



National Museums Liverpool

POLICY FOR THE SAFEGUARDING OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

(May 2014)

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National Museums Liverpool Policy for the Safeguarding of Children, Young People and Vulnerable Adults.

1. Purpose

This policy defines how National Museums Liverpool (NML) operates to safeguard children, young people and vulnerable adults. We have a duty of care and are committed to the protection and safety of children, young people and vulnerable adults involved as visitors and as participants in all of our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

For the purposes of this policy, the term vulnerable adult refers to someone over the age of 18 who may have a physical, learning, or sensory disability, a mental health problem, a serious illness, or may be an older person. Children and young people are defined as those persons aged under 18 years old.

This policy will apply to all staff, contractors and volunteers and will be used to support their work. This policy also covers NML Trading Company so all references to 'staff' in this policy refer to both NML and NML Trading staff. It has been drafted in line with best practice and following advice and input from the National Society for the Prevention of Cruelty to Children (NSPCC) Consultancy Service, the Liverpool Safeguarding Children Board and the Liverpool Safeguarding Adults Board. None of these bodies accept any responsibility for the implementation and application of the procedures.

2. Introduction

Every year children, young people and vulnerable adults visit NML and we wish to ensure that all visitors are safe and protected from harm whilst on our premises.

Children aged 11 or over entering our buildings and galleries without direct supervision are welcomed if they are behaving appropriately (See Appendix 5 for clarification of visitor conduct expected on NML premises). If the child appears to be under the age of 11 and unaccompanied by an adult / older carer or there is a suspicion that the child may be truanting then they are welcome to enter NML's buildings but the 'Found Child' or 'Truancy' procedures outlined later in this policy should be followed.

NML wishes to ensure its staff, contractors and volunteers operate best practice standards, yet at the same time provide them with protection from unfair allegations. The guidelines in this policy will ensure that there is clarity about our obligations and standards.

Where necessary, we will refer any issues or concerns involving protection to the appropriate agencies. If we encounter a safeguarding issue that constitutes, or may constitute a crime, the Police will be informed.

3. Policy Statement

We believe that:

- The welfare of the child, young person or vulnerable adult is paramount;
- All children, young people and vulnerable adults have the right to protection from abuse;
- All suspicions and allegations of abuse must be properly investigated by HR / the relevant external authorities and dealt with swiftly and appropriately;
- Staff, contractors and volunteers must be clear on appropriate behaviour and responses. Where appropriate, failure by staff to maintain standards may be dealt with using NML / NMLT's Disciplinary and Gross Misconduct Procedures. Contractors and volunteers may be asked to leave NML premises and be dealt with according to the relevant procedures.

NML will therefore ensure that:

- Staff are carefully selected and trained in issues of protection;
- All staff are aware of the policy and procedures for the protection of children, young people and vulnerable adults;
- Group leaders, service providers and any other interested parties are given information about NML procedures regarding the safety of children, young people and vulnerable adults whilst at NML;
- Teachers, group leaders and any other interested parties are provided with information about our expectations regarding protection and safe supervision responsibilities whilst visiting NML;
- A risk assessment is supplied to assist with the planning of a visit to an NML venue. An example of a populated risk assessment is contained in Appendix 6;
- NML's complaints procedure is accessible to all visitors.

4. Legal Context

i) Children and Young People

This policy takes into account relevant legislation and guidance and is particularly informed by the requirement of the Children Act 1989, which provides a framework for the care and protection of children and young people and the Children Act 2004 which underpins the Every Child Matters: Change for Children programme and guidance such as:

- × *Working Together to Safeguard Children* (HM Government 2010);
- × *What to Do If You're Worried a Child Is Being Abused* (DH, Home Office, DfES, Office of the Deputy Prime Minister, Lord Chancellor's Department, 2003).

Every Child Matters: Change for Children (HM Government 2004) promotes a new approach to the well-being of children and young people from birth to 18. The aim is for every child, whatever their background or their circumstances, to have the support they need to achieve their full potential. These Government frameworks include an outcome that children should be able to stay safe, live in a safe environment and be protected from harm.

This means that all organisations providing services to children have responsibility to share information and work together, to protect children and young people from harm and help them achieve what they want in life.

Staying safe is about helping to address bullying, crime and anti-social behaviour, and protecting children who are at risk of abuse and neglect.

ii) Vulnerable Adults

Section 7 of the Local Authority Social Services Act 1970 gives local authorities the responsibility for developing partnership working to protect adults and to have an inter-agency safeguarding adults procedure. This means that safeguarding adults stems from statutory guidance. This Act also outlines the expectation that the statutory, independent and voluntary sectors will be partners in this process.

For the purposes of this policy, the same principles that can be applied to children and young people should be used to ensure appropriate action is taken to protect vulnerable adults.

5. Roles and Responsibilities

i) **All staff, contractors and volunteers** have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by others. All staff should discuss concerns immediately with their line manager or if not available, with a Designated Officer (the Visitor Services Duty Manager) and / or HR. **Any concerns or reasonable suspicions of abuse should be reported immediately to your line manager / supervisor.** If your line manager is not available or is part of the cause of your concern then you should report the matter to the Designated Officer (Visitor Services Duty Manager) or HR. Any safeguarding concerns that are raised should be documented as soon as possible afterwards using the Safeguarding Incident Report Form in Appendix 3 of this policy.

ii) **Line Managers** will monitor the implementation of the policy for their respective areas. Any operational issues such as a lost child must be referred as quickly as possible to the Designated Officer (the Visitor Services Duty Manager). Line managers will also be responsible for ensuring that staff who raise a concern are provided with the necessary support and complete all required documentation (eg, Safeguarding Incident Report Form) and are also supplied with a Safeguarding Receipt of Referral (see Appendix 4). Serious concerns involving the conduct of a member of staff, volunteer or contractor must be referred immediately to HR and NML's Security Advisor.

