

# child and vulnerable adults safeguarding policy

## introduction

This document sets out the Design Museum's policy in relation to the welfare of all children and vulnerable adults visiting the museum. It also provides relevant direction and guidance to staff, based on procedures set out below. The policy has been produced in response to legislation and with particular reference to the major cross-departmental government policy concerning the well-being of children from birth to age 18, including the Children Acts of 1989 and 2004 and Working Together 2015.

## statement

The Design Museum has a duty of care to safeguard all children and vulnerable adults visiting the museum or engaged in its activities: Children and vulnerable adults have a right to protection, and their needs must be taken into account.

The Design Museum is committed to providing a safe and secure environment for all visitors to the museum and to those engaged in its activities, by ensuring that all staff (paid and voluntary) are aware of and adhere to the museum's Child & Vulnerable Adults Protection Policy and related guidance.

The Design Museum will ensure that all relevant Learning Department staff and relevant volunteers\* are in possession of a current Disclosure and Barring Service Check ('DBS Check') under three years old, at the time of employment.

\*volunteers will not have unsupervised access to learners except in particular circumstances, when participating in regular learning activity and having undergone a DBS disclosure.

In accordance with the Safeguarding Vulnerable Groups Act (SVGA) 2006, the Design Museum will:

- Never knowingly employ a barred person in regulated activity with children or vulnerable people.
- Make a referral to the DBS about employees who are dismissed or resign because they have harmed or pose a risk to vulnerable people and children, or if an employee satisfies a Harm Test which indicates a potential high risk.

Ultimate responsibility for child safeguarding and protection at the Design Museum sits with the CEO, Tim Marlow.

## aims

The aim of this policy is to promote good practice in relation to child and vulnerable adults' protection by providing them with appropriate safety and protection while in the care of the Design Museum; and to enable all

staff to make safe, informed and confident responses in relation to child protection issues.

The policy and procedures will be reviewed annually by the Designated Safeguarding Officers.

## **good practice**

### **Code of conduct**

All staff are expected to adhere to a code of conduct in respect of their contact with children and vulnerable adults and will be given annual training to ensure familiarity with, and adherence to, good practice and procedures. The museum's Trustees will be made aware of the policy and code of conduct and are expected to apply its procedures in practice.

### **Designation of Safeguarding Officers (DSOs)**

The Head of Learning is the primary designated DSO. Their role is to be the point of contact at the museum in relation to any information or disclosures relating to child and vulnerable adults' protection issues and to pass on this information on to social services and the police when appropriate. The Design Museum will ensure that DSOs are given relevant training in relation to their responsibilities in this area and are kept aware of changes to legislation.

### **Whistle-blowing and complaints**

The Design Museum assures all staff that it will fully support and protect anyone who in good faith reports concerns regarding a colleague's behaviour towards a child or vulnerable adult. The museum has a grievance procedure that ensures staff are able to share their concerns in confidence.

The museum takes all complaints seriously. Any complaints made in relation to child protection either by a child or vulnerable adult or by a staff member, volunteer, parent or carer should be reported to the museum's DSOs and then acted on, with reference to the Kensington and Chelsea Safeguarding Children Board referral and assessment team.

### **Child supervision and DBS checking**

Design Museum activities for children are carried out under the supervision of parents, carers, school teaching staff or community youth workers acting in Loco Parentis. In usual circumstances the museum does not undertake unsupervised activity for children. In any exceptional circumstances in which unsupervised activity takes place, the museum will ensure that appropriate processes, such as DBS checks, are in place in relation to all staff involved.

In addition, under the museum's recruitment procedures, all staff engaged in education activity – and any other relevant staff - undergo standard police checking procedures, as undertaken by the DBS, and all professional and personal references provided are followed up and recorded. If a DBS disclosure reveals a criminal record this will be dealt with by the relevant Head of Department in consultation with the Head of Human Resources Manager and the Directors.

### **Photographs and video footage**

The Design Museum endeavours to ensure that any photographs or video footage taken of children and used by the museum or by a third party, is by permission of parents, school or other responsible adults as appropriate. The museum's Learning Department carries out permission procedures where photographs or video footage are taken of children in relation to any museum activity.

### **Health, safety, accident and injury**

The Design Museum has a Health & Safety policy in relation to the building and its activities. In addition, the Learning Department undertakes health & safety risk assessments in relation to all of its activities for children and vulnerable adults and these are made available to all parents and schools visiting the museum. In situations where children are present at the museum for an extended period (such as a work related placement or attendance on an extended course), the museum holds health, Accident & Emergency contact forms for participating children. H&S risk assessments and emergency contact forms are held by the Learning Department.

