

STOKE-ON-TRENT MUSEUMS

SAFEGUARDING POLICY 2019

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Contents page

1. **Policy statements...p.2**
 2. **Safeguarding procedures**
 - 2.1. **Definitions and core knowledge**
 - 2.1.1 What is abuse...p.4
 - 2.1.2 The four main forms of abuse...p.4
 - 2.1.3 Other relevant guidance...p.5
 - 2.1.4 Recognising abuse...p.5
 - 2.2. **What to do if a child or vulnerable adult is at risk...p.7**
 - 2.3. **What to do if a child or vulnerable adult discloses possible abuse...p.8**
 - 2.4. **Making a referral p.10**
 - 2.5. **Confidentiality / consent...p.11**
 - 2.6. **Incidents that must be reported / recorded...p.11**
 - 2.7. **Management of allegations against staff or volunteers...p.12**
 3. **Code of conduct for staff and volunteers...p.12**
 4. **Dissemination and training...p.13**
 5. **Creating safe environments**
 - 5.1. **Safe use of ICT...p.13**
 - 5.2. **Managing risk**
 - 5.2.1. Risk assessments...p.14
 - 5.2.2. Name labels...p.14
 - 5.2.3. Photographs including children or vulnerable adults...p.14
 - 5.3. **Unaccompanied children or vulnerable adults**
 - 5.3.1. Minimum ages for unaccompanied children...p.14
 - 5.3.2. What to do with an unaccompanied child or vulnerable adult...p.15
 - 5.3.3. Truancy children...p.15
 - 5.3.4. What to do at closing time...p.15
 - 5.4. **Lost children or vulnerable adults...p.16**
 - 5.5. **Outreach visits...p.17**
 6. **Recommendations for persons involved with the medical treatment of children or vulnerable adults (emergency first aid only)...p.17**
- Appendix A: Safeguarding Incident Report form...p.19**
Appendix B: What to do in the case of a possible abuse situation...p.22

1. Policy statements

- 1.1. Stoke-on-Trent Museums¹ are committed to the principle that children and vulnerable adults who access our sites and collections should be safe and protected from harm.
- 1.2. **The policy is mandatory for all staff and volunteers coming into contact with members of the public.**
- 1.3. This policy is relevant to the safeguarding of both children² and vulnerable adults³.
- 1.4. We consider that:
 - 1.4.1. The welfare of children and vulnerable adults is paramount.
 - 1.4.2. All children and vulnerable adults have the right to protection from harm irrespective of their age, culture, disability, gender, language, racial origin, religious beliefs and / or sexual identity.
 - 1.4.3. Our physical and virtual spaces are safe and secure and promote enjoyable and positive experiences.
 - 1.4.4. All suspicions and allegations of harm should be taken seriously and responded to speedily and appropriately.
 - 1.4.5. All staff and volunteers working in museums or in outreach activities should be aware of their responsibility to ensure the safeguarding of children and vulnerable adults.
 - 1.4.6. As employers, we should have safe recruitment processes in place to ensure that our staff do not pose a risk of harm to children and vulnerable adults.
- 1.5. Stoke-on-Trent Museums will put the policy into action through staff briefing sessions and staff and volunteers will be required to sign their site copy to confirm that they have read and understood it. Designated Safeguarding Officers will receive training as a priority. The policy will form a part of the induction of all new staff. Copies will be kept at the front desk of all museums.
- 1.6. The policy will be made available to parents, carers, teachers, children and young people on request and through the museum website (<http://www.stokemuseums.org.uk/pmag/schools/planning-your-visit/>).
- 1.7. Stoke-on-Trent Museums recognises that some children and vulnerable adults e.g. those from ethnic minority backgrounds and children with a disability, may

¹ Stoke-on-Trent Museums comprises: The Potteries Museum & Art Gallery and Gladstone Pottery Museum

² The term "child" in this policy refers to children or young people under the age of 18 (Stoke-on-Trent Safeguarding Children Board at www.safeguardingchildren.stoke.gov.uk)

³ A vulnerable adult is a person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation. (No Secrets, 2000)

be more vulnerable due to communication barriers. There is considerable evidence to suggest that disabled children are 3 times as likely to suffer abuse as non-disabled children.

