

# SAFEGUARDING POLICY

Revision	Revision Date	Owner	Reference	Comment
01	01/09/2014	Head of Education & Education Officer (FN)	ED-POL-003	Updating
02	03/12/14	Head of Education & Education Officer (FN)		PE Director's & other amends
03	22/01/16	Head of Education & Education Officer (FN)		Contact numbers on Pg 3 updated
04	17/02/2017	Head of Education		Contact numbers on Pg 3 updated

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## 1 INTRODUCTION

The Royal Armouries welcomes many children, young people and vulnerable adults to its sites each year, and others use it via outreach visits, the website [www.royalarmouries.org](http://www.royalarmouries.org), online learning and publications, etc. As an organisation the Royal Armouries is committed to safeguarding the young and vulnerable people who use its sites, services and facilities and promoting the welfare of children, young people and vulnerable adults.

## 2 PURPOSE

The Royal Armouries has devised this Policy to safeguard children, young people and the vulnerable. This document provides a framework to enable the museum to fulfil its duties, to minimise the risks from its staff, services and products, to respond appropriately to any allegations and suspicions of abuse and to assist in the development of a culture that:

- respects the rights of children, young people and vulnerable adults as equals
- welcomes diversity and difference
- reports suspicions of abuse using the appropriate channels in accordance with government guidelines

## 3 SCOPE

The Royal Armouries is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. It encourages them to visit its sites and use its facilities, programmes and services:

- as young learners taking part in activities (and Jesters Yard)
- as students in educational groups
- as leisure learners
- with family or friends
- as employees, student placements, etc. between the ages of 16-18

The museum also works off-site through outreach sessions and extends its reach via publications and activities on the internet, including online learning and blogging.

On account of their subject matter etc., young people aged 15 and under are not admitted to our sites unless accompanied by a responsible adult (see Visitor Regulations), and groups of young people

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should be accompanied by adults in a ratio of not less than one adult to ten.

The Royal Armouries acknowledges its responsibilities to take reasonable steps to:

- promote and implement safe practices and procedures
- protect children and vulnerable people from harm, abuse and exploitation
- make the safeguarding of young and vulnerable people using its sites and services paramount.
- To work closely with Historic Royal Palaces at the TOL to safeguard visitors

The Royal Armouries recognises its duty to respond appropriately to allegations and suspicions of abuse. All staff (paid, voluntary, freelance, seconded, placement, agency, interns, contractors, etc.) will work to develop a culture in which allegations and suspicions of abuse are reported using the appropriate channels.

<b>[January 2017]</b>	<b>Leeds City Council</b>	<b>Hampshire County Council</b>	<b>Tower Hamlets</b>
Duty Social Care Team, Children's Services	<b>0113 376 0336 (Mon-Fri, 8am-6pm)</b>  <b>0113 376 0469 (Out of hours emergency)</b>	<b>0300 555 1384 (Mon-Fri, 8.30am-5pm)</b>  <b>0300 555 1373 (Out of hours)</b>	Multiple Agency Safeguarding Hub (MASH)  0207 364 5601  <b>0207 364 5006 Option 1 (Out of hours)</b>
Local Authority Designated Officer (LADO)	<b>0113 247 8652</b>	<b>01962 876364</b>	<b>0207 364 4506</b>  <b>07949 636 698</b>
Police Public Safeguarding Team	Leeds District <b>Child</b> Safeguarding Unit <b>0113 385 9576</b> OR <b>Adult</b> Safeguarding Unit <b>0113 385 9590</b>	Southern Support and Training Headquarters, Netley, Southampton <b>101</b> (Police operator)	MASH as above
Police Emergency Contact	<b>999</b>	<b>999</b>	<b>999</b>

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The Royal Armouries will implement this policy to safeguard children, young people and vulnerable adults by:

