

Kylemore Abbey & Gardens Ltd. Child Safeguarding Statement

This Child Safeguarding Statement is prepared in accordance with the Children First Act 2015 and Children First: National Guidance for the Protection and Welfare of Children 2017. It sets out the principles and procedures to be observed to ensure, as far as possible, that a child visiting Kylemore Abbey & Gardens Ltd. is safe from harm. As defined in the Children First Act, 2015, "harm" means, in relation to a child

- (a) assault, ill-treatment, or neglect of the child in a manner that seriously affects or is likely to seriously affect the child's health, development, or welfare, or
- (b) sexual abuse of the child, whether caused by a single act, omission or circumstance or a series or combination of acts, omissions, or circumstances, or otherwise.

Kylemore Abbey & Gardens Ltd. commits to equally protecting all children from harm regardless of race, ability, ethnicity, or sexual orientation.

Name of Service and Nature of Activities Provided

Kylemore Abbey & Gardens Ltd., Kylemore, Connemara, Co. Galway is a visitor attraction, open year round welcoming visitors and families.

Under the Children First Act 2015, Kylemore Abbey & Gardens Ltd. is a relevant service as it undertakes:

"Any work or activity which consist of the provision of:

- (a) Educational, research, training, cultural, recreational, leisure, social or physical activities to children"*

Principles to Safeguard Children from Harm

Kylemore Abbey & Gardens Ltd. recognises that child protection and welfare considerations must be reflected in all its policies, procedures, practices and activities. Everyone in the organisation will adhere to the following principles:

1. Our priority to ensure the welfare and safety of every child and young person who visits Kylemore Abbey is paramount.
2. Our guiding principles and procedures to safeguard children and young people reflect national policy and legislation and we will review our guiding principles and child safeguarding procedures every two years.
3. All children and young people have an equal right to attend a service that respects them as individuals and encourages them to reach their potential, regardless of their background.
4. We are committed to upholding the rights of every child and young person who visits Kylemore Abbey, including the rights to be kept safe and protected from harm, listened to and heard.
5. Our guiding principles apply to everyone in our organisation.
6. Staff must conduct themselves in a way that reflects the principles of our organisation.

Risk Assessment

In accordance with the Children First Act 2015, Kylemore Abbey & Gardens Ltd. has carried out an assessment of any potential for harm to a child while visiting the Estate. A written assessment setting out the areas of risk identified and the procedures for managing those risks is summarised below:

Risk	Policies and/or Procedures in Place to Manage Risk
Risk of harm to a child by a visitor to our service	Supervision policy. Reporting procedure.
Lack of awareness of the Child Protection Policy and Procedures	Child Safeguarding policy.
Missing/lost child	Missing/lost child policy
Risk of harm to a child through lack of supervision	Supervision policy
Risk of harm of a child by a member of staff/volunteer	Recruitment and selection policy Code of behaviour for staff
Risk of harm to a child through unauthorised photography and recording activities.	Kylemore Abbey & Gardens Ltd. complies fully with all statutory Data Protection responsibilities. Supervision Policy in place.
Risk of harm to a child through social media/internet use	Social media policy
Risk of harm to a child by an older child / peer	Supervision Policy

Child Safeguarding Policies and Procedures

Kylemore Abbey & Gardens Ltd. Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015; Children First: National Guidance for the Protection and Welfare of Children 2017; and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice (2nd edition).

In addition to the procedures listed in the risk assessment, the following procedures and policies support our intention to safeguard children while they are availing of our service:

- Procedure for the management of allegations of abuse or misconduct against workers/volunteers of a child availing of our service;
- Procedure for the safe recruitment and selection of workers to work with children;
- Procedure for provision of and access to child safeguarding training and information, including the identification of the occurrence of harm;
- Procedure for the reporting of child protection or welfare concerns to Tusla;
- Procedure for maintaining a list of the persons (if any) in the relevant service who are mandated persons;
- Procedure for appointing a relevant person.

All procedures listed are available upon request.

Implementation

We recognise that implementation is an on-going process. Kylemore Abbey & Gardens Ltd. is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while visiting.

This Child Safeguarding Statement will be reviewed on 22/01/2026 and every two years thereafter, or as soon as practicable after there has been a material change in any matter to which the statement refers.

Designated Liaison Person: Niamh Philbin, E: niamh@kylemoreabbey.com T : 00353 9552052

Kylemore Abbey & Gardens Ltd. has appointed the above-named Designated Liaison Person (DLP) as the 'relevant person' as defined in the legislation to be the first point of contact in respect of this Child Safeguarding Statement.

