

# Safeguarding Children & Young People Policy

## Code of Safe Working Practice

***External Use Only***

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**Version 3**

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## 1.0 SUMMARY OF THE POLICY

The Warwick Castle Resort promotes historical and interactive experiences which are targeted towards children, young people, schools, and family groups. We also offer an overnight stay in our onsite accommodation which is also mainly aimed at family groups. At Warwick Castle Resort, we are committed to creating a safe environment for all children and young people that access our site. We also have a number of employees who work at the site who are under the age of 18, and legally are still classed as a child.

Through the application of this policy we will ensure that all children and young people can enjoy themselves in a safe and secure environment that prevents any children or young person being at risk from any harm or abuse.

This policy applies to all employees, partners, contractors, guests, and visitors to the site, although the communication of this policy may be done through different means, i.e. induction training.

## 2.0 AIM OF THE POLICY

At the Warwick Castle Resort, we understand and acknowledge our duty of care and this policy applies to *all* children and young people throughout the entirety of our site. It is possible that on our site and in our accommodation children will become separated from the supervision of their parent/guardian and it is at these times that children will be exposed to a higher risk of abduction/ assault. The overarching aim of this policy is to ensure that our attraction is well prepared to identify potential threats to our child visitors, to ensure their safety and wellbeing whilst on site. It is worth noting that any potential incident that happens at one of our attractions could result in a serious PR issue for the Warwick Castle Resort and for the Merlin Entertainments Group (MEG).

At Warwick Castle Resort, we also have a duty of care to protect any young workers that we employ. In the terms of this policy a young worker is classified as anyone working on our site that is under the age of 18. There is a possibility that young workers on our site may be exposed to harm or abuse whilst work. The aim of this policy is also to ensure that our site is a safe and secure environment for our young workers, and that we eliminate and/or reduce the risk of any harm or abuse occurring towards our employees.

A further aim of this policy is to inform all relevant individuals of the processes and procedures we have at the Warwick Castle Resort to safeguard children and young people who access our site. This policy is also to be used as a recorded document to demonstrate the methods Warwick Castle has in place to eliminate and/or reduce the risk of any harm or abuse occurring to a child or young person on site.

## 3.0 RELEVANT LEGISLATION, POLICIES AND PROCEDURES

This policy is written to comply with current UK and English legislation and statutory guidance which includes:

- UN Convention on the Rights of the Child (1991)
- Guide to the General Data Protection Regulation (2018)
- Children Act (1989 and 2008)
- The Child Safeguarding Practice and Review and Relevant Agency Regulations (2018)
- Sexual Offences Act (2003)

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- Working Together to Safeguard Children- HM Government (2015)
- What to do if you are worried a Child may be being Abused- HM Government (2015)

### 3.1 Merlin Policy

Warwick Castle Resort Safeguarding Children policy is also aligned with the current Merlin Entertainments Group (MEG) policies and procedures relating safeguarding children and young people. These include:

- HS(P)012 Protection of Children (2013)
- HS(P)002 Merlin Health and Safety Manual (2018)- See MSS6
- HS(G)004 Red Flag Guidance (2014)
- Protecting Children and Young Workers Policy (Group HR- 2021)
- Employee Background Checks Policy (Group HR-2017)
- Relationships at Work Policy (Group HR-2018)
- Whistleblowing Policy (Group HR-2016)
- Recruitment Policy (Group HR-2021)

### 3.2 Warwick Castle Policy

In order to comply with the above policies, Warwick Castle Resort has the following policies and procedures in place on site:

- Lost child procedure (2018)
- Safeguarding Children and Young People Policy and Procedures (2018)
- Incident Management Manual (2018)

The above policies will be updated on an annual basis as a minimum but will also be updated following a change or adaption to the policy; a change in the law and UK legislation regarding safeguarding children and young people and/or following a safeguarding incident on the site.

