



## Rowlands Castle Heritage Centre Safeguarding Statement

The Mission Statement of the Rowlands Castle Heritage Centre (Charity Number 1174495) is to "Protect and Record the Past and Present, for the Benefit of Future Generations". This includes Functions and Activities based around Heritage, Education and Community.

### The purpose of this policy statement is:

- to protect children and young people who receive Rowlands Castle Heritage Centre's services from harm. This includes the children of adults who use our services
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Rowlands Castle Heritage Centre, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from <https://learning.nspcc.org.uk/safeguarding-child-protection>

### We believe that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

### We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take
- working in partnership with children, young people, their parents, carers and other agencies are essential in promoting young people's welfare
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

### We will seek to keep children and young people safe by:

- valuing, listening to and respecting them
- appointing a nominated lead trustee/board member for safeguarding and a deputy
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures.



- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing and using information professionally and securely, in line with data protection legislation and guidance
- making sure that children, young people and their families know where to go for help if they have a concern
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff, and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

## Contact details

### Trustee/Senior lead for safeguarding and child protection

Name: Prue Amner

Phone/email: [secretary@rowlandscastleheritagecentre.org.uk](mailto:secretary@rowlandscastleheritagecentre.org.uk)

### Deputy safeguarding lead(s)

Name: Caroline Bird

Phone/email: [editor@rowlandscastleheritagecentre.org.uk](mailto:editor@rowlandscastleheritagecentre.org.uk)

We are committed to reviewing our policy and good practice annually.

This policy was adopted on 24th November 2022

Next review date: November 2023



## Safeguarding Procedure for volunteers and employees of RCHC

### Step One – Identifying a Concern

You are concerned a child, or adult is at risk, or has been abused because:

- You have seen something
- A child, or adult says they have been abused, or wishes to harm themselves
- Somebody else has told you they are concerned
- An adult has disclosed they are abusing a child, or adult at risk
- There has been an allegation against a member of staff or volunteer

### Step Two – Your Responsibility Regarding Sharing Information

- Call 101 if a child, or adult is in danger, or 999 if it is an emergency. 999 should also be called if a crime may have or has been committed.
- Talk to the Safeguarding Lead Trustee, or deputy and agree whether information should be shared with Children's, or Adult Services. If the Safeguarding Lead, or deputy is not available, or you are unsure, you can refer your concern straight to Children's, or Adult Services as soon as possible.
- Hampshire Children Services can be contacted:  
Monday to Thursday 8.30am to 5pm  
Friday 8.30am to 4.30pm, phone 0300 555 1384  
At all other times, contact the out-of-hours service, phone 0300 555 1373
- Allegations against volunteers or members of staff should be reported to the Local Authority Designated Officer (LADO) See <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren/allegations> or call 01962 876364

### Step Three – Recording

If a child or adult discloses abuse to you directly you must:

- Stay calm.
- Listen carefully.
- Find an appropriate, early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets.
- Allow the child/ adult to talk, and at their own pace and in their own words.
- Ask questions for clarification only and always use open questions that cannot lead.
- Reassure the child/ adult that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's/ adults' own words as soon as possible. Note the date and time, any names mentioned and to whom the information was given. Ensure that this record is signed and dated.
- Relay this information as soon as possible to the Safeguarding Lead Trustee



Anyone can “whistle blow” directly to the police or social services if they feel their concerns will not be managed appropriately.

EVERYONE should observe confidentiality with colleagues, family, and friends.

Useful links

The National Council for Voluntary Organisations

<https://www.ncvo.org.uk/help-and-guidance/safeguarding>

NSPCC Helpline 0808 800 5000

EHDC Safeguarding children and young people:

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren>