



Safeguarding Children and Adults at Risk Policy and Procedures February 2023

Approved by Senior Management Team: February 2023

Approved by Board: February 2023

Review Date: February 2026

1. Purpose of Policy

National Museums NI is committed to providing enjoyable, safe environments for all children and adults at risk participating in museum activities. Whilst the primary responsibility for safeguarding the welfare of children and adults at risk rests with the supervising adult, National Museums NI recognises its responsibility to take all reasonable steps to promote safe practice and to protect children and adults at risk from harm, abuse and exploitation.

National Museums NI acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and best practice.

2. Policy Drivers

Legislation:

- The Children (NI) Order 1995;
- The Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012);
- The Sexual Offences (NI) Order 2008.

Good practice guidelines:

- Keeping Children Safe, Our Duty to Care (2017)
- Keeping Adults Safe, A Shared Responsibility (2017)
- Co-operating to Safeguard Children and Young People in Northern Ireland (2017)
- Stopping Domestic and Sexual Violence and Abuse in Northern Ireland (2019)

3. Policy owner / contacts

- Mark Wilkinson – Head of HR & Organisational Development (Safeguarding Champion)
- Katherine Gardiner – Visitor Experience Manager (Safeguarding Manager)

Table of Contents

Section 1	Safeguarding Policy	Page
1.1	Introduction	5
1.2	Values & Principles	5
1.3	Practices	6
1.4	Code of Behaviour	8
1.5	Definitions of Abuse	10
1.6	Confidentiality	11
Section 2	Safeguarding Procedures	
2.1	Recruitment and Selection	13
2.2	Training	14
2.3	Implementation and Monitoring Procedures	15
2.4	Dissemination of Information about the Policy	16
2.5	Reporting Incidents	16
2.6	Complaints against Designated Officer	18
2.7	Raising Concerns (Whistleblowing)	18
2.8	Reporting Accidents and Near Misses	19
Appendices		
1	Key Information	
1A	Code of Behaviour	20
1B	Contact Details for Duty Managers and Designated Officers	22
1C	Disclosure of Abuse – Guidance for Staff	23
2	Anti-Bullying Guidelines	24
3	Additional Definitions of Abuse	26
4	Further Guidance on Adult Safeguarding	28
5	Reporting Forms	31
6	Procedures to follow when a child or adult at risk has been lost/ found	35
7	Leaders'/Teachers'/Carers' responsibilities while visiting our sites and Group Behavioural Expectations	43
8	Visitor Comments and Complaints Procedure	45
9	Photography and Social Media Policy	46

10	Guidance for staff when working with work experience students and younger volunteers	49
11	Duties of National Museums NI's Designated Officers	51
12	Contact details for Health and Social Care (HCS) Trusts	52

Section 1

Safeguarding Policy

1.1 Introduction

National Museums NI is committed to providing enjoyable, safe environments for all children and adults at risk participating in museum activities. Whilst the primary responsibility for safeguarding the welfare of children and adults at risk rests with the supervising adult, National Museums NI recognises its responsibility to take all reasonable steps to promote safe practice and to protect children and adults at risk from harm, abuse and exploitation.

The age of a child as defined in UK legislation is 0-18 years.

An adult at risk is defined as a person of 18 years and over, who is, or may be in need of, community care services by reason of mental or other disability, age or illness; and who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

National Museums NI acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and best practice. This policy is based on the following principles and practices.

1.2 Values and Principles

Our Safeguarding Policy is underpinned and guided by a number of values and principles which are reflective of our overall organisational purpose – ‘Here for Good’.

All children and adults at risk who come into contact with our services will be treated with dignity and respect and should also enjoy a positive and meaningful experience. Our approach will also be guided by our ethos of ‘Access for All’ which promotes equality and diversity.

With respect to safeguarding children and young people, we recognise in particular the following principles guided by the Children (NI) Order 1995:

1. The child or young person’s welfare is **paramount** – the welfare of the child is the paramount consideration.
2. The voice of the child or young person should **be heard** – children and young people have a right to be heard, to be listened to and to be taken seriously, taking account of their age and understanding. They should be consulted and involved in all matters and decisions which may affect their lives and be provided with appropriate support to do so where that is required.
3. **Partnership** – safeguarding is a shared responsibility and the most effective way of ensuring that a child’s needs are met is through working in partnership. Sound decision-making depends on the fullest possible understanding of the child or young person’s circumstances and their needs. This involves effective information sharing, strong organisational governance and leadership, collaboration and understanding between families, agencies, individuals and professionals.

4. **Prevention** – the importance of preventing problems occurring or worsening through the introduction of timely supportive measures.
5. **Protection** – Children should be safe from harm and in circumstances where their needs are not being met they must be protected.

With respect to safeguarding adults at risk, we recognise the following principles, which underpin Adult Safeguarding: Prevention and Protection in Partnership (DOH and DOJ, July 2015).

1. **A Rights-Based Approach:** To promote and respect an adult’s right to be safe and secure; to have freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.
2. **An Empowering Approach:** To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.
3. **A Person-Centred Approach:** To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in their safety and well-being.
4. **A Consent-Driven Approach:** To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.
5. **A Collaborative Approach:** To acknowledge that adult safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

1.3 Practices

- National Museums NI will establish and maintain a safe and enjoyable environment where children and adults at risk can participate free from abuse, bullying and discrimination.
- National Museums NI is committed to safe recruitment and appropriate vetting arrangements for employees and volunteers.
- National Museums NI will provide effective management of staff and volunteers through appropriate levels of supervision, support and training.
- National Museums NI will inform children and carers, external parties and contractors coming onto all sites of its Safeguarding Children and Adults at Risk Policy and Procedures, as appropriate.

- National Museums NI will ensure that everyone understands their roles and responsibilities in respect of safeguarding children and adults at risk and will provide appropriate training opportunities to ensure that abuse can be recognised, identified and responded to.
- National Museums NI has in place structures, procedures and guidelines to ensure that appropriate action is taken in the event of incidents or concerns of abuse. This includes a network of Designated Officers (Appendix 1B) and a Safeguarding Forum with responsibility for the management of safeguarding and the application this policy.
- National Museums NI takes seriously all concerns and allegations of abuse and responds to these appropriately, whilst also supporting those individuals who raise or disclose the concern.
- National Museums NI will ensure that confidential, detailed and accurate records of all safeguarding concerns or incidents are maintained and stored securely.

1.4 Code of Behaviour

National Museums NI welcomes children and adults at risk to explore, engage and enjoy our museums.

Whilst it is not practical to provide definitive instructions that would apply to all situations at all times, stated below are the standards of behaviour required of staff, Trustees, volunteers, contractors and service providers, in order to fulfil their roles within National Museums NI. This should assist in the protection of children, adults at risk, staff and others.

Staff, Trustees, volunteers, contractors and service providers **must**:

- implement the principles upon which this Safeguarding Children and Adults at Risk Policy is based at all times, as shown above;
- create a climate conducive to a positive experience when engaging with children and adults at risk, building up self-esteem, knowledge and skills;
- use positive and affirming language in communicating, showing respect and promoting inclusiveness;
- maintain the wellbeing of children and adults at risk, including their physical and emotional safety during their visit;

Staff, Trustees, volunteers, contractors and external service providers **must never**:

- engage in rough, physical games including horseplay;
- allow or engage in inappropriate touching of any kind;
- physically restrain a child or adult at risk, unless the restraint is to:
 - prevent physical injury of the individual/other children or adults at risk or themselves;
 - prevent damage to any property;
 - prevent or stop the commission of a criminal offence;
- any use of restraint must be:
 - proportionate to the situation;
 - recorded and reported;
 - reviewed along with a Designated Officer;
- make sexually suggestive comments to, or within, earshot of the public;
- do things of a personal nature for children or adults at risk that they can do for themselves or that their parent/leader/carer can do for them;
- become involved in a sexual relationship with any young person under 18 or an adult at risk;
- have any sexually explicit material on the premises, in any format;
- give out personal information or share personal email, social network site details (e.g., Facebook) and mobile phone numbers with any child, young person or adult at risk;
- befriend children or adults at risk on social networking sites;
- take a photograph/video of a child without prior parental consent and avoid naming the child where their photograph/video is used.

