

Safeguarding Children & Vulnerable Adults Policy

Mission Statement

To provide fun, learning and inspiration to all our visitors through a unique interpretation of the River Thames, Henley and Rowing.

The River & Rowing Museum encourages the use of its facilities for education and enjoyment by students in formal education, including those on work experience, children/vulnerable adults visiting as members of the public or attending informal learning events, and people of all ages with special educational needs.

This policy and its related procedures apply equally to children and young people under the age of 18 (or under 16 if they are employed) and to vulnerable adults who are unable to care for themselves by reason of mental, physical or learning disability, age or illness.

Policy Statement

The River & Rowing Museum acknowledges the responsibility of all its employees, volunteers and trustees to safeguard the welfare of all children and vulnerable adults, by providing a safe environment where they will be protected from abuse whether it is through physical, sexual or emotional harm, neglect or bullying (see below for Definitions of Abuse).

This policy is mandatory. It should be read in conjunction with the Museum's Whistleblowing policy.

Policy Aims

The aims of the Policy are:

- To create a healthy and safe environment throughout the museum site and during all programmed activities.
- To ensure that staff and volunteers are well informed and supported and have received appropriate training.

Objectives

The specific objectives we pursue in order to achieve our aims are:

- To ensure that all staff and volunteers are carefully recruited, trained and supervised.
- To raise the level of awareness of all staff and volunteers about appropriate behaviour towards children and vulnerable adults.
- To promote the general welfare, health and full development of children/vulnerable adults.
- To develop effective procedures in recording and responding to accidents and complaints and to alleged or suspected incidents of abuse.

Legislation

The policy is in line with the requirements of the following current legislation: Children's Act 1989, Police Act 1997, The Protection of Children Act 1999, Children Act 2004, Safeguarding Vulnerable Groups Act 2006, Protection of Freedoms Act 2012, Care Act 2014, Working Together to Safeguard Children 2018, and Keeping Children Safe in Education 2021.

Key Principles

All children and vulnerable adults have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs, or sexual orientation. Their welfare must always be the overriding consideration when dealing with children and young people.

We will endeavour to ensure that:

- All children and vulnerable adults are treated with dignity and respect.
- All suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.
- Information is provided to teachers, group leaders and other interested parties about our expectations regarding child/vulnerable adult protection responsibilities whilst they are visiting the museum (Terms and Conditions, adult: child/vulnerable adult ratios).
- We work in partnership with relevant agencies, by sharing information and involving parents and children/vulnerable adults appropriately.
- We review and update policies and procedures in line with changes to legislation.
- We appoint a designated person, currently the Visitor Operations Manager, as the Designated Safeguarding Officer (DSO) to be responsible for dealing with any concerns about child and vulnerable adult protection and to report to the Chair of the Trustees who in turn accepts responsibility for ensuring that child/vulnerable adult protection issues are taken seriously and any incidents or suspected incidents are thoroughly investigated and appropriate action taken. In the post-holder's absence, the Duty Managers will deputise in dealing with issues that require immediate attention.

Dissemination of the policy

- The Museum's Safeguarding Children & Vulnerable Adults Policy is provided as part of the induction package to all employees, volunteers and regular freelancers.
- All other people working on the site (e.g., to deliver a children's workshop) will be given a copy of the policy and procedures.
- This policy, and the opportunity to request a hard copy of the document, will be made available to parents, carers, and teachers on the Museum's website.
- The use of registration and consent forms will be a means of showing parents, carers and teachers that we have a firm policy in place.

Definitions of Abuse

- Somebody may abuse or neglect a child or vulnerable adult by inflicting harm or by failing to act to prevent harm.
- Abuse may take place in a family, institutional or community setting – by those known to the child or vulnerable adult or, more rarely, by a stranger.
- Abuse may be by adults or children – male or female.
- **Physical abuse** may involve, hitting, shaking, throwing etc. or deliberately inducing illness.
- **Emotional abuse** is persistent emotional maltreatment that causes severe and persistent adverse effects on emotional development, for example conveying that a child/vulnerable adult is unloved or inadequate, deliberately silencing the child/vulnerable adult, age or developmentally inappropriate expectations being imposed on a child/vulnerable adult, or serious bullying.
- **Sexual abuse** includes forcing or enticing a child/vulnerable adult to take part in sexual activities and occurs whether or not the victim is aware of what is happening. It includes forcing a child/vulnerable adult to watch pornography or sexual activities, encouraging them to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet).
- **Neglect** is the persistent failure to meet a child/vulnerable adult's basic physical and/or psychological needs (e.g., food, shelter, medical equipment or protection from harm) and is likely to result in the serious impairment of health and development. It may also include neglect of a child's basic emotional needs.