- 1.8. However unlikely it is that intentional significant harm could happen in a public place, such as a museum or during an outreach visit, **it is the responsibility of every adult** involved with the Stoke-on-Trent Museums to be aware of its possibility.
- 1.9. We support visiting teachers, parents and carers and work in partnership with them. However, they should recognise that they are primarily responsible for children and vulnerable adults in their care. Stoke-on-Trent Museums staff are advised that it is the role of accompanying adults to:
- Accompany a child or vulnerable adult to the toilet
 - Help a child or vulnerable adult to cross the road when necessary
 - Help a child or vulnerable adult to remove or add outer clothing when necessary.

Only in some circumstances (including putting on aprons for craft classes and putting on extra clothing for costume sessions) should this be done by museum staff, and then only in the presence of the carer or teacher.

- 1.10. Current advice from DBS states that checks should be restricted to those individuals who will be involved in activities where there will be regular, intensive unsupervised contact with children and/or vulnerable adults as part of the job holder's normal day-to-day activities. The same criteria will be applied to volunteers and freelancing presenters. Such activities presently comprise only of the Young Archaeologist Club at the Potteries Museum & Art Gallery.
- 1.11. Staff members that supervise a work experience students need to check with the school whether the member of staff needs to have a DBS check. (see the email from DBS kept in the Education Office Safeguarding folder)
- 1.12. All new staff will be recruited in accordance with Stoke-on-Trent City Council procedures, including enhanced DBS checks for all staff coming into contact with children or vulnerable adults in accordance with the above definitions (1.10)
- 1.13. Staff members who come in to contact with children need to do Safeguarding Awareness (children) level 1 training every three years. This includes Education staff, Collection Staff, Visitor Services and Front of House Staff and Café staff.
- 1.14. The Designated Safeguarding Officers need to complete Level 4 training in addition to the Level 1 training. They also need to complete level 3 training every 2 years.

- 1.15. Staff members who work directly with vulnerable adults will complete the Adult Safeguarding Awareness level 1 training every 3 years.
- 1.16. Designated Safeguarding Officers will refer to Home Office and Stoke-on-Trent City Council guidance at least annually in order to keep abreast of new advice on policy and procedures.⁴
- 1.17. The procedures outlined within this policy will be reviewed annually including contact names, phone numbers and website details and will be updated where necessary.

2 Safeguarding Procedures

2.1 Definitions and core knowledge

2.1.1 What is abuse?

Abuse is a term used to describe ways in which children and vulnerable adults are harmed, usually by adults, but increasingly by peers. These may be people they know and trust. It refers to the damage done to a child or young person's physical, mental or emotional health. Children and vulnerable adults can be abused within or outside their family, at school and within the museum environment. Abusive situations arise when adults or peers misuse their power over children and vulnerable adults.

2.1.2 The four main forms of abuse⁵

- **Physical abuse** occurs when children or vulnerable adults are hurt or injured by others, for example by hitting, shaking squeezing or biting. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or vulnerable adult. Failure to prevent such harm also constitutes abuse.
- **Neglect** takes place if adults fail to meet a child or vulnerable adult's basic physical needs, e.g. for food, warmth and clothing, or emotional needs for attention and affection. Neglect occurs if children or vulnerable adults are left alone or inadequately supervised or where they are exposed to danger, injury or extreme conditions.
- **Sexual abuse** occurs if children or vulnerable adults are used to meet another person's sexual needs. This can include any form of sexual behaviour with a child or vulnerable adult (by another person), the use of

⁴ <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

⁵ Stoke-on-Trent Safeguarding Children Board at www.safeguardingchildren.stoke.gov.uk

sexually explicit language and jokes, exposure to pornographic material including “pin-ups”, inappropriate touching and intimate relationships.