iii) The **Human Resources** (HR) Department will be responsible for implementing procedures relating to selection, vetting, training and induction, and for advising on any disciplinary action required. HR will also be responsible for undertaking any investigation required. A central database of all Safeguarding Incident Report Forms will be maintained and monitored by the Director of Human Resources.

iv) Any allegations of inappropriate behaviour (eg, breach of the Safeguarding Code of Conduct) by staff, contractors, volunteers or visitors must be reported by line managers or the Designated Officer (the Visitor Services Duty Manager) to the **Security Advisor**, who will liaise with the Police and Social Services as necessary. In these circumstances, the role of the **Security Advisor** is to:

- Assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate;
- Consult initially with NML's HR Department, the local Police and where appropriate with other statutory bodies;
- Make a formal referral if required to a statutory child protection agency or the Police.

It is not the role of the Security Advisor to decide whether a child / vulnerable adult has been abused or not; this is the task of the Social Services Department which has this legal responsibility (in case of children), or of the Police. The Security Advisor is simply the gatekeeper who passes information on to the relevant authorities who have the necessary expertise to make the required decisions about the action required.

In all serious cases involving Safeguarding issues, the Security Advisor must be contacted as soon as possible, even if the incident takes place at the weekend.

v) All Visitor Services Duty Managers will be trained Safeguarding **Designated Officers**. It is their responsibility under this policy to deal with any operational safeguarding issues that arise including lost and found children / vulnerable adults. It is also the Designated Officer's responsibility to decide when to notify the Security Advisor about a safeguarding incident.

vi) In order to support the Designated Officer, each public venue will have a trained **Safeguarding Champion**. In our public venues, this will normally be a member of the Learning or Communities team. It is the role of the Safeguarding Champion to have a detailed knowledge of this policy and procedure and to support the Designated Officer to deal with operational issues as and when they arise.

vii) NML has established a **Safeguarding Steering Group** to oversee the implementation of this policy. The Safeguarding Steering Group comprises of staff from different levels of the organisation with a stake in safeguarding issues and is chaired by the Director of Human Resources. It will meet twice a year to review safeguarding cases that have arisen during the previous 6 months and to continuously review this policy and procedure to ensure it remains fit for purpose.

6. Recruitment and Selection of Staff, Contractors and Volunteers

Legislation provides that individuals may be disqualified from working with children by inclusion on one or more of a number of official lists contained in the statutory provisions. It is a criminal offence for any employer to knowingly recruit a disqualified individual into a post working with children. This also extends to volunteers and contractors. The Safeguarding Vulnerable Groups Act 2006 places requirements on employers and individuals who are involved in regulated activity. Regulated activity applies to some of our staff, contractors and volunteers. This is defined as an activity, which involves, frequent or intensive contact with children or vulnerable adults and is of a specified nature e.g. teaching, training, and supervision or is in a specified place such as schools:

- The frequent contact test will be met if the work takes place once a week or more.
- The intensive contact test should be met if the work takes place on 4 days in one month or more, or overnight.

As part of the recruitment process, all applicants will be required to complete a Disclosure Application Form. The level of the disclosure will be dependant upon the extent to which your post involves working with children or vulnerable adults. You will be advised, after the interview stage, which Disclosure Application Form you will be required to complete.

There are three types of Disclosures; Basic, Standard and Enhanced. The majority of job applicants and contractors will be asked to complete a Basic Disclosure Application Form on line. Basic Disclosure is the lowest level of disclosure which will show details of all convictions considered to be unspent under the Rehabilitation of Offenders Act 1974 or state that there are no such convictions. As part of this application process, you will also be asked to provide three forms of identification, one of which must include your address details, for example, utility bill, rental agreement / mortgage or bank statement and attach copies of your chosen identification to the application form. Volunteers will be required to complete the Standard checks.

Once a conditional offer of employment has been made, all job applicants will be responsible for completing and submitting their application form to Disclosure Scotland for processing. The administration charge will be incurred when your application is submitted. This amount will be reimbursed to you once security clearance has been granted. Wherever possible, these checks will have been completed prior to your start date.

Job applicants who have been successful at interview and whom NML wishes to make an offer of employment to, volunteers or contractors who will be regularly required to work with children and vulnerable adults will be required to complete an Enhanced Disclosure Application Form. This is a more detailed disclosure that is job specific / job related and will include all unspent, spent and cautions. It will also include accessing Children and Adult registers and other relevant information held by the police.

This application form will be sent out to your home address for completion. Once completed the form along should be returned to a Human Resources Advisor. An Enhanced Disclosure requires a NML Registered Person, to complete a section of the form. NML's Registered Person is based within the Human Resources department. Once this form has been completed it will be forwarded to the relevant body that will process your application. Upon completion, two disclosures will be issued, one to yourself and one to the Registered Person.

Until this check has been completed and security clearance has been granted, you will not be eligible to work with children or vulnerable adults.

At interview, all applicants will be required to account for any gaps in employment history.

7. Safeguarding Code of Conduct for all NML Staff, Contractors and Volunteers

This Safeguarding Code of Conduct sets out the expectations of NML for all staff, contractors or volunteers who work for or represent the organisation in their contact with children, young people and vulnerable adults. Failure by any staff member to comply with this Safeguarding Code of Conduct may be considered Gross Misconduct and could end in summary dismissal. Contractors and volunteers may be asked to leave NML premises and be dealt with according to the relevant procedures.

