



Policy for the Safeguarding of Children, Young People and Vulnerable Adults

July 2016

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Key Staff

Safeguarding Officer – Caroline Reid

Duty Officer – Duty Manager on shift

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1. Purpose

This policy sets out how the British Motor Industry Heritage Trust (the 'Trust') operates to safeguard children, young people and vulnerable adults. We have a duty of care and are committed to the protection and safety of children, young people and vulnerable adults involved as visitors and participants in all our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

For the purposes of this policy, the term "vulnerable adult" refers to someone over the age of 18 who may have a physical, learning or sensory disability, a mental health problem, a serious illness, or may be an older person. "Children and young people" are defined as those persons aged under 18 years old.

This policy will apply to all Trustees, staff, contractors and volunteers and will be used to support their work at the British Motor Museum and off site where relevant. It has been drafted in line with best practice and following documentation available from the National Society for the Prevention of Cruelty to Children (NSPCC) and relevant Government legislation and guidance.

These policies and procedures will be made available on request to group leaders and relevant public authorities.

2. Introduction

Every year children, young people and vulnerable adults visit the British Motor Museum and we wish to ensure that all visitors are safe and protected from harm whilst on our premises. Children aged 16 or over entering our buildings and galleries without direct supervision are welcomed if they are behaving appropriately (See Appendix 5 for clarification of visitor conduct expected on British Motor Museum premises). If the child appears to be under the age of 16 and unaccompanied by an adult / older carer or there is a suspicion that the child may be truanting then they are welcome to enter British Motor Museum buildings but the "Found Child" or "Truancy" procedures should be followed. The Trust wishes to ensure its staff, contractors and volunteers operate best practice standards, yet at the same time provide them with protection from unfair allegations. The guidelines in this policy will ensure that there is clarity about our obligations and standards.

Where necessary, we will refer any issues or concerns involving protection to the appropriate agencies. If we encounter a safeguarding issue that constitutes, or may constitute a crime, the Police will be informed.

3. Policy Statement

We believe that:

- The welfare of children, young people or vulnerable adults is paramount;
- All children, young people and vulnerable adults have the right to protection from abuse;
- All suspicions and allegations of abuse must be properly investigated by the Trust and / or external authorities where relevant and dealt with swiftly and appropriately;
- Staff, contractors and volunteers must be clear on appropriate behaviour and responses. Where appropriate, failure by staff to maintain standards may be dealt with using the British Motor Museum's Disciplinary and Gross Misconduct Procedures.
- Contractors and volunteers may be asked to leave British Motor Museum premises and be dealt with according to the relevant procedures if they have been found to be acting inappropriately.

The British Motor Industry Heritage Trust will therefore ensure that:

- Staff are carefully selected and trained in issues of protection;
- All staff are aware of the policy and procedures for the protection of children, young people and vulnerable adults;
- Group leaders, service providers and any other interested parties are given information about Trust procedures regarding the safety of children, young people and vulnerable adults whilst at the Museum;
- Teachers, group leaders and any other interested parties are provided with information about our expectations regarding protection and safe supervision responsibilities whilst visiting the Museum;
- A risk assessment is supplied to assist with the planning of a visit to the Museum. An example of a risk assessment is contained in Appendix 6;
- The Trust complaints procedure is accessible to all visitors.

4. Legal Context

i) Children and Young People

This policy takes into account relevant legislation and guidance including

- The Children Act 1989 and 2004
- The Children and Families Act 2014
- Working Together to Safeguard Children (HM Government 2015)
- Every Child Matters: Change for Children (HM Government 2004)

These Government frameworks include an outcome that children should be able to stay safe, live in a safe environment and be protected from harm. This means that all organisations providing services to children have responsibility to share information and work together, to protect children and young people from harm and help them achieve what they want in life. Staying safe is about helping to address bullying, crime and anti-social behaviour, and protecting children who are at risk of abuse and neglect.

ii) Vulnerable Adults

This policy takes into account relevant legislation and guidance including:

- The Local Authority Social Services Act 1970
- Safeguarding Vulnerable Groups Act 2006
- The Care Act 2014
- The Equality Act 2010

Section 7 of the Local Authority Social Services Act 1970 gives local authorities the responsibility for developing partnership working to protect adults and to have an interagency safeguarding adults procedure. This means that safeguarding adults stems from statutory guidance. This Act also outlines the expectation that the statutory, independent and voluntary sectors will be partners in this process. For the purposes of this policy, the same principles that can be applied to children and young people should be used to ensure appropriate action is taken to protect vulnerable adults.

5. Roles and Responsibilities

i) All staff, contractors and volunteers have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by others. All staff should discuss concerns immediately with their line manager or if not available, with a Duty Officer (the Visitor Services Duty Manager) and / or Safeguarding Officer. Any concerns or reasonable suspicions of abuse should be reported immediately. If your line manager is not available or is part of the cause of your concern then you should report the matter to the Duty Officer or Safeguarding Officer. Any safeguarding concerns that are raised should be documented as soon as possible afterwards using the Safeguarding Incident Report, (form in Appendix 3 of this policy).

ii) Line Managers will monitor the implementation of the policy for their respective areas as per procedure and will also be responsible for ensuring that staff who raise a concern are provided with the necessary support and complete all required documentation (e.g. Safeguarding Incident Report Form) and are also supplied with a Safeguarding Receipt of Referral (see Appendix 4). Serious concerns involving the conduct of a member of staff, volunteer or contractor must be referred immediately to the Managing Director.

iii) The Managing Director will be responsible for implementing procedures relating to selection, vetting, training and induction, and for advising on any disciplinary action required. A central database of all Safeguarding Incident Report Forms will be maintained and monitored by the Head of Collections.

iv) Any allegations of inappropriate behaviour (e.g., breach of the Safeguarding Code of Conduct) by staff, contractors, volunteers or visitors must be reported by line managers or the Duty Officer / Safeguarding Officer to the Managing Director, who will liaise with the Police and Social Services as necessary.

In these circumstances, the role of the Managing Director is to:

- Assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate;
- Consult initially with the Trust's HR Department, the local Police and where appropriate with other statutory bodies;

- Make a formal referral if required to a statutory child protection agency or the Police.

It is not the role of the Managing Director to decide whether a child / vulnerable adult has been abused or not; this is the task of the Social Services Department which has this legal responsibility (in case of children), or of the Police. The Managing Director will pass information on to the relevant authorities who have the necessary expertise to make the required decisions about the action required. In all serious cases involving Safeguarding issues, the Managing Director must be contacted as soon as possible.

v) All Visitor Services Duty Managers will be trained Safeguarding Duty Officers. It is their responsibility under this policy to deal with any operational safeguarding issues that arise including lost and found children / vulnerable adults. It is also the Duty Officer's responsibility to decide when to notify the Managing Director about a safeguarding incident.

vi) In order to support the Duty Officer, the Museum will have a trained Safeguarding Officer. It is the role of the Safeguarding Officer to have a detailed knowledge of this policy and procedure and to support the Duty Officer to deal with operational issues as and when they arise.

6. Recruitment and Selection of Staff, Contractors and Volunteers

Legislation provides that individuals may be disqualified from working with children by inclusion on one or more of a number of official lists contained in the statutory provisions. It is a criminal offence for any employer to knowingly recruit a disqualified individual into a post working with children. This also extends to volunteers and contractors. The Safeguarding Vulnerable Groups Act 2006 places requirements on employers and individuals who are involved in regulated activity. Regulated activity applies to some of our staff, contractors and volunteers. This is defined as an activity, which involves, frequent or intensive contact with children or vulnerable adults and is of a specified nature e.g. teaching, training, and supervision or is in a specified place such as schools:

- The frequent contact test will be met if the work takes place once a week or more.

- The intensive contact test should be met if the work takes place on 4 days in one month or more, or overnight.

As part of the recruitment process, all applicants will be required to complete a Disclosure Application. The level of the disclosure will be dependent upon the extent to which the post involves working with children or vulnerable adults.

Volunteers will be required to complete the Standard checks.

Wherever possible, these checks will have been completed prior to start date.

Job applicants who have been successful at interview and whom the Trust wishes to make an offer of employment to, volunteers or contractors who will be regularly required to work with children and vulnerable adults will be required to complete an Enhanced Disclosure Application.

Until this check has been completed and security clearance has been granted, employees will not be eligible to work with children or vulnerable adults.

At interview, all applicants will be required to account for any gaps in employment history.

