

Wiltshire Museum

SAFEGUARDING CHILDREN AND ADULTS AT RISK POLICY AND PROCEDURES

The Trustees of the Wiltshire Museum (aka Wiltshire Archaeological and Natural History Society, charity number 1080096, Company no: 3885649) support the Every Child Matters Agenda. In creating this Safeguarding Policy and Procedures for Children and Adults at risk document we share with everyone involved with our organisation, our commitment to developing safe practice throughout our organisation.

1.0 The Museum's Purpose and Aims for writing a Safeguarding Policy are:

- To ensure that all staff, volunteers and contractors are clear about their individual behaviour and responsibilities with particular regard to the safeguarding of children and vulnerable young adults.
- To ensure that procedures are in place to ensure that the recruitment of staff and volunteers takes account of safeguarding issues.
- To ensure that all staff and volunteers have access to regular safeguarding training.
- To ensure that all suspicions and/allegations of abuse will be properly investigated and dealt with appropriately and quickly.
- To ensure that physical spaces within the Museum are safe and secure and promote an enjoyable experience.
- To ensure that access to the web on our premises by children and vulnerable young adults is safe.
- To ensure safe working practices by staff and volunteers when working off site with children.

2.0 Categories of Abuse

Government guidance recognises four main categories of abuse (See Working together to Safeguard Children 2010 1.33-1.36) These are Physical Abuse, Emotional Abuse, Sexual Abuse and Neglect. Detailed descriptions of what is meant by each of these categories can be found on various web sites e.g. www.safenetwork.org.uk or www.nspcc.org.uk

A brief outline of these categories follows.

Physical Abuse – when a child has been harmed by hitting, shaking, throwing poisoning, burning or otherwise causing physical harm to a child.

Emotional Abuse – is the persistent emotional maltreatment of a child or young person such as to cause adverse effects on the child's emotional development.

Sexual Abuse - is when a child or young person has been forced or enticed to take part in sexual activities.

Neglect – is the persistent failure to meet a child's basic physical and psychological needs.

3.0 Signs and Symptoms of Abuse

Staff volunteers and contractors working with children will need to be aware of the signs and symptoms of abuse. (Again detailed descriptions are available on the sites mentioned above)

Physical Abuse: Bruising on areas of the body that are unusual for ordinary rough and tumble bruising e.g. cheeks, buttocks, back. Unusual burn marks and other injuries that cannot be explained easily. Unusual cowering behaviour, watchfulness or changes in behaviour generally.

Emotional Abuse: Low self-esteem – changes in behaviour – evidence of self-harming – fear of adults talking to parents about a child's behaviour.

Sexual Abuse: Pain or itching in the genital area – obvious discomfort when walking or sitting – sexualised drawings – sexual knowledge beyond their age and developmental stage.

Neglect: Unkempt appearance – inappropriate clothing for weather conditions – hunger – constant complaining of feeling tired.

4.0 How to respond to an incident or signs or suspicions of abuse.

In the event of an incident occurring in the Museum or off site as part of a Museum activity a Safeguarding leader must be contacted immediately – their details are included as a schedule to this Policy and are included in the Staff and Volunteer handbook. They will follow an agreed procedure. The member of staff or volunteer reporting the incident should, at the earliest opportunity, record in writing exactly what happened. This must be dated and signed and if there are any other witnesses their statements must also be taken. If there are any physical signs of the abuse e.g. bruising, black eye etc. a diagram should be drawn showing exactly where on the body the injury was sustained with a description of the size and type of injury.

If there is no particular incident but rather lower level concerns, record these and arrange to speak to the Designated Safeguarding Officer or Director as soon as possible.

Always follow the reporting procedure in Appendix 3

5.0 How to respond to a child telling you about abuse. Remain calm and let the child talk but do not ask any questions. Do not promise to keep what you are being told a secret. Reassure the child and explain that what the child has told you is important, and that you are going to have to share this with someone who can help the child.

Try to ascertain whether they are currently in danger and speak to the Designated Safeguarding officer or Director as soon as possible.