A handwritten signature in blue ink, consisting of stylized, overlapping loops and a long horizontal stroke extending to the right.

Signed:

Date: 22/1/2024

Kylemore Abbey & Garden's Ltd. Child Safeguarding Policies & Procedures

1. Supervision of Children Policy

All children visiting Kylemore Abbey must be accompanied by an adult at all times. Organised groups of children visiting the estate should follow the recommended adult to child ratios:

- 0 to 1 year - 1 staff or volunteer to 3 children
- 1 to 2 years - 1 staff or volunteer to 5 children
- 2 to 3 years - 1 staff or volunteer to 6 children
- 3 to 6 years - 1 staff or volunteer to 8 children
- 7 to 12 years - 1 staff or volunteer to 8 children
- 13 to 18 year - 1 staff or volunteer to 10 children

It should be recognised that the above ratios are based as a minimum standard. The number of adults required may increase when taking into account the following factors;

- Whether the children have special needs or medical requirements
- The range of ages of the children
- The nature of the activity
- The duration of the activity

Organized visits of children to Kylemore Abbey & Gardens

Kylemore Abbey & Gardens may receive bookings from groups such as schools, such bodies are required to ensure that the following measures are in place:

- That the school/organisation has a Child Safeguarding Statement in place.
- That a safeguarding children risk assessment has been completed in respect of their activity/visit.
- That the staff/teachers/volunteers are appropriately trained, qualified, and vetted.
- That they have appropriate and gender balanced supervision in place.
- That they have appropriate ratios of adults to children to maintain safe supervision levels.
- That appropriate insurance is in place.
- That the parents/guardians have been informed in writing and briefed in respect of the details of the trip and given written consent for their child/young person to participate.

2. Reporting Procedure

Kylemore Abbey & Garden's Ltd. has a Designated Liaison Person appointed to deal with issues related to child protection and welfare within the organization and to respond to any concerns that may be identified.

Staff are advised to actively listen to children and should strive to promote their safety and welfare. All disclosures by children should be taken seriously.

- The person who reported the concern should be involved and kept informed
- Actions and outcomes should be noted;
- Record all details, including the date, time and people involved in the concern or disclosure and the facts (incident reporting form). Information recorded should be factual, any opinions should be supported by facts;
- Inform the DLP, or deputy DLP, if unavailable;

Standard Reporting Procedures

According to Children First, standard reporting procedures are as follows:

- Any person reporting a child abuse concern should do so without delay to Tusla. A report can be made by submitting the appropriate form on the online portal on the Tusla website, or submitting the form in writing by post. If you feel that urgent intervention may be required by Tusla to make the child safe, you should alert Tusla of the concern immediately in advance of submitting a written report, which should be submitted subsequently to Tusla within three days.
- You should contact the local Tusla social work duty service in the area where the child lives if you are unsure or need advice or guidance. Contact details for the Tusla social work teams are available on the website (www.tusla.ie).
- Under no circumstances should a child be left in a situation that exposes him or her to harm pending Tusla intervention. In the event where you think a child is in immediate danger, or when you cannot get in contact with Tusla, you should contact the Gardaí.
- The Child Protection and Welfare Report Form (see Appendix 6) should be used by professionals, staff and volunteers in organizations working with or in contact with children, or providing services to children when reporting child welfare and protection concerns to the Tusla. It is available on Tusla website (www.tusla.ie).

Information Required When Making a Report

Children First: National Guidance outlines that the ability of Tusla or An Garda Síochána to assess suspicions or allegations of child abuse will depend on the amount and quality of information conveyed to them by the people reporting concerns (hereafter called 'reporters'). As much relevant information about the child, his or her home circumstances and the grounds for concern should be provided. This could include:

- The name, addresses and age of the child (or children).
- Name and address of school/workplace the child attends.

- Names and addresses of parents or guardians.
- Whether the parents/guardians are aware of the report being made.
- Names and details, if known, of who is allegedly harming or posing a risk to the child.
- Type of concern (e.g. physical abuse).
- A detailed account of what furnishes the grounds for concern (e.g. details of the allegation, dates and times of incidents, names of anyone who observed any incident, description of injuries, and parents' and child's view, if known).
- Names of other children in the household.
- Name and contact details of the reporter, and of other persons where a joint report is being made.
- Whether it is a mandated report.
- Relationship of the reporter to the child.
- Name and addresses of other personnel or agencies involved with the child (e.g. GP, social worker, public health nurse etc.).
- Any other relevant information

3. Missing/Lost Child Procedures

There are three identified 'safe area' location points for a missing person at Kylemore Abbey. These are the main Ticket Office, the Abbey Main Hall, the Garden Tea House.