7. Safeguarding Code of Conduct for all BMIHT Trustees, Staff, Contractors and Volunteers

This Safeguarding Code of Conduct sets out the expectations of the Trust for all Trustees, staff, contractors or volunteers who work for or represent the organisation in their contact with children, young people and vulnerable adults. Failure by any staff member to comply with this Safeguarding Code of Conduct may be considered Gross Misconduct and could end in summary dismissal.

Contractors and volunteers may be asked to leave British Motor Museum premises and be dealt with according to the relevant procedures if they are found to have acted inappropriately.

Do

- Approach any child, young person or vulnerable adult apparently in distress and ask if you can help.
- Seek assistance from colleagues or supervisors in order to minimise the amount of time you are alone with the person.

- Keep a look-out for apparently unaccompanied children under the age of 16 and follow the "Lost child / vulnerable adult" procedure, (see Appendix 14 of this policy).
- Communicate the details of any lost children to the Duty Officer (i.e., the Visitor Services Duty Manager).
- Keep any lost children in a public area where they can be clearly seen and take them to the Pay Desk as quickly as possible.
- Ensure that whenever possible there is more than one adult present during activities with children, young people and vulnerable adults. The adult present may be a teacher or parent.
- If a child or vulnerable adult wishes to talk to you in confidence then try to find a quiet space in a public area where this is possible.
- Be aware of appearances and avoid any situations which might appear compromising.
- Report any allegation (even if this is just a suspicion) of abuse or inappropriate conduct immediately to your line manager and / or the Duty Officer.
- Be sensitive in your communication with people so that you avoid over familiarity.
- Be aware of the possible risks and question situations that you find suspicious.

Do Not

- Engage in any "rough and tumble" or other horseplay.
- Physically restrain a child, young person or vulnerable adult.
- Make sexually suggestive comments to any visitor.
- Use foul or abusive language to any visitor.
- Physically assault or abuse any visitor.
- Allow or engage in inappropriate touching of any kind.
- Give out personal information, or share email, social network site details (e.g., Facebook), and mobile phone numbers with any child, young person or vulnerable adult.
- Do things of a personal nature for children or vulnerable adults that they can do for themselves or that a parent / leader can do for them.

Please note that;

- Photographs or videos, including those on web sites must **not** include any participant unless authorised by the appropriate member of staff and adult /parental (for children) consent is given. This includes the use of camera phones. The Trust has forms which must be completed by the relevant guardian (e.g., teacher or parent) to obtain permission to photograph children, young people or vulnerable adults. These are available from the Marketing Department. (Please see Appendix 9 for further information about use of photography).
- All staff working with young people should be aware that some young people and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline should in the first instance be managed by the responsible adult. If a staff member, contractor or volunteer is in a position where a sanction is to be issued (for example in the case of unaccompanied children who are behaving inappropriately) then this must be appropriate to age and understanding. Please refer to the Duty Officer if you are in any way uncertain of what action to take.

8. Reporting Procedure to be followed by Staff, Contractors and Volunteers in the Case of Suspected or Alleged Abuse of a Child, Young Person or Vulnerable Adult

A member of staff, contractor or volunteer who suspects a case of abuse against a child, young person or vulnerable adult has a duty to follow the procedures below.

Statement of Investigation

It is vital that anyone who suspects that a child / adult is at risk of harm or abuse takes personal responsibility to act. Keeping worries or concerns to yourself may put children and vulnerable adults at further risk of harm. It is not British Motor Museum's responsibility to investigate a child or adult safeguarding complaint but to refer concerns on to local children's or adults' social care departments or the Police. The Managing Director will be responsible for

investigating any potential breaches of this policy involving staff, volunteers or contractors.

Responding to a Safeguarding Concern

Concerns about adults and children may arise in different situations:

- You may witness or observe something.
- Hear it from others, in person or on the phone, by email or letter.
- Be told directly. The following guidance must be followed if you receive an allegation of child or vulnerable adult abuse:
 - Ensure the welfare of the child / young person or vulnerable adult.
 - Check your understanding of the situation, without being investigative.
 - Explain that you have a responsibility to report what the child / vulnerable adult has said to someone else.
- Report the matter as soon as possible to your line manager and / or the Duty Officer. The Duty Officer will then liaise with the Trust's Safeguarding Officer who will advise about the need to contact parents, carers or guardians and police / statutory authorities.
- Record all the details on the child / vulnerable adult safeguarding incident report form (see Appendix 4). The reporting process to be followed in these situations is explained in the Safeguarding Reporting Flowchart (see Appendix 3).
- If a disclosure or allegation is being made to you by a child / young person or vulnerable adult: -
 - Ensure that any medical attention needed is addressed as a priority if required.
 - Listen to what he / she has to say with an open mind.
 - Check your understanding of the situation, without asking leading questions.
 - Make a note of the discussion as soon as possible afterwards, taking care to record the timing, setting and people present as well as what was said. Try to record the words that were actually spoken and not your own interpretation of them.
- Explain that you cannot keep such information confidential, and that you have a responsibility to report what he / she has said to someone else