- **Emotional abuse** is when children are persistently denied love and affection. Children will suffer if they are always shouted at, made to feel stupid, rejected, used as scapegoats or live in a violent environment. It can include adults who are over-protective or who constantly withhold affection. It can include racist or sexist behaviour and initiation ceremonies.
 - > Emotional abuse can also be inflicted by other children as well as adults. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child or vulnerable adult’s development capability, as well as over protection and limitation of exploration and learning, or preventing the child or vulnerable adult participating in normal social interaction.
 - > Bullying can be seen as emotional abuse (e.g. taunting, name-calling, verbal threats or isolating the individual), or physical abuse (hitting, kicking, taking belongings) or neglect (lack of supervision allowing the opportunity for bullying to occur).

2.1.3 Other relevant guidance

- This policy draws upon the Stoke-on-Trent Safeguarding Children Board Procedures Manual (www.safeguardingchildren.stoke.gov) where relevant to our service. The procedures reflect current legislation and accepted best practice and comply with the government guidance: “Working Together 2018” published by the Department for Children, Schools and Families.
- Advice regarding vulnerable adults has been taken from the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership’s “Inter-agency Adult Protection Procedures”, September 2010.
- It is also informed by MLA’s publication – Safeguarding Guidance for Museums, Libraries and Archives (www.mla.gov.uk) and Safeguarding guidance supplement (March 2011). Also, the NSPCC website (www.nspcc.org.uk)
- The Children Act 1989 introduced the concept of Significant Harm as the threshold which justifies compulsory intervention in family life in the best interests of children. Sometimes a single traumatic event may constitute Significant Harm, e.g. a violent assault, suffocation or poisoning. More often, Significant Harm is a compilation of significant events, both acute and long-standing, which interrupt, change or damage the child’s physical and psychological development.

2.1.4. Recognising abuse

- Children or vulnerable adults tell us about themselves verbally and also through their behaviour. If a child or young person is being abused they may be able to tell you about it or they may be too frightened or ashamed of what has happened. Adults need to be aware that abuse involves strong feelings and emotions in children and vulnerable adults as well as themselves.
- The following list is not an exhaustive one. A child or vulnerable adult may display one or several things at once but the indicators do not solely indicate abuse so you will need to avoid jumping to conclusions. However, if you are concerned, seek help and advice immediately from one of the Designated Safeguarding Officers. **Safeguarding is everyone's responsibility.**
 - Neglect may become apparent through the child or vulnerable adult being inappropriately or inadequately dressed for the time of year, constantly seeming hungry or unwell, repeatedly not being collected from activities or having untreated medical conditions.
 - Be alert for any injury that the child or vulnerable adult cannot explain, any unusual bruising or bleeding. If a child or vulnerable adult has an injury ask yourself whether the accident seems ordinary and whether it appears appropriate in relation to the child's age.
 - Be wary of bruising or other injuries inflicted on areas of the body that are usually not seen.
 - Inappropriate language or a pre-occupation with sexual matters may make you suspicious that a child or vulnerable adult has been sexually abused. A child may know more than is natural for their age.
 - Abusers may have threatened the child or vulnerable adult so that they keep what has happened secret. This may cause a child or vulnerable adult to hide injuries or avoid activities that would involve revealing them.
 - Parents' and carers' attitudes towards a child or vulnerable adult may indicate emotional abuse – continual put-downs and absence of affection. You may also notice excessive or inappropriate discipline. The parent or carer may seem defensive or hostile or even uninterested.
 - Other indicators that may indicate possible abuse include anti-social behaviour, low self-esteem, self-harming, recurring nightmares, depression or lethargic behaviour. A child or vulnerable adult may be over-anxious to please or clumsy. A child or vulnerable adult may suddenly have money having had little or none before.
- Remember that there is nothing unusual in many of these indicators. If you have some knowledge of the child or vulnerable adult and their family / carer that allows you to put the indicators into context, then you may feel the need to report this. It is important for everyone to remember that it is not our role to investigate any concerns but to report them to the Safeguarding referral Team or the Police for them to investigate.

- Ask yourself:
 - Is this behaviour appropriate for this child or vulnerable adult?
 - Should I be concerned about this?
 - Should I be taking action?