If a staff member is informed of a missing/lost child, please follow this procedure:

1. Record the circumstances in which the child has gone missing and where he/she was last seen and prepare a detailed physical description of the child as this will be required by other searchers and possibly the Gardai.
2. Inform a member of management and the Visitor Centre immediately who will place someone on the bridge.
3. Identify a search coordinator.
4. Alert relevant staff via telephone/radio informing them of:
 - A) Location of where child went missing
 - B) Description of child and full name
 - C) Name of said search coordinator.

The Search coordinator is responsible for:

1. Beginning to conduct a search of area child last seen and surrounding areas- allocate staff into teams of 2 to conduct searches in specified areas.
2. Requesting all those searching for the child to report back at regular intervals with details of areas searched. All staff searching should have a contact number of the search coordinator and reports should go directly to them.
3. Instructing the immediate closure of the main exit gates and positioning 2 members of staff on each gate (including the east and west gates). No vehicles will be allowed exit the Estate.
4. Calling the Guards once appointed as search coordinator. The search coordinator should follow guidance if further action is recommended and maintain close contact with the guards.
5. Behaving professionally and in a discreet manner when informing staff of missing child so as not to incite panic amongst other visitors. Never send underage people/staff to assist in search for a missing person. Once a missing person incident has been resolved, please inform all staff.
6. Logging the incident to be discussed at the next safeguarding panel/committee meeting.

If a staff member finds a missing/lost child, please follow this procedure:

1. Inform management immediately.
2. If a child has been found please ensure that there are 2 members of staff with the child in the area that the child was found (one must a supervisor/manager) for 10 mins to allow for reunification with Parents/guardians.
3. Record the circumstances in which the child has been found (found child form) including as much detail as possible.
4. The staff must try to ascertain a description of the child's parent/guardian- their name, telephone no if known and a physical description.
5. If , after 10 mins, there has been no reunification with parents/ guardian the child must be accompanied to a 'safe area' location by 2 staff members.
6. Child under 16 years should be kept in the 'safe area' until collected by parents/guardian or a member of an Garda Siochana.
7. If/when a parent/guardian comes to a lost child location claiming they have lost a child they must provide identification and a description of the child including, age, clothing etc.
8. Staff must complete the found child reporting form in full before 'releasing' the child back to the parent/guardian.
9. The steps above also apply to a found child where the child reports themselves missing or is handed over by another adult/member of the public.
10. Staff should not escort a child or vulnerable person away from the scene alone. At all times the comfort and wellbeing of the child must be of paramount concern.
11. Children must be supervised at all times by 2 responsible adults (one supervisor/manager).
12. If asked by the public you must give a brief description only, do not give a detailed description.
13. If there is any reluctance from child to go with adult, an Garda Siochana must be informed by management.
14. The parent/guardian must fill in a form with all relevant details and sign when taking the child. This form must be left in the safety office.
15. Please note a lost/found child/young person is an incident and must be reported as such, even if the child is swiftly found/reunited with guardian and unharmed (please see accident and incident report procedures and recording procedures for further information).

4. Recruitment and selection of staff

Kylemore Abbey & Gardens Ltd. is committed to the recruitment of staff through the application of safe recruitment procedures. Safe recruitment requires that Kylemore Abbey will:

- Ensure that all reasonable steps are taken to ensure that all relevant applicants who may pose a risk to children are identified and that an appropriate HR response is initiated prior to any appointment.
- Ensure that persons involved in the recruitment of staff are trained appropriately and have the experience to undertake this role.
- Ensure that Kylemore Abbey & Gardens Ltd. recruitment procedures are transparent, comply with best practice standards and comply with the principles of natural justice, data protection compliant record keeping and human resource management.
- Ensure that the recruitment procedures of Kylemore Abbey & Gardens Ltd. are inclusive and treat all applicants as having equal status.

The following procedures will apply to the appointment of staff:

The relevant interview process, including reference requests, will be completed by the company.

The successful applicant will be offered employment, post interview subject to:

- Appropriate suitable references
- Completed relevant interview scoring sheet
- Signing relevant contract of employment
- Where applicable, proof of qualifications
- Positive proof of identification

Confidentiality

As with all personnel records at Kylemore Abbey Ltd, information obtained through the recruitment process is kept confidential.

5. Child Safeguarding Code of Behaviour for Staff

This code of behaviour has been compiled to help create a supportive environment for staff to provide a child- centered approach for children and young people.

