are responsible for raising concerns about the behaviour, actions or attitude of a member of the public towards a child. If the initial fact finding concludes that there is a legitimate Safeguarding concern the matter will be reported to the Adult Social Care team, Children's Services and the police where necessary.

Where the concern relates to a vulnerable adult, timely consideration must be given to the ability of the adult at risk to understand the concerns, and whether they have an ability to give consent to concerns being raised with other agencies.

Responding to concerns that a member of staff or volunteer may have abused a child

Staff and volunteers are responsible for raising concerns about colleagues; these concerns could be about: the behaviour, actions or attitude of a member of staff towards a child; inappropriate use of restraint; actions or behaviour towards a child outside of HRP, accessing or making use of inappropriate online data including child pornography. The concern could in fact be any that raise significant questions about their suitability to work with children. If the initial fact finding concludes that there is a legitimate Safeguarding concern the Local Authority Designated Officer (LADO) for the local authority in which the palace is based must be informed.

Where the concern relates to a vulnerable adult, timely consideration must be given to the ability of the adult at risk to understand the concerns, and whether they have an ability to give consent to concerns being raised with other agencies.

The procedures outlined for raising a concern, recording, storage and initial fact finding should be followed.

Raising a concern

Concerns should be reported without delay directly to the DSL for the site or, if unavailable, to any other HRP DSL.

Initial fact finding

Initial fact finding requires a high level of confidentiality. It should never involve asking a child or vulnerable adult to discuss the concerns or repeat a disclosure or allegation that has been made. Where the incident involves a member of staff the, Designated Safeguarding Lead, Safeguarding Sponsor or Chief Executive will conduct the fact finding exercise and will not delegate this responsibility.

Training and Implementing Safeguarding Policy and Procedures

The Chapel will ensure that the staff, volunteers and the public has access to the Chapel Royal and HRP policies and procedures and an understanding of the duty of HRP to inform Children's Services, Adult Social Care team or the Police if there are concerns about abuse. Staff and volunteers will have access to and will be expected to undergo the relevant training.

Standards of Behaviour for staff and volunteers

The following are expected behaviours of HRP staff, volunteers, and trustees:

Do

- Approach any vulnerable adult, child or young person who appears to be in distress and ask if you can help.



- Assure them that you are taking them seriously
- Question situations that you find suspicious.
- Look out for unaccompanied children/young people and follow the Hampton Court Palace or Tower of London Lost/Found Children procedure
- Avoid situations where you are likely to be in a one-to-one situation with a vulnerable adult/child/young person by remaining in a public area.
- Remember that the primary responsibility for care, safety and welfare rests with the child/young person's supervising adult.
- Report any allegation (even if it is just a suspicion) of abuse or inappropriate conduct immediately to an HRP Designated Safeguarding Lead.
- Always act appropriately, professionally and consider, '*How would my behaviour look to anyone else and can I justify my actions?*'

Do not

- Physically restrain a child or young person except in exceptional circumstances, e.g. to prevent injury, damage to property or collections or to prevent theft. In these circumstances minimum restraint should be used.
- Commit or attempt to commit any act which may endanger persons or property or which breaches any safety rule, organisation policy or legislation.
- Engage in any form of physical or verbal abuse, threatening behaviour or harassment on the organisation's premises or when working on the organisation's business off site.
- Provide personal telephone numbers/ contact details to any child/young person/vulnerable adult encountered through work.
- Communicate with any child encountered through work through social networking sites (with the exception of official or approved social network channels, e.g. HRP's Facebook page).
- Provide lifts in a personal vehicle to children, young people or vulnerable adults
- Put yourself in a position where you take on the role of being the individual with primary responsibility for the care, safety or welfare of a child, young person or vulnerable adult
- Do things of a personal nature for children/young people/vulnerable adults that they can do for themselves or their supervising adult can do for them, e.g. taking them to the toilet.
- Allow or engage in inappropriate touching of any kind. The main principles of touch are:
 - The desired touch should always be initiated by the child
 - Touch should always be appropriate to the age and stage of development of the child

Those who have harmed or might harm vulnerable children

It is the policy of the Church of England that all those who work or volunteer with children, young people or vulnerable adults have a Criminal Records check through the Disclosure and Barring Service (DBS) as the final part of the Safer Recruitment process and that all elements of this process must be satisfactorily completed before a person is allowed to commence working either as an employee or volunteer.

The DBS must be 'renewed' every 5 years. Where information is disclosed on the certificate (resulting in a 'blemished' disclosure), there will always be a risk assessment process carried out by the Diocesan Safeguarding Team that will be proportionate to the role and the information disclosed. The Freedom of Information Act, 2012 means that many old, minor or unrelated offences will no longer be disclosed as part of this process. Disclosures of past offences do not always mean that the person cannot be appointed to the proposed role.