2.2. What to do if a child or vulnerable adult is at risk (see also Appendix 2).

2.2.1. Staff and volunteers should report their concerns about children or vulnerable adults to one of the Designated Safeguarding Officers at their site. These are:

Education Officer Amanda McDonagh
based at The Potteries Museum & Art Gallery 01782 232571

Education Officer Bryony Jackson
based at The Potteries Museum & Art Gallery 01782 232571

Heritage Manager Alison Nicholls
based at Gladstone Pottery Museum 01782 235392

(N.B. If the child or vulnerable adult is with a teacher or group leader, then the museum staff member or volunteer should speak to them first if there is a suspicion of child abuse. They should also inform one of the Designated Safeguarding Officers.)

2.2.2. Any concerns should be reported at the earliest opportunity; certainly within the same working day. Staff should not feel that they must await proof before sharing concerns – Children and Young People’s Specialist Services, Adult Social Care and/or the Police have responsibility for looking at the evidence and forming judgements.#

In the event that the Designated Safeguarding Officer is not available and cannot be contacted immediately, staff should contact the following, in order of priority:

If you think a child or young person or adult is in immediate danger telephone 999

Children and Young Person:

- 1. If a child or young person is at risk of significant harm contact the Safeguarding Referral Team Telephone 01782 235100 email SRT.Referrals@stoke.gov.uk**
- 2. You can call someone in Stoke-on-Trent to help if you are worried about a child or young person and think they may be a victim of neglect or abuse :**

Advice and Access Team Telephone 01782 232200
email CW@stoke.gov.uk
Emergency Duty Team 01782 234234 (After 5pm)

Vulnerable Adults:

If the adult lives in Stoke-on-Trent
Telephone: 0800 561 0015 at any time
Minicom: 01782 236037

If the adult lives in Staffordshire: Telephone 0345 604 2719 Monday to Thursday 8:30am to 5pm, Fridays 8:30am to 4:30pm, excluding Bank Holidays: 0345 604 2886 at any other time

Don't worry if you are not sure, the person on the phone will help you to forward your concerns to the right team.

- > **Police (24 hour, non-emergency number for all areas of the city: 101)**
- > **NSPCC 24 hour child protection help line 0808 800 500**
- > **Police 999**

2.2.3. The Designated Safeguarding Officer(s)'s role is to:

- Receive concerns and discuss them with whoever has raised the concern
- Take advice from Children and Young People's Services or Adult Social Care and make a decision as to how to proceed. This could include complex matters such as consent and whether parents / carers should be notified
- Ensure the procedure is followed on such matters as making a referral, confidentiality and recording.

The Designated Safeguarding Officers are expected to receive appropriate training, though they are **not** expected to become an expert in safeguarding.

2.3. What to do if a child or vulnerable adult discloses possible abuse (see also Appendix 2)

- Listen carefully and let the child or vulnerable adult tell you what happened, at their own pace, only asking questions for clarification.
- Remain calm and caring and avoid interpreting information.
- Do not conduct an enquiry into what has happened.
- Avoid cross-questioning or leading questions
- Do not promise to keep it a "secret" and tell the child or vulnerable adult you need to share this information with others, but make it clear that you will only tell people who need to know and who can help.
- Reassure the child or vulnerable adult that they did the right thing in telling you.

- Make a note of what was said, using the child or vulnerable adult's own words, as soon as possible after the disclosing conversation and complete a Safeguarding Incident Report form (Appendix A).
- Speak immediately to a Designated Safeguarding Officer and seek immediate advice to determine whether the issue is possible abuse.

If none of the Designated Safeguarding Officers are available, contact the phone numbers below, in order of priority. Ask the name and designation of the person you speak to, and make a note of the date and time of the call in case any follow up is needed.

If you think a child or young person or adult is in immediate danger telephone 999

Children and Young Person:

**If a child or young person is at risk of significant harm contact the Safeguarding Referral Team Telephone 01782 235100
email SRT.Referrals@stoke.gov.uk**

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Bank Holidays: 0345 604 2886 at any other time**

Don't worry if you are not sure, the person on the phone will help you to forward your concerns to the right team.

- > **Police (24 hour, non-emergency number for all areas of the city: 101)**
- > **NSPCC 24 hour child protection help line 0808 800 500**
- > **Police 999**
- Staff/volunteers should not under any circumstances remove the child or vulnerable adult's clothing if abuse is suspected.

- Ensure the safety of the child or vulnerable adult – if they require immediate medical treatment, call the ambulance, inform paramedics or doctors of concerns and ensure that they are aware that this is a safeguarding issue.
- Stay with the child or vulnerable adult and keep any questions to an absolute minimum.
- Note should be made of any marks which you have observed, or which have been brought to your attention by the child, by filling in a Safeguarding Incident Report form (Appendix A). **NO FURTHER EXAMINATIONS SHOULD BE CARRIED OUT BY YOU.**
- Confidentiality should be maintained on a strictly “need to know” basis and relevant documents stored in a secure location.
- Inform the Museum Manager of the action you have taken
- If the individual accused of an incident is an employee of the City Council contact your line manager immediately. Any line manager receiving information about a colleague must contact HR Consultancy (HR Advisor – Karen Lightfoot: 235462).
- **Do not** contact parents / carers as your enquiries may be counter-productive. This is the responsibility of Children and Young People’s Specialist Services or Adult Social Care.

2.4. Making a referral

2.4.1. A referral can be made to:

If you think a child or young person is in immediate danger telephone 999

Children and Young Person:

**If a child or young person is at risk of significant harm contact the Safeguarding Referral Team Telephone 01782 235100
email SRT.Referrals@stoke.gov.uk**

**You can call someone in Stoke-on-Trent to help if you are worried about a child or young person and think they may be a victim of neglect or abuse :
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Don't worry if you are not sure, the person on the phone will help you to forward your concerns to the right team.

- > **Police (24 hour, non-emergency number for all areas of the city: 101)**
- > **NSPCC 24 hour child protection help line 0808 800 500**
- > **Police 999**

2.4.2. Make the referral by telephone in the first instance at the earliest opportunity and then confirm in writing within 48 hours (using the Safeguarding Incident Report form, Appendix A).

2.5. Confidentiality / consent

2.5.1. Confidentiality

2.5.1.1. The right of a child or vulnerable adult to protection takes precedence over his / her (or parents') right to confidentiality. If you believe a child or vulnerable adult has been abused you should report it.

2.5.1.2. It is important to observe confidentiality within your organisation. This means that you:

- Ensure the names of child or vulnerable adult, or staff members about whom there are concerns or who have breached the code of conduct, are not shared around your organisation
- Retain any records in a central, lockable, non-portable cabinet. Government advice is that records should be kept for 6 years after the last contact with the child or vulnerable adult.

2.5.2. Consent

- Explain to the child or vulnerable adult that the information will be shared appropriately.
- The child or vulnerable adult's welfare is the overriding consideration.
- Wherever possible respect the wishes of children or vulnerable adults who do not give consent, but still share information where there is sufficient need to override the consent.
- Seek advice when in doubt.
- Ensure information you share is accurate and only shared with people who need to see it. Information should be stored securely.
- Always record the reasons for your decision.
- Parents will be informed by either a social worker or police officer where appropriate.

2.6. Incidents that must be reported/recorded

If any of the following occur, report it to your line manager. You should also ensure the parents/carers or teacher of the child or vulnerable adult are informed unless allegations of abuse are involved.

- If you accidentally hurt a child or vulnerable adult.
- If a child or vulnerable adult seems distressed in any way with no obvious cause.
- If a child or vulnerable adult appears to be sexually aroused by your actions.
- If a child or vulnerable adult misunderstands or misinterprets something you have done as abusive, threatening or sexual.

2.7. Management of allegations against staff or volunteers

An allegation is information which suggests that an adult working or volunteering with children under the age of 18 could pose a risk in any of the following ways:

- Behaved in a way that has harmed a child
- Committed a criminal offence against or related to a child.
- Behaved towards a child in a way that indicates they may pose a risk of harm to children

Pass any concerns or allegations to the Designated Manager.

Follow the Safeguarding Children Board Procedure. Offer reassurance that the information will only be shared on a need to know basis.

Make a written record of the information and sign and date the written record. Do not notify the person concerned and seek advice from the LADO (MASH Telephone 01782 235100) within 1 working day. Complete the LADO referral form.

3. Code of conduct for staff and volunteers

Staff and volunteers at Stoke-on-Trent Museums must:

1. respect the rights, dignity and worth of each and every person and treat each equally within the context of the museum.
2. place the well-being and safety of each visitor above all other considerations.
3. develop an appropriate working relationship with each visitor based on mutual trust and respect.
4. not exert undue influence to obtain personal benefit or reward.

5. ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the child or vulnerable adult.
6. consistently display high standards of behaviour and appearance.
7. only be left alone with child or vulnerable adults for short periods of time and then only when absolutely necessary, e.g. if a teacher takes another child to the toilet.
8. take simple precautions e.g. leave a door open if left alone with a child
9. avoid physical contact other than in emergencies
10. not meet with, or contact, child or vulnerable adult visitors outside of the work context. They should not ask for or give personal contact details e.g. phone number or email address.
11. not make suggestive comments, even in jest
12. not accompany a child or vulnerable adult to the toilet
13. avoid using public toilets at the same time as unaccompanied child or vulnerable adult
14. exercise common sense and avoid placing themselves in situations which may be misinterpreted.
15. report any potential safeguarding incident as outlined in the Safeguarding Policy (see 2.6)
16. be alert for signs of child abuse, and be aware of the correct procedure should this be suspected, or if a child or vulnerable adult reports an abusive situation. Our position is one of referral, not investigation.

4. Dissemination and training

- 4.1. The safeguarding of children and vulnerable adults should always be included in staff induction. All new staff and volunteers should be made familiar with all safeguarding policies and procedures.
- 4.2. Designated Safeguarding Officers and those who work more intensively with children or vulnerable adults will need more training than most staff.
- 4.3. A record will be kept by the Designated Safeguarding Officers of safeguarding training completed by staff and volunteers so that there is a clear audit trail of who

has received what.

4.4. Staff should sign the policy to indicate that they have read and understood it.

4.5. This policy will be made available to parents, carers, teachers, children and young people on demand. It will also be available on the museums' website (www.stoke.gov.uk/museum)

5. Creating safe environments

5.1. Safe use of ICT

5.1.1. Internet access is not provided in any digital workshops so there is no risk of inappropriate on-line activity.

5.1.2. The laptop computers used in digital workshops are for this specific use only, so there is never any possibility of people accessing Council documents or other sensitive information.

5.2. Managing risk

Risk assessment forms an integral part of the planning of any activity at our museums whether for exhibitions, public events or school workshops or tours.

5.2.1. Risk assessments

Staff, volunteers and freelancers should be familiar with the museum's risk assessments for workshops, events and museum sites as relevant to them.

5.2.2. Name labels

Children and vulnerable adults participating in events and activities in public places should not wear a name badge as this can help potential child abusers to make contact with them. They can wear a badge identifying the school or group they come from and its emergency contact number.

5.2.3. Photographs including children or vulnerable adults

5.2.3.1. Museum staff should not take photos which include recognisable faces, unless prior written permission for each individual has been obtained from the parent or guardian. It is good practice to seek permission directly from older children (or adults), as well as asking their parent or carer.

5.2.3.2. A picture of a child or vulnerable adult should never be identified by name on any publicity, posters or website under any circumstance.

5.2.3.3. In the case of a school party, verbal permission must first be obtained from the teacher in charge. Selected photos will then be

sent to the school to gain parental permission. All other photos showing recognisable children's faces will be deleted from all electronic storage devices. Only those photos supported by written parental permission should be stored.

5.3. Unaccompanied children or vulnerable adults

5.3.1. Minimum ages for unaccompanied children

Children under the age of 10 should always be accompanied by a parent/carer or teacher.

Staff should not eject the child or vulnerable adult from the museums solely on the grounds of them being unaccompanied as they are more at risk on the street than they are in the museum.