This code of behaviour outlines the behaviours that Kylemore Abbey & Gardens Ltd. expects from all our staff this includes interns, students on work placement or anyone undertaking duties for the organization.

In your role at Kylemore Abbey & Gardens Ltd. you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately.

The following code of behaviour is categorized into five sections under the following headings:

- Child- centered approach
- Good practice
- Inappropriate behaviour
- Physical contact
- Health and safety

Child centered approach

- Treat all children and young people equally and without prejudice or discrimination
- Listen to and respect children and young people at all times
- Involve children in decision making, as appropriate
- Value and take children's contribution seriously, actively involving them in planning activities wherever possible.
- Provide encouragement, support and praise (regardless of ability)
- Use appropriate language (physical and verbal)
- Have fun and encourage a positive atmosphere where children's safety is first priority
- Promote relationships that are based on openness, honesty, trust and respect.
- Avoid showing favoritism
- Offer constructive criticism when needed
- Challenge discrimination and prejudice
- Treat all children and young people as individuals with individual needs
- Respect a child's or young person's personal space
- Discuss boundaries on behaviour and related sanctions, as appropriate, with children and young people and their primary carers
- Agree group 'contract' before beginning session
- Encourage children/young people and adults to speak about attitudes or behaviour that makes them uncomfortable.
- Encourage feedback from group
- Lead by example
- Be aware of a child's or young person's other commitments when scheduling rehearsals or activities
- Be cognisant of a child's or young person's limitations, due to a medical condition for example
- Create an atmosphere of trust

- Respect differences of in ability, gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems.

Good Practice

- Register each child/young person (name, address, phone, special requirements, attendance, emergency contact)
- Make primary carers, children/young people, visitors and facilitators aware of the child protection policy and procedures
- Have emergency procedures in place and make all staff aware of these procedures
- Be inclusive of children and young people with special needs
- Plan and be sufficiently prepared, both mentally and physically
- Report any concerns to the designated liaison person and follow reporting procedures
- Be familiar with the anti-bullying policy and encourage young people to report any bullying, concerns or worries
- Observe appropriate dress and behaviour
- Evaluate work practices on a regular basis
- Provide appropriate training for staff and volunteers
- Report and record any incidents and accidents
- Update and review policies and procedures regularly
- Keep primary carers informed of any issues that concern their children
- Ensure proper supervision based on adequate ratios according to age, abilities and activities involved
- Don't be passive in relation to concerns i.e. don't 'do nothing'
- Don't let a problem get out of control
- Do not allow yourself to be in a one-to-one situation with a child. Ensure that there is more than one adult present during activities with children/young people
- If a child needs to talk separately to an adult this should be done in an open environment in view of others whilst respecting the child's privacy.
 - Choose a suitable location within view of others- use a room with windows and /or leave the door open
 - Choose a location that is within hearing distance of others
 - Record all details of the meeting with child re time location, other adults present within the vicinity, nature of the conversation etc. If relevant, follow 'reporting' procedures/'responding to an allegation' procedures etc
- Do not take children on journeys alone in a vehicle without the consent of the parent/guardian. Except in the case of an emergency.
- Maintain awareness around language and comments made. If you think that something you said may have caused offence or upset, then try to address in a sensitive manner
- Challenge bullying in any form whether physical or emotional. Bullying is not acceptable behaviour, be it from a child, young person, parent/guardian, staff member or volunteer.
- Use age-appropriate teaching aids and materials
- Exercise caution when discussing sensitive issues with children/young people
- Ensure your contact with children/young people is appropriate and relevant to the nature of the activity you are involved in.

Inappropriate behaviour

When working with children you must not:

- Allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with children/young people
- Make inappropriate promises to children/young people- particularly in relation to confidentiality
- Engage in behaviour that is in anyway abusive, including having any form of sexual contact with a child/young person
- Act in a way that can be perceived as threatening or intrusive
- Patronize or belittle children/young people
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children/young people
- spend excessive amounts of time alone with children/young people
- use or allow offensive or sexually suggestive physical and/or verbal language
- single out a particular child/young person for unfair favoritism, criticism, ridicule, or unwelcome focus or attention
- allow/engage in horseplay or inappropriate touching of children of any form
- hit or physically chastise children/young people
- socialize inappropriately with children/young people e.g. outside of structured organizational activities
 - never let children/young people have your personal contact details or have contact with them via a personal social media account
 - staff/volunteers should never add, follow or interact with children/young people in the organization on any personal social media accounts.
- Either exaggerate or trivialize child abuse issues
- Jump to conclusions about others without checking facts
- Rely on your reputation or that of the organization to protect you.