Specific Safeguarding Issues

- Staff should be aware of further safeguarding issues including, but not exclusively:
 - Bullying and cyberbullying, where behaviour by an individual or group, repeated over time, intentionally hurts another individual or group physically or emotionally.
 - Honour Based Violence (HBV) which encompasses crimes committed to protect or defend the honour of the family and/or community and includes Female Genital Mutilation (FGM) or forced marriage. All HBV is a form of abuse (regardless of motivation) and should be handled as such.
 - Radicalisation where children/vulnerable adults are at risk of being drawn into terrorism. Protecting children from the risk of radicalisation (the Prevent Duty) is as important as protecting children from other forms of harm and abuse.
 - Child sexual exploitation (CSE) is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
 - Further guidance on safeguarding issues is available at www.gov.uk and www.nspcc.org.uk.

Procedures

Further detailed procedures and policies relating to specific issues and events are on the museum's shared drive and should be read by the relevant staff in conjunction with this document, e.g., Health & Safety Policy, Access Policy, Whistleblowing Procedure and Data Protection guidance.

Recruitment of Staff and Volunteers (see Procedures – Recruitment)

Our recruitment and selection procedures take all reasonable steps to ensure unsuitable people are screened out and prevented from working with children, young people and vulnerable adults. Our recruitment and selection guidelines include:

- Deciding on the skills and experience that an individual needs.
Interviewing applicants, whether voluntary or paid, prior to appointment in role. Applicants should be asked to bring photo ID to interview (passport, driving licence).
- Requesting at least two written references, from referees who are not related to the applicant, which are followed up to specifically ask former employers if they know of any reasons why an applicant should not work with children/vulnerable adults.
- Applying for an enhanced DBS check where staff are working in unsupervised Regulated Activity, as defined in the Safeguarding Vulnerable Groups Act 2006 and amended in the Protection of Freedoms Act 2012; this process involves asking for documents to confirm the identity of the applicant (e.g., birth certificate, national insurance number, passport or driving licence).
- Ensuring that the museum conforms to all changes to relevant legislation.

Induction & Training

Once a new member of staff or volunteer has been selected, they receive relevant induction and training in awareness of child/vulnerable adult protection issues, policy and procedures. Safeguarding training is regularly updated (at least annually). In addition, safeguarding updates are provided as required, but at least annually, to provide staff with the relevant skills and knowledge to safeguard children effectively. Designated Safeguarding Officer training is updated every two years.

Supervision

All staff and volunteers are supported, managed and developed in their new role. Good practice by those working directly with children and vulnerable adults is monitored through:

- Observation of educational activities.
- Meetings with staff and volunteers.
- Feedback from participants attending activities.

Code of Behaviour

It is possible to reduce situations where abuse of children and vulnerable adults may occur, and help to protect staff/volunteers by promoting the following good practice:

- Always work in an open environment, avoiding unobserved secluded locations or situations.
- Avoid, where possible, situations where children/vulnerable adults are left unattended.
- Avoid physical touch, except when necessary, in emergency situations to save the child/vulnerable adult from danger.
- Do not give or ask for personal contact details.
- Obtain the carer's or parent's consent in writing prior to taking photographs.
- Always respect the rights, dignity and worth of every person and treat everyone equally.
- Always place the well-being and safety of the child/vulnerable adult above successful performance of a task or activity.
- Be good role models and don't use offensive language, make sexually suggestive comments, smoke or drink alcohol in the presence of children or vulnerable adults.
- Avoid using sexual imagery, even if from a historical context, which is inappropriate to the age group.
- Conduct First Aid in the presence of another adult (schools are responsible for their own First Aid).
- Challenge inappropriate language, including from children/vulnerable adults.
- Avoid rough play, horseplay, or games of physical contact.
- Avoid doing things of a personal nature that they can do for themselves or with the assistance of their parent/carer if present.
- Avoid using physical restraint, other than to prevent danger to the child/vulnerable adult or others.

Any instances contravening the above should be reported to the Designated Safeguarding Officer. Equally, if a child or vulnerable adult is accidentally injured as a result of your actions, seems distressed in any manner, appears to be sexually aroused by your actions, misunderstands or misinterprets something you have done, report such incidents as soon as possible to the Designated Safeguarding Officer or Duty Manager and make a written note. Parents/carers should also be informed.

General Safety on Visits & Events

- Fire drill will be explained to all visiting parties and workshop groups at the start of a visit.
- All workshops and activities will be risk assessed.
- Visiting schools will be asked to meet our required adult: child ratios (KS1-1:6, KS2-1:8, KS3-1:15).
- All materials used during workshops or for self-led activities in the galleries will be suitable for the age and ability of the audience.
- Children's workshops will be run by museum staff and volunteers. Staff from visiting schools will be responsible for their pupils throughout the duration of the visit.
- A member of staff should accompany children's workshops led by freelancers.
- A contact number for a parent/carer will be taken at events at which children/vulnerable adults are left unaccompanied.
- Parents/carers will be asked to disclose relevant medical information at events at which children/vulnerable adults are left unaccompanied.

- Children/vulnerable adults should not be accompanied *into* the toilets; if an emergency arises, e.g., a child/vulnerable adult is sick during a workshop, call other member of learning staff and/or the Duty Manager - one to replace you in the workshop and one to accompany you with the child/vulnerable adult.
- Unaccompanied children/vulnerable adults and adults will not attend the same workshops.
- Exhibitions and displays will be created and monitored with the safety of all visitors in mind.

Work Experience Pupils

- Work experience pupils should not be left to work on their own or with anyone that works in an unsupervised Regulated Activity who does not have a DBS check.
- Also see 'Other Areas Requiring Parental Consent.'

Digital Safety

- Schools will take responsibility for children using phones during a visit to the museum, specified in the terms and conditions for school visits.
- Young people using ICT outside of school visits will be supervised by the Learning Team and will use RRM computers only to access the internet.

Lost Child/vulnerable Adult

- **Under no circumstances make an announcement over the tannoy.**
- If a child/vulnerable adult is reported lost or missing, the Duty Manager should radio 'Code Pink' to summon the Visitor Operations Manager, technician etc. and contact the Designated Safeguarding Officer (who is currently the Visitor Operations Manager), again stating 'Code Pink.'
- The Duty Manager should obtain the following information from the parent/carer:
 - Name of child/vulnerable adult
 - Age of child/vulnerable adult
 - Home address/name of school
 - Physical description of child/vulnerable adult
 - Where and when the child/vulnerable adult was last seen and what they were doing (e.g., activity, event, etc)
 - How they got to RRM (car/bus/coach/walk/rail)
- If it is necessary to widen the search, other departments should be contacted, using 'Code Pink' and staff should report to Reception for instructions.
- The child/vulnerable adult should not be returned to the parent/carer unless the Designated Safeguarding Officer/Duty Manager is present. The parent/carer's name and contact details should be recorded on the appropriate form.
- If the child/vulnerable adult is not found, the Designated Safeguarding Officer/ Duty Manager should reassure the parents and inform the police.

If a member of staff is approached by a child/vulnerable adult who is lost, they should:

- Reassure the child/vulnerable adult verbally (not through touch)
- Radio the Duty Manager, stating Code pink, and ask FOH to contact the Designated Safeguarding Officer.
- Take the child/vulnerable adult to Reception
- The Duty Manager should establish identifying details, as above, including details of who they were with
- The child/vulnerable adult should not be returned to the parent/carer unless the Designated Safeguarding Officer/Duty Manager is present. Ensure the child/vulnerable adult and parent/carer know each other by asking questions.
- The DSO/DM should check the parent/carer's name and details to confirm identity and keep a record of these on the appropriate form. Only insist on establishing guardian's identity (e.g., driving licence, credit card) when it is unclear whether parties have recognised each other.

- If the parent/carer is not found the Designated Safeguarding Officer/Duty Manager should inform the police.

Uncollected Children/vulnerable adults

Contact telephone numbers and name of person collecting child/vulnerable adult/vulnerable adult should be taken on arrival and recorded on the workshop register. If a child/vulnerable adult is not collected after a workshop:

- Obtain the following information from the child/vulnerable adult:
 - Alternative phone number if no response from given number
 - Ask whether the child/vulnerable adult was asked to meet their parent/carer at another location
 - How they got to RRM (car/bus/coach/walk/rail)
- Inform Designated Safeguarding Officer/Duty Manager.
- Take child/vulnerable adult to Reception.
- The Duty Manager should make an announcement for the parent/carer to contact them, in case they are on site
- If the parent/carer cannot be reached, the Designated Safeguarding Officer/Duty Manager should reassure the child/vulnerable adult and inform the police.

The Retention of Records

Photographic records of children/vulnerable adults will be retained for a maximum of 4 years – as detailed on the photographic consent form. Booking forms from booked events are shredded immediately after each event.

Other Areas Requiring Parental Consent

Written parental/carers' consent is also required for the following:

- The use of ICT equipment by those under 16 (where not provided by school administration)
- Inclusion in a survey or consultation if under 14 and the child/vulnerable adult's identity is recorded
- Taking part in a project

Outreach

Schools and other organisations may ask for confirmation that our staff are DBS checked if they work in unsupervised Regulated Activity. The host organisation's Safeguarding Children & Vulnerable Adults Policy should be followed unless it is incomplete or outdated. Any incidents should be reported to the host organisation's designated person.

Having concerns about a child or vulnerable adult

Staff should maintain an attitude of 'to help keep you safe' and always act in the best interests of the child. If staff have concerns about a child (as opposed to a child being in immediate danger) they should speak to the Designated Safeguarding Officer and in their absence, the Duty Manager. Any staff member can make a referral to Social Services, but they should inform the Designated Safeguarding Officer as soon as possible if they do so.

Dealing with Suspected Abuse

It is not required of an employee or volunteer to take individual responsibility for deciding whether or not abuse is taking place. However, there is a responsibility to protect children in order that appropriate agencies (e.g., social services) can then make enquiries and take any necessary action.

Once the incident/allegation has been reported, it is the responsibility of the Designated Safeguarding Officer to inform social services without delay. If the Designated Safeguarding Officer is not available, the person discovering or being informed of the abuse should immediately contact the Duty Manager who should inform Social Services. The Director should be kept informed of developments at all times. A representative of Social Services will decide how and when parents/carers will be informed and ultimately become responsible for what steps to take next.

Allegations against Staff/Volunteers

- to be read in conjunction with the Whistleblowing Procedure

Do not allow allegations made by a child/vulnerable adult to go unrecorded or acted upon.

Should an individual member of staff or volunteer witness or hear an allegation of abuse against a colleague, it is vital that:

- The allegation is taken seriously. **It is your duty** to consider any allegation to be potentially dangerous to the child/vulnerable adult and therefore report it.
- The situation is investigated by trained professionals. **Your** responsibility is to report quickly to the appropriate person.
- A written record of any details of which you are aware is made.
- The allegation is reported to the Designated Safeguarding Officer or Duty Manager, giving details of the allegation, how you became aware of it and any other relevant details. In a case where the senior member of staff may be involved, report to another senior manager you can trust.
- Where appropriate, confidentiality will be maintained.

It is important that the rights of both the victim and the alleged perpetrator are protected by ensuring that only those who need to know are given the relevant information. Any requests for information from members of the public (including parents) or the media should be directed to the Designated Safeguarding Officer and should be given a 'no comment' response.

What to do if 'Taken into Trust'

Children/vulnerable adults who are being abused will only tell people they trust and with whom they feel safe. By listening to and taking seriously what a child, or possibly a vulnerable adult, says, you will already be helping to protect them. It is useful to think in advance how you might respond to this situation. If possible, remain in view, do not go somewhere on your own, and preferably involve another member of staff if the child/vulnerable adult is in agreement. If you are in a group situation, such as a holiday workshop, ask the additional adult to fetch the DSO or DM so the incident can be reported without delay.

- Listen to what they say; show you are taking what is being said seriously.
- Keep questions to a minimum but use open questions to encourage the child/vulnerable adult to use their own words.
- Reassure them that they are not to blame.
- Confirm that you know how difficult it must have been to confide in you and that they have done the right thing.
- Stay calm and don't rush into actions that may be inappropriate.
- Explain that you will have to tell other people in order to stop what is happening. Ensure you are quite clear about what the child/vulnerable adult says, so you can pass it on to child/vulnerable adult protection professionals.
- If possible, report the incident to the DSO/DM immediately so they can seek advice and/or make a referral while the child/vulnerable adult is still on site to ensure they are safe to go home.
- Record exactly what the child/vulnerable adult has said to you, in a legible and accurate format, as soon as possible after the incident. Stick to the facts and do not give your opinion. Include:
 - The child/vulnerable adult's name, address, date of birth.
 - The nature of the allegation.
 - A description of any visible bruising or other injuries.
 - Your observations (e.g., a description of the child/vulnerable adult's behaviour, physical and emotional state).