- At the Potteries Museum & Art Gallery a child aged 10 – 11 years may be accompanied by an older sibling (aged 15 or older). Young people aged 12 and over may visit this Museum without an older sibling or responsible adult. However, all minors remain the responsibility of their legal guardian whilst they are on the museum premises, whether the legal guardian is present or not.
- The minimum age at which young people who are unaccompanied by a responsible adult may visit our sites is 16 at Gladstone Pottery Museum.
- Children between the ages of 8 and 16 may be accompanied by a member of museum staff in exceptional circumstances, such as at the Young Archaeologists Club at the Potteries Museum & Art Gallery. In which case, staff must ensure that the correct paperwork for unaccompanied children has been completed by each child's carer.

5.3.2. What to do with an unaccompanied child or vulnerable adult

Approach the child or vulnerable adult, with a colleague if possible, then:

- Ascertain whether or not the parents / carers are at the museum
- Try to find out if the parents / carers know they are in the museum
- unaccompanied and if they know how to get home.
- Use your judgement in deciding if it is reasonable to expect the child or vulnerable adult to find their own way home. Ask yourself:
 - Does he/she seem capable of finding their own way home?

- Does he/she appear to know clearly where they live?
- Are there any busy roads on the way home?
- What is their age and understanding?

If you are not sure, encourage the child or vulnerable adult to remain in the museum until the parent / carer can be contacted, then contact one of the Designated Safeguarding Officers for advice.

If attempts to contact a parent / carer fail, you should contact the Police (**24 hour, non-emergency number for all areas of city: 101**).

5.3.3. Truancing children will usually be wearing school uniform. Ask them for their name and the name of their school. With this information you can contact the **Access and Attendance School Service (235355: ask for the Duty Officer)**. If the young person is being a nuisance, phone the Police (**24 hour, non-emergency number for all areas of city: 101**).

5.3.4. What to do at closing time

- Inform one of the Designated Safeguarding Officers. If neither is on site, those staff members present should proceed as described below.
- Two members of staff should approach the child or vulnerable adult to find out if they are waiting for a parent / carer to collect them
- Ring the child or vulnerable adult's home to clarify the situation
- Two members of staff should wait for the parent / carer to arrive
If you cannot contact the parent / carer, you should contact **the police (24 hour, non-emergency number for all areas of city: 101)**.

Both members of staff should wait with the child or vulnerable adult until they arrive.

5.4. Lost children or vulnerable adults

5.4.1. If a child or vulnerable adult is reported by a member of the public as lost or missing, inform the Visitor Services Officer on 2501 and a Designated Safeguarding Officer immediately with the following information, giving as full details as possible:

- Name of child or vulnerable adult
- Age of child
- Address / name of school (where applicable)
- Physical description of child or vulnerable adult (height, colour of hair, clothing, etc.)
- Where the child or vulnerable adult was last seen
- The time the child or vulnerable adult was last seen

Once a sufficient check is made, and if the child or vulnerable adult is not found, one of the Designated Safeguarding Officers will inform the police. The member of staff who took the initial report should reassure the parent

that action is being taken to locate the child or vulnerable adult and explain that contact will be maintained with them until they are found.

If the Designated Safeguarding Officer is off site, the staff members present should proceed as described above.

5.4.2. If there is a child or vulnerable adult lost in the museum

Take them to Reception / Front desk. Do not broadcast their name.

Send a Visitor Services Officer or other reliable person to find the parent / carer(s) – ask the child or vulnerable adult for a description. Check beforehand with the child or vulnerable adult their name and the names of the parent / carer(s) who are with them. If no-one comes to collect them by the end of the activity / event, call the Police. Two members of staff should stay with the child or vulnerable adult and reassure them. If two members of staff are not available, one should stay with the child or vulnerable adult in a public space. Do not take them to a private office.

5.5. Outreach visits

5.5.1. When a member of staff visits another organisation, such as a school, the supervision of the children or vulnerable adults remains the responsibility of the organisation being visited. At least one member of staff from that organisation should be present at all times.

5.5.2. Museum staff should take identification with them and be prepared to comply with any security procedures the organisation has in place, for example, signing in and out and wearing a visitor's badge.

