

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY

SECTION 1 - Safeguarding Policy Statement

- Penlee House Gallery & Museum accepts that the welfare of children and vulnerable adults visiting these premises is paramount (Children Act 2004) and all possible measures will be put in place to ensure that this is a safe place for children and vulnerable adults to be.
- We recognise that our duty is to take reasonable care in all circumstances and to ensure that children and vulnerable adults will be reasonably safe in using the premises for the purpose for which they are permitted to be here (Occupier's Liability Act 1957).
- We are also aware that the standard of care expected in relation to children is higher than in relation to adults because staff must expect children to be less careful than adults.

The child's and vulnerable adults welfare refers to protection from accidents, alarm and abuse. To this end, guidelines on good practice when dealing with children and vulnerable adults have been defined (see SECTION 3) and risk assessments for on-site activities have been completed. Appropriate procedures for dealing with situations and/or incidents have been defined and are available for staff to consult. This includes telephone numbers for the appropriate agency(ies) to be contacted.

The appointed Safeguarding Officer is Zoe Burkett, who will be responsible for ensuring that the policy is updated and adhered to.

ALL Staff and volunteers must be aware of this policy and they are expected to abide by it.

Where appropriate, paid staff (including freelance workshop leaders) and volunteers will be asked to undertake a DBS check. All such checks will be reviewed every three years. Recently, changes have been made to the Disclosure and Barring Service and now staff and volunteers only require DBS check if they are in 'regulated activity' with children or vulnerable adults. Regulated activity is defined as regular and unsupervised work with children and vulnerable adults. It is not anticipated that our staff or volunteers will undertake regulated activities, but all activities but will risk assessed to ensure that this is so.

All staff and volunteers will be given access and training on this document and how it could impact on their duties.

Children will not be allowed access to the museum unless accompanied by a parent or someone acting *in loco parentis* e.g. a teacher, workshop leader or relevant member of Penlee House staff. Accompanying adults are expected to stay with their charges at all times.

Procedures (see SECTION 4) have been identified to deal with:

- a) an emergency or unforeseen situation where unsupervised access occurs
- b) any incident occurring that causes harm or distress to a child or vulnerable adult on the site
- c) in the event of a child coming onto the site to seek assistance due to an occurrence off the site. Any identified staff training needs in matters of safeguarding guidelines or procedures will be implemented.

Any breaches of the policy will be dealt with immediately and responded to appropriately in accordance with legislation and with regard to policies and procedures of the local authority.

SECTION 2 - Definitions and Terminology

Child anyone under 18 (includes 'young people')

Vulnerable adults

1. Any person aged 18 or over who is, or may be, in need of community care services because of disability, age or illness and who:-
 - Is, or may be, unable to take care of themselves
OR
 - Is unable to protect himself or herself from significant harm or exploitation
2. This can include older people, people with visual or hearing impairment, physical disability, learning disabilities or mental health problems, and people living with HIV or AIDS.

Abuse and Neglect – forms of maltreatment of a child or vulnerable adult. The following are the accepted definitions.

- Physical abuse – hitting, shaking, throwing, poisoning, burning etc.
- Emotional abuse – 'Conveying to children that they are worthless, imposing inappropriate expectations, etc'.
- Sexual abuse – 'forcing a child to take part in sexual activities'.
- Neglect – the persistent failure to meet basic physical and / or physiological needs.

SECTION 3- Good Practice Guidelines

General guidelines for working with children

- a) Avoid being alone with children. Never organise activities where this could be a possibility. Ensure there are always parents, school staff, colleagues or other responsible adults with the group/child.
- b) Always be publically open when working with children. Work in full view of others and let others know what you are doing.
- c) Avoid physical contact with children. Where an activity requires some sort of physical interaction (e.g. you may need to guide a child's hands) always ensure another independent adult is with you.
- d) Try to discourage physical contact such as hugs and hand-holding without causing offence to the child.
- e) Do not undertake personal care for a child which they can do for themselves.
- f) Where a child is distressed, always ensure that the parent or the adult *in loco parentis* (normally the teacher) deals with the situation.
- g) Never exchange personal contact details with a child.
- h) Children under 14 should not be left unattended and should be accompanied by an adult when visiting the gallery. It is the duty of accompanying parents, carers or school staff to supervise their children at all times.

Organised group visits (children)

- a) Information about Health and Safety and Safeguarding will be sent out to schools/groups upon booking, including information for supervising adults making them aware of their responsibilities (e.g. accompanying children to toilets, leading group work in public spaces, staying with the group at all times while on the premises).
- b) **Ensure that all staff and volunteers on duty** are informed when a group of children are due on site and that adequate cover is available so an independent adult can be called for if necessary.
- c) Make sure that any stated requirements for supervision are adhered to (e.g. child/adult ratios per school group or parental supervision of individual children).
- d) Children should be given basic safety information as soon as they arrive (e.g. no running, staying with an adult at all times, fire alarm procedures).
- e) Never leave a child alone and unaccompanied in an activity; be aware of possible dangers from other members of the public.

- f) Never allow a child to leave a group activity on their own (e.g. visiting the toilet). Always ensure they are accompanied by a supervising adult - either a parent or member of school staff.
- g) Make sure a member of Penlee House staff stays with the group at all times when using outside artists/speakers/entertainers.
- h) Obligations under the Disability Discrimination Act must be complied with to ensure all children and adults feel equally safe and comfortable.