### 3.3 What is a Safeguarding Concern?

Within employment at Warwick Castle, there may be instances where a safeguarding concern is noticed or disclosed. A safeguarding concern is a situation or information which puts a child or vulnerable person at harm. This could be emotional, physical or sexual abuse, and could be historic harm or recent harm. If a safeguarding concern is observed or disclosed on our site, it is our duty to act and resolve the concern.

## 4.0 SAFEGUARDING ASSESSMENT

In order to fully understand the risks relating to a child or young person's safeguarding an assessment of the site has been conducted. The first part of the assessment (Part A) is in place to firstly identify any procedural and training requirements that are required on site to comply with the legislation and policies listed above. From the findings in Part A, Warwick Castle Resort will then look to improve any procedural implementations or training that is required as a result of the assessment. This may require liaising with the Human Resources department, the Operations department and/or the Senior Leadership team, alongside the Health and Safety team on site.

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The second part of the assessment (Part B) is a physical assessment of the site which identifies any potential vulnerable locations for children and/or young workers who access our site. This is split into four sections which are the following:

- a) Child likely to be separated from parent (e.g. play area/toilet)
- b) Secluded/quiet spots (e.g. dead ends)
- c) Areas where children can be taken from (e.g. exits/entrances)
- d) Other (e.g. young workers, work social events, contractors)

These sections are then formulated with the locations on the site that relate to the above headings. For example, the turnstiles entrance in the Stables Courtyard is documented under Section c). Once the locations are inputted under the correct heading each area is assessed and then given a risk rating of low, medium, or high risk. As part of the assessment the existing control measures for safeguarding children and young workers are documented, as well as any further control measures that can be put in such as CCTV cameras, CCTV signage staffing, security presence and possible re-design of an area or attraction. It is also documented who are the persons that could be at risk in each location which could be a child, a young person or employee. Once this has been added to the tracker the risk rating can be calculated.

## 5.0 RECRUITMENT PROCEDURES AND DBS CHECKS

In order to be compliant with our Group HR policies and procedures the Warwick Castle Resort has a robust recruitment process to ensure that all employees working here are suitable to work with our guests, employees, and contractors. In the application process questions are asked that refer to whether the individual agrees for the Warwick Castle Resort to undergo a standard or advanced DBS check, and if they have any unspent criminal convictions under the Rehabilitation of Offenders Act 1974. The HR Department will also request references for any individual seeking employment with the site.

Currently, Group HR has recommended that it is not necessary to DBS Check relevant employees. This is due to be reviewed and will be amended subject to a review of the risk assessment and action plan.

## 6.0 DESIGNATED SAFEGUARDING OFFICER (DSO)

As part of our commitment to the safeguarding children and young persons, Warwick Castle Resort has a Designated Safeguarding Officer (DSO) on site. The DSO will receive external third-party safeguarding training which will allow an individual to take up the role of a DSO on site. The DSO is responsible for:

- Raising awareness of safeguarding for children and young persons on site.
- Delivering training to the appropriate individuals on children/young person's safeguarding on site.
- To provide advice about child safeguarding and be someone to talk to on-site about any concerns/issues.
- To review and implement any safeguarding policies on site.
- To contact the authorities or make referrals if required.

Moving forward, Warwick Castle Resort will look to train additional employees to also become DSO's on site. The training will be provided to members of the leadership team, as well as appropriate individuals. This will therefore mean that most operational days will have a DSO present on site. In the event of a DSO not being on site, relevant staff will be trained to a Level 2 standard, to effectively monitor and record safeguarding concerns

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## 7.0 SAFEGUARDING TRAINING

It is imperative that children and young person's safeguarding training is provided to all employees and relevant

individuals on site. A form of safeguarding awareness is in place in the Merlin induction and the Warwick Castle specific induction training. There will also be a more in-depth training session for any employees that come in direct contact with children. This training will be mandatory for the following departments/individuals:

- Human Resources
- First Aiders
- Attractions and Events (including Schools Officer)
- Accommodation
- Security/Operations Support
- Admissions
- Incident Management Team

The contractor induction will also be updated to include our lost child policy and a basic understanding of our child and young person safeguarding procedures on site. All contractors who work closely with children may be subject to increased safeguarding training following the company induction.

All training relating to children and young people safeguarding at the Warwick Castle Resort will be reviewed on an annual basis following any update of this policy. It will also be updated following any change in the legislation or the Merlin Entertainments Group policy relating to child safeguarding.

## 8.0 REPORTING AN ALLEGATION/DISCLOSURE

At Warwick Castle Resort there are various ways employees and guests can report an allegation and/or make a disclosure. It is of fundamental importance that all allegations are to be taken seriously at all times and full discretion is to be followed with both parties privacy being respected at all times.

An employee could report an allegation and/or a disclosure in person by reporting it to a colleague, a manager, a HR employee, a safeguarding officer, Security officers or First Aiders.

Once an allegation or disclosure has been made this must be reported to the HR Department, Incident Manager/Director and one of the DSO's. A decision will then be made by the Incident Director and HR personnel for what steps to take following an allegation or a disclosure being made regarding an employee. The next steps could be starting the disciplinary process, contacting the child's parents/guardian, or reporting the incident to the police.

If an employee does not feel comfortable speaking to anyone on the site they can also report an allegation or make disclosure anonymously through the Whistleblowing hotline which is managed by Expolink. The hotline is for the use of internal employees only and should not be used by a third party wishing to raise a concern. If English is not their first language, a translator will be provided for them within a few minutes. Expolink will take the details of the employee's concern and raise them to a Merlin Whistleblowing contact which will then be passed to the site. Merlin will then investigate the concern and feedback will be given to the employee via Expolink.

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A guest may also report an allegation and/or make a disclosure in relation to child and young person's safeguarding. This may be a child telling someone that they have been abused in some way or it may be another guest reporting that they have seen a child being abused, or someone looking suspicious. A guest could pass this onto any member of staff who should report it to Security immediately. The Security Officer should then pass this onto the Incident Management Team who will follow their procedures.

A guest may also report an allegation or make a disclosure after they have left site via email. The Operations Support team should then pass on this correspondence to their line managers, the Security team or the DSO on site who will then contact the guest for more information. Once the required information has been provided a decision will be reached about how to progress with the DSO and the Incident Management team.

Following any allegation(s) a Child and Young Person Safeguarding Concern Form should be filled out with as much detail and information as possible. Please see Appendix 1.

**Note:**

***If a child or young person is ever in immediate danger the police should be contacted straight away by calling 999.***

## 9.0 SCHOOL GROUPS

Due to the nature of Warwick Castle Resort the site attracts a large amount of school groups. To make sure all schools are aware of our child and young person safeguarding procedures on site Warwick Castle Resort should provide them with a copy of this policy if required. Warwick Castle Resort may also require risk assessments and insurance details for a school if they are accessing site.

Before entering the site, the school will be met by the Schools officer who will provide the school with his/her contact details so they are able to communicate if any issues occur with the school throughout the day. The Schools Officer will respond to any potential safeguarding issues with the help of the Security Team and the DSO. The school will be informed of how we have dealt with the allegation or disclosure.

The Schools Officer will respond to any safeguarding concerns, including:

- Ratios of adults – toileting
- SEND details of the group if any

**The company mobile contact number for the Schools Officer is: 07930 724883**

## 10.0 SAFEGAURDING IN THE ONLINE ENVIRONMENT

There is increasing concern about the distribution of Indecent Images of Children (IIOC) via the internet. Such images should not be referred to as ‘child pornography’ rather, they are permanent records of children being sexually exploited and as such should be referred to as IIOC.

If a member of staff, contractor or partner is inadvertently exposed to child sexual abuse images of children whilst using Warwick Castles equipment or the internet:

- The URLs (webpage addresses) which contain the suspect images should be reported to the Internet Watch Foundation via **www.iwf.org.uk** – employees, contractor or partner should refer to the Safeguarding Officer(S) who will carry out the report.
- Any copies that exist of the image, for example in emails, should be deleted.

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What to do if IIOC are found at Warwick Castle:

The Safeguarding Officer(s) is the only person within Warwick Castle who is authorised to deal with this issue unless it concerns his/her behaviour in which case the responsibility rests with the Leadership Team.

The following actions will be carried out:

- Employees, contractor, or partner must report what they have found to the Safeguarding Officer(s) within 24 hours.
- The URLs (webpage addresses) which contain the suspect images should be reported on to the Internet Watch Foundation **via [www.iwf.org.uk](http://www.iwf.org.uk)** by the Safeguarding Officer(s). You must avoid sending copies of the images to the Internet Watch Foundation.
- The police should be informed by the Designated Safeguarding Officer (DSO)
- If any copies of images need to be stored at the request of the police, then they should be stored securely where no one else has access to them.
- All other copies must be deleted.

What to do if employees, contractor, or partner is found in possession of IIOC on any Warwick Castle electronic device:

The Safeguarding Officer(s) is responsible for dealing with such matters.

- Contact the Police regarding the images. If there is a doubt about whether the images are criminal, then a discussion will take place with the police regarding the best way for them to receive copies to determine whether they are criminal or not.
- Discuss with the Police what to do about the device that the images are on.
- Quarantine the device in question and discuss with the police about checking for any other images on that device or any others.
- Including an initial discussion with the Police to consider temporary suspension of the member of employees pending investigation.
- If a child discloses that they are being groomed/abused by someone online:
- Exploitation and Online Protection (CEOP) which is a specialist Police command dealing with inappropriate online behaviour.

## 11.0 LOCAL AUTHORITIES SAFEGUARDING CONTACTS

There may be some safeguarding incidents relating to a child or a young person that may require reporting to the local safeguarding board. The local safeguarding board that Warwick Castle report into is the Warwickshire County Council. The Warwickshire local safeguarding board is known as the WSCB. The WSCB can be contacted if the Warwick Castle Resort requires advice or support following an allegation of a safeguarding incident or a confirmed safeguarding incident occurring.

The Warwick District Council representative on the WSCB is:

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- **Marianne Rolfe**  
**Head of Health & Community Protection (Deputy Strategic Lead Safeguarding)**  
**Riverside House**

Milverton Hill  
Leamington Spa  
CV32 5HZ

- Telephone: 01926 456014  
Email: [marianne.rolfe@warwickdc.gov.uk](mailto:marianne.rolfe@warwickdc.gov.uk)

General Safeguarding Information: Visit

- [www.safeguardingwarwickshire.co.uk](http://www.safeguardingwarwickshire.co.uk)

The MASH (Multi Agency Safeguarding Hub) is partnership between the Warwickshire County Council, Warwickshire Police, National Health Service, and other key partner agencies working together to safeguard children, young people, and adults. The MASH deals with new safeguarding concern, where someone is concerned about the safety and well-being of a child, or adult who feeling they might be at risk of harm.

If there is a concern that a child or young person is suffering any form of neglect, abuse, or cruelty the contact numbers are as follows:

- **01926 414144**                      **Out of Hours: 01926 886922**                      **Email: [mash@warwickshire.gov.uk](mailto:mash@warwickshire.gov.uk)**

The open times for the above number are:

- **Monday to Thursday 09:00 - 17:30**                      **Friday 09:00 - 17:00**  
Friday 8:30am- 5:00pm

If Warwick Castle Resort requires getting in touch outside of usual office hours the Emergency Duty Team on:

- **01926 886922**

### 13.0 ADMISSIONS AGE RESTRICTIONS

"No person under the age of 18 will be admitted to the Attraction unless they are accompanied by an adult aged 18 years or over and such person or persons whilst on site must retain under the control or supervision of an adult at all times. "

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## 15.0 FIRST AID PROVISIONS

Warwick Castle provides first aid provisions for all those visiting the site, we have trained first aiders should they be required. We have a selection of first aid kits situated around the site and automated External Defibrillators (AED) place in strategic areas throughout the site should they also be required. Group HR currently advises that First Aiders do not need to be DBS checked, however this is currently being reviewed.



