

Policy for the safeguarding of children and young people

2017 - 18

Policy statement

The Royal Pavilion & Museums (RPM) welcomes visitors of all ages and abilities and this Policy for the safeguarding of children and young aims to ensure a safe environment for children and at risk adults visiting the Royal Pavilion and museums.

The RPM recognises that the safety of children and young people is paramount and that all, without exception, have the right to protection from abuse. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately and our policy makes clear that all staff, volunteers and contractors have a responsibility to report concerns. The policy outlines procedures to follow where there are concerns, and procedures to be followed to ensure we have a safe environment.

This policy is put into action by all of the RPM's staff and volunteers. All contractors, including those assisting with the internal and external events programme, will receive a copy and must ensure that their work conforms to the requirements of the policy, guidelines and standards of behaviour that accompany it.

1. To whom and in which circumstances does this policy apply?

For the purposes of this policy children and young people are defined as persons under 18 years old.

RPM also wishes to protect its staff from unfair allegations: the guidelines in this policy will ensure that there are no doubts over obligations and standards

This policy will apply to all permanent and temporary staff, to casual staff and to volunteers and contractors.

This policy applies not only to the measures that RPM will take regarding the recruitment, employment and training of its staff, but also the approach staff will take in a variety of settings should they be presented with concerns about children.

This policy also provides guidelines for behaviour when with children in the workplace.

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

2. Roles and Responsibilities

RPM has the responsibility to protect children, young people and vulnerable adults in two specific ways:

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1. Disclosure by a child, young person or vulnerable adult, or suspicion by a member of RPM staff of abuse.

A member of staff who suspects that a child has been abused, who has an allegation of abuse made to them or is approached by a child who discloses abuse must report it immediately. See Appendix 4 for procedure

Failure to act would contravene the duty of care that we have to the young people using our sites. In addition if it is brought to light that we were aware of the issue and did not attempt to address it, RPM may be open to legal action.

It is much more likely that instances of disclosure will be to staff members who have prolonged contact with children, young people and vulnerable adults, such as courses, clubs and projects, but the rules regarding disclosure apply to every member of staff.

2. Conduct by RPM staff on RPM sites.

RPM staff must adhere to the Children and Young People Safeguarding Policy to protect these people and to protect RPM staff. The areas covered are in Appendices 1 – 10.

They cover:

- Standards of behaviour expected from RPM staff.
- Found children and lost children.
- Guidelines for working with work experience placements
- Guidelines for staff when bringing their own children onto RPM sites
- The use of photography and filming
- Procedure for identifying staff, contractors and volunteers requiring a DBS (Disclosure and Barring Service) check

Appendix 6 also covers the responsible behaviour we expect from teachers and leaders when visiting the museums with their groups.

3. Designated Safeguarding Lead and Safeguarding Team

All organisations that welcome children onto their sites must have a Safeguarding Officer or Lead. For RPM the Designated Safeguarding Lead is Julia Basnett, Senior Operations and Development Manager, Hove Museum. The Safeguarding Team is comprised of the Lead and the Duty Managers of the Royal Pavilion, Graham Lester and Mark Anstey.

The Safeguarding Lead is there to:

- Give advice and respond to queries regarding child safeguarding
- Report onwards if a disclosure has been made
Report onwards any concerns you have regarding a child or young person

- Any confidential written records will be maintained by the Safeguarding Lead.

The Safeguarding Team are there to fill in in the absence of the Safeguarding Lead.

As there is always a Duty Manager available, they can be contacted at any time during the day and from any of RPM's sites.

4. Safe recruitment of staff and volunteers: DBS requirements

The Safeguarding Vulnerable Groups Act 2006 places requirements on employers and individuals who are involved in 'regulated activity'.

The Protection of Freedoms Act 2012 defines regulated activities. Many of the activities undertaken by RPM are classed as regulated, but it is frequent or intensive contact with children, young people or vulnerable adults that is the important part of this. Please see Appendix 11 for a details on what constitutes regulated activity.

Only frequent and intensive contact roles are subject to DBS checks. Checks must not be carried out on people who do not work in these roles.

Appointments to RPM posts where a DBS check is needed will be conditional on a satisfactory DBS check of the applicant. An enhanced disclosure check will be required for some posts.

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

DBS checks for relevant staff will be carried out every three years.

Where a member of staff instigates an activity that is regulated and meets the frequent and intensive criteria a check must be made.

Disclosures previously obtained from other employment/volunteering are accepted.

5. Awareness and training

All newly appointed members of staff will be directed to this policy and will discuss it with their manager as part of the induction process.

Line managers will monitor the implementation of the policy in their respective areas.

All staff are required to make themselves aware of the contents of the policy.

6. Monitoring and appraisal

At regular intervals all employees or volunteers should be given the opportunity to receive formal (e.g through an appraisal) or informal feedback, to identify training needs and set new goals.

RPM should be sensitive to any concerns about practice or abuse and act on them at an early stage following the guidelines in this document.

Any individual need for more detailed guidance and training for both new and existing staff should be identified by managers and will be provided/facilitated by the Senior Development and Operations Manager, Hove Museum

7. The legislation that supports this policy

1. Children and young people

This policy takes into account relevant legislation and guidance and is particularly informed by the requirement of The Children's Act 1989 and The Children's Act 2004. This document is also informed by: The Police Act 1997; the Protection of Children Act 1999; The Criminal Justice and Court Services Act 2000; The Data Protection Act 1998; The Protection of Vulnerable Groups Act 2006; The Protection of Freedoms Act 2012.

8. Policy review

The policy and the effectiveness of its implementation will be reviewed annually. Any review may involve the addition or removal of specific procedures or named roles as deemed appropriate. The NSPCC and government guidelines will be used for this review.

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Appendix 1.

Royal Pavilion & Museum's promise to children and young people

All of us at RPM are committed to making sure you have a good time whilst you are visiting us. We believe you have the right to feel safe and comfortable whilst you are with and will work to live up to this belief.

We promise to:

- Make you feel welcome and safe
- Always try to meet your needs
- Treat all children and young people 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 2.

Standards of behaviour expected from RPM staff In relation to children, young people and vulnerable adults.

Do

Approach any child or young person apparently in distress and ask if you can help. Seek assistance from colleagues or supervisors where appropriate and minimise the amount of time you are alone with the person

- Be aware of the possibility of danger from others and question situations that you find suspicious.
- Keep a look out for children apparently unaccompanied. You can approach an unaccompanied child and ask where their parent/carer is.
- Communicate the details of any lost children in the appropriate manner. (See Appendix 4.)
- Keep any lost children in a public area where they can be clearly seen.
- 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, the Duty Manager or the Senior Development and Operations Manager, Hove Museum

Do not

- Engage in 'horseplay with a child or young person.
- Physically assault or abuse any visitor and especially not a child or young person.
- Engage in physical contact with children, young people or vulnerable adults. Acceptable exceptions are instances such as: helping a child down from somewhere; offering assistance in the case of injury.
- Suggest that a child or young person keep something 'secret'.
- Do things of a personal nature for a child or young person . Their parents/carers/leaders are there to assist them.
- Go into the toilet with children unless another adult is present or gives permission (this may include a parent, teacher, group leader), unless it is an emergency.

Appendix 3. **What constitutes abuse?**

The following definitions of abuse are based on Working Together to Safeguard Children (HM Government 2010) and Safeguarding Children: Working Together under the Children Act 2004.

These are the main recognised forms of abuse of children:

- Physical
- Emotional
- Sexual, including child sexual exploitation
- Neglect
- Radicalisation

Bullying, which could encompass any of the above, is a form of abuse. Some bullying, such as racist or homophobic remarks are crimes and warrant investigation by the police.

Some children may be particularly vulnerable to abuse. For example disabled children are three times more likely to have been abused than non-disabled children.

Appendix 4.

Guidelines on how to respond to a child making a disclosure of abuse

If a child or young person approaches you with a disclosure that they have been abused you must:

- Stay calm
- Listen carefully to what is said and show that you are taking it seriously
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with other – do not promise to keep secrets;
- Allow the child to continue at his or her own pace;
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer;
- Reassure the child that they have done the right thing in telling you;
- Tell them what you will do next and with whom the information will be shared;
- Record in writing what was said, using the child's own words, as soon as possible. Note time, date, any names mentioned, and to whom the information was given. Ensure that the record is dated and signed.
- This information must then come to the Safeguarding Lead. In the absence of this person the information must go to a member of the Safeguarding Team. No copies are to be made of the information.

You must try to get the child's name and, if possible, address. Remember this information is highly sensitive and confidential.

Remember

If you are the person who encounters a case of alleged or suspected abuse you are not responsible for deciding if abuse has occurred. That is a task for the professional child protection agencies following a referral to them of concern about a child.

Appendix 5.

Regulated activity and DBS check

DBS stands for Disclosure and Barring Service. This is a government office which helps employers make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

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The DBS searches police records and, in relevant cases, barred list information, and then issue a DBS certificate to the applicant.

Regulated activity

The DBS uses the Protection of Freedoms Act 2012 to define regulated activity relating to children and young people. There are different areas of regulated activity but the one that applies to the work done by RPM is teaching, training, instructing, caring for or supervising children.

Not everyone involved in the above activities will need a DBS check. That depends on whether they meet the frequency or intensively condition, or if they are being supervised in a regulated activity by someone who does have a DBS check

Frequently or intensively means:

- Carried out by the same person frequently - once a week or more over a period of time

Or

Carried out on 4 or more days in a 30 day period Individuals within the organisation who are NOT carrying out these activities but their work does take place in a way that means they meet the frequency or intensively condition and have opportunity for contact with children are also working in a regulated activity.

Individuals who are NOT carrying out an activity but their work is to provide an occasional or temporary service might be working in a regulated activity.

If in doubt, contact the Safeguarding Lead or the DBS.

Roles where staff/volunteers/contractors will only come into contact with children/young people only sporadically will be subject to risk assessment only.

Appendix 6.

Procedures to be Followed by Museum Staff in Cases of Lost/Found Children

6.1: Royal Pavilion and Brighton Museum & Art Gallery

1. A child reported missing by a parent or guardian

If a child is reported missing, you must report the situation to the Duty Manager (DM) immediately. Preferably contact with the DM should be made by the landline phone. For Front of House staff, if this is not possible, the

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hand held radio can be used. In either case (landline or radio) the following procedure must be adhered to. Transmit the following;

“Priority message to the Duty Manager, code Sierra Charlie Museum”.

Or

“Priority message to the Duty Manager, code Sierra Charlie Pavilion”

as appropriate.

The DM will then authorize to give a description of clothing; at no point does the description mention that it relates to a child under the age of 18.

A member of staff is to remain with the parent/guardian and encourage them to remain at the front desk. Explain that when the child is found that that is where they will be taken.

The DM will then organize a search and insure that all staff that are searching are doing so in pairs. Under no circumstances is a member of staff to approach the child without another member of the search team present.

When the child is found they must be taken to the front desk where they must be asked to identify the adult. An incident form must be filled in, including a formal handover section.

If the child has not been found within 10 minutes the DM must contact the police.

2. A child who has lost their parent or guardian

If a child reports to you that they have lost their Parent/guardian or is on their own looking lost or crying, immediately contact a member of staff to accompany you. Do not make physical contact with them however tempting it may be to comfort them. You can give them verbal reassurance.

You must report the situation immediately to the Duty Manager (DM) Contact with the DM should be made by landline phone. For Front of House staff, if this is not possible, the hand held radio can be used. In either case (landline or radio) the following procedure must be adhered to. Transmit the following;

For the Museum,

“Priority message to the Duty Manager, code Papa Charlie Museum

For the Pavilion

“Priority message to the Duty Manager, code Papa Charlie Pavilion.

The DM will then authorize to give a description.

Two members of staff are to remain with the child at the front desk until the Duty Manager says otherwise. Always wait in front of the desk and in plain view.

The DM will then organize a search.

When the adult has been found they must be taken to the front desk where the child must be asked to identify them. An incident form must be filled in, including a formal handover section.

If the Parent/Guardian is not found within 10 minutes the DM must contact the police.

Appendix 6.2: Hove Museum & Art Gallery and Booth Museum of Natural History

As these are smaller venues a parent/carer should be able to locate their child easily. In some ways this makes a report of a missing child potentially more urgent. At these venues it is also more likely that a child may have left the premises.

- Due to lower staff numbers at these venues it is not possible for Front of House staff to search in twos. Therefore, a risk assessment will be done by the Senior Development and Operations Manager, Hove Museum to assess the risk attached to VS staff taking responsibility for a lost child.

1. A child reported missing by a parent or guardian

If a child is reported missing, you must report the situation to the DM on the Royal Pavilion site immediately. Transmit the following;

“Priority message to the Duty Manager, code Sierra Charlie Hove”

Or

“Priority message to the Duty Manager, code Sierra Charlie Booth”

as appropriate.

The DM will then authorize to give a description of clothing; at no point does the description mention that it relates to a child under the age of 18. When communicating with colleagues by radio, do not mention that this is in relation to a missing child.

A member of the Front of House staff must go outside the building and check the immediate vicinity, i.e look up and down the road and across to the park at the Booth or check the lawns to the front and to the side of the museum at Hove.

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The parent/carer is asked to resume their search inside, having been told that the front desk is the point of contact. Having checked the immediate vicinity outside the building the Front of House staff will join them.

When the child is found he or she must be taken to the front desk where they will be reunited with their parent. The child must be asked to identify the adult.

An incident reporting form must be filled out, including handover verification.

It is recognised that the parent/carer and child may be reunited at any other place within the premises, given the size of the buildings. However, the child must still be asked to identify the adult, a formal handover is recommended with another member of staff present and an incident form must be filled in. It is therefore important to go to the front desk.

If the child has not been found within 10 minutes the DM must contact the police.

2. A child who has lost their parent or guardian

If a child reports to a member of the Front of House staff that they have lost their parent/carer, or is on their own looking lost or crying, immediately escort them to the front desk. Do not make physical contact with them however tempting it may be to comfort them but you can give them verbal reassurance as for small children this can be a frightening experience.

Report the situation immediately to the DM. Transmit the following:

“Priority message to the Duty Manager, code Papa Charlie Hove”

or

“Priority message to the Duty Manager, code Papa Charlie Booth”

as appropriate.

The DM will then authorize to give a description.

Keep the child in front of the desk in plain view of visitors and staff whilst one member of staff looks for the adult.

When the adult has been found they must be taken to the front desk where the child must be asked to identify them. An incident form must be filled in, including a formal handover section.

If the Parent/Guardian is not found within 10 minutes the DM must contact the police.

Appendix 6.3: Preston Manor

Due to lower staff numbers at this venue it is not possible for VS staff to search in twos. Therefore, a risk assessment will be done by the Learning & Engagement Manager to assess the risk attached to VS staff taking responsibility for a lost child.

1. A child reported missing by a parent or guardian

If a child is reported missing, you must report the situation to the DM on the Royal Pavilion site immediately. Transmit the following;

“Priority message to the Duty Manager, code Sierra Charlie Manor”

The DM will then authorize to give a description of clothing; at no point does the description mention that it relates to a child under the age of 18. When communicating with colleagues by radio, do not mention that this is in relation to a missing child.

A member of the Front of House staff must go outside the building and check the immediate vicinity, i.e check the lawns to the front of the building.

The parent/carer is asked to resume their search inside, having been told that the front desk is the point of contact. Having checked the immediate vicinity outside the building the Front of House staff will join them.

When the child is found he or she must be taken to the front desk where they will be reunited with their parent. The child must be asked to identify the adult.

An incident reporting form must be filled out, including handover verification.

It is recognised that the parent/carer and child may be reunited at any other place within the premises. However, the child must still be asked to identify the adult, a formal handover is recommended with another member of staff present and an incident form must be filled in. It is therefore important to go to the front desk.

If the child has not been found within 10 minutes the DM must contact the police.

2. A child who has lost their parent or guardian

If a child reports to a member of the VS staff that they have lost their parent/carer, or is on their own looking lost or crying, immediately escort them

to the front desk. Do not make physical contact with them however tempting it may be to comfort them but you can give them verbal reassurance as for small children this can be a frightening experience.

Report the situation immediately to the DM. Transmit the following:

“Priority message to the Duty Manager, code Papa Charlie Manor”

The DM will then authorize to give a description.

Keep the child in front of the desk in plain view of visitors and staff whilst one member of staff looks for the adult.

When the adult has been found they must be taken to the front desk where the child must be asked to identify them. An incident form must be filled in, including a formal handover section.

If the Parent/Guardian is not found within 10 minutes the DM must contact the police.

Appendix 7.

Leaders/teachers responsibilities whilst visiting the Royal Pavilion and museums

The RPM wishes to ensure that children are protected from harm whilst on RPM premises. In addition to RPM’s responsibilities, we ask that leaders/teachers of groups exercise their own responsibilities. In particular all leaders/teachers shall:

- Ensure they supervise the children/young people at all times
- Inform their group of how to behave while on RPM premises
- In the case of an accident, contact the museum staff who will follow the RPM procedures
- In the case of a lost child, contact a member of the museum staff who will follow museum procedures
- Not have in their possession or consume alcoholic beverages or use illegal drugs or smoke on the museum premises
- Not verbally or physically abuse a child/young person

Appendix 8.

Group conduct whilst on RPM premises

- RPM expects all visitors to display courtesy and respect for others and for RPM property at all times.
- Group leaders must not allow members of their group to:
- Use threatening, abusive or violent behaviour
- Bully (verbally or physically)
- Make any sexist, racist or other offensive remark towards any person or other group
- Enter areas of RPM premises that are cordoned off
- Use bad language
- Smoke
- Consume alcohol or use illegal drugs
- Eat or drink apart from in cafes and school lunch rooms

Appendix 9.

Guidelines for staff when working with work experience placements

A young person coming to RPM for a work placement is most likely to be in the age range 15-18 and therefore be classed as a 'child'.

The following guidelines need to be followed when taking on a work placement student:

- Will the work undertaken by a work placement student fall under the category of a regulated activity? If it is then the person supervising the work needs a DBS check. It is best to simply make sure that the work is not a regulated activity. You can check this with the Senior Development and Operations Manager, Hove Museum
- If you are taking on a work placement student make sure that you know the parts of this policy document that apply.
- Do a risk assessment prior to the work placement being agreed, on each occasion. You must be able to sign this off or must get it signed off by an appropriate manager.
- Do not work one to one with the work placement person. This would need a DBS check.
- Don't travel alone in a car with a student. This would need a DBS check.
- 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 he or she is comfortable with the proposed arrangement

- You must take the student through an induction that covers Health & Safety. A fire evacuation form must be filled in for each site at which the young person works.
- You should also ensure that the student has had adequate time to discuss the proposed plans with their college, school, parent or guardian as appropriate.

Appendix 10.

Guidelines for staff when bringing their own children or young people into their workspaces.

There may be occasions when staff have to bring their own children or young people into their office space, or might have to bring vulnerable adults into their office space (for example as part of a meeting). If staff have to do this then they must complete a risk assessment form that covers:

- evacuation procedures for the building
- suitability of your office space for that person to be in
- that the procedures set out in the Child, Young Person and Vulnerable Adult Policy are being adhered to

Appendix 11.

Use of photography and filming.

There are times when photographs and films are taken of children and young people participating in education programmes, work experience and voluntary activities for purposes of publicity. Such pictures may be vulnerable to abuse.

The following protocols govern the taking of photos or video footage of children/young people:

- Do not take any photos of children/young people except for purposes of publicising the RPM services. Written permission must be obtained from the parent/carer which states the places that the images will be used and the length of time that the images will be stored for.
- The purposes should be explained to the child or young person according to their age, development and understanding and to the parent/carer. A child or young person must not be photographed if they do not wish to be or if their parent/carer does not wish them to be.
- Use the standard photo-permission form

- The use of photography or reproduction of photographic images or the use of videos must always have a clear and child-centred purpose.
- Children/young people must be clothed and their torsos covered when being photographed or videoed. When catalogue photographs/images are used which carry prior permission this guideline should still be adhered to.
- When photos have been taken by Council staff, these images must be downloaded and stored to Council equipment only. Staff must not download images of children/young people to personal computers or send them/take them to their own home. Staff must not keep the images of children/young people in their private possession.
- Where professional photographers are used in order to supply images for publicity, the photographer must read and sign a Terms and Conditions form. These terms state that if the photographer wishes to store the images, s/he must have an enhanced CRB check.
- A risk assessment must be carried out prior to hiring each photographer and renewed every year.
- Staff must not use mobile phones to take pictures of children and young people.
- The name of the child/young person in the image must not be used, unless the agreed purpose of using the picture includes naming the child/young person e.g. for a celebration of an achievement, in which case written consent from the parent/carer must be secured
- Photographs taken for publicity purposes may be kept for three years. If the image is to be used for website publicity this must be stated on the consent form.
- Images must be stored securely. All photographs must be labelled and dated. At the end of three years all images are to be destroyed.

Appendix 12.

Visitors/members of the public taking photographs of children

Visitors and other members of the public who appear to be taking photographs of children should be challenged where there are reasonable grounds for suspicion. The Duty Manager should be contacted immediately. The Duty Manager will decide whether the police should be informed.