It is strongly recommended that staff, Trustees, volunteers, contractors and external service providers **do not**, except in emergency situations:

- have children or adults at risk on their own in a vehicle;
- enter a toilet area with children or adults at risk unless another adult is present or gives permission (parent, teacher, group leader, carer);
- spend time alone with a child or adult at risk. In situations where this is deemed necessary, staff should make sure that they can be clearly observed or seen by others and report the occurrence to the Designated Officer;
- enter the residential accommodation whilst a group of children or adults at risk are in residence, unless accompanied by another adult (National Museums NI employee or the group leader).

Guidance on Physical Contact and Restraint

Physical contact should:

- Be in response to the need of the child/adult;
- Be with the child/adult's permission;
- Avoid 'swimsuit areas';
- Be open and not secretive; and
- Be governed by the age and developmental stage.

Physical intervention and restraint, staff/volunteers/contractors/external service providers should:

- Seek to defuse a situation;
- Only use restraint where necessary;
- Ensure any restraint used is proportionate to the situation;
- Record and report any use of restraint; and
- Review the situation with a Designated Officer.

If an allegation is made against a member of staff and that member of staff is ultimately deemed to have acted inappropriately, or not in the best interests of the child or adult at risk in breach of this Code of Behaviour, National Museums NI's Disciplinary Procedure will be invoked and may ultimately result in disciplinary action or dismissal from the organisation.

It should also be noted that reports of abuse or allegations will be notified to the Department for Community's Children's Champion.

Anti-Bullying Guidance

Guidance for all staff on recognising and addressing instances of bullying are outlined in Appendix 2.

1.5 Definitions of Abuse

Harm from abuse is not always straightforward to identify and a child, young person or adult at risk may experience more than one type of harm.

Harm can be caused by:

- Physical abuse;
- Sexual abuse;
- Emotional abuse;
- Neglect;
- Exploitation;
- Child Sexual Exploitation;
- Financial abuse; and
- Institutional abuse.

Physical Abuse is deliberately physically hurting a child or adult at risk and it might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating.

Sexual Abuse occurs when others use and exploit a child or adult at risk sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration (for example, rape, or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as the production of sexual images, forcing a child or adult at risk to look at sexual images or watch sexual activities, encouraging to behave in sexually inappropriate ways or grooming a child or adult at risk in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can children.

Emotional Abuse is the persistent emotional maltreatment of a child or adult at risk. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on emotional wellbeing and development.

Emotional abuse may involve deliberately telling a child or adult at risk that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games or mobile phones.

Neglect is the failure to provide for basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of the health or development of a child or adult at risk. Those who are neglected often also suffer from other types of abuse.

Exploitation is the intentional ill-treatment, manipulation or abuse of power and control over a child or adult at risk; to take selfish or unfair advantage of a child or adult at risk, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children or adults at risk for the purpose of exploitation. Exploitation can be sexual in nature.

Child Sexual Exploitation (CSE) 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 due to the imbalance of power. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

The reward might be presents, money, alcohol/drugs, or simply emotional attention. It can happen online or offline, and without the young person being aware of it. CSE usually affects children aged 10 and 18. It might seem like a normal friendship or relationship to begin with and often the child/young person does not see the risk

Financial abuse relates to exploitation, embezzlement, controlling or withholding pension or benefits, pressure exerted around wills, property or inheritance.

Institutional abuse relates to poor practice and behaviours by staff/volunteers, lack of leadership/supervision, lack of training of staff/volunteers.

Additional categories of abuse are detailed in Co-operating to Safeguard Children and Young People in Northern Ireland. These include:

- Complex Child Abuse
- Abuse within Communities
- Female Genital Mutilation (FGM)
- Forced Marriage
- Honour Based Violence (HBV)
- Fabricated or Induced Illness
- Online sexual exploitation of children and young people
- Abusive Images of Children
- Risks and Misuse of Digital Technologies
- Abuse by a Person in a position of Trust

Additional information on these categories of abuse are outlined in Appendix 3.

1.6 Confidentiality

Whilst it is important that a partnership approach is adopted to ensure the safety and welfare of children and adults at risk, it is of equal importance that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the child or adult at risk to do so. National Museums NI's procedures have been carefully constructed to ensure such confidentiality.

In addition, National Museums NI has appointed members of staff at each site who have been trained in the area of safeguarding children and adults at risk and are acutely committed to the principle of confidentiality (see Appendix 1B for a list of these Designated Officers).

National Museums NI has a Data Protection policy based around the General Data Protection Regulation 2018 and Data Protection Act 1998. Any personal or sensitive data relating to safeguarding will be retained safely and securely by the relevant Designated Officer.

Section 2

Safeguarding Procedures

2.1 Recruitment and Selection

Responsibilities of the HR & Organisational Development department

National Museums NI's HR & OD department will ensure that the measures stated below are applied:

- Applicants for all jobs will be provided with an application pack which will indicate whether the post involves working with children or adults at risk;
- Candidates for employment who are under consideration for appointment for any job will be subject to a basic disclosure check with Access NI;
- Some volunteering roles may also be subject to a basic disclosure check with Access NI and a decision on this will be taken between the Volunteering & Participation Manager, the line manager and HR;
- Applicants to posts deemed to meet the definition of 'regulated activity', in line with current guidance, will be advised that they will be subject to the appropriate enhanced check through Access NI;
- All relevant criminal record information will be kept securely until such time as a recruitment decision is made in line with Access NI's code of practice;
- Proof of identification will be required in line with Access NI guidance;
- Interviewees for relevant posts will be asked appropriate questions relating to the fact that National Museums NI provides a range of services to adults at risk and children;
- Two references will be obtained and checked on behalf of successful applicants. Referees will be provided with the job description for the relevant post. References will include questions relating to safeguarding children and adults at risk issues for applicants to 'regulated' positions. If there are any difficulties in obtaining the requisite number of references, this matter will be referred to the Human Resource Manager, for discussion with and guidance from, the relevant parties including a Designated Officer;
- Information supplied as part of the vetting process will be discussed between the assigned HR Business Partner and the Human Resource Manager and any other relevant staff as deemed appropriate, in determining suitability for confirmation of appointment. It may also be beneficial to facilitate a follow-up interview with the potential applicant for discussion of the relevance of offences and explanation of convictions in more detail. Any such discussions will be treated confidentially. Vetting will include verification of qualifications and any relevant gaps in employment.
- All appointments in National Museums NI are subject to a six month probation period.

2.2 Training

Responsibilities of the HR & Organisational Development department

- Undertaking training on safeguarding children and adults at risk is a mandatory requirement for all National Museums NI staff and the HR&OD department will ensure that training records are maintained;
- All volunteers are required to undertake safeguarding induction training appropriate to their role;
- The HR&OD department will facilitate refresher training for staff every three years, using either the National Museums NI's E-learning module on safeguarding children and adults at risk or the paper-based equivalent, or face to face training;
- The type of training approach is role specific. Designated Officers will be trained by external expert providers. Staff in visitor services and education roles will be trained by a mixture of face to face sessions and E-learning. Staff in non-visitor facing roles are more likely to be trained using our E-learning module.
- The HR&OD department will ensure that details relating to provision of safeguarding training or awareness raising for non-staff posts e.g. agency staff, trainees, etc. is recorded on the training database as appropriate.

Responsibilities of Line Managers

- Line managers are responsible for ensuring staff, agency staff and volunteers for which they have responsibility receive appropriate induction training.
- Line Managers will be responsible for assessing training needs of non-staff posts e.g. agency staff, trainees, etc. for which they have responsibility. They will also ensure that details relating to these posts, including whether safeguarding training is required and confirmation that it has been provided, if applicable, is provided to the HR&OD department.
- Line Managers will be responsible for ensuring that all new recruits complete either induction, the National Museums NI's E-learning module on Safeguarding Children and Adults at risk, or the paper-based equivalent, or a face to face training session with a Designated Officer within their first month of employment.