- ensuring that appropriate methods are used in identifying and filling all posts whose duties or responsibilities require that recruitment and selection checks (Disclosure & Barring Service [DBS] Disclosures, etc.) are successfully completed before confirming appointments (see RA Recruitment Policy; RA Employing People with a Criminal Conviction Policy & Procedure; etc.)
- ensuring references are taken up prior to confirmation of the appointment of any staff (see RA Employee Reference Policy)
- issuing clear job descriptions and detailing procedures, individual roles and responsibilities (eg RA Education Policy)
- whenever activities could allow adults 1:1 access to young or vulnerable people, ensuring that relevant managers check that freelance, volunteer and agency staff provide evidence of up-to-date DBS Disclosures, references, etc before being permitted to provide services at or on behalf of the Royal Armouries
- providing induction training for all new starters that includes any relevant policies and procedures regarding the safeguarding and welfare of children and vulnerable adults. A similar induction process must be undertaken for freelancers, volunteers, secondees, agency staff, interns, contractors, etc.
- ensuring volunteers working for the Royal Armouries will not be left on their own in charge of children without a member of RA staff present who has a DBS Disclosure, and/or without the child/young person/vulnerable adult's teacher, parent or carer present
- ensuring that **all** staff, etc are aware of their legal and moral responsibility (individually and professionally) to safeguard children, young people and vulnerable adults from harm, abuse, neglect and exploitation
- ensuring that managers apply the principles of the Safeguarding Policy and Procedure to dealing with any Royal Armouries employees aged 16 & 17
- ensuring staff are appropriately supported by their supervisors, managers & the Directors and Board of Trustees
- appointing Designated Safeguarding Officers (DSO) and ensuring that they are suitably trained for the role, including the referral of concerns to the police or Children's Services
- ensuring that all staff are aware of the role of the Designated Safeguarding Officers and who they are within the organisation
- ensuring staff at the TOL know how to report concerns about visitors to the Historic Royal Palaces DSO, including the HRP safeguarding report form

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- ensuring that all staff know who to report to if the reported concern is about the DSO themselves or if the DSO is unavailable
- providing mandatory training for staff members who have contact with young & vulnerable people in the implementation of the Procedure in their work for the Royal Armouries, including recognition of signs of abuse, etc and the method of reporting of their concerns to a Designated Safeguarding Officer
- ensuring staff are aware of available support to those who may be affected by the content of the safeguarding training.
- ensuring training records are kept and refresher training is provided at suitable intervals
- making the Safeguarding Policy publicly available to young people and adults via [www.royalarmouries.org](http://www.royalarmouries.org)
- ensuring that children, young people and vulnerable adults (and their parents/carers) can express their opinions, which will be taken as seriously as the views expressed by other individuals, and can make use of a similar complaints process as other users
- ensuring that the acquisition, storage and use of information and images of children, young people and vulnerable adults comply with the Royal Armouries Photography and Video Policy & Procedure
- ensuring that all records on reported concerns and investigations are stored securely and kept confidential
- keeping records on reported allegations against a member of staff or volunteer for 10 years or until that individual's retirement, including individuals who no longer work or volunteer for the Royal Armouries, in accordance with government guidelines
- to keep abreast of local and national good practice in safeguarding children, young people and vulnerable adults by consulting the Independent Safeguarding Authority (ISA), Local Safeguarding Children Boards (LSCBs), etc.
- ensuring that the DSOs and Directors of the Royal Armouries will review and update the Safeguarding Policy and Guidelines every two years, and to inform staff when it is changed
- sharing any reported concern about the safety and welfare of a child only with the local duty child protection teams, as appropriate
- sharing relevant information about members of staff only with the Local Authority Designated Officer, and other investigative bodies like the police and local children's services child protection, as appropriate (subject to changes introduced by legislation]
- supporting, treating fairly and keeping informed any member of staff who has had an allegation made against them
- ensuring that compromise resignation agreements are not reached when child protection is involved.

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#### 4 RISK

The associated risk of non compliance of this policy is:

Impact of non compliance: HIGH

Likelihood of non compliance: MEDIUM

Risk will be mitigated by staff monitoring. The risk associated with non compliance of this policy will be included on the risk register.

TL/ECI 17.02.17

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# ROYAL ARMOURIES SAFEGUARDING PROCEDURE AND CODE OF CONDUCT FOR WORKING WITH CHILDREN AND VULNERABLE ADULTS

17 February 2017

## 1 INTRODUCTION

Keeping young and vulnerable people safe is everyone's responsibility. Royal Armouries (RA) welcomes many children, young people and vulnerable adults to its sites each year, and others use the museum via outreach visits, its website, online learning and publications, etc. Royal Armouries also employs members of staff aged 16 and 17. As an organisation the Royal Armouries is committed to safeguarding the young and vulnerable people who use its sites, services and facilities.