Physical contact

- Seek consent of child/young person in relation to physical contact (except in an emergency or a dangerous situation)
- Check with children/young people about their level of comfort when doing touch exercises

Health and safety

- Don't leave children unattended or unsupervised

- Manage any dangerous materials
- Ensure equipment is used safely and for its intended purpose.
- Provide a safe environment
- Be aware of accident procedures and follow accordingly

Responsibility of staff

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
- ensuring equipment is used safely and for its intended purpose
- having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures- including our policies and procedures for safeguarding and child protection, whistleblowing and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the code of conduct
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures
 - this includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age

Staff and volunteers must also ensure that the following actions are taken to safeguard children:

- If a child is left at Kylemore Abbey & Gardens after closing time the senior management on site are to immediately contact the parent/guardian. If no parent/guardian responds or can be contacted, An Garda Síochána are to be informed.
- Within the Kylemore Abbey & Gardens estate and facilities, if requested to direct a child to the toilet, staff/volunteers should not accompany the child into the toilet,
- In a difficult situation involving a child, ensure that another member of staff is present.
- Do not accompany a child outside of the Kylemore Abbey & Gardens estate in search of a parent. Stay on site with another staff member at all times until the incident has been resolved. follow the found child procedures.
- If a child needs to be transported in the event of an emergency or with consent for the parent/guardian, ensure the following steps are followed;
 - Seat the child in the rear of the vehicle with the seat belt securely fastened and driver adequately insured.
 - Do not smoke in the vehicle while transporting a child/young person
 - Where possible, make sure another responsible adult is in attendance
- Only provide personal care in an emergency and make sure there is more than one responsible adult present.
- Contact An Garda Síochána if you have reason to believe that a child has been abandoned/forgotten about or may be at risk of possible harm.
- Do not carry out tasks of a personal nature for a child that a child could do for themselves
- Ensure that clear guidance exists for children and their primary carers to be able to communicate with and access staff if they have a complaint.

We expect people who take part in our services to display appropriate behaviour at all times, this includes behaviour that takes place outside of our organization and behaviour that takes place online.

It is expected that everyone involved in the delivery of services at Kylemore Abbey Ltd has seen this code, understood, and agreed to follow the code of conduct.

All such persons will sign a declaration that they have read these procedures, associated appendices, and the child safeguarding statement. In signing this declaration, they will also agree to abide fully with the contents of the documents. Staff will also be made aware of the possible disciplinary and/or criminal consequences of breaching this code of conduct. This code of conduct applies to all staff and volunteers who must interact on a regular planned basis with children in the performance of their duties and/or may have unplanned contact with children during their work activities.

If you are reported as having breached the code of conduct in any way you will be subject to our disciplinary procedures as outlined in the Kylemore Abbey Employee Handbook.

If you become aware of any breach of this code of conduct you must report it as outlined in the Reporting Procedures to Kylemore Abbey's DLP- Niamh Philbin or your line manager.

6. Social Media Policy

The following steps are key actions that Kylemore Abbey & Gardens Ltd has implemented to maintain a safe environment for children and young person's when online and using social media:

- Free Guest Wi-Fi is available throughout the estate, in the interest of child safeguarding, certain material is restricted to prevent inappropriate material being accessed.
- All social media accounts are password protected and at least 2 members of staff will have access at all times.
- Designated staff will remove inappropriate posts by children or staff, explaining why, and informing anyone who may be affected (as well as the parents of any children involved).
- Any posts or correspondence will be consistent with our aims and tone as an organisation.
- Emails or messages should maintain the organisations tone and be written in a professional manner, e.g. in the same way you would communicate with fellow professionals, avoiding kisses (X's) or using slang or inappropriate language.
- Identifying details such as a child's name, address or telephone number should not be posted on social media.
- If at any time, the child or parent / guardian wishes images or their details to be removed from Kylemore Abbey & Gardens Ltd. social media page(s), the administrators should be contacted. This information should be removed without delay.

- Any staff members work-based contact with a child or young person should be conducted on a Kylemore Abbey & Gardens Ltd. mobile phone, tablet or computer/laptop or through a Kylemore Abbey & Gardens Ltd. email address or social media account.
- Staff should not delete any messages or communications sent to or from organisation accounts.
- Staff members are not permitted to take photos of customers and post on personal pages.
- Staff should be aware of this policy and behave in accordance with it. Staff should seek the advice of the designated safeguarding lead if they have any concerns about the use of the internet or social media.
- If Kylemore Abbey & Gardens Ltd. wishes to use a photograph of a child/young person for promotional publicity, then written consent must be sought from the parents/guardians via the media consent form.
- The names of children whose photographs are used for promotional activity will not be made public.
- Photographs of children on site will not be taken by staff using their own cameras/personal recording devices.
- No one is permitted to photograph or record images in changing areas /bathroom areas.
- Visitors must be informed when a photographer will be photographing onsite.
- Press or media photographers must wear identification at all times.
- Any concerns regarding inappropriate or intrusive photography/filming reported to or observed by staff must be brought to the attention of management and followed up with the person in question.
- Inappropriate use of children's images by staff will be reported to the DLP and may be considered a breach of the code of behaviour.

7. Confidentiality Policy

Confidentiality should be maintained in respect of all issues and people involved in cases of abuse, welfare or bad practice. It is important that the rights of both the child and the person about whom the complaint has been made are protected.

We in Kylemore Abbey & Gardens Ltd. are committed to ensuring people's rights to confidentiality, however, in relation to child protection and welfare, considerations in respect of confidentiality will not overrule a child's right to be protected. Giving such information to others for the protection of a child or young person is not a breach of confidentiality.

On this basis we undertake that:

- Information will only be shared on a 'need to know' basis in order to safeguard the child/young person, in the best interests of the child, with the relevant statutory authorities and parents/guardians.
- Undertakings regarding secrecy will not be given. We cannot guarantee total confidentiality where the best interests of the child or young person are at risk, staff/volunteers in contact with children should make this clear to parents/guardians and the children themselves.
- Primary carers, children and young people have a right to know if personal information is being shared and/or a report is being made to the health service executive, unless doing so could put the child/young person at further risk or may place the reporter at risk
- All persons involved in a child protection process (the child, parents/guardians, the alleged offender, his/her family) should be afforded appropriate respect, fairness, support and confidentiality at all stages of the procedure.
- Information is provided on a proportionate basis to the statutory agencies necessary for the protection of a child
- Images of a child/young person will not be used for any reason without the consent of the parent/carer (however, we cannot monitor/limit the use of camera/videos in public areas open to visitors)
- Procedures are in place in relation to the use of images of children/young people
- Procedures are in place regarding recording and storing of information in line with our record keeping policy and in accordance with Data protection legislation, in a secure setting, managed by the DLP
- A response may be made to breaches by staff/volunteers in respect of the sharing of confidential information which is not related to child protection or welfare concerns which may be regarded as a disciplinary matter.

Note

The protection of Persons Reporting Child Abuse Act 1998 provides immunity from civil liability and from possible disciplinary action by an employer to the persons who report child protection concerns 'reasonably and in good faith' to the authorised persons in Tusla or An Garda Síochána.

8. Policy for responding to/dealing with allegations of abuse against a staff member

In the event of an allegation being made against an employee, the protection of the child/young person is the first and paramount consideration.

Kylemore Abbey & Gardens Ltd. has a dual responsibility in respect of both the child/young person and employee. An allegation against an employee should be assessed promptly and carefully.

The employer should take protective measures appropriate to the level of risk while not unreasonably penalizing the worker (accused)- unless necessary to protect the child/young person. Protective measures might mean increased supervision, assignment to different duties, or suspension. Management may want to seek legal advice on procedures or protocol to deal with allegations against staff.

A concern about another staff member should be reported to the Designated Liaison Person or appropriate Manager. If the concern is about the Designated Liaison Person/Manager, reports should be made to another senior manager. Nobody should ever feel unsafe in reporting their concern. If a staff member is worried about bringing their concern to management or feels that their concern was not managed appropriately, they should contact Tusla or An Garda Síochána directly.

Procedures for dealing with an allegation

Two separate procedures must be followed;

1. In respect of the child/young person the DLP will deal with issues related to the child/young person.
2. In respect of the person against whom the allegation is made his/her line manager will deal with issues related to the staff member.

It is recommended that the same person should not have responsibility for dealing with the child protection reporting procedure and the employment/contractual issues.

- The first priority is to ensure that no child or young person is exposed to unnecessary risk;
- The priority is to protect the child/young person while taking account of the staff member's right to due process. 'Protective measures' do not presume guilt;
- Both primary carers and child/young person should be informed of actions planned and taken. The child/young person should be dealt with in an age appropriate manner;
- If reasonable grounds for concern exist, a formal report to Tusla should be made. Kylemore Abbey & Gardens Ltd. should maintain a close liaison with Tulsa and the Gardai. Employers should ensure that their actions do not undermine or frustrate any assessment or investigation by Tulsa and the Gardai;
- The staff member will be informed as soon as possible (unless child services or Gardai have been contacted) of the nature of the allegation and will be given the opportunity to respond;
- The CEO of the organization should be informed as soon as possible;
- The CEO/line manager or equivalent senior person should advise the employee of the allegation. This should be done in private and with due consideration of confidentiality and natural justice and following advice from the statutory authorities. The procedures for dealing with the allegation should also be outlined to the employee;
- The employee should be afforded the right to respond in accordance with established grievance procedure as outline in Employee Handbook. The response should be noted and made available to the statutory authorities as part of any subsequent formal reporting procedure;
- The parents/guardians of the young person should be informed immediately of the complaint against the employee unless doing so endangers the young person or impacts on any investigation being carried out by statutory authorities. Advice might be taken from the statutory authorities as to how this might best be done;
- All stages of the process must be recorded. KAG must keep comprehensive records of any allegations made, details of how the allegations were managed and details of any action taken, and decisions reached. These records must be stored confidentially, and a copy given to the individual concerned. This information must be retained on file for an agreed period of time, including information on those who may leave the employment of the organisation for further possible reference. Records should be confidentially maintained as they be required to be made available to the statutory authorities as part of any subsequent or on-going investigation;
- Action taken in reporting an allegation of abuse against an employee should be based on an opinion formed reasonably and in good faith. It will be necessary to decide whether a formal report should be made to the statutory authorities and informal advice may be sought prior to making any such decision. The decision to formally report should be based on the threshold for reasonable grounds for concern being reached.

These procedures should be applied when there is an allegation or concern that any person who works with children, in connection with his/her employment has;

- Behaved in a way that has harmed a child/young person, or may have harmed a child/young person;
- Possibly committed a criminal offence against or related to a child/young person;
- Behaved towards a child/young person in a way that indicates they are unsuitable to work with children/young people.

When informed of a concern or allegation, the DLP should not initially investigate the matter or interview the staff member, child/young person concerned or potential witness, instead, they should:

- Obtain written details of the concern/allegation, signed and dated by the person receiving (not the child/young person making the allegation)
- Record any information about times, dates and location of the alleged incident and names of potential witnesses
- Record any discussions about the child/staff member, any decisions made and reasons for those decisions
- View CCTV if it is available
- Consult with the CEO within one working day of the allegations
- Conduct an evaluation of the allegation, taking into account, statements given, CCTV footage etc. actions to be agreed on during the evaluation should include the following:
 - What further information is required
 - Whether any immediate action needs to be taken to protect the child/young adult
 - When and what should parents/guardians be told- if not already involved or informed
 - What should be said to the staff member facing allegation
 - Whether administrative leave is required- this should not be an automatic response
- Possible outcomes for the evaluation could include;
 - Referral to Tusla for assessment
 - Referral to Gardai for investigation
 - Referral to both Tulsa and Gardai
 - No referral to either Tulsa or the Gardai
- If the allegation is not false and there are reasonable grounds for concern then immediate action should be taken. This may involve, internal disciplinary action or, where there is a serious case for concern, the DLP will immediately refer to Tusla/Gardai for guidance and assistance on the matter
- Notify the staff member as soon as possible, do not interview them- take their statement in written form, if received verbally ensure that it is recorded in written form
- If the matter has been referred to Tusla/Gardai then the DLP should only inform the staff member of any further action to be taken after consultation with Tulsa/Gardai
- In the event that it has been found that there are no reasonable grounds to be concerned and no referral is to be made to Tulsa/Gardai, the DLP must make recommendations to the CEO regarding any disciplinary actions or management of the child/young person and staff member involved. Any decisions made should be justified and recorded by the DLP
- The child/young person, parent/guardian and the staff member should be informed of any further actions to be taken following evaluation of the allegation. All parties involved should be informed of their right to take any further action i.e. a formal complaint to the Gardai, grievance procedures etc.

False Allegations

The making of a false allegation shall be deemed to be a serious issue of misconduct and dealt with accordingly. Any allegation made, which is subsequently found to be false or of a malicious nature, shall also be deemed to be a serious breach of the Guidance and subsequent disciplinary action may follow.

9. Procedure for provision of and access to child safeguarding training and information

Kylemore Abbey & Gardens Ltd is committed to the following actions in respect of staff training in respect of child safeguarding:

- The KAG induction programme for all staff will include a briefing in respect of Kylemore Abbey & Gardens Ltd policy and procedures for the protection and safeguarding of children with particular attention paid to the Code of Behaviour for staff, Policy for responding to/dealing with allegations of abuse against a staff member, Missing/lost Child Procedures.
- All staff will be facilitated to access and complete the Tusla E learning 'children first' online programme.
- The Child Safeguarding Statement will be available on the Kylemore Abbey & Gardens Ltd website to facilitate access by all staff, students on work experience and the general public.
- A training needs analysis in respect of safeguarding children will be conducted on an annual basis which will inform and help frame any future training plan.

Staff child safeguarding training will be delivered at least annually and will include guidance on:

- KAG'S child safety policies, procedures, codes, and practices
- Recognising indicators of child harm including harm caused by other children and students
- Information sharing and recordkeeping obligation.

10. Appointing a Relevant Person

The Board of Kylemore Abbey & Gardens Ltd. will appoint a Designated Liaison Person (DLP) who will also act as the 'relevant person' as defined in the legislation to be the first point of contact in respect of this Child Safeguarding Statement.

All staff members will be made aware of who has been appointed as the 'relevant person' by receiving a copy of the Child Safeguarding Statement.

The role and function of the 'relevant person' will be reviewed within two years of date of appointment.

11. Contacts

Relevant Person and Designated Liaison Officer

Niamh Philbin
Kylemore Abbey
Connemara
Co. Galway
H91 VR90

Email niamh@kylemoreabbey.com

Tel 087 989 1097

Tel 095 52052 ext. 152

Gardaí

Clifden Garda Station
Galway Road
Clifden
Co. Galway
H71 VY17

Tel 095 22500

Letterfrack Garda Station
Letterfrack
Co. Galway
H91 ET65

Tel 095 41052

Call 999/112 if an immediate response is required

Found Child Reporting Form

Dept/Tour/Event:

Date:

Staff Member:

Child's Name:	
Male/Female:	
Age of Child:	
D.O.B:	
Hair Colour:	
Eye Colour	
Clothing (colour & pattern):	
Ethnicity:	
Has Child Any Special Medical Requirements? Check For Medical Tags:	

Time Found:	
Location Found:	
Time Child Handed Over To/Found by Staff:	
Name of Staff Child Handed Over To:	
Name of Staff Dealing With Child:	
Time Management Was Informed:	

Name of Adult Handing Over Child:	
Telephone:	
Role (visitor/staff):	

Name of Parent/Guardian Collecting Child:	
Relationship to Child:	
Telephone:	
Address:	
ID Documents Checked:	
Signature:	

Time Child Reunited With Parent/Guardian:	
Member of Staff Handing Over Child:	
Signature:	

Missing Child Reporting Form

Department/Event/Tour:

Date:

Staff Member:

Child's Name:	
Male/Female:	
Age of Child:	
D.O.B:	

Hair Colour:	
Eye Colour:	
Clothing (colour & pattern):	
Ethnicity:	
Any Other Relevant Information:	

Time & Place Child Last Seen:	
Time Staff Informed:	

Parent/Guardian Name:	
Phone no.:	
Address:	
Action Taken:	
Security Informed:	
Garda Informed:	
Other:	
Timeline :	

Incident reporting form

Person reporting the incident:

Name:	
Location:	
Role:	
Address:	
Telephone:	
Email:	

Responding to my own concerns

Responding to concerns raised by someone else

Further details (e.g. nature of concern, was incident reported to you or witnessed by you or someone)

Child's details:

Name:	
D.O.B	
Child's gender:	
Any other relevant information:	

Parent/guardian details:

Name:	
Address:	
Telephone:	
Email:	

Have the parents/guardians been notified?

Yes No

If yes, provide details of what was said/action agreed:

Details of witness/person who raised the concern to you (if applicable):

Name:	
Role:	
D.O.B (If child)	
Address:	

Details of person involved in the incident or alleged to have caused harm:

Name:	
Role:	
D.O.B (if child)	
Adress:	
Telephone:	
Email:	

Nature of the incident being reported:

Childs account of the accident/incident:

Witness account of the accident/incident:

Details of actions to be taken:

Has the incident been reported to any external agencies?

Yes No

If yes, please provide further details;

Organisation:	
Contact person:	
Telephone:	
Email:	

Agreed action or advice given:

Signature: _____

Date: _____

Print Name: _____

Contact your DLP in line with KAG'S reporting procedures.

Please note KAG's confidentiality and recording procedures.

This incident reporting form must be filed and stored online with the 'records' procedures and kept for no longer than 2 years in line with GDPR policies and procedures.