If the allegation concerns a visitor or member of the public, the Duty Officer should consider whether there are reasonable grounds for excluding them from the site until an appropriate investigation can be carried out. In some cases the immediate involvement of the Police may be appropriate. For example, if anyone was causing harm to a child or adult in a public place then the involvement of the Police must be sought immediately. In all major incidents, British Motor Museum's Managing Director must also be informed.

If the child, young person or vulnerable adult involved is part of an organised group, the Duty Officer will consult with the group's leader and make every effort to agree an appropriate course of action.

If the child, young person or vulnerable adult involved is with a family member or other responsible adult and they are not causing any harm, the Duty Officer will consult with this person and will make every effort to agree an appropriate course of action.

If the child is under 16 years of age or a vulnerable adult and is unaccompanied the Duty Officer will speak to the child / vulnerable adult and then decide on the appropriate course of action. If relevant external authorities need to be informed then this should be done by British Motor Museum's Managing Director.

If the allegation concerns another member of staff, contractor or volunteer, the staff member must raise this matter with his / her line manager or consult HR in confidence. If a formal investigation is deemed necessary then this will be carried out by the Managing Director in accordance with the Disciplinary and Gross Misconduct policy and procedures. Depending on the nature of the allegation, the Trust may be required to involve the appropriate authorities, including the Police.

Recording Information

All staff should discuss the matter immediately with their line manager or if not available, with a Duty Officer and / or HR.

Use the BMIHT Safeguarding Incident Report Form (Appendix 4) to record as much information as you can about the situation; what has happened, where

and when, who was involved and any contact details. Also record what action has been taken so far.

This information should be passed immediately to your line manager or the Duty Officer. You can do this by phone, email or in person.

Wherever possible, you will receive a Receipt within 5 working days of your submission of the Safeguarding Incident Report Form to your line manager / Safeguarding Officer and will be kept informed about what has happened since on a need-to-know basis.

It is important to pass on what information you have, even if the informant has only divulged a little or will not give his / her details. This information must be maintained in the strictest confidence and failure to treat such information confidentially may be viewed as a potential disciplinary matter.

Staff wishing to seek further advice you can always contact the NSPCC Child Protection Helpline. This is staffed 24 hours a day, seven days a week and the contact number is 0808 800 5000.

Contact Information:

There are separate safeguarding boards for the local areas for both children / young people and adults.

Children and Young People

The appropriate safeguarding board to contact is the one based where the child or young person lives. If it is not possible to confirm the address referral should be made to the Warwickshire Safeguarding Children Board.

Warwickshire Safeguarding Children Board 01926 410410

Adults

Warwickshire Adult Social Care Team 01926 412080

Other useful numbers

NSPCC 24 hour helpline 0800 800 5000

Childline 24 hour helpline 0800 1111.

9. Training

The Trust will provide and explain the content of this policy to all new staff and volunteers in the course of the induction process. Basic, and where appropriate, enhanced child protection awareness training will be given to some members of staff and volunteers dependent on their roles and responsibilities.

10. Policy Review

This policy will be reviewed on an annual basis to take into account any changes to Government legislation and the relevant BMIHT procedures.

Appendices

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Appendix 1

Definitions of Abuse

Although the legal context is different for vulnerable adults, much of the following information on types of abuse and neglect for children does apply for vulnerable adults too.

Abuse and Neglect - Children

It is generally accepted that there are four main forms of abuse of children. The following definitions are based on those from Working Together to Safeguard Children (HM Government 2010) and Safeguarding Children: Working Together under the Children Act 2004.

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional setting or community setting; by those known to them, or more rarely by a stranger. They may be abused by adult/s, another child or children.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness. An important indicator of abuse is where bruises or injuries are unexplained or the explanation does not fit the injury.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. It may involve seeing or hearing the ill treatment of others. Some level of emotional

abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

Bullying

Bullying may come from another young person or an adult. It can be defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of bullying.

1. Physical (e.g. hitting, kicking, slapping)
2. Verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages)
3. Emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group),
4. Sexual (e.g. unwanted physical contact or abusive comments).

Please note that some of the above may be deemed a crime and warrant investigation by the Police.

Additional Information

Some children and vulnerable adults may be particularly vulnerable to abuse. For example there is research which has found that disabled children are three times more likely to be abused than non-disabled children. Reasons for this might include disabled children and vulnerable adults:

- Having fewer outside contacts than other children
- Having an impaired capacity to resist or avoid abuse
- Requiring intimate care from a number of carers which may both increase the risk of exposure to abusive behaviour and make it more difficult to set and maintain physical boundaries
- Using different communication methods or lack of appropriate vocabulary which might provide a barrier for being able to communicate their concerns

Some studies suggest children from minority ethnic groups may be at increased risk of abuse through factors such as stereotyping, prejudice and discrimination.

Vulnerable Adults Abuse - Definitions

A vulnerable adult is someone who:

Is over the age of 18 who may have a physical, learning, or sensory disability, a mental health problem, a serious illness, or may be an older person.

Adult abuse is:

- A violation of an individual's human and civil rights by any other person or persons
- Any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights.
- Abuse may be physical, sexual, emotional, financial or through neglect or discrimination.
- Abuse may be perpetrated by an individual, a group or an organisation.

Abuse can also be caused by poor or bad professional practice and is sometimes called "Institutional" or "Practice" abuse.

Financial Abuse, Discriminatory Abuse and Institutional Abuse:

- Financial abuse is abuse or misuse of possessions or money. Indicators may be an unusual shortage of money to pay bills or buy food or to maintain adequate living conditions.
- Discriminatory abuse is harassment or similar discriminatory or derogatory treatment which is racist, sexist or refers to disability or any of the other protected characteristics covered by the Single Equality Act.
- Institutional abuse or Practice abuse is neglect due to bad or poor care practice or unsatisfactory professional practice and low standards.

Appendix 2

Our Promise to Children, Young People and Vulnerable Adults

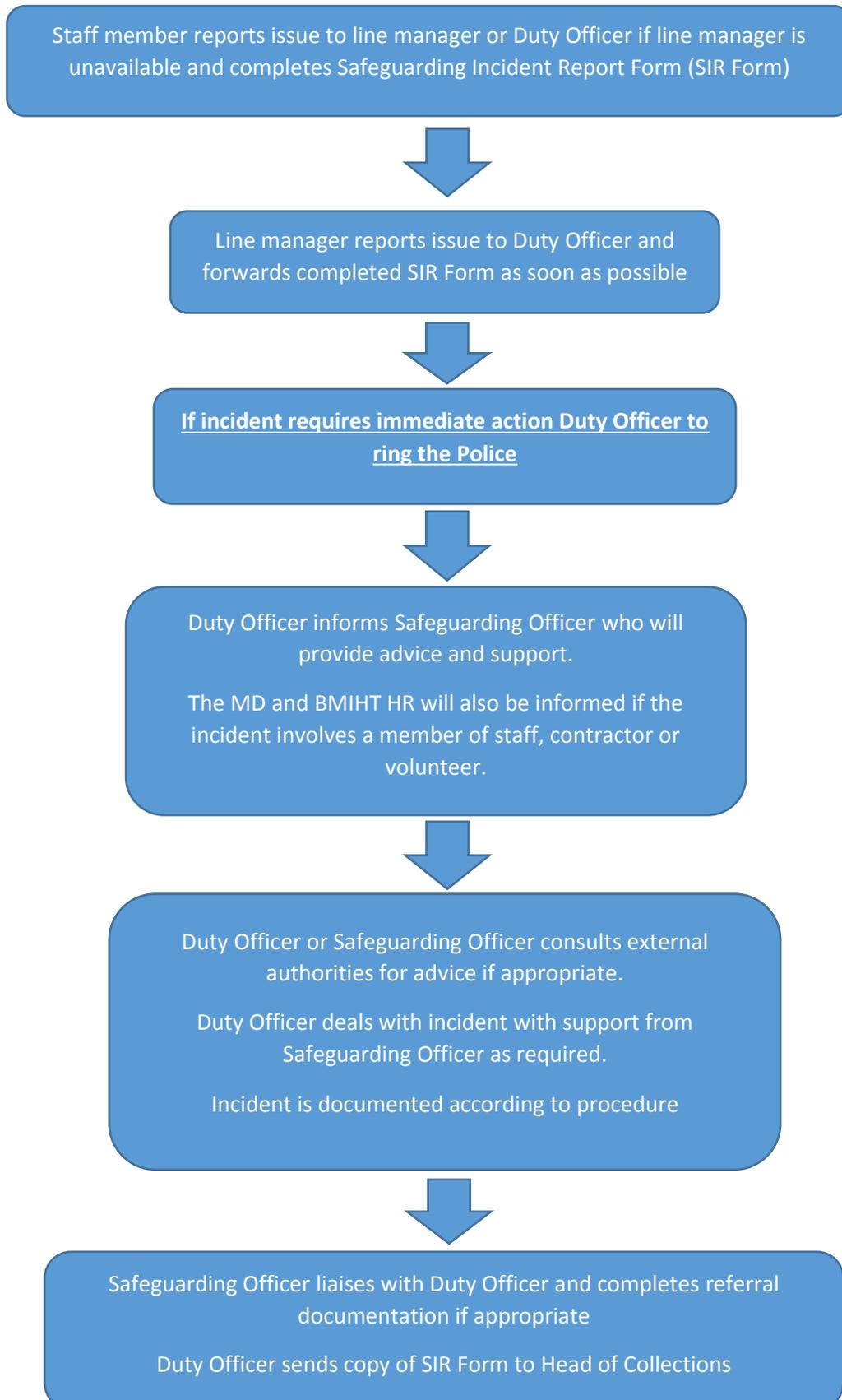
The Trust are committed to making sure all visitors have the best time possible whilst in the Museum. The Trust believes that everyone has a right to feel safe and comfortable whilst visiting the Museum.