Do

- Approach any child, young person or vulnerable adult apparently in distress and ask if you can help.
- Seek assistance from colleagues or supervisors in order to minimise the amount of time you are alone with the person.
- Be aware of the possible risks and question situations that you find suspicious.
- Keep a look-out for children under the age of 11 apparently unaccompanied and follow the 'Found Child' procedure outlined in section 9 of this policy.
- Communicate the details of any lost children to the Designated Officer (ie, the Visitor Services Duty Manager).
- Keep any lost children in a public area where they can be clearly seen and take them to the Information Desk as quickly as possible.
- Actively contribute to an organisational culture where inappropriate behaviour is not tolerated.
- Ensure that whenever possible there is more than one adult present during activities with children, young people and vulnerable adults, or at least that you are within sight or hearing of others. The adult present may be a teacher or parent.
- If a child or vulnerable adult wishes to talk to you in confidence then try to find a quiet space in a public area where this is possible.
- Act professionally in all matters.
- Be aware of appearances and avoid any situations which might appear compromising.
- Report any allegation (even if this is just a suspicion) of abuse or inappropriate conduct immediately to your line manager and / or the Designated Officer.
- Always do your utmost to accommodate if the child / vulnerable adult expresses a wish to talk to a male or female member of staff.
- Be sensitive in your communication with people so that you avoid over familiarity.

Do Not

- Engage in any "rough and tumble" or other horseplay.
- Physically restrain a child, young person or vulnerable adult except in exceptional circumstances (eg, to prevent injury, damage to property or the collections, or to prevent theft) and even then be careful to use only the minimum restraint necessary.
- Make sexually suggestive comments to any visitor.
- Use foul or abusive language to any visitor.
- Physically assault or abuse any visitor.
- Allow or engage in inappropriate touching of any kind.
- Give out personal information, or share email, social network site details (eg, Facebook), and mobile phone numbers with any child, young person or vulnerable adult.
- Do things of a personal nature for children or vulnerable adults that they can do for themselves or that a parent / leader can do for them.

Please note that;

- Photographs or videos, including those on web sites must not include any participant unless authorised by the appropriate member of staff and adult / parental (for children) consent is given. This includes the use of camera phones. NML has forms which must be completed by the relevant guardian (eg, teacher or parent) to obtain permission to photograph children, young people or vulnerable adults. These are available from the Marketing and Communication Department. Please see Appendix 9 for further information about use of photography.
- All staff working with young people should be aware that some young people and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline should in the first instance be managed by the responsible adult. If a staff member, contractor or volunteer is in a position where a sanction is to be issued (for example in the case of unaccompanied children who are behaving inappropriately) then this must be appropriate to age and understanding. Please refer to the Designated Officer if you are in any way uncertain of what action to take.

8. Reporting Procedure to be followed by Staff, Contractors and Volunteers in the Case of Suspected or Alleged Abuse of a Child, Young Person or Vulnerable Adult

A member of staff, contractor or volunteer who suspects a case of abuse against a child, young person or vulnerable adult has a duty to follow the procedures below.

Statement of Investigation

It is vital that anyone who suspects that a child / adult is at risk of harm or abuse takes personal responsibility to act. Keeping worries or concerns to yourself may put children and vulnerable adults at further risk of harm. It is not NML's responsibility to investigate a child or adult safeguarding complaint but to refer concerns on to local children's or adults' social care departments or the Police. HR will be responsible for investigating any potential breaches of this policy involving staff, volunteers or contractors.

Responding to a Safeguarding Concern

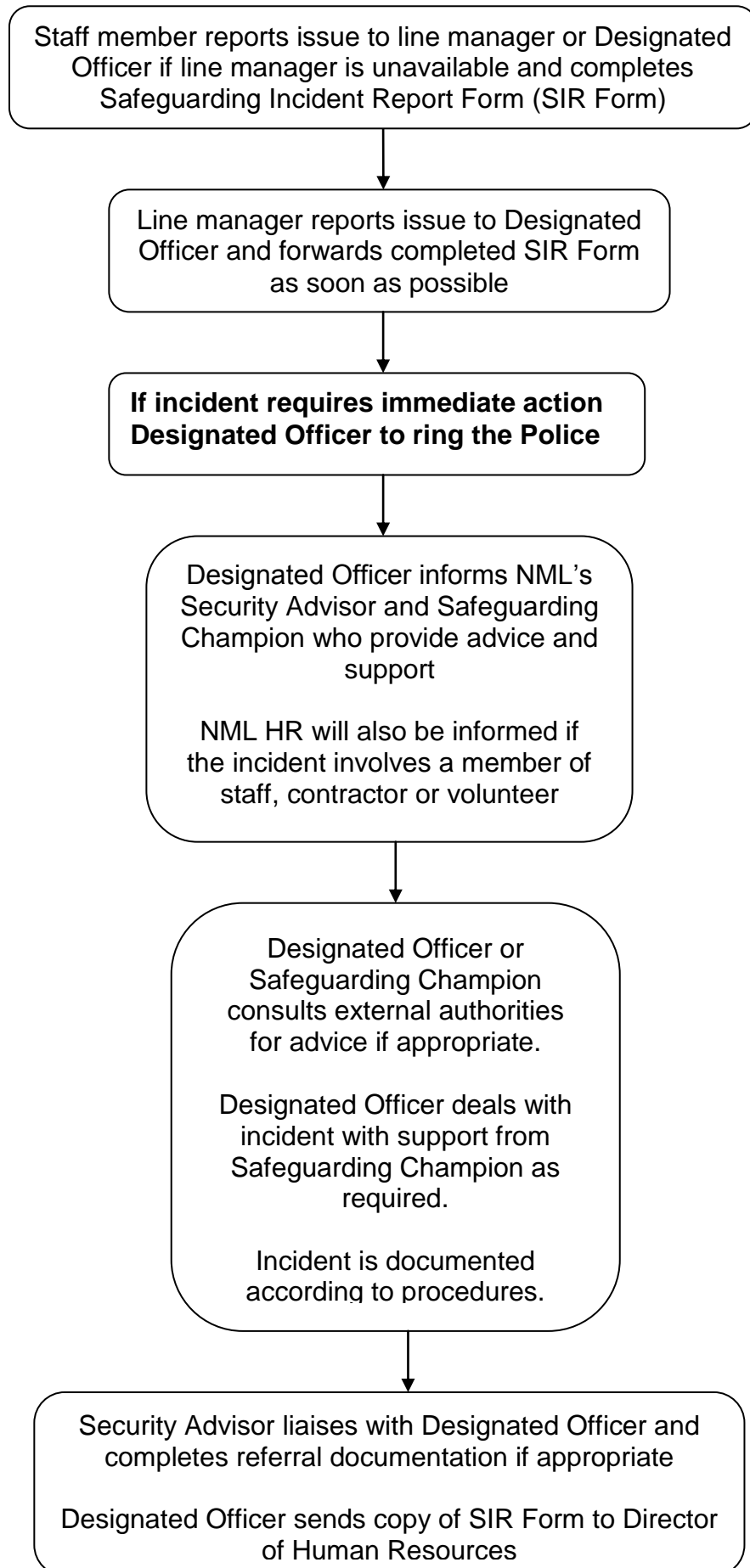
Concerns about adults and children may arise in different situations:

- You may witness or observe something.
- Hear it from others, in person or on the phone, by email or letter.
- Be told directly.

The following guidance must be followed if you receive an allegation of child or vulnerable adult abuse:

- Ensure the welfare of the child / young person or vulnerable adult.
- Check your understanding of the situation, without being investigative.
- Explain that you have a responsibility to report what the child / vulnerable adult has said to someone else.
- Report the matter as soon as possible to your line manager and / or NML's Designated Officer. The Designated Officer will then liaise with NML's Security Advisor who will advise about the need to contact parents, carers or guardians and police / statutory authorities.
- Record all the details on the child / vulnerable adult safeguarding incident report form (see Appendix 3).

The reporting process to be followed in these situations is explained in the flow chart on the following page.



If a disclosure or allegation is being made to you by a child / young person or vulnerable adult: -

- Ensure that any medical attention needed is addressed as a priority.
- Listen to what he / she has to say with an open mind.
- Do not ask probing or leading questions designed to get them to reveal more.
- Check your understanding of the situation, without asking leading questions.
- Never stop a person who is freely recalling significant events.
- Make a note of the discussion as soon as possible afterwards, taking care to record the timing, setting and people present as well as what was said. Try to record the words that were actually spoken and not your own interpretation of them.
- Explain that you cannot keep such information confidential, and that you have a responsibility to report what he / she has said to someone else. If there is an opportunity you can tell the person who you will be passing on his / her concerns to. It is important to record if the person has consented to having the information shared but if the concern involves wider public interest the person's wishes may have to be overridden.

If the allegation concerns a visitor or member of the public, the Designated Officer should consider whether there are reasonable grounds for excluding them from the site until an appropriate investigation can be carried out. In some cases the immediate involvement of the Police may be appropriate. For example, if anyone was causing harm to a child or adult in a public place then the involvement of the Police must be sought immediately. In all major incidents, NML's Security Advisor must also be informed.

If the child, young person or vulnerable adult involved is part of an organised group, the Designated Officer will consult with the group's leader and make every effort to agree an appropriate course of action.

If the child, young person or vulnerable adult involved is with a family member or other responsible adult and they are not causing any harm, the Designated Officer will consult with this person and will make every effort to agree an appropriate course of action.

If the child is under 11 years of age or a vulnerable adult is unaccompanied the Designated Officer will speak to the child / vulnerable adult and then decide on the appropriate course of action. If relevant external authorities need to be informed then this should be done by NML's Security Advisor.

If the allegation concerns another member of staff, contractor or volunteer, the staff member must raise this matter with his / her line manager or consult HR in confidence. If a formal investigation is deemed necessary then this will be carried out by the HR Department in accordance with the Disciplinary and Gross Misconduct policy and procedures. Depending on the nature of the allegation, NML may be required to involve the appropriate authorities, including the Police.

Recording Information

All staff should discuss the matter immediately with their line manager or if not available, with a Designated Officer (the Visitor Services Duty Manager) and / or HR.

Use the NML Safeguarding Incident Report Form (Appendix 3) to record as much information as you can about the situation; what has happened, where and when, who was involved and any contact details. Also record what action has been taken so far. This information should be passed immediately to your line manager or the Designated Officer (Visitor Services Duty Manager). You can do this by phone, email or in person.

Wherever possible, you will receive a Receipt within 5 working days of your submission of the Safeguarding Incident Report Form to your line manager / Designated Officer and will be kept informed about what has happened since on a needs-to-know basis.

It is important to pass on what information you have, even if the informant has only divulged a little or will not give his / her details. The information may join up with something else from someone else. This information must be maintained in the strictest confidence as rumour spreads quickly, can be damaging and might even hinder an investigation if one was needed. Failure to treat such information confidentially may be viewed as a potential disciplinary matter.

If you want to seek further advice you can always contact the **NSPCC Child Protection Helpline. This is staffed 24 hours a day, seven days a week and the contact number is 0808 800 5000.**

Contact Information:

There are separate safeguarding boards for the local areas for both children / young people and adults.

Children and Young People

The appropriate safeguarding board to contact is the one based where the child or young person lives. If it is not possible to confirm the address referral should be made to the Liverpool Safeguarding Children Board.

Liverpool Safeguarding Children Board. **0151 223 3029** – Careline
This number is available 24 hours a day, 7 days a week

Wirral Safeguarding Children Board **0151 606 2006**
This number is only available Monday – Friday 8.48am – 5.00pm.

For general advice at the weekend, contact the Liverpool Safeguarding Children Board.