Responsibilities of Safeguarding Champion (Head of HR & OD)

- The Safeguarding Champion, in conjunction with the Safeguarding Manager, will ensure that staff undertake refresher training every 3 years, using the National Museums NI's E-learning module on Safeguarding Children and Adults at risk, or the paper-based equivalent.

- The Safeguarding Champion will ensure that additional training which enables effective implementation of the policy and procedures, is provided for Designated Officers and where applicable, Duty Managers. The HR&OD department will ensure that a record of this training is maintained.

2.3 Implementation and Monitoring Procedures

Responsibilities of Safeguarding Champion (Head of HR and OD)

- The Policy and Procedures will be kept under regular review by the Safeguarding Champion and the Safeguarding Forum. These will be updated in the light of developments in practice and in legislation relevant to the protection of children and adults at risk. In the event of any weakness being identified in procedures, the policy and relevant procedures will be reviewed and revised expeditiously.
- Manage the implementation of this policy through the operation of the Safeguarding Forum.
- Provide information and support for staff and ensure the policy is disseminated throughout the organisation.
- Establish contact with the Health and Social Care Trust, PSNI and other agencies as appropriate.
- Present a quarterly report to the Board of Trustees of National Museums NI on issues relating to the safeguarding of children and adults at risk across the organisation.

Responsibilities of Line Managers

- Line managers are responsible for the appropriate supervision of staff, agency staff, trainees and volunteers for which they have responsibility and monitoring compliance with this Policy and Code of Behaviour.
- Line managers are responsible for staff performance review processes associated with probation periods and the performance management procedure.
- All Line Managers will be responsible for monitoring that staff in their team are made aware of, and implement, the Safeguarding Children and Adults at Risk Policy and Procedures, as appropriate, to the member of staff's job role.
- Line Managers will also be responsible for ensuring that service providers (artists, demonstrators, musicians, educators etc.) are made aware that we operate a Safeguarding Policy as appropriate and monitor their adherence to it.

2.4 Dissemination of Information about the Policy

We will disseminate information on the Safeguarding Children and Adults at Risk Policy in the following ways:

- We will publish our Safeguarding Children and Adults at Risk Policy and Procedures on i-Trent, www.nmni.com and on the staff intranet;
- As part of our procurement procedures we will ensure that:

All contractors/suppliers are advised that they are required to accept and adhere to our Safeguarding Children and Adults at Risk Policy and Procedures. All purchase orders will carry a statement to this effect and will signpost contractors/suppliers to a link to this policy on our website;

The Central Procurement Directorate (CPD) will provide all relevant contractors/suppliers appointed by them with information relating to our Safeguarding Policy;

- We will ensure that children, carers and external parties coming onto our sites are informed of our Safeguarding Children and Adults at Risk Policy and Procedures, as appropriate;
- All Trustees will be provided with a copy of the Safeguarding Children and Adults at Risk Policy and Procedures;
- All volunteers will receive information and training, appropriate to the role, on our Safeguarding Children and Adults at Risk Policy.

2.5 Reporting Incidents

Procedures to be followed in case of suspected or alleged abuse.

Any member of staff, Trustee, volunteer or external service provider who:

- (a) suspects that a child or adult at risk has been, or is at risk of being abused; or
- (b) has had a disclosure made to them; or
- (c) receives a complaint from a member of the public relating to safeguarding issues in the museum; or
- (d) observes concerning behaviour by a member of the public relating to safeguarding; or
- (e) has a direct allegation made against them; or
- (f) suspects that another member of staff, Trustee, volunteer or external service provider is involved in the abuse of a child/children or adult(s) at risk or is suspected of being in breach of the code of conduct,

MUST

- report any matters in relation to safeguarding to the Duty Manager or Designated Officer on site, in order to discuss concerns immediately. There is always a Duty Manager on site but there may not be a Designated Officer. The Duty Manager will report safeguarding incidents to the Designated Officer, where appropriate and the Designated Officer will manage the incident in accordance with these procedures.
- remember that the physical safety and emotional needs of the child or adult at risk are of paramount importance and due consideration should also be given to the needs of the member(s) of the public reporting or involved in the matter.
- while listening to the child or adult at risk, endeavour to follow the guidelines in Appendix 1C (Disclosure of Abuse – Guidance for Staff).
- within 24 hours record the details of the incident including the child or adult at risk's condition, emotional state, any observed injuries and any statements made by him/her or adults involved. All information recorded must be as factual and accurate as possible. The Safeguarding Incident Report Forms at Appendix 2 should be used to record this information.

Members of staff, Trustees, volunteers or external service providers must only discuss matters of suspected or alleged abuse with the Designated Officer or Duty Manager and the Safeguarding Manager/Champion, if appropriate. Any other discussion may be deemed a breach of confidentiality and a disciplinary offence.

Through the Designated Officer or Safeguarding Manager/Champion, consult with the HSC Trust and/or PSNI to ensure that any subsequent action taken does not prejudice the HSC Trust or PSNI investigation.

If the allegation involves a staff member / volunteer, following the above consultation, they should be informed that an allegation has been made against them and provide them with an opportunity to respond to the allegation. Consideration should also be given to protective measures which may include suspending the staff member or moving him/her to alternative duties. These are neutral acts and do not convey wrongdoing on the individual's part. It may be necessary to allow the investigation to proceed or remove the individual from the possibility of any further allegation. Any decision on suspension will involve HR&OD.

All actions taken should be in accordance with the disciplinary procedures.

A member of staff against whom a direct allegation is made, may at any time thereafter, discuss the substance of the allegation in confidence with his/her chosen trade union representative or accompanying work colleague. Such discussion is also permitted in the event of disciplinary procedures being initiated.

Reporting of non-recent allegations of abuse

If a non-recent allegation of abuse is made, the following guidance should be followed.

- Clearly establish with the adult complainant if there may be any children or adult at risk currently at risk of harm from the person they are saying abused them.
- Advise and encourage the person making the complaint to inform the PSNI.
- If the complainant refuses to talk to the statutory authorities but has provided you with sufficient identifying information, then this information MUST be shared with the PSNI.
- Offer support to the complainant and signpost support agencies (Appendix 12)

The forms in Appendix 5 should be used to record all incidents/ allegations/ disclosures.

If you are worried about a child's wellbeing you may also contact the NSPCC Helpline on 0808 800 5000

2.6 Complaints against Designated Officer

If any member of staff considers that the Designated Officer has not carried out his/her duties effectively, or if he/she has any safeguarding concerns relating to the Designated Officer, that member of staff should contact the Safeguarding Champion (Head of HR & OD). If no response or an unsatisfactory one is given, within 5 working days, then the matter may be referred to the Chief Operating Officer.

If no response, or an unsatisfactory response, is given within 10 working days, then the member of staff should, under the Public Interest Disclosure (N.I.) Order 1998, as reflected in National Museums NI's Raising Concerns (Whistleblowing) Policy (see 2.7 below), refer the matter directly to the PSNI, as long as that member of staff is operating in good faith and in reasonable belief that the complaint is substantially true and factual.

2.7 Raising Concerns (Whistleblowing)

National Museums NI has a Raising Concerns (Whistleblowing) Policy. It states:

All of us at one time or another may have concerns about what is happening at work. However, when it is about unlawful conduct, a possible fraud or a danger to the public or the environment, or other serious malpractice, it can be difficult to know what to do.

The purpose of these arrangements is to reassure you that it is safe and acceptable to speak up and that any information regarding potential wrongdoing is valued. They are also in place to encourage you to raise your concern at an early stage and enable you to do so in the right way. Rather than wait for proof, we would prefer you to raise the matter when it is still a concern and welcome early notification.

Staff, volunteers and members of the public have the option of raising concerns internally or with nominated external bodies.

The Raising Concerns (Whistleblowing) Policy is accessible on the intranet or from the HR&OD Department.

2.8 Reporting Accidents and Near Misses

National Museums NI is committed to providing a safe environment for all visitors to our sites. Accidents or near misses should be reported to the Health & Safety Manager using the Accident / Incident Report Form which can be found on the intranet.

Any accidents or near misses which could represent a safeguarding concern will be referred to the Safeguarding Champion.

Appendix 1 - Key Information

1A - Code of Behaviour

National Museums NI welcomes children and adults at risk to explore, engage and enjoy our museums.

Whilst it is not practical to provide definitive instructions that would apply to all situations at all times, stated below are the standards of behaviour required of staff, agency staff, Trustees, volunteers, contractors and service providers, in order to fulfil their roles within National Museums NI. This should assist in the protection of children, adults at risk, staff and others.

Staff, Trustees, volunteers, contractors and service providers **must**:

- implement the principles upon which this Safeguarding Children and Adults at risk Policy is based at all times, as shown above;
- create a climate conducive to a positive experience when engaging with children and adults at risk, building up self-esteem, knowledge and skills;
- use positive and affirming language in communicating, showing respect and promoting inclusiveness;
- maintain the wellbeing of children and adults at risk, including their physical and emotional safety during their visit;

Staff, Trustees, volunteers, contractors and external service providers **must never**:

- engage in rough, physical games including horseplay;
- allow or engage in inappropriate touching of any kind;
- physically restrain a child or adult at risk, unless the restraint is to:
 - prevent physical injury of the individual/other children or adults at risk or themselves;
 - prevent damage to any property;
 - prevent or stop the commission of a criminal offence;
- any use of restraint must be:
 - proportionate to the situation;
 - recorded and reported;
 - reviewed along with a Designated Officer;
- make sexually suggestive comments to, or within, earshot of the public;
- do things of a personal nature for children or adults at risk that they can do for themselves or that their parent/leader/carer can do for them;
- become involved in a sexual relationship with any young person under 18 or an adult at risk;
- have any sexually explicit material on the premises, in any format;
- give out personal information or share personal email, social network site details (e.g., Facebook) and mobile phone numbers with any child, young person or adult at risk;
- befriend children or adults at risk on social networking sites;

- take a photograph/video of a child without prior parental consent and avoid naming the child where their photograph/video is used.

It is strongly recommended that staff, Trustees, volunteers, contractors and external service providers **do not**, except in emergency situations:

- have children or adults at risk on their own in a vehicle;
- enter a toilet area with children or adults at risk unless another adult is present or gives permission (parent, teacher, group leader, carer);
- spend time alone with a child or adult at risk. In situations where this is deemed necessary, staff should make sure that they can be clearly observed or seen by others and report the occurrence to the Designated Officer ;
- enter the residential accommodation whilst a group of children or adults at risk are in residence, unless accompanied by another adult (National Museums NI employee or the group leader).

Guidance on Physical Contact and Restraint

Physical contact should:

- Be in response to the need of the child/adult;
- Be with the child/adult's permission;
- Avoid 'swimsuit areas';
- Be open and not secretive; and
- Be governed by the age and developmental stage.

Physical intervention and restraint, staff/volunteers/contractors/external service providers should:

- Seek to defuse a situation;
- Only use restraint where necessary;
- Ensure any restraint used is proportionate to the situation;
- Record and report any use of restraint; and
- Review the situation with a Designated Officer.

If an allegation is made against a member of staff and that member of staff is ultimately deemed to have acted inappropriately, or not in the best interests of the child or adult at risk in breach of this Code of Behaviour, National Museums NI's Disciplinary Procedure will be invoked and may ultimately result in disciplinary action or dismissal from the organisation.

It should also be noted that reports of abuse or allegations will be notified to the Department for Community's Children's Champion.

Appendix 1B

Contact Details for Duty Managers and Safeguarding Designated Officers

Please report any matters in relation to safeguarding to the Duty Manager on site, in the first instance, in order to discuss concerns immediately.

Ulster Museum – Duty Manager	07500 829 638
Ulster Folk and Transport Museum - Duty Manager	07775 421 199
Ulster American Folk Park – Duty Manager	07557 825 416

Designated Officers- Ulster Museum

Colleen Watters (Ext: 4103) External number: 02890 440103	Fiona Baird (Ext: 4102) External number: 02890 440102
---	---

Designated Officers - Ulster Folk Museum and Ulster Transport Museum

Nick Ferguson (Ext: 5272) External number: 02890 395275	Laura Hutchinson (Ext: 5094) External number: 02890 395094
---	--

Susan Starrett (Ext: 5093 or 07721248256)
External number: 028 90395093

Designated Officers - Ulster American Folk Park

John-Paul Coyle (Ext: 6303 or 07917 046342) External number: 028 8224 2241	Dorothy Crawford (Ext: 6348) External number: 028 8225 6348
--	---

Pauline Gardiner (Ext: 6305)
External number: 028 8225 6305

Safeguarding Champion

Mark Wilkinson (Ext: 5049 or 07799 711924)
External number: 028 90395049

Safeguarding Manager

Katherine Gardiner (Ext: 5101)
External number: 028 90395101

The Safeguarding Champion (Head of HR & OD) has overall responsibility for safeguarding, on behalf of the Board of Trustees of National Museums NI.

Appendix 1C

Disclosure of Abuse – Guidance for Staff

On occasions you may be approached by someone who wants to tell you about an alleged incident or share their concerns. In such cases please remember the following:

Do -

Stay calm
Recognise your own feelings
Receive the information
Reassure, tell them they were right to tell
Actively listen, give them time to speak
Explain next steps to the person in comprehensible language
Record what is said
Report to Designated Officer
Get support for yourself
(The Designated Officer will be able to direct staff to suitable external agencies)

Do not -

Panic
Criticise the alleged perpetrator
Probe for more information/investigate
Promise confidentiality to the person
Make the person repeat the story unnecessarily
Make promises about the future
Question unless for clarification
Use leading questions or put words in the person's mouth
Rush into actions that may be inappropriate
Disclose the information to other colleagues
Pass judgement on the person making the disclosure or the alleged abuser

Remember

- **How you react may mean the adult at risk, child or young person telling or not telling his/her story. It may be the beginning of the healing journey for him or her.**
- **Record what has been said immediately or as soon as possible.**
- **Involve and formally report to appropriate individuals immediately.**
- **Depending on the individual circumstances e.g. age of the person, level of disability, it may be necessary for an advocate to be present to enable the adult at risk or child's voice to be heard more effectively. This might be the adult at risk or child's leader, teacher, carer, or parent, unless she or he is the person of concern. If the supervising person is not available, another member of staff can be availed of to assist in representing the voice of the adult at risk or child, if appropriate.**

Appendix 2

Anti-Bullying Guidelines

Everyone taking part in activities and services delivered by National Museums NI should be able to have fun and enjoy taking part. Bullying is wrong and will not be tolerated wherever it occurs or whoever is responsible. If bullying does happen, it should be reported to a member of staff as soon as possible.

What is bullying?

Bullying is when someone makes someone else unhappy by being nasty to them on purpose. It can happen face-to-face or through cyberspace, and comes in many different forms:

- Verbal: Name calling, teasing, mocking, taunting and threats.
- Physical: Any form of physical violence including hitting, kicking, tripping, punching and pushing.
- Sexual: Unwelcome sexual advances or remarks that are intended to cause offence, humiliation or intimidation. This could include pressure to send images of a sexual nature.
- Emotional: Leaving people out, being unfriendly, tormenting, ridiculing, humiliation, taking peoples' things, setting people up and spreading rumours.

Bullying often stems from a perceived difference in ability, race, religion, sexual orientation, gender identity or political views. Staff, volunteers, children and young people must be vigilant to the signs of bullying and identify bullying hotspots (i.e. where children are likely to be most vulnerable).