We promise to:

- Make all our visitors feel welcome and safe.
- Always strive to meet our visitor's needs.
- Treat all children, young people and vulnerable adults with dignity and respect.
- Make sure that all our staff, contractors and volunteers are familiar with the appropriate policies and procedures to ensure the wellbeing of all our visitors.
- Listen and respond to what our visitors tell us.
- Do our best to make sure all our visitors have an enjoyable and worthwhile learning experience.

Appendix 3

Safeguarding Reporting Flowchart



Appendix 4

Safeguarding Incident Report Form

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

Name of Child/ Vulnerable Adult		Age and D.O.B (if known)	
Any special factors (e.g. disability)			
Home Address		Telephone number(s)	
		Home: Other:	
Exact location where the incident happened (e.g. floor area)			
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.			
Have you or anyone else spoken with the child/vulnerable adult and if so what			

was discussed?

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 Duty Officer

Any further action taken?

Copy of form sent to:-

Safeguarding Officer Head of Collections MD / BMIHT HR

Signature		Name		Date	
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Receipt Issued by Head of Collections:-

Signature		Name		Date	
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Appendix 5

Receipt of Safeguarding Incident Report Form

Name of Line Manager/ Duty Officer	
Name of person reporting safeguarding incident	
Date safeguarding incident reported	
Action Taken:	
Next Steps:	

Copy of form sent to:-

Notifier Duty Officer Safeguarding Officer

Signature	
Print Name	
Date	

Appendix 6

Group Leaders' / Teachers' Responsibilities when visiting the British Motor Museum

The Trust wishes to ensure that children, young people and vulnerable adults are safeguarded and protected from harm whilst visiting the Museum. In addition to the measures that the Trust have put in place, we ask that teachers and group leaders exercise their own responsibilities in relation to their groups.

All group leaders and teachers must:

- Book in advance and return a signed booking agreement before the visit to the Museum.
- Ensure that they supervise the children, young people and vulnerable adults in their care at all times.
- Ensure that all children under the age of 16 and vulnerable adults remain with an adult at all times.
- In case of an accident, they should contact a member of Museum staff who will follow Trust procedure.
- In the case of a lost child, they should contact a member of Museum staff who will follow Museum procedure.
- Not verbally or physically abuse a child, young person or vulnerable adult.
- Inform their group of expected behaviour for the visit to the Museum by ensuring compliance with the guidelines outlined in Appendix 6.
- Be considerate of other visitors and groups visiting the Museum.
- Observe the Museum fire evacuation procedures.

