

Policy

1. Introduction

This policy is adopted by all businesses, referred to here as the Devonshire Group, which includes Chatsworth Settlement Trust (including the Derbyshire and Yorkshire Estates and the Devonshire Hotels and Restaurants), Chatsworth House Trust, the Devonshire Educational Trust and Lismore Estate, Ireland.

- 1.1 The Devonshire Group recognises its responsibility to safeguard children, young people and adults at risk who visit Chatsworth, Bolton Abbey and Lismore Castle Arts, the estates and all its businesses and is committed to protecting the welfare of every adult and child who visits.
- 1.2 This policy provides a framework for dealing with safeguarding issues and applies to any person employed by the Devonshire Group in a full, part-time or casual capacity and any volunteer, contractor and agency worker (hereafter referred to as 'staff'). It applies whenever they are undertaking work on behalf of, or when representing the Devonshire Group.
- 1.3 The policy specifically protects children and adults at risk from abuse or harm. Children and young people visit all the businesses that form the Devonshire Group either in organised or family groups or through activities delivered online. Some visitors, and some members of staff, may fall under the definition of "adult at risk". The primary responsibility for children's welfare and supervision resides with the accompanying adult.
- 1.4 The Devonshire Group also wishes to protect its staff from unfair allegations. All staff working for the Devonshire Group must work in support of this policy.
- 1.5 This policy will be regularly reviewed and communicated to staff, Safeguarding is included in the Health and Safety section of the Estate Induction for all new staff. Staff in visitor and customer facing roles or who come into contact with visitors will receive awareness training in addition to that which is covered in the Induction. The Safeguarding Lead/Sponsor and designated Safeguarding Officers will receive training from a safeguarding expert. All staff who deliver Duty Management shifts will have an active understanding and awareness of the policy and its immediate implementation if an incident should occur when they are on duty.

2. Legal Framework

This policy has been drawn up with reference to the statutory legislation, policy and guidance that seeks to protect children and adults at risk. However, the organisation does not believe that it undertakes "regulated activities" for children, young people and adults at risk. Changes to the public events and learning programmes are reviewed in accordance with health & safety and risk management policies and procedures, to assess whether they constitute regulated activity, and safeguarding measures are implemented as required.

3. Definitions

For the purpose of this policy, a child is legally defined as a person who is under the age of 18. In legal terms, the Care Act (2014) defines an "Adult at Risk" as any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

4. Roles and Responsibilities

All staff are responsible for safeguarding and following the procedures set out in this policy for responding to incidents and working with children and "adults at risk". The code of conduct is a guide and minimum standard for all staff working on behalf of the Devonshire Group. The following roles have specific responsibilities in relation to safeguarding:

4.1 **Lead Safeguarding Officer/Sponsor**

The CEO will have overall responsibility for safeguarding across the Devonshire Group and will work in partnership with the HR & Safety Director, to ensure:

- A network of designated Safeguarding Officers is maintained.
- Relevant policies and procedures are in place and reviewed and that all members of staff are aware of their responsibilities under this policy.
- Accurate written records of referrals/concerns are stored securely and shared appropriately.
- External agencies are liaised with as appropriate.

4.2 **Designated Safeguarding Officers**

Designated Safeguarding Officers will be appointed in key departments or roles at each Estate and will be operationally responsible for:

- Receiving and recording information from anyone with concerns.
- Assessing information carefully and in a timely fashion, seeking clarification and further information when needed.
- Assisting the Lead Safeguarding Officers on consulting with the relevant statutory agencies for child/adult protection.
- Ensuring that procedure is followed when an incident is reported.
- Undergo safeguarding training and undertake refresher training as appropriate.

5 Code of Conduct

5.1 When working with children or “adults at risk” (whether these are visiting members of the public or through interaction via an online digital environment), all staff must:

- Always operate within the Devonshire Group’s safeguarding policy and procedures.
- Treat all children and “adults at risk” equally and with respect.
- Respect the child or adult at risk’s right to personal privacy.
- Ensure the supervising adult (i.e. someone from the school, family etc) is present and therefore meeting their responsibility for ensuring the safety of those in their care.
- Work in an open environment (avoiding private and unobserved situations). This includes considering your own environment as well as promoting the child or adult at risks welfare whilst online.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Maintain an appropriate distance from children and “adults at risk” and have physical contact only when absolutely necessary (i.e. physical contact may be necessary in the case of emergencies but must remain appropriate and be kept to a minimum).
- Seek agreement from the child or adult at risk before any physical contact.
- Be an excellent role model – this includes not smoking or using inappropriate language while in the company of children or “adults at risk”.
- Obtain written consent prior to recording, filming or photographing.
- Approach any child or adult at risk apparently in distress and ask if you can help.

5.2 Staff must never:

- Transport children or “adults at risk” on their own with you in a vehicle.

- Spend time alone with a child or “adult at risk”. If a staff member/volunteer finds themselves in a situation where they are alone with a child or adult at risk, they must ensure that they can be clearly observed by others. This applies whether in real time or via a digital online platform. You should never be the only staff member in an online session with one participant or a group of participants. If this happens by accident, e.g. the other staff member loses signal, and there is no member of staff available to join you immediately, please end the session.
- Engage in rough, physical or sexually provocative games with children or “adults at risk”.
- Allow or engage in inappropriate touching of any kind.
- Do things for children or “adults at risk” that they can do for themselves including taking them to the toilet.
- Physically restrain a child or “adult at risk” unless the restraint is to prevent physical injury, injury to another child or “adult at risk”, or to a member of staff or public, to prevent damage to property; to prevent or stop commission of a criminal offence. In all circumstances physical restraint must be appropriate and reasonable.
- Make suggestive or derogative remarks in the presence of or in earshot of children or “adults at risk”.
- Make inappropriate promises to children, young persons or adults at risk, particularly in relation to confidentiality.
- Allow allegations to go unreported.

Social Networking and Online Sessions:

- All communication by members of staff via any form of online communication will be for professional purposes only.
- Any communication will be sent via a professional address only.
- Ensure that any online session is taking place in a neutral area where nothing personal can be seen and that there is nothing inappropriate in the background. Blur your background or use a Devonshire Group background.
- Before sharing your screen, please ensure that there is nothing inappropriate or that identifies you on the screen/internet pages/browser history.
- No member of staff should interact with a visiting child or “adult at risk” on social networking sites. Staff should never accept a “friend request” or request to be a “friend”.
- No member of staff should give their contact details (personal or work email, phone number etc) to a visiting child or “adult at risk”.
- Staff should at all times refer to the Social Media Policy.

5.3 Staff and volunteers must at all times recognise that they are placed in a position of trust with regard to the children and “adults at risk” visiting any property within the Devonshire Group. Anyone who abuses that trust will be subject to disciplinary action.

5.4 Staff and volunteers shall inform the HR Department of any relevant police record or other factor, or any change in his/her circumstances, which may make him/her unsuitable either as a volunteer or for any particular activity.

6. Supporting Documents

6.1 This policy should be read alongside our organisational policies, procedures, guidance and other related documents, including:

Safeguarding Procedures/Reporting Process	Safeguarding Reporting Form
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Recruitment and Selection Policy	Disclosure and Barring (DBS) Procedures
Disclosure of Criminal Records Policy	Social Media Policy
Whistleblowing Policy	Bullying Statement
Work Related Functions and Events Policy	Induction Training
Lost Person Procedure	Consent Form for Photography and Filming
Data Protection Policy	Volunteering Policy
Health and Safety Statement/Risk Assessments	