Sefton Safeguarding Children Board **0845 140 0845**

Knowsley Safeguarding Children Board **0151 443 2600**

Adults

The **Liverpool** Safeguarding Adults Board can be referred to for all concerns from venues in Liverpool **0151 233 3800** (adult Careline)

For **Wirral** **0151 606 2006**

This number is only available Monday – Friday 8.48am – 5.00pm.

For general advice at the weekend, contact the Liverpool Safeguarding Adult Board.

Other useful numbers

NSPCC 24 hour helpline 0800 800 5000

Childline 24 hour helpline 0800 1111.

What will happen next

When you contact your line manager / Designated Officer he or she will discuss your concerns with you and decide what action to take and make sure that the relevant authorities have the information they need to decide themselves what to do next. They will treat all information received with complete discretion, and will maintain as much confidentiality as possible whilst making sure that action is taken to safeguard a child, young person or vulnerable adult now and in the future. All information given will be treated seriously and with respect for the person providing it. Do not worry that you may be mistaken; it is better to have discussed it with somebody with the experience and responsibility to make an assessment and any member of staff raising a concern in good faith will be supported. If, on the other hand, a member of staff, contractor or volunteer is found to have made vexatious claims then this may be considered a disciplinary matter under the Disciplinary and Gross Misconduct Procedures.

The Designated Officer (Visitor Services Duty Manager) should assess the situation and take whatever action is appropriate to stop or prevent the abuse or potential abuse. If possible, he / she should first take advice from the Security Advisor. If the Security Advisor is not immediately available the manager should take appropriate action and then report to the Security Advisor at the earliest opportunity. It is important that all allegations are recorded in writing and a copy of the form sent to the Director of Human Resources as soon as possible.

Information sharing

If the allegation constitutes a criminal offence then NML will always share the information with relevant authorities, including the Police, in order to protect the child or vulnerable adult. If there is insufficient information to enable a referral then the reasons for this will be recorded. The final decision about whether a referral is appropriate will be made by NML's Security Advisor in conjunction with HR / relevant ET member.

Confidentiality cannot be guaranteed, although the general NML rules on the protection of sensitive data will apply. Any personal information acquired in the course of working with children, families or vulnerable adults should only be communicated on a 'needs to know' basis.

In exceptional circumstances, staff may feel that they are unable to report concerns through the formal hierarchy. In this case, concerns should be raised with another manager or with HR. As a last resort, there is provision for reporting concerns using NML's Whistleblowing procedure, contained within the Staff Handbook.

The staff member should also take contact details from any complainant if he / she is prepared to provide them.

If an allegation of abuse is made against you:

- Advise your line manager immediately and NML's Security Advisor as soon as possible, even if you think it is trivial. The line manager / Security Advisor will then be responsible for notifying HR.
- If NML receive an allegation against you, you will be informed and you may be suspended from duties whilst the matter is investigated. Suspension during an investigation does not imply that any decision has been taken about the disciplinary matter and is not to be viewed as a disciplinary penalty. Any allegation will be scrupulously investigated, having full regard to confidentiality.
- If your behaviour contravenes the Safeguarding Code of Conduct contained in this policy then this will be treated as a disciplinary matter.

NML HR will assign a member of the HR team to be the Investigating Officer who will be responsible for supporting the complainant(s) by keeping him / her updated on the progress of the investigation, the stages of the process and the anticipated timescales for its completion as appropriate. If the complaint has been made by a member of the public then the relevant senior NML Manager will be the point of contact for him / her.

NML will also assign another HR Advisor as a point of contact for the alleged perpetrator(s) who will be responsible for supporting him / her by providing updates on the progress of the investigation.

9. Procedures to be Followed by Staff, Contractors and Volunteers in Cases of Lost / Found Children / Vulnerable Adults

Lost Child / Vulnerable Adult

If someone reports to you that a person is missing, inform Visitor Services staff and / or the Designated Officer (Visitor Services Duty Manager) immediately, giving as full details as possible of the child or vulnerable adult:

- Name
- Age
- Address / name of school / organisation they came with;
- Physical description (height, colour of hair, gender, disability, clothing, etc.);
- Where they were last seen;
- The time they were last seen.

Once a sufficient check is made, if the person is not found, the Designated Officer will inform the Police.

The Designated Officer should reassure the parent / responsible adult that action is being taken to locate the child / vulnerable adult, and explain that contact will be maintained with them through a specific staff member.

This staff member will maintain contact with the parent / responsible adult until the person is found by relaying messages by telephone, radio or in person.

Found Child / Vulnerable Adult

If a child or vulnerable adult who is lost comes to you, follow this procedure:

- If you are on your own with the child or vulnerable adult, ensure that you are in a public area where you can be seen and heard.
- If anyone else is with the child or vulnerable adult (eg, another visitor), ask them to remain with you until the parent / leader / responsible adult has been located.
- Reassure them and then contact the nearest member of Visitor Services staff who will inform the Designated Officer (Visitor Services Duty Manager). To ensure privacy and security, please use the telephone or report face to face.
- Try and obtain the following information from the child / vulnerable adult:
 - Name
 - Age
 - Address / name of school or organisation they came with;
 - Physical description (height, colour of hair, gender, ethnicity, disability, clothing, etc.);
 - Where they were found;
 - Where they last saw their parent / guardian / responsible adult
- If the parent or responsible adult cannot be located, the Designated Officer will be responsible for contacting the local Police.
- Every effort should be made to calm and reassure the found person whilst waiting for the responsible adult or Police.
- A written record will be kept by the Visitor Services Manager and relevant personnel of lost or found children or vulnerable adults and procedures followed.

If a child or vulnerable adult is found in distress, it is appropriate to give verbal reassurances, and clarify what you will do to help them.