## 2 PURPOSE

The purpose of these procedures and guidelines is to help you not only to safeguard young and vulnerable people but also to ensure you and your fellow workers at the Royal Armouries protect yourselves from allegations that might arise out of misunderstandings and your lack of awareness.

The wellbeing of young and vulnerable people is recognized as paramount by the Trustees, Directors and Senior Managers of the Royal Armouries. Actions taken by members of staff in following this Code will receive the full support and attention of the Executive Board.

## 3 SCOPE

It is the responsibility of all workers (including paid, voluntary, seconded, freelance, agency and contractors, etc.) to understand the Safeguarding Policy and personally to implement this Procedure. It is the duty of all staff, regardless of grade, department or role, to ensure the protection and welfare of young and vulnerable people who access the Royal Armouries and to act appropriately by following these procedures. Failure to do so may result in action being taken under the disciplinary procedure. We can each help to safeguard young and vulnerable people in two, complementary ways:

- Directly: by our personal attitudes, responsibility and behaviours
- Indirectly: by ensuring that the appropriate standards are also adhered to by others - and by reporting their failure to meet these through the appropriate channels, if necessary

**Everyone undertaking work of any kind for the Royal Armouries must accept and comply with the:**

**Royal Armouries Code of Conduct for Working with Young and Vulnerable People:**

**You must:**

- Treat all young and vulnerable people fairly, equally and with respect
- Provide an example of the good conduct that you expect others to follow
- Listen carefully to what young and vulnerable people say to you and ensure that any comment or complaint they may make is passed on to the appropriate manager and receives a response
- Be aware of the possibility of risks from others and question any situations that you find suspicious
- Challenge unacceptable behaviour (whether by a colleague, volunteer, contractor, visitor, etc.) and report any allegation or suspicion of abuse to your Designated Safeguarding Officer (see Safeguarding Policy).
- Inform your manager if you feel that you are being asked to carry out a duty with young or vulnerable people for which you have not been checked or trained adequately, or are not being given sufficient supervision
- Approach (ideally with one of your colleagues) any young or vulnerable person who appears to be in distress & ask if you can help them (applying the 'lost person' Procedure, see 11 below)
- Avoid any situations which might appear compromising
- Be aware that any physical contact with a young or vulnerable person can be misinterpreted. In activities where some contact might be necessary, (eg sports, trying on armour or costumes), follow the guidance in the Procedure, (see 12 below)
- Recognise that special caution is required when discussing sensitive issues with young and vulnerable people. However, this does not mean that issues such as bullying or the misuse of weapons, etc cannot be discussed when relevant



- Seek advice from your supervisor or manager if you are in **any** doubt about the correct way to deal with a situation involving young or vulnerable people
- When working offsite, you should comply with the host organisation's procedures & report concerns to their Designated Safeguarding Officer.

**You should never:**

- Allow yourself to be drawn into inappropriate behaviour or make any suggestive or derogatory remarks to or in front of young or vulnerable people
- Engage in any 'rough and tumble' or horseplay
- Use foul, abusive or age-inappropriate language
- Physically restrain a child or young person. This should be left to parents, teachers or adults accompanying the child. In an extreme situation at RAM Leeds, restraint should only be carried out by a member of the Security team trained in restraint. In any other circumstances physical restraint should not be used. There are no staff trained in restraint at Fort Nelson and so it should not be attempted in any circumstances.
- Allow or engage in unnecessary or inappropriate physical contact of any kind
- Do things of a personal nature for a young person or vulnerable adult that they can do for themselves or that a parent, carer, teacher or group leader should do for them, (eg accompanying a young or vulnerable person to the toilet)
- Allow yourself to be in a situation where you are alone with a child; always make sure you can be clearly seen and heard by others. If some privacy is absolutely necessary, a door should be left open. If possible, inform your supervisor or manager of such a situation in advance
- Travel in a vehicle with an unaccompanied young or vulnerable person, unless this is to or from an official activity and has been specifically approved in advance both by your manager and by the young or vulnerable person's carer
- Invite a young or vulnerable person to meet you outside the museum and/or your identified working hours, unless this is for an official activity

and has been specifically approved in advance by both your manager and by the young or vulnerable person's carer

- Give your personal email address, home address, telephone/ mobile number or details of your presence on social networking sites to a young or vulnerable person, or ask for or accept their private contact details unless this is specifically for an official purpose and has been approved in advance by your manager and by the young or vulnerable person's carer. If genuinely necessary, the contact details you give should be your official workplace address, telephone number and email address.
- Take photographs or make video or audio recordings of young or vulnerable people without obtaining specific approval in writing in advance from both the person and their parent or carer. Also ensure that your manager has approved the purpose of this. (See RA Film & Photography Policy & Procedure).

