

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY**

### **BUXTON CRESCENT HERITAGE TRUST**

Adopted by the board of trustees 2019

#### **1. INTRODUCTION**

The purpose of this policy and its associated policies is to protect children and vulnerable adults who engage with Buxton Crescent Heritage Trust both onsite and offsite and provide all stakeholders with clear information about the Trust's approach to safeguarding.

Buxton Crescent Heritage Trust (the Trust) are expecting to welcome thousands of children and young people to our sites (The Buxton Crescent Pump Room and Buxton Crescent Visitor Experience) every year. Most of these children will visit with family and friends or visit as part of organised school/youth groups.

While the primary responsibility for children's welfare when visiting the Trust rests with the supervising adult(s), BCHT are committed to ensuring that all children and vulnerable adults are safe and protected from harm whilst engaged in activities associated with it or on its premises.

BCHT also wishes to protect its staff from unfair allegations: the guidelines in this policy and accompanying appendixes will ensure that there is no doubt over obligations and standards.

This policy applies to all paid permanent and temporary staff, volunteers, contractors, consultants, freelance practitioners, work experience students and anyone engaged to work on behalf of the Trust.

#### **2. DEFINITIONS**

For the purposes of this policy, the following definitions apply:

##### **Child**

A child, as defined in the Children's Acts 1989 and 2004, is anyone who has not yet reached their eighteenth birthday. 'Children' therefore means 'children and young people' throughout. Until a person has reached their eighteenth birthday, they are the legal responsibility of their parents/carers, even if that person is not present.

##### **Vulnerable Adult**

A vulnerable adult is defined as a person aged 18 and over who is or who may be in need of community care services because of age, illness, physical or learning disability, or someone who is or may be unable to take care of or protect themselves against harm or exploitation (including those who have difficulty in communication and may need additional help).

### **3. POLICY STATEMENT**

#### **BCHT aims to:**

- respect the rights of all children and vulnerable adults;
- provide an environment (including staff-led activities off-site) which is safe and welcoming for children and vulnerable adults, and which protects them from all forms of abuse;
- ensure that everyone working at or with the Trust is aware of the need to protect children and vulnerable adults and know how to reduce the risks to them;
- provide procedures and guidance for everyone working at the Trust for their own protection.

#### **3.1. OUR COMMITMENT**

#### **BCHT and everyone who works within it endeavours to safeguard children and vulnerable adults by:**

- adopting safeguarding procedures that minimise any opportunity for abuse, and establish appropriate treatment of children and vulnerable adults;
- ensuring individuals working with children / vulnerable adults are fully aware of and trained to follow the Trust's policy, procedures, and the Code of Practice;
- sharing information about the principles of safeguarding and good practice with staff, volunteers and visitors.
- providing effective management through supervision, support and training;
- ensuring any accompanying individuals (parents, guardians, school teachers etc.) are aware of their own responsibilities in relation to safeguarding;
- sharing information about concerns with agencies who need to know, and involving parents/carers as appropriate;
- following robust procedures for the recruitment and selection of staff and volunteers and ensuring individuals who are working with children / vulnerable adults have the appropriate DBS checks in place where applicable;
- informing staff that not adhering to the policy and guidelines will lead to formal disciplinary action;
- designating members of staff to lead on safeguarding issues;
- reviewing and updating our policy and practice at regular intervals in accordance with current Government legislation and best practice;
- taking allegations seriously and responding fairly, swiftly and appropriately to allegations of abuse.

#### **4. STAFF CODE OF PRACTICE AND BEHAVIOUR**

Everyone working, contracting and volunteering at BCHAT has a responsibility to ensure that children and vulnerable adults visiting the Trust are protected from abuse. BCHAT also wish to protect its staff, volunteers and contractors from unfair allegations and to enable them to ensure that they do not find themselves in potentially compromising situations.

##### **It is your responsibility to ensure that:**

- Your behaviour is appropriate at all times;
- You observe the rules established for the safety and security of young and/or vulnerable people and understand the consequences of not adhering to these rules;
- You recognise the position of trust in which you have been placed and seek to protect yourself. If you are involved in an activity with children or vulnerable adults at the Museum you must understand and follow the Trust's code of behaviour:

##### **You should:**

- Always keep other members of staff/volunteers aware of where you are and what you are doing;
- Avoid spending time alone with children or vulnerable adults unobserved;
- Be aware of any physical contact;
- Take any allegations or concerns about abuse seriously and refer concerns immediately following the Trust's procedures;
- Never make suggestive remarks or threats or use any other inappropriate language;

##### **You should not:**

- have, or be perceived to have, favourites;
- develop social relationships with children or vulnerable adults. If you do come into contact with those you have worked with in a social situation, maintain a professional distance;
- arrange meetings with children or vulnerable adults outside of working hours;
- give personal gifts of any kind nor receive any gifts without reporting to your manager;
- do things of a personal nature which a child or vulnerable adult can do for themselves;
- take photos or film any child or vulnerable adult for personal use.

**Colleagues should look out for each other to ensure that they are not behaving in ways which could be misinterpreted.**

## 5. RECRUITMENT

All appointments to BCHAT posts are conditional upon a satisfactory security check by administrators. For many posts this level of check is sufficient.

In addition, all applicants will be required to:

- provide satisfactory employer/personal references;
- complete a satisfactory probationary period.

### 5.1. DISCLOSURE AND BARRING SERVICE

DBS checks form an important part of our wider safeguarding policy. Since December 2012 the regulations surrounding DBS checks have changed, particularly with regard to regulated activity.

Careful consideration will be given to whether a DBS check is required for each role.

You are only legally entitled to carry out an 'enhanced' or 'enhanced with barred lists' DBS check if someone's position is one of those listed in the 'exceptions order' of the Rehabilitation of Offenders Act (ROA)

1974 (Exceptions) Order 1975 and in the Police Act regulations and (for the barred list check)

meets the definition of regulated activity. To be eligible for an enhanced DBS check the position must be included in the Rehabilitation of Offenders Act (ROA) 174 (exceptions) Order 1975 and in Police Act Regulations.

**If the answer is yes to the two questions below then you are entitled to undertake an enhanced**

**DBS check:**

Does the role involve one of the following activities?	Will the work take place regularly?
Teaching • Training • Care • Supervision • Advice Treatment • Transportation • Being in sole charge	This is defined as: <b>Frequently</b> – once a week or more <b>Or Intensively</b> - takes place on four or more days in a 30 day period. <b>Or Overnight</b> – defined as between 2am and 6am

## **6. TRAINING**

Supervisors/line managers will provide and explain the content of this policy to all new staff in the course of their induction process. Any individual need for more detailed guidance and training will be provided/facilitated by their line manager and/or safeguarding representatives.

## **7. RESPONSIBILITIES FOR THIS POLICY**

By creating this policy BCHAT understands that safeguarding children and vulnerable adults is a responsibility that is shared across the whole Trust. However, the Director of the Trust is the senior manager responsible to BCHAT board of Trustees for this policy and accompanying procedures.

The Trust is responsible for all administrative procedures relating to the selection and induction of staff, including general security and Disclosure checks, and for advising on any disciplinary action as appropriate.

Staff will monitor implementation of this policy, through management checks and ongoing assessment, and take appropriate action on any breaches within their areas of responsibility.

The Trust will be responsible for the appointment and training of at least two safeguarding representatives for the organisation. These representatives will be trained to coordinate and advise on all safeguarding issues within the trust.

### **General staff responsibilities:**

- All staff delivering public events and activities will take safeguarding issues into account in their risk assessments and incident planning e.g. referring to the Safeguarding procedures relating to permission for film & photography.
- All staff have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by other members of staff as well as the public. Any concerns or reasonable suspicions of abuse by colleagues should be reported to your own line manager in the first instance;
- All staff should report public allegations of inappropriate behaviour towards children or vulnerable adults to the appropriate safeguarding representative who will liaise with supervising adult(s) of the group/child concerned and/or the police and social services as necessary.

## **RELATED DOCUMENTS**

[Appendix 1: Our promise to children.](#)

[Appendix 2: Leaders/teachers/parents responsibilities while visiting the BCHAT.](#)

[Appendix 3: Group conduct while with BCHAT.](#)

[Appendix 4: Procedures to be followed by BCHAT staff in cases of lost/found children.](#)

[Appendix 5: Procedure to be followed by BCHAT Staff in case of suspected or alleged child abuse.](#)

[Appendix 6: Photography and digital media.](#)

**References:** Compiled, adapted and with reference to safeguarding policies of Imperial War Museum, National Museum Wales, Stained Glass Museum, British Museum and NSPCC sample policy and the Charity Commission strategy for dealing with safeguarding issues in charities.

## Appendix 1: Our Promise to Children

### SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY

#### BUXTON CRESCENT HERITAGE TRUST

Adopted by the board of trustees 2019

All staff at BCHT are committed to making sure you have the best time possible while you are visiting us.

#### **We promise to:**

- make you feel welcome;
- treat you fairly;
- make sure all our staff and volunteers are aware of their roles and responsibilities in keeping you safe;
- listen to what you have to say;
- support your wellbeing, creativity, learning and enjoyment.

#### **RELATED DOCUMENTS**

[Appendix 1: Our promise to children.](#)

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## Appendix 2: Leaders/Teachers Responsibilities While Visiting BCHAT

### SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY

#### BUXTON CRESCENT HERITAGE TRUST

Adopted by the board of trustees 2019

We wish to ensure that children, young people and vulnerable adults are protected from harm while visiting our museums. In addition to our roles and responsibilities, we ask that leaders/teachers of groups exercise their own responsibilities.

#### **In particular all leaders/teachers should:**

- book workshop activities and visits in advance of their visit.
- ensure they supervise the children/young people in their care at all times.
- in the case of an accident, contact a member of staff who will follow our procedures.
- in the case of a lost child, contact a member of staff who will follow procedures.
- not have in their possession, or consume, alcoholic beverages, or use illegal drugs or smoke on our premises.
- not verbally or physically abuse a child/young person, staff or members of public.
- ensure adequate insurance cover for the group and leader.
- inform their group re expected behaviour while at our sites.
- be considerate of other visitors and groups visiting.
- observe our Fire Precaution Procedures.

We wish to remind all leaders/teachers that the primary responsibility for the welfare and behaviour of the children in their care rests with them at all times.

We will communicate concerns to the leader/teacher (unless this person is the source of concern) and follow this up with the school/organisation. Concerns about the conduct of the leader/teacher will be reported directly to the school/organisation and possibly the police.

Due to the size and nature of each site, we have recommended adult-to-child ratios for each which should be adhered to for health and safety reasons. These can be found on our website.

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## Appendix 3: Group conduct while with BCHT

### SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY

#### BUXTON CRESCENT HERITAGE TRUST

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We wish all visitors to have an enjoyable visit with us. We therefore expect all visitors to display courtesy and respect for others and for our property at all times during their visit.

Group leaders should therefore not allow members of their group to:

- use threatening, abusive or violent behaviour.
- bully (verbally or physically)
- make any sexist, racist or other offensive remarks toward any person or other group.
- vandalise property or displays.
- leave litter on our premises.
- feed, touch, scare or hurt any animals present.
- enter areas that are cordoned off.
- use bad language.
- Smoke.
- consume alcohol outside designated areas (e.g. restaurant and picnic areas) or use illegal drugs
- eat or drink apart from in cafes, restaurants and places set aside for school parties to eat their own refreshments.
- use mobile 'phones in the galleries (unless for photography).

In the event that any of the above are not followed we reserve the right to refuse admission and/or ask the group to leave.

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## **Appendix 4: Procedures to be Followed by BCHAT Staff in Cases of Lost/Found Children**

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY**

#### **BUXTON CRESCENT HERITAGE TRUST**

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If someone reports to you that a child is missing, inform Visitor Services staff, Site Manager or supervisor (as applicable to your particular site) immediately, giving as full details as possible of:

- the child's name;
- the child's age;
- their address/name of school;
- a physical description (height, colour of hair, clothing etc.);
- where they were last seen;
- the time they were last seen.

Once a sufficient check is made, if the child is not found the Supervisor (Visitor Services staff) will inform the police.

The member of staff who has had the report made to them should reassure the parent/guardian that action is being taken to locate the child and explain that contact will be maintained with them through a member of staff.

The staff member will maintain contact with the parent/guardian until the child is found by relaying messages by telephone, radio or in person.

#### **What to do if a child who is lost comes to you**

Reassure the child and contact Visitor Services staff and Supervisor or equivalent with the following details:

- the child's name;
- the child's age;
- their address/name of school;
- a physical description (height, colour of hair, clothing etc.)
- where they were found.

If anyone else is with the child, ask them to remain with you until the parent/leader has been located.

If you are on your own with the child, ensure that you are in a public area where you can be seen and heard.

If the child is not claimed, the Visitor Services Supervisor or Site Manager will be responsible for contacting the local police.

Make every effort to calm and reassure the child while waiting for the responsible adult/police.

A written record will be kept by the Visitor Services Supervisor or Site Manager and relevant personnel of lost or found children and procedures followed.

Verify with the child or young person that the parent/guardian is indeed who they say they are.

If a child is found in distress, while it is appropriate to give verbal reassurances, clarify that the child wishes to be helped.

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## **Appendix 5: Procedure to be followed by Museum Staff in Case of Suspected or Alleged Abuse**

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A member of staff who suspects that a child or vulnerable adult has been abused is bound to follow the procedures below. Confidentiality cannot be guaranteed to either a staff member or a child in this situation, although our general rules on the protection of sensitive data will apply. Any personal information acquired in the course of working with children or families should only be communicated on a 'need to know' basis, as detailed below.

Abuse can be defined as being either physical, emotional or sexual. Neglect can also be a form of abuse.

#### **Possible sources of abuse might include:**

- abuse by other staff;
- abuse by the public;
- parental abuse;
- self-harm;
- peer abuse ('bullying'): children are vulnerable to abuse by their peers. Such abuse should always be taken as seriously as abuse perpetrated by an adult. A significant proportion of sex offences are committed by teenagers and, on occasion, by younger children. Adults should not dismiss some abusive behaviour as 'normal' between young people.

#### **Any member of staff who:**

- suspects that a child has been, or is at risk of being, abused
- has a disclosure made to them
- receives a complaint from a member of the public relating to child protection issues in one of our sites
- has a direct allegation made against them

should discuss the matter immediately with his or her line manager or, if not available, with another manager on duty. This manager should assess the situation and take whatever action is appropriate to stop or prevent the abuse or potential abuse. It is important that all allegations are recorded in writing and reported to the Trust. The manager should also take contact details from the complainant.

If the allegation concerns another member of staff the manager should consult senior staff in accordance with our disciplinary procedure before considering suspending him or her (or, if a contractor, excluding him or her from the site) until an appropriate investigation, which may be under the Disciplinary Procedure, can be carried out.

Concerns may also be reported to the NSPCC Child Protection Number (0808 100 2524 during office hours, or the 24-hour line 0808 800 5000), [help@nspcc.org.uk](mailto:help@nspcc.org.uk) or text 88858.

If the allegation concerns a visitor or member of the public the manager should consider whether there are reasonable grounds for excluding him or her from the site until an appropriate investigation can be carried out. In some cases the immediate involvement of the police may be appropriate.

If the child involved is part of an organized group the manager should consult with the group's designated leader and make every effort to agree an appropriate course of action.

If the child involved is with a family member or other responsible adult the manager should consult with this person and will make every effort to agree an appropriate course of action.

### **Responding to a disclosure by a child or young person**

If someone tells you that they or another child or young person is being abused:

- show that you have heard what they are saying, and that you take their allegations seriously.
- encourage the child to talk, but do not prompt or ask leading questions. Don't interrupt when the child is recalling significant events. Don't make the child repeat their account.
- explain what actions you must take, in a way that is appropriate to the age and understanding of the child.
- do not promise to keep what you have been told secret, as you have a responsibility to disclose information to those who need to know. Reporting concerns is not a betrayal of trust.
- write down what you have been told, using the exact words if possible.
- make a note of the date, time, place and people who were present at the discussion.
- report your concerns to your line manager.
- do not worry that you might be mistaken. It is better to have discussed it with somebody with the experience and responsibility to make an assessment.

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## Appendix 6: Photography and digital media

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It will frequently be the case that staff may take photographs of children and young people participating in learning activities, work experience, voluntary activities and family workshops and that these images will be used for publicity purposes. The Trust relies on opportunities to share the activities we undertake for marketing purposes and for reporting to funding bodies.

Photographs or videos, including those on websites, must not include any child or young person unless authorised by the appropriate member of staff and adult/parental consent is given. We have consent forms that must be completed by the relevant guardian to obtain permission to use photographs of children, young people or vulnerable adults. Once completed a copy of the form should be kept. Any photographs taken will be labelled and dated.

Anyone who appears to be taking photographs or videos without permission and/or in inappropriate circumstances should be challenged where there are reasonable grounds for suspicion.

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