Bullying can make someone feel scared and alone. It may result in change in behaviour and/or personality, absence, unkempt appearance, unexplained injuries, self-harm and/or missing/damaged possessions. Sometimes the person being bullied is afraid to tell someone else, but it is important that they do so that someone can help and stop the bullying. No one should ever be bullied, and everyone has the right to feel safe.

Remember!

Do

- Respect yourselves and each other
- Treat everyone fairly
- Listen to each other
- Learn from each other
- Include everyone
- Be friendly to each other and have fun
- Stand up for yourselves and each other
- Encourage everyone to join in
- Look out for each other

Don't

- Don't hurt anyone
- Don't pick on anyone
- Don't tease anyone
- Don't call anyone names
- Don't take anyone else's things
- Don't ignore bullying of any kind

If you are being bullied or think someone else is being bullied tell a member of staff.

Responding to an incident:

Any incident of bullying must be fully recorded and reported to the Designated Officer using the Incident Report Form.

Staff must support the young person being bullied:

- Listen and focus on the young person.
- Learn what's been going on and show you want to help.
- Assure the young person that bullying is not their fault.
- Assess the severity of the situation - the nature, frequency and duration of the bullying behaviour and the degree of distress suffered by the young person.
- Inform the young person's parents as soon as possible.
- Work together with the young person and their parents to resolve the situation and protect the young person being bullied - ask the young person what can be done to make him or her feel safe. For example, this might involve the young people involved working in different teams or sitting separately during break/lunch times until the issue is resolved.

Staff must address the bullying behaviour:

- Address the bullying behaviour with the rest of the group, if appropriate. For example, remind everyone of the anti-bullying guidelines. Facilitate a discussion around what bullying is and how it may affect a young person.
- Speak to the young person individually. Make sure the young person knows that the bullying behaviour is inappropriate and harms others. Remind them of the anti-bullying guidelines.
- Point out the level of distress experienced by the young person being bullied.
- Work with the young person to understand some of the reasons he or she has demonstrated bullying behaviour.
- Outline that bullying is taken seriously. Calmly tell the young person that bullying will not be tolerated and if the matter persists, they may be excluded from activities.
- Inform the young person's parents as soon as possible.
- Work together the young person and their parents to try and stop the bullying behaviour and encourage positive behaviour.
- Involve the young person in making amends or repairing the situation, where appropriate.
- Monitor the situation carefully.
- If the bullying behaviour continues the young person may need to be temporarily or permanently excluded from activities.

Remember that any safeguarding concerns must be reported to your line manager / Designated Officer as soon as possible as per reporting procedures.

Appendix 3

Additional categories of abuse

In addition to the definitions of abuse outlined in section 1.5, the following additional definitions come from the Co-operating to Safeguard Children and Young People in Northern Ireland guidance.

Complex Child Abuse

A 'complex, organised or multiple abuse, whether sexual, physical, emotional or by neglect occurs as part of a network of abuse across a family or community, within residential homes or schools and within an 'on or off line' networked groups of sexual offenders'.

Abuse within Communities

Children and young people in Northern Ireland face additional vulnerabilities living in a post-conflict society which is still experiencing legacy issues associated with paramilitarism. Within some communities, there can be an acceptance of the use of violence as a response to perceived anti-social behaviour, crime committed by individuals or as a method of control over children and young people. Children and young people within these communities may be threatened with violence or forced expulsion from their homes and local areas by those linked to organised gangs or paramilitary organisations or as a result of perceived cultural beliefs. Children may also be abused or exploited by adults who hold power within their communities, where fear is used to coerce the child or young person into compliance.

Female Genital Mutilation (FGM)

FGM involves procedures that include the partial or total removal of the external female genital organs for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life.

Forced Marriage

A forced marriage is a marriage conducted without the valid consent of one or both parties and where duress is a factor. Forced marriage is a criminal offence in Northern Ireland, and where an agency, organisation or practitioner has knowledge or suspicion of a forced marriage in relation to a child or young person, they should contact the PSNI immediately.

Honour Based Violence (HBV)

The term 'Honour based violence' is used to refer to a range of violent practices used to control behaviour within families or other social groups to sustain or promote perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative or another has shamed, or may shame, the family and/or community by breaking their 'honour code'. The punishment can include assault, abduction, restrictions of liberty, confinement, threats and murder.

Fabricated or Induced Illness (FII)

Harm may be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Fabricated or induced illness by parents or carers can cause significant harm to children. FII involves a well child being presented by a carer as ill or disabled, or an ill or disabled

child being presented with a more significant problem than he or she has in reality and suffering harm or potentially suffering harm as a consequence.

Sexual Exploitation of Children and Young People

Child sexual exploitation 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.

Online sexual exploitation of children and young people involves a range of offending which includes, but is not limited to, online grooming and can occur without a child or young person's knowing they are being targeted. The [Parents Against Child Sexual Exploitation website](#) provides helpful information describing the gradual, phased and progressive stages of grooming wherein the intent to exploit is ever-present and the pattern of increasing control evident. It also provides a range of useful advice to assist professionals to work collaboratively with parents/carers to help them protect children and young people from sexual exploitation.

Sexual exploitation can also involve children or young people being trafficked, within and across domestic and international borders, to engage in sexual activity with multiple perpetrators. While some children and young people may be more vulnerable, victims of sexual exploitation often have no obvious vulnerability factors and are not otherwise known to services, agencies or organisations. A child or young person may not see themselves as a victim of sexual exploitation, and in these circumstances is unlikely to disclose information voluntarily or may be difficult to engage. This may be as a result of threat, intimidation, fear of exploiters, loyalty to perpetrators, a negative perception or fear of authorities, or simply a failure to recognise that they have been exploited.

Abusive Images of Children

The production of abusive images of children can involve contact sexual abuse of children and/or the manipulation of innocent images, including video, film or photographic data. Such images are often distributed for sexual gratification and sometimes for financial gain. Modern technology has become a key mechanism for distributing abusive images of children and/or young people.

Risks of Misuse of Digital Technologies

Young people use e-technologies extensively from an early age. While it is clear that technology offers children unprecedented opportunities to learn, communicate, create, discover and be entertained in a virtual environment, there are some inherent risks. Whilst most children and young people's confidence and competence in using technologies is high, their knowledge and understanding of the risks associated with its use may be low.

Abuse by a Person in a Position of Trust

Abuse can be perpetrated by adults working in a position of trust, either in an employed or voluntary capacity, in a variety of settings or within an organisation that has responsibility for, or provides services or activities, for children.

Appendix 4

Further Guidance on Adult Safeguarding

The language of adult safeguarding previously focused on protection and used the term 'vulnerable adult.' This was widely misinterpreted, often used out of context and, for some, the term implied weakness on the part of the adult, which many found unacceptable. There has been a move away from the concept of 'vulnerability' and towards establishing the concept of 'risk of harm' in adulthood. It places the responsibility for harm caused with those who perpetrate it.

Adult safeguarding is based on fundamental human rights and on respecting the rights of adults as individuals, treating all adults with dignity and respecting their right to choose. It involves empowering and enabling all adults, including those at risk of harm, to manage their own health and well-being and to keep themselves safe. It extends to intervening to protect where harm has occurred or is likely to occur and promoting access to justice. All adults at risk should be central to any actions and decisions affecting their lives.

Safeguarding adults is complex and challenging. The focus of any intervention must be on promoting a proportionate, measured approach to balancing the risk of harm with respecting the adult's choices and preferred outcome for their own life circumstances. The right of a person with capacity to make decisions and remain in control of their life must be respected.

Who is an Adult at Risk of harm?

The definition of an 'adult at risk of harm' takes account of a complex range of interconnected personal characteristics and/ or life circumstances, which may increase exposure to harm either because a person may be unable to protect him/herself or their situation may provide opportunities for others to neglect, exploit or abuse them. It is not possible to definitively state when an adult is at risk of harm, as this will vary on a case by case basis. The following definition is intended to provide guidance as to when an adult may be at risk of harm, in order that further professional assessment can be sought

An 'Adult at risk of harm' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their: a) personal characteristics and/or b) life circumstances.

Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

An 'Adult in need of protection' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their: a) personal characteristics and/or b) life circumstances and c) who is unable to protect their own well-being, property, assets, rights or other interests and d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

Consent

The way we work with adults at risk, how we behave around them and our attitudes towards them, all contribute to the way adults at risk feel about themselves. Consent is a clear indication of a willingness to participate in an activity or to accept a service. The adult at risk may signal consent verbally, by

gesture, by willing participation or in writing. Decisions with more serious consequences will require more formal consideration of consent and appropriate steps should always be taken to ensure that consent is valid. Staff and volunteers should remember that no one can give, or withhold, consent on behalf of another adult unless special provision for particular purposes has been made for this, usually in law. In certain situations the need for consent may be overridden. This is generally when it is in the public interest to do so, for example, the disclosure of information to prevent a crime or risk to health or life.

Regulated activity with adults

The definition of regulated activity for adults from 10 September 2012 under the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (as amended by the Protection of Freedoms Act 2012) identifies the activities provided to any adult which, if any adult requires them, will mean that the adult will be considered vulnerable at that particular time. There are six categories within the new definition of regulated activity: health care; personal care; social work; assistance with general household matters; assistance in the conduct of a person's own affairs; conveying.

What is adult abuse?	
Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse can take many forms:	
What are the forms of abuse?	What are the signs?
Physical abuse Including hitting, slapping, pushing, kicking, burning, misuse of medication, inappropriate restraint or disciplining a person in an inappropriate way.	Physical Fractures, bruising, burns, pain, marks, not wanting to be touched.
Psychological abuse Including emotional abuse, verbal abuse, humiliation, bullying, or the use of threats.	Psychological Withdrawn, too eager to do everything they are asked, compulsive behaviour, not being able to do things they used to, not being able to concentrate or focus.
Financial or material abuse Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.	Financial Having unusual difficulty with finances, over protection of money and things they own, not paying bills, and lack of normal home comforts.
Sexual abuse Direct or indirect sexual activity where the adult at risk cannot or does not give his or her consent.	Sexual Genital irritation, sexually transmitted diseases, offensive language, recoiling contact, persistent sexually inappropriate behaviour.
Neglect or acts of omission Withdrawing or not giving the help that an adult at risk needs, so causing them to suffer.	Neglect Having pain or discomfort, overly hungry, thirsty or untidy, deterioration in health, changes in behaviour.
Exploitation The deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity.	Exploitation May manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.
Institutional abuse Abuse or mistreatment by a regime or by any individual within any building where care is provided.	Institutional Lack of personal clothing / possessions, no care plan, frequent hospital admissions, instances of unsatisfactory professional practice, ill treatment or gross misconduct.

Have you or anyone else spoken with the parents/carers/or other adult and if so what was said?			
To whom reported		Date and time reported	
Your name and position			
Signature		Date	

This section to be completed by the Designated Officer/Duty Manager

Any further action taken?

Copy of form sent to: Head of HR&OD

Signature		Name		Date	
-----------	--	------	--	------	--

- Please remember to observe confidentiality and only speak to nominated staff -

Appendix 5B

Safeguarding Children and Adults at Risk Allegation against Staff Member Reporting Form

To be filled out by the person reporting the concern. Please fill out all the information that is known.

Name of member of staff against whom allegation is being made	
Site/Location	
Details of Incident Where did incident take place? Date and time of incident Site this incident took place in Exact location of incident Was anyone else involved? Any other details	
Description of what has prompted concerns (please include details of any specific incident, dates, times etc.) and describe any physical or behavioural indicators which have been observed	

Action taken			
Return immediately to the Designated Officer in an envelope marked Highly Confidential			
Your name and position			
Signature		Date	

This section to be completed by the Designated Officer/Duty Manager

Any further action taken?

Copy of form sent to:- Head of HR&OD

Signature		Name		Date	
-----------	--	------	--	------	--

- Please remember to observe confidentiality and only speak to nominated staff -

Appendix 6A

Staff procedures for dealing with a lost child/adult at risk in the Ulster American Folk Park

If someone reports to you that a child or adult at risk in their care is missing you should:

1. Contact a Visitor Services Team member immediately providing as much information as possible, to include:
 - name of child/ adult at risk;
 - age;
 - address/name of school (if applicable);
 - physical description (height, colour of hair, clothing, etc.);
 - where child/ adult at risk was last seen;
 - the time the child/ adult at risk adult was last seen;
2. On receipt of this information, the member of the Visitor Services Team will circulate the facts by radio/telephone to the Duty Manager, Visitor Guides and other relevant staff. If necessary the Duty Manager will issue instructions and advice in relation to a more extensive search. The Duty Manager will be responsible for contacting local police if necessary;
3. 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/ adult at risk and explain that contact will be maintained with them through the Duty Manager.

Appendix 6B

Staff procedures for dealing with a child/ adult at risk found in the Ulster American Folk Park

If a child/ adult at risk who is lost comes to you, follow this procedure:

1. Reassure the child/ adult at risk;
2. If deemed appropriate, try to locate the parent/guardian in the vicinity on your way to contacting a member of the Visitor Services Team;
3. Contact a Visitor Services Team member giving the following details if possible:
 - name of child/ adult at risk;
 - age of child/ adult at risk;
 - address/name of school;
 - physical description (height, colour of hair, clothing, etc.);
 - where child/ adult at risk was found;
4. If you are on your own with the child/ adult at risk, ensure that you are in a public area where you can be seen and heard;
5. Make sure he/she is accompanied by another adult (member of the public or Museum staff member). The Duty Manager will attempt to locate the parent or guardian in the vicinity;
6. If this cannot be done within a short time, the member of staff finding the child/ adult at risk will take the child/ adult at risk to the Visitor Centre to be left in the care of two members of the Visitor Services Team who are manning the Visitor Centre;
7. The Duty Manager will then issue instructions and advice in relation to a more extensive search. The Duty Manager will be responsible for contacting local police if necessary;
8. A written record will be kept by the Duty Manager of lost and found children/adults at risk and occurrences will be reported to the site Designated Officer[s] as soon as reasonably practicable.

Appendix 6C

Staff procedures for dealing with a lost child/ adult at risk In the Ulster Museum

1. When a parent/guardian reports a child/ adult at risk missing, get description, name, age, clothing (anything easy to spot) of lost child/ adult at risk adult and last known location. Try if possible to keep the parent/guardian with you.
2. Send an initial radio message: ***“your name to Duty Manager and all staff, please go to Green Button”*** (this allows radio holders to go to a more private area and adjust the radio volume to ensure the information remains as private as possible).
3. Then on radio give description, name, age, clothing (anything easy to spot) of lost child/ adult at risk and last known location.
4. If you do not have a radio, either phone the Duty Manager who will send the radio message, or seek assistance from a colleague with a radio.
5. As soon as the information has been received, staff in Art 7, Fossils and Early Peoples will start looking for the child/ adult at risk.
6. The Duty Manager will notify Security and Reception (*Duty Manager is now in control of radio co-ordination*).
7. Security will sweep CCTV footage outside and inside building at the last known location area.
8. Reception will contact the three Discover Areas and provide description etc to enable the search of the Discover Area.
9. Orientation or FOH staff member will go to the front door if there is no security in the area.
10. Staff in Art 7 will walk through the galleries from Art 7 to Art 1 passing on the description if necessary.
11. Staff in Fossils will walk through to Deep Time.
12. Staff in Early Peoples will walk through to Plantation.
13. Remember to search the relevant Discover Areas as well.
14. Gallery guides will search areas including catwalks, stairways and nearby toilets.
15. FOH will search shop, Stranmillis corridor, restaurant and toilets.
16. Exhaust all areas including toilets, lifts, Grainger Room, Learning Zone, Belfast Room, lecture theatre, back of house areas.

