



HISTORIC ROYAL PALACES

HRP Policy Safeguarding Children and Young People

April 2026

Key Facts and Purpose

- This policy applies to all staff and volunteers within Historic Royal Palaces (HRP), the staff of HRP employed in partner organisations including Chapels Royal.
 - The purpose of this policy is to provide a framework for all staff and volunteers within, or on, Historic Royal Palaces (HRP) premises, including the staff of HRP employed in partner organisations such as Chapels Royal, when dealing with safeguarding issues. It should be used in conjunction with the Safeguarding Procedure entitled Children and Young People to prevent and reduce the risk of abuse to all children who visit or engage with Historic Royal Palaces onsite, offsite, online or who come into contact with staff or volunteers. The policy is HRP's guidance document to contractors and partners, where the expectation is that contractors/partners wholly adopt HRP's policies or procedures unless they can demonstrate to HRP that they have equivalent policies and procedures. HRP may at its discretion make this a contractual condition.
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Policy Owner	Tom O'Leary (Director)	Policy Reference	FHS.01
Policy Author	Alison Lightbown	Most Recent Approval Date	April 2026
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1. Introduction

1.1 Scope

Safeguarding and protecting children and young people from abuse is everyone's responsibility.

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 and protecting children and young people from abuse and neglect.

The policy and procedures are implemented within the framework of relevant national legislation and guidance which includes: *Working Together to Safeguard Children: A guide to inter agency working to safeguard and promote the welfare of children, HM Government, December 2023*, and *Keeping Children Safe in Education, statutory guidance for schools and colleges, DfE, 2025* and *After School clubs, community activities, and tuition, safeguarding guidance for providers. DfE February 2026. The Online Safety Act 2023*

1.2 Link to Cause and Principles

At HRP we are a team of people who love and look after six of the most wonderful palaces in the world.

We create space for spirits to stir and be stirred. We want everyone to feel welcome and accepted. We tell stories about the monarchs you know, and the lives you don't. We let people explore and we set minds racing.

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.

Children and young people usually visit as part of family or with an organised group, such as school, youth or community groups. While primary responsibility for the child/young person's safety and welfare lies with the supervising adult (parent/carer/teacher/group leader), HRP wishes to ensure that all children and young people are safe and protected while visiting its sites or participating in its work off-site or engaging with us digitally.

The *Safeguarding Procedures: Children and Young People* that accompany this policy states our responsibilities, the action to be taken in relation to safeguarding incidents or concerns, obligations and standards.

1.3 Outcomes

As a result of the policy and associated procedure being followed, children will be better protected against the risk of abuse and neglect. Staff, volunteers, trustees and contractors will take the necessary steps to safeguard and protect children including, where necessary,

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following the process set out in the procedures, contacting the police or other statutory agencies or/and discussing concerns with parents/carers.

2. Key Principles

HRP recognises that:

- The welfare of the child/young person is paramount; this is enshrined in the *Children Act 1989* and should be evident in all responses to any concerns of abuse and neglect.
- Children and young people, including disabled children, have an equal right to protection from all types of harm and abuse; all staff and volunteers should advocate where necessary to ensure this principle is applied by all.
- Working in effective partnership with statutory agencies (and where possible parents/carers, children, young people) should be the objective whenever there are concerns about abuse or neglect of a child.
- All staff and volunteers have a shared and individual professional responsibility to take appropriate steps to protect and safeguard children in line with this policy and the associated procedure.
- Primary responsibility for children/young people lies with their supervising adult when engaging with us onsite, offsite during an event or outreach activity and online.

3. The Policy Statement

- This policy and associated procedure applies to all staff, volunteers, trustees and representatives of HRP including agency staff and temporary staff, freelance facilitators, contractors and partner organisations, such as Chapels Royal, on HRP sites.
- HRP is committed to the prevention of and protection from abuse and neglect of all children and young people who come into contact with the organisation through its staff, volunteers or representatives, in whatever capacity that contact occurs.
- HRP is committed to taking all necessary steps to stop abuse happening, whether that abuse is perpetrated by staff, volunteers, family members of children, members of the public or other children or young people.
- HRP is committed to its duty of care to the children and young people it has contact with. If there are concerns about staff or volunteers abusing a child or young person, it will initiate any action required to address this without delay. This will include actions required to address abusive behaviours and attitudes. Where a member of staff has been dismissed because of safeguarding concerns they will be referred by HRP, in accordance with the DBS guidance, to the Disclosure & Barring Service (DBS) and relevant professional bodies.
- All staff; trustees and volunteers should be clear on appropriate behaviour and responses with regards to working with children and young people safely. Failure to comply with safeguarding policies and procedures may be treated as gross misconduct and appropriate action may be taken.

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- HRP will publish the safeguarding policy and procedure online, and on the intranet.
- HRP 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.

4. 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, Chapels Royal, Public Engagement, Commercial) and to escalate concerns to the Safeguarding Sponsor and where appropriate make referrals to external bodies such as police and local authorities. As a group the DSLs 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 HRP website and intranet.

They attend a minimum of two safeguarding workshops/meetings per year where cases are reviewed, lessons shared, and any resulting actions agreed.

Each of the DSLs has responsibility for responding to concerns about the abuse of children and young people 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.