### **child protection procedures**

#### **i. Designated Safeguarding Officer (DSOs)**

The Design Museum's designated Safeguarding Officers are:

1. Head of Learning: Fiona MacDonald  
[fiona.macdonald@designmuseum.org](mailto:fiona.macdonald@designmuseum.org) // 07753 104395
2. Operations – TBC
3. Visitor Experience – TBC

The DSOs contact details are available to all staff and any concerns or queries regarding child protection issues should be reported to one of the DSOs. NB: the DSOs responsibilities also extend to vulnerable adults visiting the museum.

#### **ii. Code of conduct**

All museum staff in contact with children – particularly those involved in the museum's learning activities for children or vulnerable adults – must:

- treat all children equally and with respect and dignity
- put the welfare of each child first before any personal or organisation goals and before loyalty to friends and colleagues
- form appropriate and respectful relationships with children
- make the visit or activity fun and enjoyable and promote equality
- give children supportive feedback rather than negative criticism.
- plan and organise the work and workplace so as to minimise risks
- be aware of situations which may present risks and manage these. For example, staff members should not allow themselves to be alone in the museum toilets with children or at any time when

administering first aid. Museum staff should be aware of the first aiders on-site and should contact them in relation to any injury or incident requiring medical attention.

- as far as possible be visible when working with children and ensure that there are two adults present at all times
- ensure that unnecessary physical contact with children does not take place

All staff must avoid action or behaviour that could be construed as poor practice or potentially abusive. Staff must not:

- use language which is inappropriate, offensive or abusive.
- use bullying behaviour to control children.
- behave physically in a manner which is inappropriate or sexually provocative.
- do things for children of a personal nature that they can do themselves.
- engage in any form of illegal activity in relation to children
- act in ways intended to shame, humiliate, belittle or degrade children

Any poor practice will be dealt with through the museum's Disciplinary Procedure.

### iii. Roles and responsibilities relating to suspicions or allegations of child abuse

It is not the responsibility of Design Museum staff to decide whether abuse has taken place or not. All staff must act if there is a cause for concern. Any suspicion, allegation, or incident of abuse must be reported to the DSO.

### iv. Responding to allegations of abuse or inappropriate or dangerous behaviour against a member of staff, volunteer or other contracted worker

If the allegation is against a member of staff, volunteer or freelance/contract worker then the concern should be reported in the first instance to the DSO. If the DSO is not available staff members should go to their immediate line manager.

If the allegation is against the staff member's line manager or the DSO, then concern should be reported directly to the Head of HR. (A copy of all Child Protection information used by the DSO should be kept by the Head of HR for reference).

Any allegation made against a member of staff should be reported to the Local Authority Designated Officer (formerly abbreviated to LADO) within one working day of the incident. The contact number for the Designated Officer in Kensington and Chelsea is 07739315432 (ask to speak to the Duty Child Protection Advisor) OR email [lado.enquiries@rbkc.gcsx.gov.uk](mailto:lado.enquiries@rbkc.gcsx.gov.uk)

Irrespective of action by Social Services or the police, Senior Management must follow the museum's Disciplinary Procedure as appropriate.

#### v. Responding to an allegation of abuse

Abuse or suspected abuse of a child may present in two ways: a staff member may observe abuse or a child may confide in a member of staff ('disclosure').

Observation of an abusive incident requires:

- immediate action to protect the child
- immediate medical attention if necessary
- consultation with the DSO who will make contact with the appropriate services or, if appropriate, call 999.

Disclosure: If a child confides an abusive situation to a member of staff, they have placed that person in a position of trust to help them - even if they ask him/her not to do anything or tell anyone. If such a disclosure occurs, the staff member should:

- React calmly so as not to frighten the child
- Take what the child says seriously and record the information as soon as possible
- Pass on information to the DSO\*\*

The staff member should not:

- Make promises that cannot be kept (such as the ability to stop the abuse)
- Promise confidentiality: Staff members have a duty to report any disclosures
- Ask leading questions

If there is a serious and immediate threat to a child then the police must be contacted immediately.

Children's Social Care should also be contacted. The local Children's Social services telephone number is 020 7361 3013. They can also be contacted by email via [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

Given the Design Museum is a charity, the Charities Commission must also be informed of serious safeguarding incidents:

<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

\*\*It is essential that any disclosure is acted on by the relevant member of staff and reported by the museum's DSOs to relevant authorities (social services, school or police). It is NOT for the member of staff or DSO to make a judgement about the severity, nature or authenticity of the disclosure.

Reporting a disclosure might, for example, provide the information social services needs to build a more complete picture of an 'at risk' child or vulnerable adult.

vi. Recording an allegation of abuse

The member of staff who receives a concern or disclosure of abuse should record the incident first hand.

To make an accurate recording of any concerns or disclosures the member of staff should use the Design Museum's Safeguarding Incident Reporting Form and include the following:

- A timely response, write down the details as soon as possible
- Date and sign the record- if you later recall further information do not change the original record, add as addendum
- Record verbatim notes of what child/ young person says
- The details of the concern: nature of any injury/ abuse

The form can be found at the end of this policy or the DSO can supply one. It is the DSO's responsibility to pass this on to Children's Social Care.

The completed incident form will be passed on to the Local Authority Designated Officer by the Design Museum's DSO. All forms are stored electronically at the museum until the child is 25 years of age (or for 10 years if the incident involves a vulnerable adult) before being destroyed. Access is strictly controlled to this documentation.

### **summary**

This Child & Vulnerable Adults Safeguarding Policy and guidance confirms the Design Museum's commitment to promote the welfare and safety of all visitors to the museum and to those engaged in its activities. All staff members will be supported in relation to promoting the welfare of children and vulnerable adults at the museum by being made aware of the procedures outlined in this document and via annual training. All staff will be expected to read this policy, sign an agreement to comply with it, and apply the procedures in practice.

## **glossary**

### **Child/Children**

In keeping with 'Every Child Matters', the Children's Act 2004, 'child' or 'children' refers to young people up to 18 years of age

### **Vulnerable adults**

This might include adults with learning or physical disabilities, asylum seekers or refugees

### **Abuse**

A form of maltreatment of a child. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (as contained in Working Together 2013). They can also be abused by other children.

### **Disclosure and Barring Service (DBS)**

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

DBS is an executive non-departmental public body of the Home Office.

### **In Loco Parentis (person acting)**

A person who has been given explicit permission to assume parental responsibility for a child by a parent or legal guardian.

**Last reviewed by:** Head of Learning, August 2020

**Next due for review:** August 2021

## **Design Museum Safeguarding Incident Reporting and Recording Form**

**Date and time of the incident or disclosure:**

**Date and time of this report:**

**Person who observed the incident or the disclosure was revealed to**

Name:

Email:

Phone number:

**Person completing this report (if different to above)**

Name:

Phone number:

Email address:

**Child/young person/vulnerable adult who is the subject of the incident**

Name:

Home address:

Phone number:

School:

**Names of all persons involved in the incident, including any witnesses**

**Other information ascertained about the child who is the subject of the incident, including parents, siblings, carers:**



**Complete the following (if known)**

Preferred language

Disability

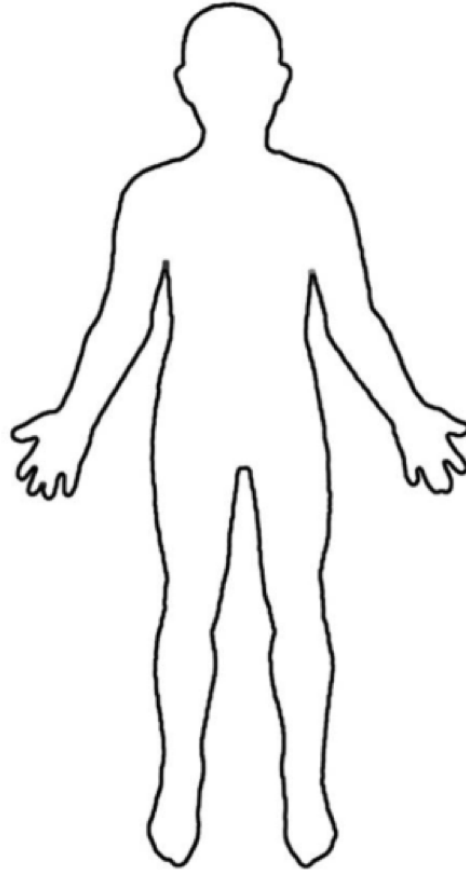
Ethnic origin

Religion

**Details of concern** – include where incident occurred, who witnessed it, date, time, etc.

**Physical appearance/behaviour of child.**

Use the diagram below if it helps to more accurately record your observations.



**If a phone call was made, who reviewed the call? Please include the date, time, what was said and what actions will be taken.**

**Has the child been spoken to? If so, what was said? Please record this as accurately as you can remember it. Use the exact words the child or vulnerable adult used:**

Professional opinion should be set aside from factual observations and should be labelled as such.

**Who has discussed this or been consulted at the Design Museum about this concern?**

**What action is the Design Museum Designated Safeguarding Officer taking?**

**Recorded by**

Name:

Job Title:

Contact Details:

Date:

Signature: