

## **Richmond Holidays: Safeguarding & Protection Reporting Policy and Procedures**

### **Policy Statement**

Richmond Holidays is committed to creating a safe and caring environment for all guests, staff, and volunteers. The welfare of children and adults at risk is paramount, and safeguarding is everyone's responsibility. This policy provides a clear framework for all personnel to follow when they have a concern about the safety or well-being of any individual in our care.

Richmond Holidays takes all reasonable steps to ensure that, through appropriate procedures, participants in our organisation are supported in a safe environment. We recognise that everyone, regardless of age, gender, ability, culture, ethnic origin, colour, religion or belief, social status, or sexual identity, have a right to protection from abuse.

Our safeguarding approaches are guided by UK legislation and best practice, including the Children Act 1989 and relevant guidance on adults at risk, and these standards are applied consistently, even when operating overseas.

**All relevant concerns, allegations, complaints and their outcome should be notified to the Designated Safeguarding Lead 'DSL'. In their absence, the Operations Manager will cover this role**

### **Scope**

This policy applies to all Richmond staff, volunteers, contractors, and guests. It covers any safeguarding concern relating to a child (any person under the age of 18) or an adult at risk. An adult at risk is defined as any person aged 18 or over who, due to their care needs, disability, mental or physical health condition, or circumstances, may be unable to protect themselves from harm, abuse, or exploitation.

### **Key Roles and Responsibilities**

- **All Staff & Volunteers:** Are responsible for being vigilant and reporting any concerns, no matter how small they may seem, in accordance with the procedure outlined in '**Procedure for Reporting a Safeguarding Concern**'. They are not to investigate concerns themselves.
- **Resort Manager / Tour Leader:** Acts as the on-site safeguarding contact. They are responsible for ensuring the immediate safety of individuals, acting upon instructions from the Safeguarding Lead, and liaising with local emergency services when required.
- **Designated Safeguarding Lead (DSL):** Acts as the central point of contact for all safeguarding concerns. They are responsible for:
  - Receiving and managing all reports.

- Liaising with and making referrals to statutory agencies.
- Maintaining confidential records.
- Providing guidance and support to resort teams.
- Keeping Senior Management (e.g., Managing Director, Operations Manager) informed of serious incidents on a need-to-know basis.
- **Operations Manager:** Responsible for ensuring all compliance obligations are met, relevant training is provided, and safer recruitment practices are followed. They will also act as the Deputy DSL.
- **Company Directors:** Hold ultimate responsibility for ensuring that Richmond Holidays has robust and effective safeguarding policies and procedures in place.

### **Procedure for Reporting a Safeguarding Concern (For all Staff, Volunteers & Guests)**

This is the initial, immediate action to be taken by anyone who has a concern about the welfare of a child or adult.

1. **Identify Concern:** You have a concern about the safety or well-being of an adult or a child.
2. **Assess Immediate Danger:** Ask yourself: **Are they in immediate danger of harm?**
  - **YES - They are in immediate danger:**
    1. **Call the Emergency Services (EU:112 / UK: 999)** immediately.
    2. **Inform the Resort Manager (or Tour Leader)** as soon as it is safe to do so.
  - **NO – They are not in immediate danger**
    1. **Record the concern factually and accurately. If someone is disclosing abuse,** record their words *verbatim (word for word)* as far as possible. Do not interpret, summarise, or ask leading questions.
    2. **Complete a ‘Safeguarding Concern Form’ on the Richmond Website or Linktree, which will be sent immediately** to the Designated Safeguarding Lead at: [Safeguarding@Richmond-Holidays.com](mailto:Safeguarding@Richmond-Holidays.com).
    3. **If in doubt at any stage, speak to the Resort Manager, Tour Leader or DSL immediately.** They will provide guidance and support. Do not attempt to investigate the matter yourself.

## **Procedure for the Designated Safeguarding Lead (DSL)**

Upon receiving a concern, the DSL will follow this procedure.

### **Part A: Immediate Triage (For ALL Concerns)**

1. **Acknowledge & Triage:** Acknowledge receipt of the report. Confirm that the Resort Manager is aware and that any immediate danger has been addressed.
2. **Gather Facts:** Contact the Resort Manager by phone to get a clear, factual account. Document names, ages, locations, times, and a description of the incident.
3. **Secure Record:** Create a new, confidential case file. All subsequent actions, conversations, and decisions must be recorded with a time and date.

### **Part B: Specific Procedure for a Child at Risk (Under 18)**

*The child's welfare is the paramount consideration. Actions are guided by a statutory duty to protect.*

1. **Ensure Immediate Safety:** Reconfirm with the resort team that the child is safe and that emergency services have been contacted if required.
2. **Instruct the Resort Team:** Advise the Resort Manager not to investigate, interview the child, or confront any alleged perpetrator. Their role is to ensure safety and follow your instructions.
3. **Statutory Referrals:** You **must** report the concern to the relevant authorities
4. **In-Resort Management:** Based on official advice, coordinate with the Resort Manager to manage the situation (e.g., move rooms or provide support).
5. **Follow-Up:** Liaise with all agencies to ensure a safety plan is in place, including for the family's return to the UK.

### **Part C: Specific Procedure for an Adult at Risk**

*Actions are guided by the principles of consent and mental capacity. The aim is to empower and support the individual.*

1. **Ascertain the Adult's Wishes:** The primary step is to establish what the adult wants to happen. Their wishes must be respected unless they lack mental capacity.
2. **Assess Mental Capacity:** If you believe the adult cannot make an informed decision about their safety, you have a duty to act in their best interests.
3. **Make Appropriate Referrals:** If a crime has occurred or the adult is at risk and lacks capacity, a referral may be necessary (see Section 6).

4. **In-Resort Management & Support:** Work with the Resort Manager to create a support plan based on the adult's wishes.

#### **Clarification on Making Referrals to Statutory Agencies**

- **Overall Responsibility:** The **Designated Safeguarding Lead (DSL)** is responsible for ensuring all statutory referrals are made correctly and documented.
- **Local Referrals (Abroad):** For practical reasons (immediacy, language, location), the DSL **will instruct and guide the Resort Manager** to make the initial contact with local emergency services or child protection agencies. The DSL remains responsible for overseeing this process.
- **UK Referrals:** The **DSL will make all referrals to UK-based agencies directly.** This includes contacting the Local Authority Designated Officer (LADO) for allegations against staff or the Multi-Agency Safeguarding Hub (MASH) for other child welfare concerns.