When a child or vulnerable adult is claimed best practice is to verify with them that the parent / guardian / responsible adult is indeed who they say they are.

Unaccompanied Children / Vulnerable Adults

Children of all ages and all vulnerable adults are welcome in NML venues. If a child comes into the venue unaccompanied by an adult / older carer and seems to be under the age of 11 then the Designated Officer must be contacted for advice about whether there needs to be any action taken under the 'Found Child Procedures.'

10. Training

We will provide and explain the content of this policy to all new staff and volunteers in the course of the induction process. Basic, and where appropriate, enhanced child protection awareness training will be given to some members of staff and volunteers dependent on their roles and responsibilities.

Designated Officers and Safeguarding Champions will be provided with training to ensure that they fully understand the contents of these policy and procedures and know what to do in practical terms in different circumstances.

Any NML staff member who enters into an agreement with a contractor to provide a service on NML premises is also obliged to make the contractor aware of this policy and their duty to abide by it.

NML is committed to ensuring that regular refresher training is provided to all staff and volunteers and that changes to the policy or to the Safeguarding regulatory framework are disseminated effectively.

Appendices

- Appendix 1 Definitions of Abuse
- Appendix 2 Our Promise to Children, Young People and Vulnerable Adults
- Appendix 3 Safeguarding Incident Report Form
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- Appendix 5 Leaders' / Teachers' Responsibilities Whilst Visiting NML
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Appendix 1

Definitions of Abuse

Although the legal context is different for vulnerable adults, much of the following information on types of abuse and neglect for children does apply for vulnerable adults too.

Abuse and Neglect - Children

It is generally accepted that there are four main forms of abuse of children. The following definitions are based on those from *Working Together to Safeguard Children* (HM Government 2010) and *Safeguarding Children: Working Together under the Children Act 2004*.

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional setting or community setting; by those known to them, or more rarely by a stranger. They may be abused by adult/s, another child or children.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness. An important indicator of abuse is where bruises or injuries are unexplained or the explanation does not fit the injury.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. It may involve seeing or hearing the ill treatment of others. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing,

failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

Bullying

Bullying may come from another young person or an adult. It can be defined as - deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of bullying.

- 1 - Physical (e.g. hitting, kicking, slapping)
- 2 - Verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages)
- 3 - Emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group),
- 4 - Sexual (e.g. unwanted physical contact or abusive comments).

Please note that some of the above may be deemed a crime and warrant investigation by the Police.

For the purposes of this policy, NML views bullying as another form of abuse.

Additional Information

Some children and vulnerable adults may be particularly vulnerable to abuse. For example there is research which has found that disabled children are three times more likely to be abused than non-disabled children. Reasons for this might include disabled children and vulnerable adults:

- Having fewer outside contacts than other children
- Having an impaired capacity to resist or avoid abuse
- Requiring intimate care from a number of carers which may both increase the risk of exposure to abusive behaviour and make it more difficult to set and maintain physical boundaries
- Using different communication methods or lack of appropriate vocabulary - which might provide a barrier for being able to communicate their concerns

Some studies suggest children from minority ethnic groups may be at increased risk of abuse through factors such as stereotyping, prejudice and discrimination.

Vulnerable Adults Abuse - Definitions

A vulnerable adult is someone who:

The term vulnerable adult refers to someone over the age of 18 who may have a physical, learning, or sensory disability, a mental health problem, a serious illness, or may be an older person.

Adult abuse is:

- A violation of an individual's human and civil rights by any other person or persons
- Any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights.
- Abuse may be physical, sexual, emotional, financial or through neglect or discrimination.
- Abuse may be perpetrated by an individual, a group or an organisation.

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Abuse can also be caused by poor or bad professional practice and is sometimes called "Institutional" or "Practice" abuse.

Financial Abuse, Discriminatory Abuse and Institutional Abuse:

- Financial abuse is abuse or misuse of possessions or money. Indicators may be an unusual shortage of money to pay bills or buy food or to maintain adequate living conditions.
- Discriminatory abuse is harassment or similar discriminatory or derogatory treatment which is racist, sexist or refers to disability or any of the other protected characteristics covered by the Single Equality Act.
- Institutional abuse or Practice abuse is neglect due to bad or poor care practice or unsatisfactory professional practice and low standards.

Appendix 2

Our Promise to Children, Young People and Vulnerable Adults

All of us at NML are committed to making sure you have the best time possible whilst you are visiting us. We believe that you have a right to feel safe and comfortable whilst you are with us, and we will do our very best to live up to the promises that we make to you.

We promise to:

- Make you feel welcome and safe.
- Always strive to meet your needs.
- Treat all children, young people and vulnerable adults with dignity and respect.
- Make sure that all our staff, contractors and volunteers are familiar with the appropriate policies and procedures to ensure your wellbeing.
- Listen to what you want to tell us.
- Do our best to make sure you have fun.

Appendix 3

Safeguarding Incident Report Form

To be filled out by the person reporting the concern. Please fill out all the information that is known.

Name of Child / Vulnerable Adult		Age and D.O.B (if known)	
Any special factors (eg, disability)			
Parent's / Carer's / Responsible Adult's Name(s)			
Home Address		Telephone number(s)	
		Home:	
		Other:	
Venue this incident took place in			
Exact location where the incident happened (eg, floor, area)			
Description of what has prompted concerns (please include details of any specific incident, dates, times etc) and describe any physical or behavioural indicators which have been observed			

Have you or anyone else spoken with the child / vulnerable adult and if so what was discussed?

Have you or anyone else spoken with the parents / carers / or other adult and if so what was said?

To whom reported		Date and Time Reported	
Your name and position			
Signature		Date	

This section to be completed by the Designated Officer

Any further action taken?

Copy of form sent to:-

Security Officer Director of Human Resources Venue Safeguarding Champion

Signature		Name		Date	
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Receipt Issued by Human Resources:-

Signature		Name		Date	
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Appendix 4

Receipt of Safeguarding Incident Report Form

Name of Manager / Designated Officer	
Name of Person Reporting Safeguarding Incident	
Date Safeguarding Incident Reported	
Action Taken: 	
Next Steps: 	

Copy of form sent to:-

Notifier Designated Officer Venue Safeguarding Champion

Signature	
Print Name	
Date	

Appendix 5

Group Leaders' / Teachers' Responsibilities when visiting a National Museums Liverpool Venue

NML wishes to ensure that children, young people and vulnerable adults are safeguarded and protected from harm whilst visiting one of our venues. In addition to the measures that NML have put in place, we ask that teachers and group leaders exercise their own responsibilities in relation to their groups.

In particular, all group leaders and teachers must:

- Book in advance of the visit to an NML venue;
- Ensure that they supervise the children, young people and vulnerable adults in their care at all times;
- Ensure that all children under the age of 11 and vulnerable adults remain with an adult at all times;
- In case of an accident, they should contact a member of NML staff who will follow NML procedure;
- In the case of a lost child, they should contact a member of museum staff who will follow NML procedure;
- Not verbally or physically abuse a child, young person or vulnerable adult;
- Inform their group of expected behaviour for the visit to an NML venue by ensuring compliance with the guidelines outlined in Appendix 6;
- Be considerate of other visitors and groups visiting an NML venue;
- Observe NML fire evacuation procedures.

Teachers and group leaders are reminded that the children and vulnerable adults in their care remain their responsibility throughout a visit to an NML venue.

We recommend the following ratio of adults to students:

- 1:4 for children of seven years and under;
- 1:7 for children of eight years and above.

In line with current guidelines, we reserve the right to refuse entry when the level of adult supervision falls short of a ratio of 1:15.

NML staff will communicate concerns to the group leader / teacher in charge (unless this person is the cause of concern) and if required, follow this up with the school / organisation following the visit.

Concerns about the conduct of any teacher / leader will be reported directly to the school or organisation and to the Police where there is cause to believe a crime has been or may have been committed.

Appendix 6

Group Conduct whilst visiting a National Museums Liverpool (NML) Venue

NML wishes all visitors to have an enjoyable stay. We therefore expect all visitors to display courtesy and respect for others and for NML's property at all times.

Group leaders should therefore not allow members of their group to:

- Use threatening, abusive or violent behaviour.
- Bully (verbally or physically).
- Make any sexist, racist, homophobic or other offensive remarks toward any person or other group.
- Vandalise NML's property or displays.
- Use bad language.
- Smoke.
- Consume alcohol outside the licensed restaurants or use illegal drugs in any of NML's venues.
- Leave litter on NML's premises.
- Enter areas of NML that are marked as closed or cordoned off.
- Take notice and follow NML signage.
- Eat or drink apart from in cafes, restaurant and places set aside for eating.

In the event that any of the above are not followed, NML reserves the right to refuse admission and / or ask the group to leave.

Appendix 7

Example Risk Assessment

HAZARD	RISK LEVEL	RISK CONTROL	OTHER ACTION
Access and egress	Low	The Merseyside Maritime Museum building is inspected by the Fire Safety Officer. We have to pass the inspection to remain open to the public. Emergency exits are clearly signed for all public areas. Procedures are in place to deal with emergencies.	The main entrance/exit is at street level.
First aid	Low	Visitor Assistants have radios to call for first aid.	
Child Protection Risk identified: Isolated children could be vulnerable to the attentions of members of the public	Low	Advise all accompanying adults in advance that children under the age of 18 should not be left unaccompanied in the Museum, eg visiting toilets, shop etc. Visitor Services staff patrol all floors.	Anyone behaving suspiciously will be asked to leave immediately.
Staircase Risk identified: Trips and falls	Low-medium	Advise all accompanying adults in advance that children should walk (not run) up the steps and use handrails. Regular inspections by museum staff address maintenance.	Visitor Services staff have radios to call for first aid.
Doors Risk identified: Groups rushing to the doors. Danger of minor accidents - bumps, trapped fingers. Risks to other visitors	Low-medium	Advise all accompanying adults in advance that children should walk in the museum. When going through doors one/two children or adults should hold them open until the group is through.	

<p>Fire evacuation - via stairs Risk identified: trips and falls</p>	<p>Low- medium</p>	<p>Advise all accompanying adults in advance that</p> <ul style="list-style-type: none"> • All fire exits are clearly marked. • If the fire alarm sounds (a pulsing siren and public address announcement) walk quietly and use handrails on stairs. Do not use the lifts. • Go via the nearest exit across the road to the quayside opposite the museum entrance, taking care to avoid approaching fire engines. • Uniformed Visitor Assistants will direct them. • Do not stop to collect coats and bags. • Check that the entire group is present. • One adult should report to the Chief Fire Marshal that their group have all left the building. (The marshal will be on the quayside wearing a bright green waistcoat labelled 'Fire Marshal') 	<p>Fire procedures in place covering all floors of the museum.</p> <p>Regular fire drills/weekly fire bell tests within the building.</p> <p>Emergency lighting in place within the museum.</p> <p>Visitor Services staff on all floors.</p>
<p>Lunchroom furniture Risk identified: Trips and falls, Benches tipping over, bumping into tables/benches</p>	<p>Low - medium</p>	<p>Tables and benches have rounded corners. Lunchroom numbers limited. Equipment available to mop up minor spills: staff available to deal with major problems.</p>	<p>All groups using the area book in advance.</p>
<p>Handling sessions Risks identified: dropping heavy items, allergic reactions to gloves etc</p>	<p>Low</p>	<p>All sessions run by trained Museum staff. Visitors may be asked to wear gloves to handle certain items - gloves chosen for minimal allergic reactions. Children supervised by parents/carers/group leaders</p>	

Appendix 8

Guidance for Working with Work Placement Students

NML supports schools and colleges to develop their work experience programmes and recognises that these placements develop independence, responsibilities, the ability to make decisions and to apply learning. For this reason, some members of staff will, from time to time, be required to work with young people from 14 -18 years of age.

We recognise that it is not practical, or necessary, for young people undertaking work experience placements to be supervised or accompanied by two or more members of staff at all times. However, no young person undertaking a work experience placement should be left without any supervision.

To enable both staff and the work experience student to have a positive experience, the following guidelines must be followed:

Environment

Ensure that the door is left ajar or that there is a clear view into the room through a window and that another member of staff knows your location and the proposed activity.

Travel

Do not travel in a private vehicle with a student.

Personal Contact

There may be occasions when physical contact is unavoidable (eg when you are guiding them in carrying out a technical operation) but these should be kept to a minimum.

Do not give out personal information or share personal email, social network site details (eg, Facebook) and mobile phone numbers with any child, young person or vulnerable adult.

Behaviour

Whilst it is important to reassure a young person who may be nervous in a new placement and reliant on your guidance, avoid being over familiar or close physical contact. Be aware of the nature of the conversation you are having and avoid swearing or other behaviour which could be considered a bad example to the young person.

Disclosure

Occasionally young people may disclose confidential information to you or a colleague that gives rise to concern for their physical or emotional safety. In such situations you should refer to the procedures laid out in Section 7 of this policy.

Work

At the start of any placement you should take some time to explain the format of the placement, including place and conditions of work and ensure that the young person is comfortable with the proposed arrangements. You will also be responsible for ensuring relevant health and safety procedures are explained and adhered to.

Working With Staff / Volunteers Under the Age of 18

It is recognised that NML engages volunteers under the age of 18 and that both NML and NML Trading may both employ staff under the age of 18. In these circumstances, the guidelines above for working with work placement students need to be followed when working with these young people.

In addition, managers should be aware that young people under the age of 18 have special rights under the Working Time Regulations:

- A limit of eight hours working time a day and 40 hours a week (unless there are special circumstances);
- Not to work either between 10pm and 6am or between 11pm and 7am (except in certain circumstances);
- 12 hours rest between each working day;
- Two days weekly rest and a 30-minute in-work rest break when working longer than four and a half hours.

If, on any day, or, as the case may be, during any week, a young worker is employed by more than one employer, his / her working time is determined by aggregating the number of hours worked by him for each employer. For these purposes, a week starts at midnight between Sunday and Monday and school or college time does not count as work unless it is part of job related training.

Appendix 9

Use of Photography

Photographs or videos, including those on web sites must not include any participant unless authorised by the appropriate member of staff and adult / parental (for children) consent is given. This includes the use of camera phones.

NML has forms which must be completed by the relevant guardian (eg, teacher or parent) to obtain permission to photograph children, young people or vulnerable adults. Forms are available from the Media and Communications team. The responsibility for obtaining signatories rests with the member of staff organising the event at which photographs will be taken. Once the permission forms have been completed they should then be sent to the Media and Communications department for storage with any associated images. Responsibility for the storage and use of photographs rests with Media and Communications.

Visitors should not be permitted to take photographs of children, young people or vulnerable adults with whom they have no association.

Appendix 10

Truancy

If staff become suspicious that a child visiting their venue is truanting, they should alert the Designated Officer (Visitor Services Duty Manager) of their concern.

Children that are suspected of being truants should not be asked to leave the venue but their whereabouts within the venue should be discreetly monitored for their own safety.

On being advised that there may be a possible truant within the venue the Designated Officer should, in the company of another staff member, approach the child in a non-threatening manner, ask their name and try to establish the reason they are not at school at present, their date of birth and the name of their school. This information will be useful to Truancy Officers should they need to be contacted.

If, at this stage, there is still concern that the child is truanting then the Designated Officer should report their concern to the Pupil Attendance and Education Welfare Service (PAEWS). Contact numbers are:

Pupil Watch: 0800 0322 013

Truancy Watch: 0151 777 4057

Children are not obliged to provide you with the information you request. However, if you do suspect that a child within your venue is truanting, you should still contact PAEWS even when the child in question does not provide the information you request.

Appendix 11

Working Off Site - Staff and Volunteer Safety

- Make sure you let colleagues know where you are.
- Make sure you can be contacted.
- If your travel plans change, tell your line manager or colleague.
- Inform colleagues of your exact movements and when you expect to finish.
- Check what insurance / checks the organisation you are visiting requires.
- Check out the organisation / group before you meet alone.
- Make sure your company mobile phone is charged and with you at all times.
- Make sure you comply with the NML Safeguarding Code of Conduct (Section 7 of the policy).
- Do not spend time alone with a child, young person or vulnerable adult unless you can be clearly observed or seen by others.
- Check possible escape routes of the off-site venue.
- Do not transport an unaccompanied child, young person or vulnerable adult in your vehicle.
- Do not use public transport with an unaccompanied child, young person or vulnerable adult.
- Be cautious in conversation and don't give away any personal information, share email, social network site information (eg, Facebook) or mobile phone numbers.

Appendix 12

External Groups Use of NML Activity Rooms

On occasion NML will allow an external group to use an education base or activity room independently of NML staff. In such circumstances, the group leader will be asked to complete a short form to outline the activity taking place. The form will be signed by the group leader and will confirm that he / she is responsible for the event and has undertaken the necessary Health and Safety checks to ensure the event is safe. In the event that an external group wishes to run an event for the general public in our venues, this will only take place with the consent and direct supervision of NML staff.

Policy last updated January 2012.