General guidelines for working with vulnerable adults

Avoid physical contact. Where

- i) Where a vulnerable adult is distressed, always ensure that a colleague or another independent adult is aware of the situation and how you plan to deal with it.
- j) Depending on the vulnerable adult and their disability consider possible areas of risk, such as visiting the toilet. Always ensure they are accompanied by a supervising adult from their group where appropriate.

All staff should be conversant with the needs and requirements of people classed as vulnerable adults i.e. various physical disabilities and mental disabilities.

Organised group visits (vulnerable adults)

- a. **Ensure that all staff and volunteers on duty** are informed when a group of vulnerable adults are due on site and that adequate cover is available.
- b. **Ensure that all staff and volunteers on duty are aware of the difficulties and problems that could occur when a group of vulnerable adults visit Penlee House. They should also have training and be aware of how to deal with any situation that may arise with such vulnerable adults also know how to deal with and if necessary approach such people.**
- b) The group should be given basic safety information as soon as they arrive (e.g. fire alarm procedures, taking care when moving around the gallery).
- c) Supervising adults with the group should be made aware of their responsibilities when they arrive (e.g. accompanying to toilets where necessary, leading group work in public spaces, staying with the group/individual at all times while on the premises).
- d) Obligations under the Disability Discrimination Act must be complied with to ensure all vulnerable adults feel equally safe and comfortable.

First Aid

- a) Ensure First Aid arrangements are adequate. All staff should be aware of the location of first aid boxes and equipment and the identity of First Aiders. All first aid equipment is suitable, well maintained and in its designated place.
- b) Only administer first aid in emergency situations, and always ensure another adult is present.
- c) Always enter accidents or the administering of first aid into the Accident Book.

Risk Assessments

Ensure adequate and regularly up-dated risk assessments for all activities done with children and vulnerable adults on-site.

Use of force

Staff should be aware that in law they are only entitled to use reasonable force in order to:

- i. Remove a trespasser
- ii. To prevent accident or injury
- iii. In self defence

If one of these situations arises, take the names of any witnesses and write an account of the event. Inform the police service immediately if anything serious of this nature occurs. In the event of a minor incident (e.g. grabbing a child's hand and pulling them back from a potential accident) it may not be necessary to inform the police as long as a supervising adult is present and able to witness the incident. Reports should be kept in an **Incident Book**, which is held by the Safeguarding Officer Zoe Burkett.

SECTION 4 Procedures (dealing with a lone child)

In the event of an emergency or unforeseen circumstances, it is possible that a member of staff will find themselves alone with a child – possibly in a distressed state. For example, this may occur if a child has lost a parent or wandered away from a group, during a fire drill or a child wandering unaccompanied into the museum from outside. If this happens the following procedure should be followed.

- a) If possible tell someone else where you are going, what you are doing and why.
- b) Direct the child (verbally) and supervise them back to their group if nearby.
Do not guide the child physically.
- c) If the child is seriously distressed or hysterical you may have to make physical contact so make sure that you take the child directly to a place where there are other independent adults around – preferably their parents or from the school party.
- d) If you cannot identify to which group or family the child belongs and you need to find out information from a child – their name, phone number or address - always try to ensure that another known adult is present.
- e) In the case of a child who comes into the premises alone looking for assistance, always ensure that you remain in public areas preferably with another independent adult.

SECTION 5 Procedures (in the event of an incident or accusation)

- a) If a child or vulnerable adult hurts himself or herself it should always be entered into the accident book, no-matter how minor it is.
- b) Remember that it is the responsibility of the parent or person *in loco parentis* to decide what should happen to the child if they are hurt.
- c) In the case of Vulnerable adults with carers or family members it may be necessary to talk directly to them about any issue that may occur.
- d) In a serious case where a parent or *in loco parentis* supervising adult cannot be found, phone the emergency services for medical advice. Inform the Social Services Children's Service.
- e) If a child comes in to the museum from outside, alone and in distress, immediately contact Social Services Children's Service to ask their advice before trying to deal with the situation. **Do not allow them to leave** the museum alone again. **You have a moral obligation to care for them once they have approached you for help.** Only ask for information about name, address and phone number in the presence of another adult.
- f) In the event of a child making an accusation of abuse against someone (whether part of your organisation or not), the Cornwall Child Protection Team and the Police **HAVE** to be informed immediately and they will direct your actions.
- g) If an accusation against anyone is made – whether from the museum, a member of the public or any other person – **DO NOT START TRYING TO FIND OUT WHAT HAPPENED UNTIL YOU HAVE CONTACTED THE SOCIAL SERVICES CHILDREN'S SERVICE** since asking the wrong questions could jeopardise the accuracy of the information, make the truth difficult to ascertain and ultimately lead to either a wrong conviction of an innocent person, or prevent the conviction of a guilty one.
- h) You should note down any information volunteered by the child along with witness names, time, date, evidence of distress etc in the Incident Book.
- i) **Do not interrupt, prompt or ask questions.**
- j) **Do not promise to keep the information secret.** You must be able to pass the information to the authorities without betraying the child's confidence or this may impede further investigation.
- k) In the event of any suspicion falling on a member of staff or volunteer, inform the appropriate authorities and follow accepted guidelines as stated in the **Cornwall & Isles of Scilly Inter-agency Child Protection Procedures. (Yellow Book)**. The Cornwall Joint Consultancy Team will give you any advice you need.

SECTION 6 Contact Numbers

If you are concerned about a child's safety please contact the Multi Agency Referral Unit (MARU) on 0300 123 1116.

Police – 101