



# Bishopsteignton Heritage

## Safeguarding Policy

Bishopsteignton Heritage is committed to creating a safe, healthy and inclusive place to work and volunteer. We are committed to being open for all and to ensuring that everyone who accesses our premises, exhibitions, colleagues and resources should be safe and protected from harm.

Our charitable activities may occasionally include working with vulnerable people. The purpose of this Policy is to protect children and vulnerable adults and document our overarching principles that guide our approach in doing so.

A vulnerable adult is someone that, because of their age, illness, physical or learning disability, is unable to take care of or protect themselves against harm or exploitation. Vulnerability can be temporary due to illness or for other reasons. The term children includes all children under 18.

We have a zero tolerance approach to anyone who causes harm or abuse and will thoroughly investigate and respond to any concern and, where appropriate, report such matters to the police and/or local authorities.

This safeguarding policy applies to anyone working on our behalf, including our charity trustees and other volunteers.

### OUR CONDUCT AND BEHAVIOUR

We all play a part in helping keep vulnerable people safe from harm and ensuring that our own behaviour and conduct is appropriate, professional and above reproach. We do this by:

- Recruiting and selecting trustees, staff and volunteers safely, ensuring all necessary checks are made,

- valuing each visitor as an individual by listening to and respecting them,
- taking the same care to safeguard visitors online as in our Hub,
- remaining in clear sight wherever possible when interacting with the public by staying in open spaces, in the presence of responsible adults and/or colleagues,
- talking with anyone, visitors, or colleagues, in a friendly but not overfamiliar manner, ensuring our conversations avoid any topic that might be regarded as inappropriate in nature including conversations via telephone,
- only taking photographs of visitors following Bishopsteignton Heritage procedures for consent and storage of images,
- remaining professional at all times,
- not initiating or encouraging physical contact,
- gently moving back when a visitor initiates physical contact and then engaging in conversation,
- asking a visitor's permission and letting them know what we are about to do if we need to touch them to help them, (e.g. someone who has fallen who is visiting on their own), and
- ensuring a minimum of two responsible adults are present when interacting with children.

## TRAINING

All trustees, members of staff and volunteers will undergo appropriate regular safeguarding training and know what to do if they are concerned about anything that they have seen or heard.

## REPORTING SAFEGUARDING CONCERNS

Everyone has a responsibility to report any incidents or concerns to a member of the Board of Trustees at the earliest opportunity in order that appropriate action can be taken.

If a crime is in progress, or an individual in immediate danger, call the police, as you would in any other circumstances.