Always follow the reporting procedure in Appendix 3

6.0 How to respond to allegations of abuse against an employee or volunteer of the Museum.

Through training and by following the procedures agreed by the management it is hoped to avoid this situation. **Staff and volunteers should never work alone with children.** School visits and Family days are always accompanied visits and the need for staff or volunteers to be alone with a child should not occur. This is a simple but effective precaution which will safeguard against allegations being made. Event planning will incorporate Safeguarding strategies into the Risk Assessment process.

If however an allegation is made, this must be reported to the Designated Safeguarding Officer (see Appendix 3) or the Director immediately. If the allegation is against him or her, then the incident should be reported to the Trustee with responsibility for safeguarding. In all cases the allegation will be reported to the Wiltshire Safeguarding Team at Wiltshire Social Services who will decide if further action needs to be taken.

Always follow the reporting procedure in Appendix 3

7.0 How to respond to allegations against an adult who is not a member of the Museum Team.

If an allegation is made against an adult who is not a member of staff or volunteer at the Museum then a member of the Safeguarding team must be contacted immediately and they will decide what action to take.

Always follow the reporting procedure in Appendix 3

8.0 How information will be recorded.

All incidents (including disclosures and accusations) must be recorded in an incident report form (Appendix 4 to this document). If the incident occurred during our activity or a disclosure or accusation was witnessed by others, witness statements and a log of what happened and when must be taken. These records may be passed over to the external investigation team if requested and at a later stage may be used in court. Records will be stored in a file which has limited access only by the Director and Designated Safeguarding Officer.

Confidentiality is obviously important but the welfare of the child or adult at risk is paramount. Legally it is fine to share information if someone is worried about a child, but this is on a need to know basis only.

Always follow the reporting procedure in Appendix 3

9.0 Safe recruitment

Wiltshire Museum will adopt the Safer Recruitment Policy to ensure that all those teaching, training or supervising children and adults at risk within our organisation have been thoroughly vetted and subject to the appropriate check/registration through a DBS check with Wiltshire Council.

Safeguarding Policy	December 2013. Reviewed March 2018. Updated Feb 2020
Author	Personnel Working Group. Updated by Director, Education Officer, Volunteer Co-ordinator
Approved by Board of Trustees	10 January 2014; 25 November 2016; 29 March 2018, 10 February 2020
Review Date	March 2020

WILTSHIRE ARCHAEOLOGICAL AND NATURAL HISTORY SOCIETY

Contacts: as at 07 February 2020

- Designated Safeguarding Officer: (Museum number) Ali Rushent – 01380 727369
- Designated Safeguarding Officer: (alternative): David Dawson - 07931 583354
- Trustee with responsibility for safeguarding: Chris Callow - 07855 508990

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Appendix I

Wiltshire Museum Safeguarding Code of Conduct

Code of conduct for staff and volunteers:

- Respect all individuals, whatever their age, developmental stage, ability, sex, sexual orientation or ethnicity.
- Place the safety and wellbeing of children first - before any personal or organisational goals, and before loyalty to friends and colleagues.
- Form only appropriate relationships with children, based on mutual trust and respect.
- Be aware of the relative powerlessness of children, especially disabled children, compared with adults.
- Be committed to actively preventing the exploitation and abuse of children.
- Be aware of the Museum's safeguarding policy and reporting procedures – Appendix 3 to this document. (Copy available in the Employee Handbook)

Museum will:

- Actively promote the safeguarding policy and code of conduct to all staff and volunteers throughout the organisation.
- Ensure all staff and volunteers comply with the agreed code of conduct, and draw up procedures for dealing with allegations of poor practice.
- Develop and implement a clear *acceptable use policy* for the use of mobile phones and cameras in the workplace, and ensure that it is adhered to.
- Plan the work of the organisation in such a way as to minimise situations in which abuse might occur.
- Ensure all staff and volunteers who have contact with children and adults at risk, and their managers, are trained in the recognition and prevention of abuse.
- Ensure all staff and volunteers have safeguarding training appropriate to their roles.

Minimising situations in which abuse might occur may involve:

- Issuing guidelines about action to be taken if abuse is disclosed or suspected.
- Applying the organisation's agreed procedures to all staff, paid or voluntary.
- Implementing a system of supervision and appraisal that checks on roles and relationships, and observes practice.
- Carrying out random checks on practice.
- Ensuring all staff have clear roles and responsibilities.
- Adopting an open-door policy where children or other adults can share concerns with appropriate people.
- Reducing occasions when adults are alone with children.
- Involving parents as much as possible.
- Encouraging parents to take full responsibility for their child's safety.

Practical Advice:

As a Museum we welcome children, young people and adults at risk. In many cases our visitors are in organised groups and the main responsibility for safeguarding remains with those who have a duty of care for the group (e.g. teachers or youth group leaders).

Sleepovers:

From time to time the Museum organises sleepovers for groups of children or young people. There are a number of practical steps that apply and this list will be agreed with group leaders before each sleepover takes place.

- Group leaders have the lead responsibility for safeguarding
- Group leaders will be allocated a walkie-talkie to ensure that they can easily make contact with museum staff or volunteers at all times
- Group leaders will be advised of the location of CCTV cameras, particularly areas used for sleeping. CCTV cameras will have a physical cover that is visible by the group leader so that the cameras are not operational
- Museum staff and volunteers will sleep in a separate area from the group
- Museum staff and volunteers will take particular care to ensure that they are not on their own with children or adults at risk, and in particular will only use toilet and washing facilities when no children or adults at risk are present
- Museum staff and volunteers will only make contact with group leaders to establish the start and finish of Museum-led activity

Lost child/vulnerable adult:

- If a child or vulnerable adult appears to be lost they should be led to the collection point (front of house) where they will be encouraged to remain until they have been re-united with a parent or guardian.

Missing child/vulnerable adult:

- If a child or vulnerable adult is reported missing, then the staff member or volunteer to whom this has been reported should alert the front of house (collection point) immediately. Front of house should in turn alert the duty keyholder who will organise Museum staff to conduct an initial search of the area. If the child or vulnerable person is not found then a thorough sweep of the whole site, involving all staff will be carried out. When the child or vulnerable person is found, they will be led to the collection point to be re-united with their parent or guardian. If a child or vulnerable person is not found within 30 minutes, then the police will be informed.

Toilets:

- Children or adults at risk should not be accompanied to the toilet by museum staff or volunteers.

Museum Entrance:

- Front of house and volunteers should monitor the front doors to ensure children or adults at risk cannot leave the building unaccompanied.

Finally, just to reinforce:

- Staff and volunteers should never work alone with unaccompanied children or adults at risk.

Appendix 2

Wiltshire Museum – External Reporting Processes and information Children & Adults

Please follow the procedures below when reporting an incident or disclosure about an adult at risk or child that required immediate advice or action.

CHILDREN

This information is taken from <http://www.wiltshire.gov.uk/children-young-people-protection>

If you think a child or young person is at risk of significant harm, or is injured, contact the Multi-Agency Safeguarding Hub (MASH)

On **0300 4560108, 8.45am-5pm, Monday-Thursday** and **8.45am-4pm Friday**;
out of hours **0300 456 0100**.

Or if there is immediate danger, phone the police or emergency services on 999. For less urgent enquiries, email mash@wiltshire.gov.uk.

Children are protected from child abuse or neglect by agencies working together to assess the risk, and helping to prevent further abuse occurring.

How the process works

When the MASH receives a contact, the MASH information officers will screen the referrals with oversight from a social worker. They will understand the nature of the call and gather information to be able to appropriately signpost to the most appropriate service.

If there is an allocated social worker, they are considered to be the best person to support the child, so the case will be referred directly to them.

If there is no social worker, then the MASH information officers and social workers will assess the level of risk and decide on the course of action to be taken. It may be that further information is required from agencies to inform whether the referral relates to a child in need or child protection concern.

The MASH manager will use the collected information to decide the best response to meet the child's needs. This may be:

- A strategy discussion, as there is reasonable cause to suspect a child is suffering, or is likely to suffer, significant harm
- A child in need assessment is required through a single assessment
- A recommendation for a Common Assessment Framework to be completed by a lead professional
- Advice and information provided

The referrer will be informed of the outcome of their referral.

ADULTS

This information is taken from <http://www.wiltshiresab.org.uk/getting-support/>

In an emergency you should always dial 999.

If you have concerns, or need advice, and it's not appropriate to contact emergency services please contact the Social Care Help Desk at Wiltshire Council or the Wiltshire Police Safeguarding Adults Investigation Team.

If you have concerns about a vulnerable adult please contact the social care team:

Telephone: 0300 456 0111

Textphone: 01225 712501

Email: AdviceandContact@wiltshire.gov.uk

Monday to Thursday: 08:30 – 17:20

Friday: 08:30 – 16:20

If you need urgent help or advice outside of these hours, you can call 0845 607 0888

Our local public agencies work to ensure the safety and wellbeing of vulnerable people who are at risk living in Wiltshire. The Local Authority has a responsibility to work with adults at risk to help them achieve the outcome from a safeguarding investigation that is important to them.

An 'adult at risk' is anybody over 18 years old who is receiving community care 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 himself or herself, or unable to protect himself or herself against significant harm or serious exploitation'.

The Safeguarding Adults Team (SAT) are a countywide team that work to protect adults at risk.

You should contact the Social Care Help Desk with any concerns about an adult at risk. A member of the SAT team will be able to help and advise you.

Members of the Wiltshire Safeguarding Adults Board (WSAB) operate a policy of zero tolerance to abuse of vulnerable people. Wiltshire Safeguarding Adults Board's agreed policy and procedures are in place to help and explain how Board members safeguard adults at risk in our county. Our policy and procedures are available for you to read or download below.

What will happen when you report the abuse of an Adult at Risk?

Your concern will always be taken seriously. The team will ask questions to find out if the adult in question has care or support needs, is at risk of or experiencing abuse or neglect and, because of their needs are unable to protect themselves. The team will then either arrange a meeting where professionals, with the adult at risk, will develop a plan to safeguard them, or you will be given advice on how to get more appropriate support.

SAT provide support to members of the public, care staff and other professionals, volunteers and anyone else with a concern about someone over the age of 18. Contact 0300 456 0111.

If you wish to report a crime contact Wiltshire Police by calling 101
In an emergency always dial 999

Appendix 3

Wiltshire Museum - Reporting within the Museum Structure

If any incident (including disclosures or accusations) has been made that is relevant to this policy and our work with Children or Adults at Risk please follow the procedure below

1. Document the incident using the reporting form (Appendix 4 to this document)
2. Inform the Museum DSO at the earliest possible time. Ali Rushent on 01380 727 369 with an email following the call with the incident report form attached.
Ali.rushent@wiltshiremuseum.org.uk
3. Ali is unavailable report to David Dawson (Director) on 01380 727 369 with an email following the call confirming the details of the reporting to both
david.dawson@wiltshiremuseum.org.uk and Ali.rushent@wiltshiremuseum.org.uk
4. Ensure that any staff member assuming responsibility for children or adults at risk are briefed on any relevant risk or safeguarding impacts related to this incident you are reporting. In doing so, take into account the sensitivity of any information related to it and share only information that is relevant to them continuing to deliver work in the safest possible way. Do not share names unless those staff are directly involved in either the incident or in the safeguarding reporting processes
5. The DSO will then share the incident information with the senior leadership of the museum.

If the DSO or Director is unavailable

.....and you have concerns for the immediate safety of a person or persons - dial 999

.....and you feel that the incident requires immediate attention from statutory authorities then call the relevant Child or Adult safeguarding teams as outlined in Appendix 3

Appendix 4

Wiltshire Museum - Safeguarding Children and Vulnerable Adult 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/ Adult at Risk		
Age/Date of Birth		
Any additional needs, relevant conditions or known risk factors		
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 (e.g., 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.		

APPENDIX TO SAFEGUARDING CHILDREN AND ADULTS AT RISK POLICY AND PROCEDURES

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

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Have you or anyone else spoken with the parents/carers of the child or adult at risk, and if so, what was said?

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To whom reported		Date and time reported	
Your name and position			
Signature		Date	

Return immediately to the DSO or the Director (See Appendix 3 of the Safeguarding Policy) by email or in an envelope marked **Highly Confidential**

Always follow the reporting Procedure in Appendix 3

APPENDIX TO SAFEGUARDING CHILDREN AND ADULTS AT RISK POLICY AND PROCEDURES

This section to be completed by the DSO or Museum Director

Any further action taken?

Copy of form sent to: DSO

Director

Signature		Name		Date	
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