Site/Area	DSL Name	Contact Details (ext & email)
Commercial	Susan Huntingdon	020 3166 6094 / 07964 534472 susan.huntingdon@hrp.org.uk
Chapel Royal, Hampton Court Palace	Rachel Mackay	020 3166 6502 / 07391 016373 rachel.mackay@hrp.org.uk
Hampton Court Palace	Rachel Mackay	020 3166 6502 / 07391 016373 rachel.mackay@hrp.org.uk
	Ciar Brennan	020 3166 6509 / 07776 660 682 ciar.brennan@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
HR (Volunteers)	Paul Stephenson	07350 367928 Paul.Stephenson@hrp.org.uk
Kensington Palace and the Banqueting House, Whitehall	Rob Brand	020 3166 6125 / 07388 994862 rob.brand@hrp.org.uk

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Kew Palace	Cat McFall	020 3166 6421 / 07776 592924 catherine.mcfall@hrp.org.uk
	Emma Dearing	020 3166 6144 / 07795 027770 emma.dearing@hrp.org.uk
Public Engagement	Alison Lightbown (Safeguarding Manager)	020 3166 6692 / 07964 433487 alison.lightbown@hrp.org.uk
	<i>Lotty Englishby (on maternity leave)</i>	020 3166 6758 / 07500 603177 lotty.englishby@hrp.org.uk
	Chloe O'Hara (maternity cover for Lotty Englishby)	Chloe: 07896 275720 chloe.ohara@hrp.org.uk
Tower of London	Anna Kimber	07785 954549 anna.kimber@hrp.org.uk
	Phillip Palmer	07879 589416 phillip.palmer@hrp.org.uk
Safeguarding Sponsor	Tom O'Leary	020 3166 6363 / 07941 342927 tom.oleary@hrp.org.uk
Safeguarding Trustee	Sir Gordon Messenger	c/o Alison Lightbown or Tom O'Leary
<i>Cathy Spalding (Digital Engagement) and Juliette Cutting (Vetting) are members and support the Safeguarding Working group</i>		

If you are unable to contact your site/area DSL, please contact another DSL on the list.

The Safeguarding Sponsor is a senior member of staff, who provides 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 and that they are 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 will be provided to the Safeguarding Trustee and the Board of Trustees on an annual basis.

The Safeguarding Trustee is a member of Historic Royal Palaces' Board of Trustees; they provide support to the Safeguarding Sponsor and Designated Safeguarding Leads when cases that pose significant risk are escalated. They will be familiar with HRP's safeguarding policy and procedures and attend training as appropriate.

The Safeguarding Trustee will meet the Safeguarding Sponsor a minimum of once a year to review activity and ensure appropriate policies, procedures, and other necessary measures are in place to promote effective safeguarding practice and awareness amongst trustees, staff, volunteers and contractors.

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- **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 and awareness briefings. This will be a minimum of every two years for the DSLs.
- **The Executive Board** are responsible for reviewing the policy and procedures every other year.
- **Historic Royal Palaces** will ensure staff and volunteers are carefully recruited and necessary checks are made in line with the Safer Recruitment and Vetting Policies.
- **Historic Royal Palaces** is committed to working with the police and Children's Social Care Services and their Local Authority Designated Officer (LADO) in the borough in which the palaces are located especially if there are concerns about, or perceived risks, in respect of staff, trustees, contractors or volunteers.

5. Risk Assessment

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

- **For children and young people** – 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 investigation by the Charities 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 Historic Royal Palaces' reputation. The visiting public may lose confidence in HRP as an organisation resulting in fewer visitors, especially children and young people and therefore failure to deliver our charitable and corporate objectives.

6. Definitions

Children – defined by the *Children Act 1989*, a child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout. Note this legal definition is unaffected by the presence of a special educational need or disability.

Safeguarding and promoting the welfare of children - is defined for the purposes of this policy as:

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- protecting children from maltreatment.
- preventing impairment of children’s health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

7. Legislation and Regulation requirements

For HRP to meet its responsibilities the following legislation and associated guidance are of particular significance.

Legislation

The Children Act 1989.

The Children Act 2004.

Safeguarding Vulnerable Groups Act 2006.

Charities Act 2011.

The Equality Act 2010

The Online Safety Act 2023

Guidance

Keeping Children Safe in Education, 2025 (generally revised annually)

Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children, 2023

Safeguarding and protecting people for charities and trustees, last updated June 2022 (the charity commission) Note the scope of this guidance is wider than the statutory requirements concerning HRPs safeguarding duties in respect of children and young people, as it describes safeguarding duties as covering anyone who benefits from the charity’s work, including staff. In accordance with this guidance, which is applicable to HRP due to its charitable status, HRP recognises the application of all its safeguarding policies and procedures as applying to staff.

Name & Job Title	Role (Author, Reviewer, Approver)	Date	Version	Comments (E.g. Approved, amended names, Updated links)
Alison Lightbown Head of Schools & Communities	Author	October 2017	V1	
Alison Lightbown Head of Schools & Communities	Author	12/04/2021	V2	Approved revisions from Safeguarding Consultant Andy Lusk, added Safeguarding

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				Trustee into the Safeguarding Management structure
Lotty Englishby Public Engagement Operations Manager	Reviewer	23/04/2021	V2	Reviewed edits, updated DSL names, added new HRP branding
Tom O’Leary Public Engagement Director	Approver	15/05/2021	V2	Reviewed and approved edits
Alison Lightbown Head of Schools & Communities	Author	17/01/2024	V3	Approved revisions from Safeguarding Consultant Andy Lusk, November 2023 and incorporated in January 2024. Updated DSL contact list.
Lotty Englishby Public Engagement Operations Manager	Reviewer	16/01/2024	V3	Reviewed edits
Tom O’Leary Public Engagement Director	Approver	16/01/2024	V3	Reviewed and approved edits
Alison Lightbown Head of Schools & Communities	Author	30/04/2026	V4	Approved revisions from Safeguarding Consultant Andy Lusk, updated DSL contact details.
Kristina Gough Executive Assistant to Public Engagement Director	Reviewer	30/04/2026	V4	Reviewed edits.
Tom O’Leary Public Engagement Director	Approver	30/04/2026	V4	Has reviewed and approved amendments to the policy.

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