## APPENDIX 1 – REPORT FORM - SAMPLE

 		
CHILD AND YOUNG PERSON SAFEGUARDING CONCERN FORM		
Please complete as much detail as you are able. Do not delay making a referral if there is information missing.		
<b>Part 1: Details of the Child/ren at risk:</b>		
Name of Child/ren, at risk:		
Gender:	Age:	Date of birth:
Religion:	Ethnicity:	Any additional needs (e.g. disability, language spoken, interpreter required):
Parent's/Carer's Name:		
Home address of child/ren, at risk:		
Legal status of child/ren, at risk if known:		
Are you aware of the child at risk subject to any of the following e.g. child protection plan/on a child protection register/a care order/child in need plan?		
<b>Part 2: Details of a safeguarding allegation against employees, contractor, partner and visitors</b>		
Name and role of person:		
Age and/or Date of Birth:		
Home address:		
<b>Part 3: Your Details</b>		
Your Name:	Your Position:	Your contact details:
<b>Part 4: Report</b>		
Are you reporting your own concerns or responding to concerns raised by someone else?		
<ul style="list-style-type: none"> <li><input type="radio"/> Responding to my own concerns</li> <li><input type="radio"/> Responding to concerns raised by someone else</li> </ul>	If responding to concerns raised by someone else, please provide their name, role and contact details (if known):	

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Please provide details of the concerns you have for the child's safety and/or welfare, including times, dates or other relevant information. Please make it clear whether you are giving a fact, expressing your opinion or expressing the opinion of someone else. Please add any other relevant information known about the family/child at risk circumstances. If you are reporting on concerns about a safeguarding allegation against an employee, partner or contractor please provide full details here:	
The child's account of what happened (e.g. of any incident, injury, disclosure, behaviour):	
Please provide details of the person alleged to have caused the incident/injury if known (e.g. names(s) /address/ incident address /relationship to child):	
Please provide details (name, role contact details if known) of any witnesses to the incident/concerns:	
<b>Part 5: Actions Taken</b>	
State any risk of immediate danger:	
Identify any action taken already e.g. contact with police, manager, children's social care services etc.	
Is the child/children or family/carer or accused person aware that a report has been made:	
Any known previous history of concerns or abuse or allegations: Any further information or comments:	
Any further information or comments:	
Date and time of report being submitted: <input type="text"/>	
<b>Part 6: Immediate action and decisions by DSO/Incident Management Team:</b>	