#### **4 RECRUITMENT, SELECTION & TRAINING (see Recruitment Policy)**

- All job roles are analysed according to the frequency and nature of contact with children, young people and vulnerable adults that the job role is likely to entail. Each is then placed in the most appropriate category:
- Category 1 - most involvement and frequency; in-depth checks needed
- Category 2 - limited involvement and frequency; moderate checks needed
- Category 3 - little or no involvement; basic check needed
- Each job is defined according to the tasks to be performed and skills necessary to identify the kinds of people most suited to the post. Key selection criteria list the essential and desirable qualifications, skills and experience required for the post and applicants will be short listed by comparison with these criteria
- Vacancies are circulated internally and through the most appropriate channels externally, ensuring equal opportunities are given due consideration and adhering to good practice with regard to the employment of ex-offenders, if appropriate
- Applicants are asked to sign a declaration stating their willingness to undergo vetting procedures appropriate to the job role and that there is no reason they would be considered to be unsuitable for working with young or vulnerable people

- Interviewees are required to supply documentation to confirm their identity. Photographic identity will be the preferred option, but if this is not available other verification of identity will be required. At least 2 satisfactory references will be required prior to any offer being made
- Interviewees must supply original documentary proof of qualifications which they rely on to secure the job, including a recent Disclosure & Barring Service (DBS) Disclosure Certificate if they have one
- A number of selection tools are used to maximise safe recruitment, including interviews, police checks and the uptake of references. Unexplained gaps on applicants' CVs will be identified and explanation sought during interview
- Police and Disclosure & Barring Service checks will be undertaken on the successful candidate, according to the job role's Working with Children Category:
  - Category 1 - DBS Enhanced Disclosure
  - Category 2 - DBS Standard Disclosure
  - Category 3 - Police Check
- Seasonal temporary staff will undergo Police Checks and operational management will ensure that they are **never** required to work with children, young people or vulnerable adults unless they are accompanied by a suitably trained supervisor, or the child/young/vulnerable person's teacher, parent or carer.
- Police checks and CRB Disclosures are re-applied for at least every three years, and more frequently if evidence suggests that it is necessary.
- Equivalent procedures will be carried out for volunteers, freelance staff, secondees, agency staff, etc. Students on placement, interns, etc must be directly supervised by a suitably trained member of staff when they are working with children, young people or vulnerable adults
- Following a suitable candidate's appointment, an induction course will be organized which will include an introduction to the Safeguarding Policy, Procedure and Code of Conduct. Those appointed to Category 1 & 2 posts will also be required to achieve a pass on a Safeguarding Awareness distance-learning course soon after taking up their job.
- For managers and those with specific safeguarding roles, additional training will be provided periodically. The Designated Safeguarding

Officers and any Directors with responsibility for safeguarding will attend specific training for their role from an accredited organization

- Should any member of staff be affected by the content of any of the safeguarding training modules they can contact the Employee Assistance Programme for support on 0800 269 616
- Royal Armouries will monitor developments introduced by the Disclosure and Barring Service and implement alterations to the Safeguarding Policy and Procedure, as necessary.

## 5 RESPONDING TO A DISCLOSURE & RECOGNISING SIGNS OF ABUSE

Due to the nature of our work, it is unlikely that a child, young person or vulnerable adult will make a disclosure of abuse to you. Someone will usually have built a strong relationship with a particular adult before they feel able to confide in them. Staff usually meet a visitor to the Armouries only once and spend a brief amount of time with them. **However, should this happen, you must follow the guidelines below and the flow chart Reporting a Concern.**

Responding to a person making an allegation of abuse (**see Glossary**)