- ❑ Exactly what the child/vulnerable adult said and what you said. Record the child/vulnerable adult's account of what has happened and how any bruising or other injuries occurred.
- ❑ Any action you took as a result of your concerns (e.g., who you spoke to and resulting action, including any contact with parents, managers or social services). Include names, addresses and telephone numbers.
- ❑ Sign and date what you have recorded.
- ❑ Report to the Designated Safeguarding Officer/Duty Manager, whose responsibility it is to decide whether to take the matter further by making a formal referral to one of the following:
 - Child/vulnerable adult's Social Services
 - The Police
 - The NSPCC (for advice).

The referral must be made by phone and confirmed in writing. Government guidance stipulates that a referral to Children's Social Services should be confirmed in writing within 48 hours

Useful Contacts

RRM Designated Safeguarding Officer: Debbie McFadyen (Visitor Operations Manager)

RRM Deputy Designated Safeguarding Officers: Diane Steel and Mary Arkininstall (Duty Managers)

Reporting suspected abuse (children)

If a child is in immediate danger, call 999.

Immediate Concerns about a Child

If you have an immediate concern, for example:

- Allegations/concerns that the child has been sexually/physically abused
- Concerns that the child is suffering from severe neglect or other severe health risks
- Concern that a child is living in or will be returned to a situation that may place him/her at immediate risk
- The child is frightened to return home
- The child has been abandoned or parent is absent

Contact the Multi-Agency Safeguarding Hub (MASH) on **0345 050 7666**. This number takes you through to Customer Services who will ask a series of questions and triage into MASH where safeguarding concerns are raised.

Emergency Duty Team (outside office hours):

0800 833 408

Oxfordshire Safeguarding Children Board

www.oscb.org.uk

Helpline for concern about child sexual exploitation

0345 050 7666

To report concerns about a professional or person in a position of trust: **01865 810603**

or email LADO.safeguardingchildren@oxfordshire.gov.uk (Local Authority Designated Officer)

If you are unsure whether to make a referral

You can contact the Locality and Community Support Service (LCSS) and request a 'no names' consultation (meaning you don't give the child's name). You can then discuss the situation with them, and they will advise you on what to do next. If a referral needs to be made, they will advise you of this.

LCSS South (including Henley):

0345 241 2608

For e-safety concerns

Contact the Child Exploitation Online Protection Centre (CEOP) <https://www.ceop.police.uk/safety-centre/>

There is an online form to report concerns. For immediate concerns, call 999.

Reporting suspected abuse (vulnerable adults)

Oxfordshire Safeguarding Adults Board

www.osab.co.uk

Safeguarding Triage Team (if you are unsure if it's a safeguarding issue) **01865 328232**

Thames Valley Police Non-emergency number **101**

NSPCC Child Protection Helpline (if you are concerned about a child): **0800 800 5000**

NSPCC Childline (for children to call): **0800 1111**

Say Something CSE helpline (if you are concerned about Child Sexual Exploitation): **116 000**

D McFadyen

Visitor Operations Manager/Interim Designated Safeguarding Officer

May 2022 (To be reviewed every year or earlier if there are major changes in legislation or the organisation.)

Reviewed May2022

Safeguarding Children and Vulnerable Adults

Incident Recording Form

(A separate form is kept by Front of House for reporting lost children)

Date and time of the incident:		Where did the incident happen?	
Who witnessed the incident?		Who reported the incident?	
What happened? Include description of any physical signs or behaviour that caused concern			
Was anything discussed with the child/vulnerable adult? Give details.			
Was anything discussed with the parent/carer/other adult? Give details.			
Any contact details that were taken?	Home Address:	Telephone:	
	Email:		
Action taken?			
Signed:			Date:
Print Name:			

Date incident reported:		Who reported the incident?	
Further action taken?			
Next steps:			
Signed: Print Name:			Date:

Form to be completed by the Designated Safeguarding Officer/Duty Manager and returned (if necessary) to and kept by the Designated Safeguarding Officer