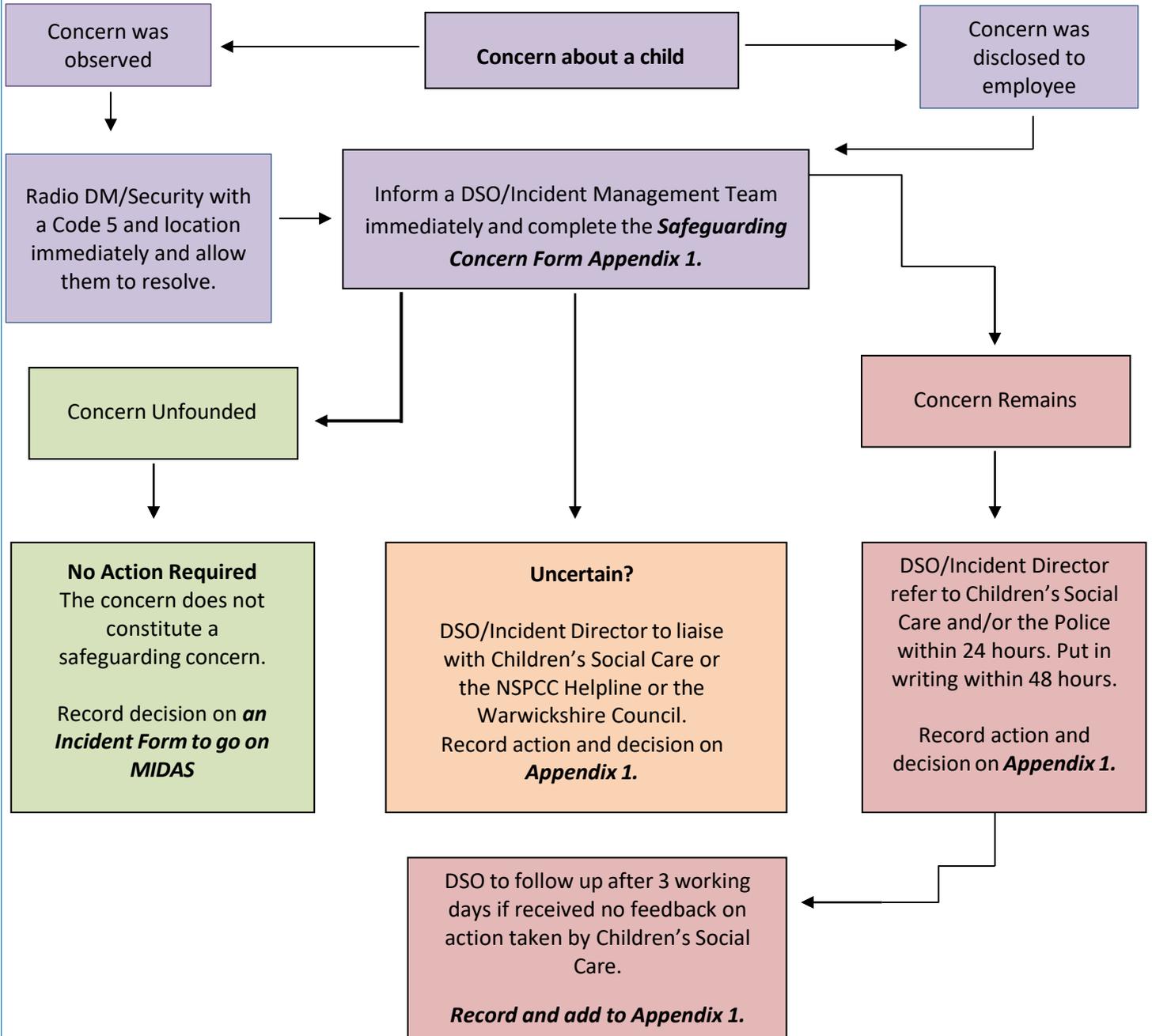
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## APPENDIX 2 – CHILD RELATED