What to do	What not to do
Stay calm	Do not panic. Do not overreact. It is unlikely that the child is in immediate danger.
Listen, hear and believe	Do not probe for more information. Questioning the young or vulnerable person may affect how their disclosure is viewed at a later date.
Give the person time to say what they want to	Do not interrupt, make assumptions or paraphrase. Do not offer alternative explanations. Do not ask the child to repeat their story.
Look for a good opportunity to explain that you will share this information with the <b>Designated Safeguarding Officer</b> but only those who need to know will be told.	Never promise to keep secrets or promise that everything will be OK.
Reassure the person they have done the right thing in speaking up.	Do not get angry or make negative comments about the alleged abuser.
Act immediately in accordance with	Do not delay. Do not try to reach

this Procedure and tell the Designated Safeguarding Officer for your site.	your own conclusions or deal with the disclosure yourself. Do not worry that you may have been mistaken.
Record accurately and in writing what was said <b>as soon as possible</b> . Use the Safeguarding Children Record Form.	Don't delay. If you feel that you need to add opinions of your own, make it clear they are <u>your</u> opinions, e.g. 'He <b>looked to me like he</b> was scared'.
Only discuss the matter with your Designated Safeguarding Officer.	Do not pass any of the information on to anyone else.

**It is also possible that you may happen to see or hear things while at work which lead you to believe that a young or vulnerable person is experiencing abuse or neglect. This might include an observation of behaviour yourself or an allegation from a third-party.** All staff share a duty of care to safeguard young people and vulnerable adults and to promote their welfare. Carefully record what you witnessed and without delay pass this on, in confidence, to the Designated Safeguarding Officer. It is possible that the person you suspect of abuse is known to you – perhaps even a close colleague. However, this should not deter you from communicating a clear, objective account of what you witnessed. **Follow the 'Allegation against a Member of Staff' flow chart. The Designated Safeguarding Officer will contact the correct authorities.**

## 6 THE ROLE OF THE DESIGNATED SAFEGUARDING OFFICERS

The Royal Armouries has appointed two Designated Safeguarding Officers, who are responsible for dealing with concerns about safeguarding children, young people and vulnerable adults. If you have any concerns about issues relating to safeguarding you should talk to these people first. If your concern relates to the Designated Safeguarding Officer at your site, you should talk to the Designated Safeguarding Officer at the other site. In their absence, contact the nominated director [Public Engagement Director].

The role of the Designated Safeguarding Officers is to:

- Consult child protection agencies, such as the Local Safeguarding Children Board (LSCB), the Disclosure and Barring Service (DBS) and the NSPCC as necessary
- Provide information and advice on safeguarding to the Executive Board
- Discuss safeguarding training needs with Royal Armouries nominated director and the HR Manager and to ensure the provision of basic training on safeguarding to all staff, volunteers, etc.

- Monitor the Safeguarding Policy and Procedure and review these as required through the Risk Register
- Receive and record information from members of staff about their safeguarding concerns
- Assess this information promptly, clarify the situation and refer it on, as appropriate
- Maintain a confidential record of any reported incidents in a secure place
- Keep the designated Director informed about any referrals and any subsequent actions the Royal Armouries needs to take

**Royal Armouries current Designated Safeguarding Officers are:**

- Leeds: Tristan Langlois (0113 220 1804); [tristan.langlois@armouries.org.uk](mailto:tristan.langlois@armouries.org.uk)
- Fort Nelson: Nigel Hosier (01329 848505); [nigel.hosier@armouries.org.uk](mailto:nigel.hosier@armouries.org.uk)
- Tower of London (for issues regarding RA staff): Nigel Hosier or Tristan Langlois
- Tower of London (for issues involving visitors ONLY): Debra Whittingham HRP Head of Operations TOL (0203 166 6220); [debra.Wittingham@hrp.org.uk](mailto:debra.Wittingham@hrp.org.uk)

The role of the Designated Director is to:

- Ensure that Safeguarding matters are brought to the attention of the Executive Board and Board of trustees, as necessary
- Review the Safeguarding Policy and Procedure with the Safeguarding Group and ensure that they are effective
- Discuss training needs with the DSOs and others and ensure the allocation of the resources required for staff Safeguarding training, etc.
- Ensure that Safeguarding is represented on risk registers and at risk management meetings

In the absence of one or both DSOs:

- Receive and record information from members of staff about their safeguarding concerns
- Assess this information promptly, clarify the situation and refer it on, as appropriate
- Maintain a confidential record of any reported incidents in a secure place

**Royal Armouries current Designated Director is:**

- Emma Carver (020 3166 6662; 0113 220 1903; 07884655850);  
[emma.carver@armouries.org.uk](mailto:emma.carver@armouries.org.uk)

## **7 MANAGEMENT AND SUPERVISION OF STAFF, VOLUNTEERS, ETC**

Royal Armouries is committed to the appropriate management and supervision of its members of staff, volunteers, etc when they are working with children, young people and vulnerable adults. Managers and supervisors are responsible for knowing the clearance status of the staff members who report to them, and of allocating tasks accordingly. If a new or casual member of staff has not been 'cleared' it is **the responsibility of the supervisor or manager** to use those employees only in roles where their involvement with young and vulnerable people is suitably supervised. Managers must ensure that they follow best practice and seek necessary permissions, etc if they intend to carry out surveys of young or vulnerable people, store data about them, use images of them, etc.