- 17. Report back to Duty Manager when areas have been searched (e.g. "Art Areas have been searched, no Green Button there")**
18. In conjunction with security the Duty Manager will make a decision based on CCTV footage whether or not to call police.
19. When child/ adult at risk is found relay info to everyone via the radio (e.g. "The Green Button has been found in Art, all well").
20. Reception will inform Discover Area staff when the child/ adult at risk has been found.

Appendix 6D

Staff procedures for staff procedures for dealing with a child/ adult at risk found in the Ulster Museum

1. Stay with the child/ adult at risk where you found them.
2. Radio or phone Duty Manager with following message "*your name* to Duty Manager, I have found a Green Button in *gallery name*, could you meet me there?"
3. When Duty Manager arrives, take the child/ adult at risk down to Reception while trying to develop a rapport with the child/ adult at risk in order to establish their name/surname/contact information.
4. Reception staff to make a tannoy announcement "Could Mr & Mrs... please come to Reception."
5. Do not mention that a child/ adult at risk has been found and do not say the name of the child/ adult at risk over the tannoy.
6. When parent/guardian turns up, ascertain that they know each other and can be happily reunited.

Appendix 6E

Staff procedures for dealing with a lost child/adult at risk in the Ulster Folk Museum and Ulster Transport Museum

If someone reports to you that an **ADULT AT RISK OR CHILD IN HIS / HER CARE IS MISSING**:

- Take note of the description, name, age, clothing (anything easy to spot) of lost child/ adult at risk and last known location and last time sighted. Try if possible to keep the parent/guardian with you or ask for a contact mobile number.
- Depending on your location gain access to a radio or phone.
- **By radio:** Send an initial message to announce **“Your name and this is a private message for all radio users”**. Pause to allow radio users to move from public areas, then give the **description, name, age, clothing (anything easy to spot) of lost child/ adult at risk and last known location**.
- **By phone:** If you do not have access to a radio, contact Security (5099) who will co-ordinate with the VS DM and do the radio announcement for you.
- Reassure the parent/guardian that action is being taken to locate the lost person and that procedures are in place.
- On hearing the information, available staff to begin search based upon last location. Remain discreet while you sweep the area to include galleries, toilets, Tea Rooms, shops, exhibit buildings and communicate with other staff in these areas.
- DM to communicate with Ticket Desks/FOH areas.
- Member of security to monitor exits of Transport & Folk Museum and CCTV footage.
- In conjunction with Security the DM will decide whether to inform the PSNI.
- When the child or adult at risk is found, DM/Security announces a private message to all radio users that the issue has been resolved. DM to inform Ticket Desks/FOH areas.
- When child or adult at risk is found, ascertain that they know each other and can be happily reunited.
- Make a written record and inform DM and the Designated Officer where necessary. An Incident Form should be completed as required.

Appendix 6F

Staff procedures for dealing with a child/adult at risk found in the Ulster Folk Museum and Ulster Transport Museum

Staff procedure when a child or adult at risk is discovered lost

- Stay with the child/adult at risk.
- Reassure them and inform them of your name and that you are a member of staff.
- Radio or phone DM or Security with following message **“Your name and this is a private message for all radio users”**. Pause to allow radio users to move from public areas, then give information about the person you are with and your location.
- **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 deemed appropriate, try to locate the parent/leader in the vicinity on your way to contacting Security (see below).
- Depending on where you are follow the next steps:

Ballycultra Town

- Make your way to the VIC where other staff are present. While walking try to reassure child/adult at risk in order to establish their name/surname/contact information.
- Contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.
- Search to locate parent/guardian by Security and VS team.
- The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.
- When parent/guardian turns up, ascertain that they know each other and can be happily reunited.
- Make a written record and inform DM and Designated Officer where necessary. An Incident Form should be completed as required.

Rural Museum

- Make your way to the Corradreenan Farm. While walking try to reassure child/adult at risk in order to establish their name/surname/contact information.
- Contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.
- Search to locate parent/guardian by Security and VS team.
- The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.
- When parent/guardian turns up, ascertain that they know each other and can be happily reunited.
- Make a written record and inform DM and Designated Officer where necessary. An Incident Form should be completed as required.

Transport Museum

- Make your way to the Reception. While walking try to reassure child/ adult at risk in order to establish their name/surname/contact information.
- Reception staff to make a tannoy announcement "Could Mr & Mrs... or leader from please come to Reception"
- Do not mention that a child/ adult at risk has been found and do not say the name of the child/ adult at risk over the tannoy.
- Also contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.
- Search to locate parent/guardian by Security and VS team.
- The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.
- When parent/guardian turns up, ascertain that they know each other and can be happily reunited.
- Make a written record and inform DM and Designated Officer where necessary.

Appendix 7

Leaders'/Teachers'/Carers' Responsibilities while visiting our sites

National Museums NI wants to ensure that children and adults at risk are protected from harm while attending any of its sites. In addition to National Museums NI's responsibilities, the organisation asks that teachers/leaders and carers of groups exercise their own responsibilities.

In particular, all leaders/teachers/carers shall:

- make sure they have adequate staff supervision taking into consideration the ratios advised to them at confirmation of booking with the individual museum;
- ensure they actively supervise the adult at risk or child at all times;
- in the case of an accident, contact a member of museum staff who will follow National Museum's procedures;
- in the case of a lost person, contact a member of the museum staff who will follow National Museum's procedures;
- refrain from having possession of, or consuming alcoholic beverages or using proscribed drugs, on National Museums NI's premises;
- refrain from either verbally or physically abusing an adult at risk or child;
- ensure adequate insurance cover for the group and leaders;
- ensure that the appropriate group leaders carry any necessary medicine for adults at risk or children with them at all times, with the permission of the parent/guardian as appropriate;
- inform their group of the following behavioural expectations while attending the Museum.

Group Behavioural Expectations

Group leaders, teachers and carers should not allow members of their group to:

- make any sectarian, sexist, racist or other offensive remarks toward any person or other group;
- vandalise museum exhibits or property;
- leave litter or drop chewing gum in museum grounds;
- enter areas of the museum that are cordoned off or marked 'staff only';
- use any lifts inappropriately;
- use bad language;
- access inappropriate internet / digital content;
- frighten or hurt any animals;
- smoke in any building;
- consume alcohol or use proscribed drugs;
- bullying - verbal, physical, sexual, emotional (see guidance at Appendix 2);
- engage in horseplay likely to cause offence or physical harm, e.g. rough games;
- use threatening, abusive, violent or sexual behaviour;
- bring any dangerous or offensive implement(s) or implement(s) perceived to be offensive or dangerous, e.g. toy guns, on to museum property.

In the event that any of the above is not followed, depending on the seriousness of the occurrence, National Museums NI reserves the right to take such action as is necessary and appropriate for the safety of all concerned. This includes the right to refuse admission and/or ask the group to leave.

National Museums NI wishes to remind all teachers/group leaders and carers that the primary responsibility for the welfare of the adults at risk or children in their care rests with them at all times.

Appendix 8

Procedure for Visitor Comments and Complaints in relation to Safeguarding Children and Adults at Risk

National Museums NI takes all comments, concerns and complaints seriously, especially those relating to children and adults at risk. Concerns on these matters should be raised in one of the following ways:

1. Visitors should speak to any member of staff and advise them that they would like to speak to someone in relation to a safeguarding children and adults at risk matter. Staff will follow the internal procedure to immediately contact the appropriate member of staff. In the interests of confidentiality, visitors are requested to speak only to the trained Designated Officers/Duty Managers about the details of comments, concerns or complaints.
2. Visitors or members of the public may contact a Safeguarding Children and Adults at risk Designated Officer in writing or by telephone (see Appendix 1B). Correspondence must be marked 'Private & Confidential' and for the attention of the Safeguarding Designated Officer.
3. The site Designated Officer will raise any concern or incident, with an appropriate level of detail, for review at our internal Safeguarding Forum.