As well as people with cautions and convictions against children there are others whose behaviour may be considered to pose a risk to children. A protocol for 'Managing Offenders' must be completed for all those with cautions or convictions relating to children. A 'Covenant of Care' agreement should be completed with those who may potentially present a risk to children, for example if they are the subject of police enquiries, even where they have not been arrested or charged with an offence. These



agreements will put in place boundaries that will protect both vulnerable groups and the (alleged) offenders including provision for pastoral care.

These documents can be accessed via the Diocese of London Safeguarding Team who will be able to support you in drafting them and putting them in place. These agreements are reviewed regularly within the parish to ensure that they remain appropriate and are being adhered to. Any suggested changes will need to be agreed by the Diocesan Safeguarding Team. We need to keep in mind that those who have offended against children may always pose a risk.



SPECIFIC CHAPEL PROCEDURES

CHORISTERS COMING TO THE CHAPEL

Every boy should be accompanied through the security barrier, all the way to the Chapel by their parent. If a boy arrives unaccompanied, the Security Office will contact the Vestry and an authorized person will come and collect him. If a boy is due to come alone, parents must let the Chapel know in advance.

Parents who cannot bring their own boys may nominate another to do so, by completing and signing the appropriate form.

If a parent is unable to collect a boy due to an emergency, it is their responsibility to arrange alternative transport and to inform the chapel of this, and who will be collecting the boy.

HRP and the Chapel are not responsible for travel arrangements.

A member of Chapel Staff will conduct a register at the Chapel to ensure everyone is in attendance and no one is unaccounted for.

Parents are responsible for bringing and collecting of boys before and after services and practices. Boys will remain in the Chapel/Robing Rooms with a chaperone until the person collecting him makes themselves known to the chaperone.

The Music & Choir Coordinator is responsible for managing the Safeguarding of the choristers, and will oversee the implementation of these procedures. In addition, parents may volunteer to become Parent Chaperones, whose duties will include collecting boys from the TCL barrier when necessary, and helping the Music & Choir Coordinator in supervising the boys in their robing room in the period between rehearsals and services on Sundays.

The Music & Choir Coordinator fulfils the duties typically managed by a Choir Matron, with the help of Parent Chaperones.

A list of parents' names and contact details will be kept securely in the safe in the Song School. These can also be found on the private WhatsApp groups in case of need of emergency contact.

In conjunction with the Music & Choir Coordinator, Parent Chaperones will organize a written roster for weekdays and Sundays.

Boys are not to be alone within the TCL Barrier zone.

SUNDAYS

The procedure for boys arriving is as on weekdays; they should be brought directly to the chapel by a parent or nominated adult, and supervised by said adult until the start of the rehearsal.

In the period between the rehearsal and the service, either the Music & Choir Coordinator or a Parent Chaperone will oversee the boys in their robing room.

Following the morning service, boys are to be collected by parents or by someone nominated by their parent (see above). Boys are not to remain in the chapel rooms or to be left in the palace unaccompanied. The Vestry staff are not responsible for supervising boys during this time.



As on weekdays, boys will remain in the Chapel/Robing Rooms until they are collected by their parents (or one nominated by their parent, see above).

PARKING

Parents are permitted to park in the Barrack Block Car Park in order to attend services and deliver boys to, and collect from, choir practices. However, should that car park be full, they are permitted to drive down to the Tennis Court Lane barrier whilst they accompany their child to the Chapel.

Expectation on both parent and HRP sides that parking by the TCL barrier should not be for long, and parents may need to find an alternative place to park. Drop off/pick up time may vary depending on the finish time of practice, however.

Parents should provide the Vestry with the car registration numbers so that they may be added onto the ANPR barrier system to avoid car parking charges.

ROSTERS

The Music & Choir Coordinator will be in overall charge of the Parent Chaperones, and may appoint one or more as assistants. Written rosters will be drawn up by the Music & Choir Coordinator and Parent Chaperones, and will be sent to parents via email.

HEALTH

Parents should inform the Chapel of any specific medication/allergies etc and ensure that staff and chaperones are able to monitor this.

Refreshments and catered events are sometimes part of choir duties. It is the responsibility of the chorister family to monitor food consumption if the Chapel does not know about any allergies/dietary requirements.

E-POLICY

Photographs of the choir should not be posted on social media without prior permission from the Chaplain.

If a boy is protected for legal reasons under which the appearance of a photo including said boy would break that restriction, it is the duty of a parent or guardian to inform the Chapel when the boy becomes a member of the choir.

ABSENCE

Parents are sent absence request letters for school, in order to receive school consent in advance of time off during term-time for events and trips.

If a boy is unavailable to attend for sickness or other reasons, the Chapel should be informed at the earliest possibility opportunity.

Permission for absence from practices & services should be obtained from the Director of Music, with requests emailed to both Mr Jackson and the Chapel Vestry as early as possible. Email addresses will be made known to parents.



CHAPEL RESPONSIBILITIES

Boys should not run around traffic or within the palace

Boys are not to wander around Fountain Court.

A Chaperone will be with the Boys in the Robing Room and Choir Library.

Parents should inform the Chapel of any specific medication/allergies etc and ensure that the Chapel or Chaperone is able to administer this. Specific medication is kept by the Chapel or Chaperone.

A First Aid Kit is kept in the Chapel Vestry and regularly checked

Parents will congregate in the choir library with door left open during Tuesday and Friday Practices

Boys are not to be left alone in the Choir Library unsupervised

The Choir Library will be restricted access on Sundays to essential personnel: Director of Music, the Organists, the Choir Gentlemen, The Chaplain, The Chapel Clerk, The Music & Choir Co-ordinator (all of whom are DBS checked) and Chaperones.

The WC in Vestry Court will be restricted to the use of Boys alone on occasions when they are present. The Chapel is committed to the safety of children and young people engaging in online and digital activities with HRP and online activity. The Chapel reserves the right to check the phones of Choristers for any inappropriate internet activity.

Everyone is responsible for the safeguarding of the choristers. It is not solely the duty of one person. We will abide by the HRP policy and procedures.

If boys consider something to be out of the ordinary, or feel something is wrong, it is important that they speak either to Fr Anthony (Chapel Safeguarding Officer) or Sophie Baylis (Music & Choir Co-ordinator).

PHOTOGRAPHY

The Chapel occasionally takes photographs of the Choristers who are participating in organised activities for publicity purpose (including use online via official channels).

Permission will be sought from the supervising adult with parental responsibility for the child.

Photographs of the choir should not be posted on social media without permission from the Chaplain

It is neither possible nor desirable to prohibit members of the public taking photographs of the choir as a body. However, should any visitor or member of the public appear to be taking photographs of boys in suspicious or inappropriate circumstances they should be challenged by a member of HRP staff and asked to delete the photographs containing children.

If a boy is protected for legal reasons under which the appearance of a photo including the said boy would break that restriction it is the duty of a parent or guardian to inform the Chapel when the boy becomes a member of the choir.

OUTSIDE TRIPS AND TOURS

Trips are accompanied by the Chapel Staff, Chaperones and DBS checked adults, with a ratio of 1 adult to every 6 boys.

The Chaperones to keep documents (such as Passports etc...)



Medication is deposited with the Choir Chaperone, with parental/guardian consent given for administering medication when needed.

Boys are to walk in pairs.

Parents indicate allergies to the Chapel.

Menus are circulated beforehand and choices clearly indicated.

The Chapel to be alerted to allergies and medical issues.

A full risk assessment of the trip is completed and appropriate insurance in place if necessary.

E-SAFETY

The Chapel is committed to the safety of vulnerable adults, children and young people engaging in online and digital activities with HRP and online activity.

Mobile Phones and internet devices are not permitted whilst in the palace

If they have a phone with them, boys will deposit them in the Choir Library for the duration until they go home

The Chapel reserves the right to check the phones of Choristers for any inappropriate internet activity.

Adult members of staff and volunteers must not send or accept 'friend requests', or interact on social media with those under the age of 16. *(added 2020)*

For overnight trips, mobile phones will be collected upon arrival in the destination. They will be held securely during the daytime and overnight, and administered to boys only if needed in exceptional circumstances. Phones will be returned to the boys upon departure from location.

Parents may also choose for their son not to bring a mobile phone at all.

All communication regarding the choristers will be sent to the Choir Parents by staff and chaperones.

VISITING CHOIRS

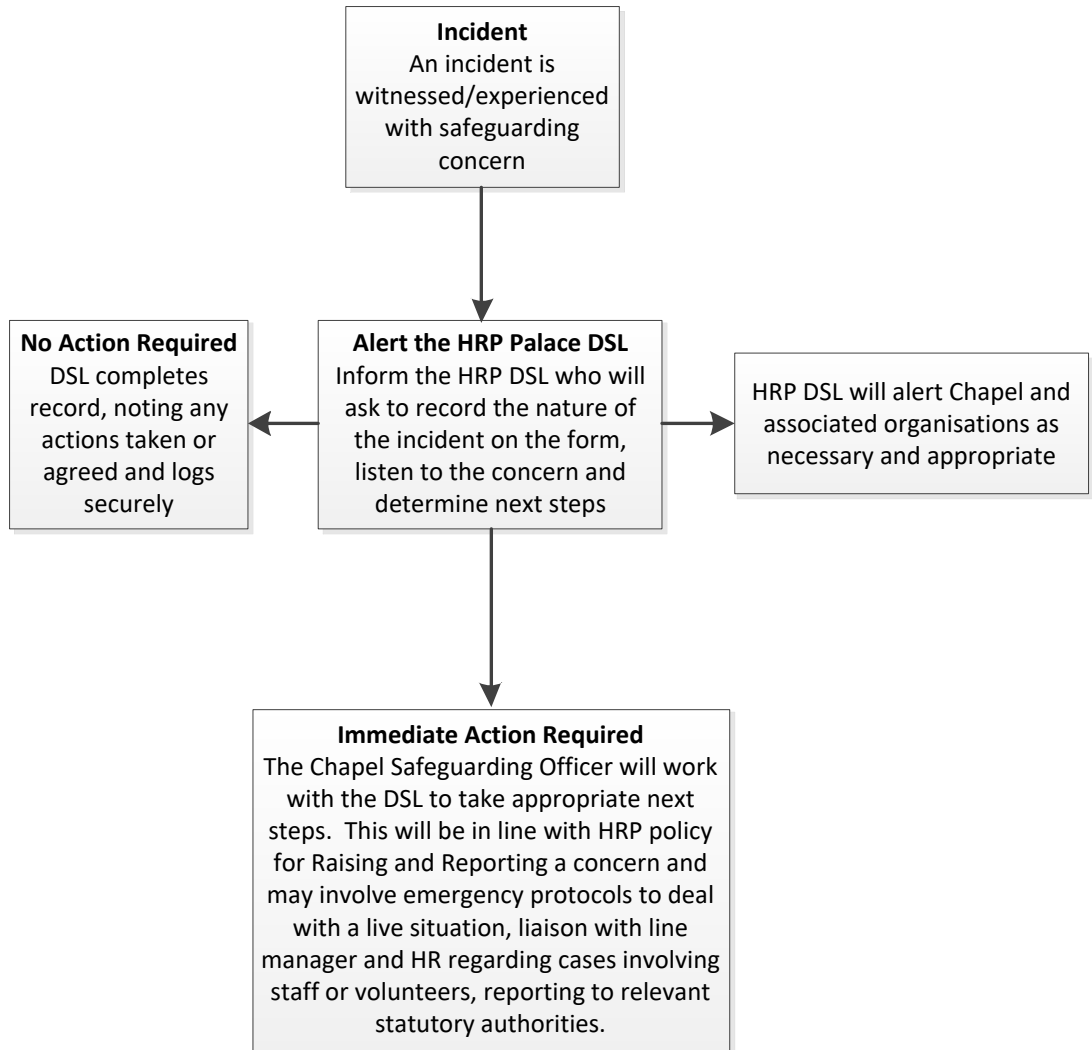
Visiting choirs will be expected to have in place safeguarding procedures as well as adhering to those of the Chapel.

AGREEMENT

All parents will be given a copy of these safeguarding procedures and be required to sign the agreement that includes the above.



WHAT TO DO IF YOU SUSPECT SOMETHING



Safeguarding Report Form

Use this form to record any concern about the welfare of a child or vulnerable adult. Before completing the form contact your Designated Safeguarding Lead (details can be found in the Safeguarding policies on the intranet).

If you suspect a child or adult may be at risk of abuse or neglect, or you have received a disclosure of abuse from a child or adult, or you have heard about an allegation of abuse or witnessed abuse, you must report it to the Designated Safeguarding Lead at your location as soon as possible, where possible within 1 hour.

Full name of individual you are concerned about (if known)

If you don't have details of the individual please give any useful information you have – consider whether CCTV or colleagues may be able to help

Date and time of this record

Why are you concerned?



What have you been told, heard or observed, by who and when?

Please give a detailed and clear description, distinguishing fact from opinion and outlining the following:

- anything you have personally witnessed
- information from a third-party that is relevant but as yet unsubstantiated
- anything you have been told by the child or any other person. Be clear about who has said what

If an allegation has been made, give any details.



Have you spoken to the child / vulnerable adult? Yes No

What did they say? Use their own words

Have you spoken to anyone else about your concern? Yes No

Who?

Is this the first time you have been concerned about this individual?

Yes No

Further details



Has any action already been taken in relation to this concern? (for example first aid)

Name and position of the person this record was handed to:

If this record has been handed to anyone other than the DSL please explain why

Date and Time this form was completed:

Date and Time this form was completed and handed to the DSL:

Your details

Full name

Position

Signature



If you have used additional sheets to complete this record of concern please staple them to this form and write the number of additional sheets here _____

This form should be completed with the Designated Safeguarding Lead.

Action Taken by Designated Safeguarding Lead

Name of DSL

Signature

Date and Time