5.5.3. Any concerns a member of staff has about safeguarding issues whilst on an outreach visit should be reported to the designated safeguarding person in that setting, who will undertake the necessary response.

6. Recommendations for persons involved with the medical treatment of children or vulnerable adults (emergency first aid only)

6.1. It is recommended that no child or vulnerable adult should be treated in a situation where they are on their own with a member of staff

6.2. It is strongly recommended that all treatment procedures should be "open" i.e. the door remains open and parents / carers / teachers are invited to observe treatment procedures.

6.3. It is recommended that if treating an area of the body, which is potentially embarrassing to a child or vulnerable adult (e.g. the groin), a suitable consenting adult should be present as a chaperone (if the parent / carer is not present).

6.4. It is important to maintain medical confidentiality and patient dignity at all times.

- 6.5.** It is recommended that all treatment procedures are explained fully to the child or vulnerable adult and **verbal consent** is given before they are carried out.
- 6.6.** Under **no** circumstances (even in an emergency) will any person other than the child or vulnerable adult themselves, or their carer, administer medication (as opposed to emergency first aid).

Appendix A: Safeguarding Incident Report form

THIS FORM MUST BE COMPLETED AND SIGNED BY MEMBERS OF STAFF WHO IDENTIFY POSSIBLE SAFEGUARDING CONCERNS

1. All safeguarding concerns must be reported immediately to one of the Designated Safeguarding Officers
2. Record facts and do not make judgements. State dates, times, places, actual words used, what was observed, who was present, what questions were asked, etc.
3. If you need support filling in this form, do not delay. One of the Designated Safeguarding Officers will help.
4. Any concerns about staff should be reported to your line manager as detailed in this policy.

The Designated Safeguarding Officer is Amanda McDonagh (2571)

Name of staff member reporting the incident _____

Name of staff member recording the incident (if different) _____

Child or vulnerable adult's details:

Name* _____ Age _____

Date of birth _____ Home telephone number _____

Home address _____

*Include alias name(s)

Details of Incident:

Date of incident _____ Time of incident _____

Location of incident _____

Context (e.g. activity taking place at the time) _____

Nature of allegation (include questions asked and answers given)

(continue on extra paper if necessary)

Is there any visible bruising or other injuries? Also any indirect signs, such as behavioural changes?

Were there any witnesses to the incident?

Have the parents / carers been contacted? If so, what has been said?

Has anyone else been consulted? If so, record details.

If the child or vulnerable adult was not the person who reported the incident, has the child or vulnerable adult been spoken to? If so, what was said?

Has anyone been alleged to be the abuser? Record details.

Appendix A: Safeguarding Incident Report form, continued

Where possible, referral to the Police or Children and Young People's Specialist Services or Adult Social Care (for VULNERABLE ADULTS) should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

If you are worried about sharing concerns about abuse with a senior colleague, you can contact:

If you think a child or young person is in immediate danger telephone 999

Children and Young Person:

**If a child or young person is at risk of significant harm contact the Safeguarding Referral Team Telephone 01782 235100
email SRT.Referrals@stoke.gov.uk**

**You can call someone in Stoke-on-Trent to help if you are worried about a child or young person and think they may be a victim of neglect or abuse :
Advice and Access Team Telephone 01782 232200
email CW@stoke.gov.uk
Emergency Duty Team 01782 234234 (After 5pm)**

Vulnerable Adults:

**If the adult lives in Stoke-on-Trent
Telephone: 0800 561 0015 at any time
Minicom: 01782 236037**

**If the adult lives in Staffordshire: Telephone 0345 604 2719
Monday to Thursday 8:30am to 5pm, Fridays 8:30am to 4:30pm, excluding
Bank Holidays: 0345 604 2886 at any other time**

Don't worry if you are not sure, the person on the phone will help you to forward your concerns to the right team.

- > Police (24 hour, non-emergency number for all areas of the city: 101)**
- > NSPCC 24 hour child protection help line 0808 800 500**
- > Police 999**

Appendix B

What to do in the case of a possible abuse situation