## **8 RESPONDING TO, MANAGING & RECORDING ALLEGATIONS OF ABUSE**

If any member of Royal Armouries staff has concerns that a young or vulnerable person may have been abused, he/she should:

- Complete a 'Safeguarding Children Record Form' and discuss this as soon as possible with the Designated Safeguarding Officer for their site, or with the designated director, providing clear and accurate information
- If after consideration they agree that the member of staff no longer has any concerns, no further safeguarding action will be taken. The Designated Safeguarding Officer will archive the completed

'Safeguarding Children Record Form' in a secure place, and keep the content confidential

- If after consideration the member of staff still has concerns, the Designated Safeguarding Officer will investigate immediately, will keep the designated director informed, may seek specialist advice (eg NSPCC Helpline), may pass the matter to the HR department (eg for a suspension, disciplinary hearing, increased supervision or training) or refer it to the Local Authority Designated Officer and, if necessary, to the Police
- The Designated Safeguarding Officer will record the concern and the actions taken in its referral for investigation by the proper authorities. This information will be kept confidential, archived and only shared with those responsible for following up the case
- Any member of staff reporting an allegation in good faith against a colleague, volunteer, contractor, etc. will not suffer any adverse consequences (see R A Whistle Blowing Policy & Procedure)
- At the TOL, if the concern is about a visitor or visiting group ONLY, RA staff are to report to the DSO for HRP. If a member of RA staff is involved in the concern then RA staff are to report, as detailed in this policy, to an RA DSO.

## **9 REVIEWING & DISSEMINATING THE POLICY & PROCEDURES**

The Board of Trustees of the Armouries will review and approve the Safeguarding Policy at least every three years, and more frequently if amendments need to be made. The Director General and Directors of the Royal Armouries will periodically review and approve the Safeguarding Procedures and Code of Conduct. During the review process the Leeds Safeguarding Children Board or other specialist agencies will be consulted regarding current best practice. The documents will be available to all members of staff at all times and the Policy will be available to the public on the Royal Armouries website ([www.royalarmouries.org](http://www.royalarmouries.org)). The HR department will ensure that all staff are informed of revised versions of the documents and are provided with briefings or courses at which clarifications can be discussed.

## **10 DUTIES & RESPONSIBILITIES OF PARENTS, TEACHERS & GROUP LEADERS**

Royal Armouries staff employ procedures to keep its visitors safe from harm but the primary responsibility for the welfare of children and vulnerable adults



in their care rests with parents/carers/ teachers & group leaders. Therefore, we expect group leaders, parents and carers to exercise the following responsibilities when visiting the Royal Armouries and ensure that:

- Parents, carers or group leaders must supervise children and vulnerable adults at all times
- All visitors must follow Visitor Regulations and Health and Safety procedures and comply with any instructions issued by Royal Armouries staff
- After an emergency evacuation, parents, carers & group leaders must tell a member of Royal Armouries staff as soon as possible if a young or vulnerable person cannot be accounted for at the Visitor Assembly Point
- In the case of an accident, inform a member of Museum staff immediately
- In the case of a child or vulnerable person being 'lost' onsite, the parent or group leader should provide details as soon as possible to a member of Royal Armouries staff
- If group leaders or parents believe that the behaviour of other visitors is harmful to their children or vulnerable adults, they should give details to a member of Royal Armouries staff
- If the Museum has concerns about the conduct of young people or vulnerable adults, these will be reported to parents, carers or group leaders, who are responsible for ensuring that the conduct of their children or vulnerable adults does not detract from other people's enjoyment of the Museum
- Dangerous, threatening, abusive, violent or bullying behaviour is unacceptable, and may lead to parents, carers or group leaders being required to leave the building with those responsible
- If the parents or group leaders feel the conduct of a member of Museum staff might be harmful to their children or vulnerable adults, they should ask to see the Museum Duty Manager and report it as soon as possible
- If the Museum has concerns about the conduct of group leaders, teachers or carers, this will be reported to the group leaders' organisation and to the RA Designated Safeguarding Officers

## 11 SAFEGUARDING 'LOST' AND 'FOUND' YOUNG PEOPLE & VULNERABLE ADULTS

A child, young person or vulnerable adult who has become separated from his or her parent, carer or group leader is vulnerable to harm. Royal Armouries staff must act quickly and efficiently to reunite the missing person with the parent, carer, teacher or group leader as swiftly as possible but with minimal fuss.

**The following procedures must be used:**

**When a Child or Vulnerable Adult is Reported MISSING:**

### LEEDS

- Accompany the person(s) reporting the missing child or vulnerable adult to Reception.
- The duty manager and Security is to be informed and asked to attend Reception.
- The DM will decide to either instigate a localised or site wide search and will call relevant staff (who will conduct the search) to reception or a convenient location via radios using the term '**code orange**'. They will then share the following information face to face (not via Radio):
  - Physical description of missing child or adult, including age, clothing, etc
  - Where and when the missing person was last seen  
Name of school, group, day centre, etc (if any)
  - **Do not use the young person's name over radios or the tannoy, etc.**
- **Unless authorised to do so by the Duty Manager, never use the Tannoy to ask the public to help in the search.**
- Reassure the person reporting that we will do everything in our power to assist them and keep them informed
- When the missing person has been found, always verify with them that they have been reunited with the person who brought them to the site
- If the child or vulnerable adult is not found once a thorough check of the site has been made, Security will inform the Police and the Designated Safeguarding Officer

- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the parents/carers as to whether they involve the police at an earlier or later stage than the recommended timings.

## **FORT NELSON**

At Fort Nelson all radios held by staff are open mike.

- If a child is reported missing to a member of staff a radio call should be made to the duty manager using the term '**code orange, please switch to channel 2**'
- A description of the child, and locational details are relayed to the DM via channel 2.
- The DM will decide to either instigate a localised or site wide search. In both circumstances they will not share descriptions via radio with all other staff but will request specific museum assistants to meet them to share information in person and to begin the search.
- When the adult and child/vulnerable person are re-united the DM will make an informal assessment to establish that the child is comfortable with the adult collecting them.
- If the child or vulnerable adult is not found once a thorough check of the site has been made, the DM will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the parents/carers as to whether they involve the police at an earlier or later stage than the recommended timings.

## **TOWER OF LONDON**

At the Tower of London, any RA staff who receive a report of a missing child or find a missing child should report this to HRP security staff or to a Yeoman Warder who will then initiate the HRP TOL missing child procedure.

## **When a Child or Vulnerable Adult is FOUND**

### **LEEDS**

- Accompany the child or vulnerable adult to Reception and wait with them. If anyone else is with the child, ask them to remain with you until the parent, carer, teacher, group leader has been located.
- The duty manager and Security are to be informed and asked to attend Reception.
- Duty manager is to call relevant staff (who will conduct the search) to reception or a convenient location via radios using the term '**code orange**'. They will then share the following information face to face (not via Radio):
- Write down the following information and then circulate this immediately face to face:
  - Physical description of child or vulnerable adult, including age, clothing, other distinguishing features, etc
  - Name of school, group, day centre, people, etc the person was with
  - Where and when the child or vulnerable adult was found
  - **Do not use the young person's name over radios or the tannoy, etc.**
- If you are on your own with the child or vulnerable adult, ensure that you are in a public area where you can be seen and heard
- **Unless authorised to do so by the Duty Manager, never use the Tannoy to ask the public to help in the search**
- Reassure the child or vulnerable adult that we are doing everything in our power to assist them and keep them informed
- It is possible that the child or vulnerable adult will be upset and it will probably be your inclination to try and comfort him or her. This is fine, but remember to follow the key points from the Code of Conduct (see page 2 above)

- Avoid any situations which might appear compromising and be aware that physical contact can be misinterpreted. The desire to be touched should only be initiated by the child or vulnerable adult
- Touch should always be appropriate to the age and stage of development of the child or vulnerable adult, for example, it would be appropriate to hold the hand of a young child if they offered it to you
- When the parent, carer, teacher, group leader, etc is found, always verify with the child or vulnerable adult that the parent or leader is who they say they are
- If the parent, carer, teacher, group leader, etc is not found once a thorough check of the site has been made, Security will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the found child/vulnerable adult as to whether they involve the police at an earlier or later stage than the recommended timings.