Requests will receive immediate attention. Response time will be dictated by the nature of the comment or concern. Comments in writing will be responded to with an initial response within 48 hours of the normal working week. If no response or an unsatisfactory one is given, within 5 working days, then the matter may be referred to the Safeguarding Champion (Head of HR & OD).

Appendix 9

Photography and Social Media Policy

Guidance for staff on the use of photographs and images of children, young people and adults at risk

Introduction

The purpose of this Photography and Social Media Policy is to ensure the privacy and protection of visitors, especially in relation to the Safeguarding Children and Adults at Risk Policy and Human Rights Legislation and also to protect the commercial interests of National Museums NI.

General Visitors

General visitors may take photographs with normal domestic cameras of their friends and family at National Museums NI's sites.

Staff must however be aware of abuse of this, whereby adults may be taking photographs of children and adults at risk who are not part of their family. This behaviour is not in keeping with our Safeguarding Children and Adults at Risk Policy and should be politely but firmly stopped.

Similarly, adults may not wish to have their photographs taken by strangers and therefore the general advice is that visitors should be asked if they mind being photographed.

Press and PR Photographs

Professional photographers who are taking publicity shots on behalf of National Museums or other clients must seek permission of the people they are photographing by using the photographic consent form (see following page).

It is the duty of Marketing/ Education/ Visitor Services staff to ensure that adequate and appropriate permission is obtained BEFORE the photograph is taken.

The photographic permission must state the purpose of the photography and how the photograph is being used. The permission form should be retained and filed for future reference.

Commercial Photographs

Groups using the museums for commercial promotions or publications must seek permission before doing so from the Marketing Department. A charge may be made if appropriate.

CCTV

At National Museums NI's sites when CCTV is in operation, notices indicating this should be in obvious public view. In addition the reason for using CCTV should be mentioned in the publicly displayed notice of the policy. CCTV should only be used for security reasons such as the protection of visitors and the building.

Social Media

Our social media activity tends to concentrate on collections and staff activity. On occasions when social media is being used for events, members of the public may be photographed. In this instance any

photographs or videos of children or adults at risk (individuals or in groups), must not be taken without obtaining written permission. This applies to all photography that may be used on social networking sites. Any information which could be used to identify or trace the children or adults at risk should be withheld (e.g. names of individuals, names of schools, groups or institutions).

In the case of any digital work created by children or adults at risk where individuals are identifiable within the work, written permission to keep and use the material on www.nmni.com, or social media channels, must be obtained from the creator.

Consent Form

(Photographic and/or Video and/or Sound Recordings)

Details

Name of person being photographed/recorded: _____

Name of parent/guardian/carer (if under 18 or adult at risk): _____

Address: _____

Postcode: _____ Tel No: _____

E Mail: _____

Declaration by National Museums NI

We thank you for agreeing to be photographed and/or recorded by National Museums NI.

We agree that the images/recordings will only be used for audience engagement and public programming (i.e. in publications, literature, brochures, advertisements, in our exhibition galleries or as part of our digital presence) to promote the organisation and that they will not be sold.

Signed on behalf of National Museums NI: _____

Print Name: _____ Date: _____

Declaration by person being photographed/recorded

a) I agree to these photographs/recordings being used for audience engagement and public programming as outlined above.

b) Any special conditions: _____

Signature of person being photographed/recorded: _____

(or parent/guardian/carer if under 18 or an adult at risk)

Date: _____

Additional Information

Reference No. _____

Purpose of the programme/project (if known) _____

Appendix 10

Guidance for staff when working with work experience students and young volunteers

Due to the fact that National Museums NI offers a facility whereby students from schools and colleges are able to learn about museums and their facilities for short periods some staff will be required to work on a one-to one basis with children from 16 - 18 years of age and with adults at risk over the age of 18 years.

It is recognised that schools, colleges and training providers expect those undertaking work experience placements to develop independence, responsibility and the ability to make their own decisions and to apply learning.

However, it is also appreciated that in the light of the entire content of this Policy, the welfare of the adult at risk or young person must be paramount.

To enable both staff and the work experience student to have a positive experience, the following staff guidelines must be followed:

Environment

While it is recognised that it is not always practical to have two or more staff working with one adult at risk or young person during work experience placements for a variety of reasons, no young person undertaking a work experience placement should be left without any supervision.

If you are expected to spend time alone with a student, you must:

- always ensure that the student's supervisor or another staff member knows his or her location and the proposed activity;
- ensure that a door is left ajar or that there is a clear view into the room/exhibit through a window.

Travel

Do not travel alone in a private vehicle with a student unless this is unavoidable. If you are travelling alone in a vehicle with the student, ensure that another member of staff knows the intended destination, activities and estimated duration of the journey.

Personal Contact

There may be occasions when physical contact is unavoidable (e.g. when you are guiding them in carrying out a technical operation) but these should be kept to a minimum.

Do not give out personal information or share personal email, social network site details (e.g., Facebook) and private mobile phone numbers with any child or adult at risk.

Behaviour

Whilst it is important to reassure a young person who may be nervous in a new placement and reliant on your guidance, avoid being over familiar or having physical contact. Be aware of the nature of the

conversation you are having and avoid swearing or other behaviour which could be considered a bad example to the child.

Disclosure

Occasionally children may disclose confidential information to you or a colleague that gives rise to concern for their physical or emotional safety. In such situations you should refer to the guidance provided in Appendix 1C of this document.

Work

At the start of any placement you should take some time to explain the format of the placement, including place and conditions of work and ensure that the child is comfortable with the proposed arrangements. You will also be responsible for ensuring relevant health and safety procedures are explained and adhered to.

All staff who will come into contact with the student during the work experience placement must adhere to all aspects of this policy and procedural document, plus the requirements of other relevant National Museums NI's policies.

Appendix 11

Duties of National Museums NI's Designated Officers

1. To record and manage concerns or suspicions in relation to abuse as detailed in Section 2.5.
2. To seek advice from the relevant agencies e.g. PSNI and NSPCC and report concerns or suspicions, if appropriate.
3. If the site disclosure/suspicions relate to a National Museums NI employee, to advise and liaise with the Safeguarding Champion, head of department and HR Manager as appropriate.
4. To keep up to date with relevant legislation, good practice and policy developments.
5. To liaise with a visiting organisation's Designated Officer if appropriate, regarding disclosure/suspicions of abuse.
6. To liaise with National Museums NI's Senior Management Team, the Safeguarding Champion and the Safeguarding Forum to ensure the ongoing implementation and review of National Museums NI's Safeguarding Children and Adults at Risk Policy and Procedures.
7. To assist with the training programme for Safeguarding Children and Adults at Risk.
8. To adhere to the guidelines agreed within the Confidentiality Agreement relating to Adults at Risk and Child Protection for Designated Officers and Senior Management.
9. To liaise with the other Designated Officers from National Museums NI to promote further good practice and to offer practical and emotional support, if required.
10. To fulfil any other relevant duties that may become apparent as the role of Designated Officer develops.

Appendix 12

Contact Details for Health and Social Care Trusts – Gateway Teams

Health and Social Care (HCS) Trusts – Gateway Team

Belfast HSC Trust	02890 507000
Northern HSC Trust	0300 1234333
Southern HSC Trust	0800 7837745
Western HSC Trust	02871 314090
Out of hours emergency service	02895 049999

Health and Social Care (HSC) Trusts – Adult Safeguarding Team

	Office Hours	Out of Hours
Belfast HSC Trust	02895 041744	02895 049999
Northern HSC Trust	02894 413659	02895 049999
Southern HSC Trust	02837 564423	02895 049999
Western HSC Trust	02871 611366	02895 049999

Regulation and Quality Improvement Authority (RQIA)

Belfast	02890 517500
Omagh	02882 245828

Police Service of Northern Ireland

Public Protection Units (PPUs)	0845 6008000
General Enquiries	101