### WHAT TO DO IF YOU HAVE SAFEGUARDING CONCERNS ABOUT A CHILD



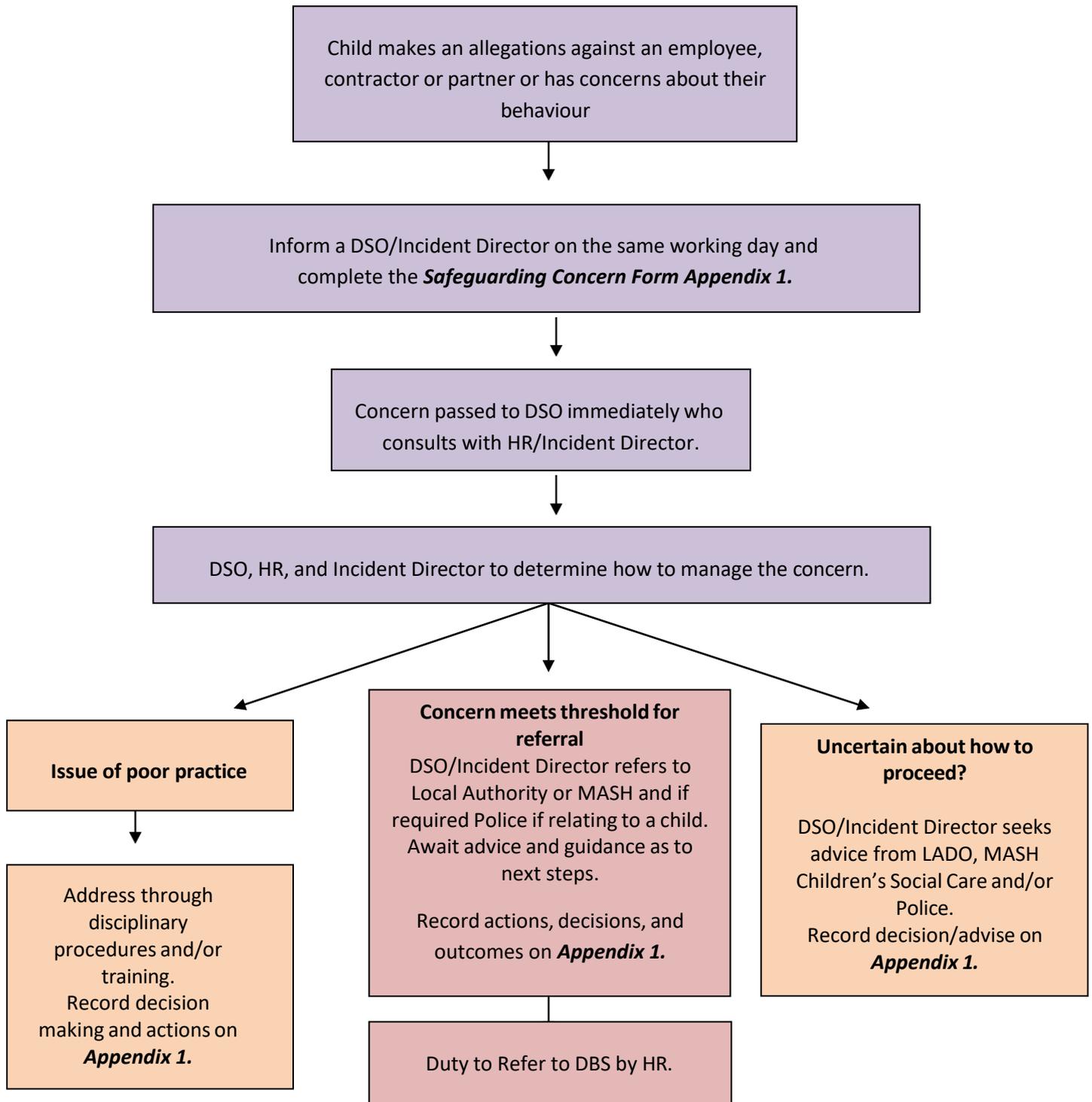
**In an emergency refer to the Police and inform the Incident Director immediately.  
For advice contact NSPCC Helpline 0808 800 5000**

**Record all actions and decisions on the Safeguarding Concern Form and/or Safeguarding Record Log.**

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## APPENDIX 3 – EMPLOYEE/CONTRACTOR

### WHAT TO DO IF THERE ARE CONCERNS OR ALLEGATIONS MADE ABOUT EMPLOYEE, CONTRACTOR OR PARTNER



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## APPENDIX 4 – SUSPICIOUS PERSON

### WHAT TO DO IF THERE ARE CONCERNS OR ALLEGATIONS MADE A SUSPICIOUS PERSON (GUEST/EMPLOYEE/CONTRACTOR/PARTNER/VISITOR)

Concern about a suspicious person

```
graph TD; A[Concern about a suspicious person] --> B[Inform a DSO/Incident Director/ duty manager as soon as possible to decide on the next steps. This includes deciding whether Security needs to be involved.];
```

Inform a DSO/Incident Director/ duty manager as soon as possible to decide on the next steps. This includes deciding whether Security needs to be involved.

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