## **FORT NELSON**

- If a member of staff finds a lost child or vulnerable adult they are to reassure and remain with the child and immediately radio the duty manager using the term '**code orange, please switch to channel 2**'
- A description of the child, the details the child is able to give about parents/carers, and locational details are relayed to the DM via channel 2.
- The DM must make a decision on the nature of the location that the staff member and child are located in. It is preferable for the child to be kept in the location they are found in incase parents return to the area. However, some areas, like the toilets, may not be public enough and in which case the DM should instruct the staff member and child to move to the nearest suitable location.
- The DM will decide to either instigate a localised or site wide search. In both circumstances they will not share descriptions via radio with all other

staff but will request specific museum assistants to meet them to share information in person and to begin the search.

- If the DM is searching for adult parents/carers they may decide to share descriptions of the adults with specific museum assistants via channel 2 on the radio rather than in person.
- When the adult and child/vulnerable person are re-united the DM will make an informal assessment to establish that the child is comfortable with the adult collecting them.
- If the child or vulnerable adult is not found once a thorough check of the site has been made, The DM will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the found child/vulnerable adult as to whether they involve the police at an earlier or later stage than the recommended timings

## **TOWER OF LONDON**

At the Tower of London, any RA staff who receive a report of a missing child or find a missing child should report this to HRP security staff or to a Yeoman Warder who will then initiate the HRP TOL missing child procedure.

## **12 GUIDELINES WHEN ASSISTING CHILDREN AND VULNERABLE ADULTS WITH ARMOUR HANDLING, TRYING ON COSTUME, SPORTING ACTIVITIES, ETC**

Armour handling, costume and sporting activities with children or vulnerable adults will often require assistance from a member of staff.

The following guidelines should be applied:

- Always ask the child or vulnerable adult if they require help and never initiate assistance without their clear consent
- Ask permission from the teacher, parent/carer of the child or vulnerable adult to assist with armour

- Explain that because the armour is heavy you need the help of their parent/group leader to assist you
- Only offer to help a child or vulnerable adult when you can be fully observed by others
- Never assist the child or vulnerable adult into armour, costume or sporting equipment unless the parent/carer, teacher or group leader is present

### 13 POLICY & PROCEDURE FOR FILMING & PHOTOGRAPHY OF CHILDREN

Ensure that the guidelines in the Film & Photography Policy & Procedure are followed.

### 14 GLOSSARY OF TERMS

**Abuse can take several forms and ill-treatment might involve one or more of these:**

PHYSICAL ABUSE: is causing physical harm to someone by hitting, kicking, shaking, burning, scalding, poisoning or other means.

EMOTIONAL ABUSE: is the maltreatment causing severe, lasting adverse effects on an individual's emotional development. It may involve frightening, degrading, humiliating, rejecting, limiting, excluding or exploiting to communicate a feeling of worthlessness and inferiority.

SEXUAL ABUSE: is the enticing or forcing of a young or vulnerable person to take part in sexual activity. It includes physical contact and non-contact activities, including creating or viewing sexual images and behaving in inappropriate ways.

NEGLECT: is the long-term failure to meet a young or vulnerable person's physical or emotional needs. This failure, usually by a parent or carer, may seriously harm the sufferer's health and development. Neglect may involve failure to provide adequate food, clothing, accommodation, medical care, supervision or protection.

CHILD: this term is used to denote anyone aged under 18. The term 'young person' is also used to cover the older part of this age range

SAFEGUARDING: the process of protecting children, young people and vulnerable adults from abuse or neglect, preventing impairment of their health and development, and ensuring they receive treatment consistent with the provision of safe and effective care that optimises their life chances

STAFF: all who work for the Royal Armouries, paid and unpaid, full & part-time, directly or indirectly, including:

Permanent, Temporary & Casual staff, Seconded, Agency, Freelance, Contractors' Staff & Consultants, Volunteers including Work Placements, Interns, etc

VULNERABLE ADULT: a person aged 18 or over who may be unable to take care of herself/himself or unable to protect herself/himself against significant harm or exploitation, by reason of mental or other disability, age or illness