Teachers and group leaders are reminded that the children and vulnerable adults in their care remain their responsibility throughout a visit to the British Motor Museum.

We recommend the following ratio of adults to students:

- 1:6 for children of ten years and under.
- 1:10 for children of eleven years and above.

In line with current guidelines, we reserve the right to refuse entry when the level of adult supervision falls short of a ratio of 1:15.

Museum staff will communicate concerns to the group leader / teacher in charge (unless this person is the cause of concern) and if required, follow this up with the school / organisation following the visit.

Concerns about the conduct of any teacher / leader will be reported directly to the school or organisation and to the Police where there is cause to believe a crime has been or may have been committed.

Appendix 7

Group Conduct whilst visiting the British Motor Museum

The Trust wishes all visitors to enjoy the Museum. We therefore expect all visitors to display courtesy and respect for others and for the Museum's property at all times.

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

- Use threatening, abusive or violent behaviour.
- Bully (verbally or physically).
- Make any sexist, racist, homophobic or other offensive remarks toward any person or other group.
- Touch the vehicles or objects on display in the Museum unless instructed otherwise.
- Vandalise Museum property or displays.
- Use bad language.
- Smoke.
- Consume alcohol outside the licensed cafe or use illegal drugs on Museum premises.
- Leave litter on the Museum's premises.
- Enter areas of the Museum that are marked as closed or cordoned off.
- Take notice and follow Museum signage.
- Eat or drink apart from in the cafe and places set aside for eating.

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

Appendix 8

Example Risk Assessment

Likelihood		Severity			Severity				
Extremely unlikely	1	Minor injury (first time visit)	1		1	2	3	4	5
Unlikely	2	Moderate injury (lost time accident)	2		1	2	3	4	5
Likely	3	Serious injury (RIDDOR reportable)	3		2	4	6	8	10
Extremely likely	4	Major injury (RIDDOR reportable)	4		3	6	9	12	15
Almost certain	5	Catastrophic injury (fatality)	5		4	8	12	16	20
					5	10	15	20	25

RISK ASSESSMENT						
Plant/Location: British Motor Museum	Dept/Area: Education	Activity/Process being assessed: General Museum Visit for Education Groups	Assessor: Tim Bryan, A Bruneau	Date: 16.2.1	Ref#:BMM/ED/01	

Hazard	Persons Affected	Risk	Current Control Measures	Current Risk Rating (L x S = Total)			Revised Control Measures (If PPE is required, record safety person)	Revised Risk Rating (L x S = Total)			Resp.	Date Completed
				L	S	T		L	S	T		
Traffic	V/Y P/V A	Entrance - disembarking from coaches	Coaches pull in to designated coach drop off point. Pupils to be supervised as they disembark the coach and directed to cross the road at the designated crossing point.	2	2	4				0		
Stranger Danger	YP /V A	Assembling in entrance area	Pupils to be supervised by teachers or helpers at all times. CCTV in operation	1	4	4				0		
Stranger Danger	YP /V A	Toilets in Museum and areas	Pupils to be supervised by teachers/helpers. It is advised to bring a male helper with mixed group of children. If not, boys may use the single disabled toilet or KS1 boys may use the ladies toilets. To allow a member of female staff to supervise outside.	1	4	4				0		
Fingers trapped	V/Y P/V A	Lift Entrance	Verbal warning by British Motor Museum staff if the lifts are used as part of the session, otherwise groups are discouraged from using the lifts. Pupils supervised by teachers/helpers at all times.	2	1	2				0		
Slip on escalator/fingers trapped	V/Y P/V A	Escalators to Café & Gallery	British Motor Museum staff to be informed if groups plan to use the Café. Otherwise, groups should not need to use the escalators. Groups to be supervised by teachers/helpers at all times.	2	1	2				0		
Fingers trapped	YP VA	Doors to exhibition area on ground floor	Pupils to be supervised by teachers/helpers at all times.	1	1	1				0		
Slip/fall, fingers or toes trapped	V/Y P/V A	Behind the Wheel "Hands on area" and "Under the Skin" interactives	Briefing by British Motor Museum Education Staff. Pupils to be supervised by staff/helpers at all times. Spectators advised to keep well back of moving exhibits.	2	1	2				0		
Fall from height	YP /V A	Top deck of Bus or Mezzanine floor	Students are advised that they may not go onto the bus unsupervised. Any tours onto the top deck of the bus will have two adults to supervise a maximum of 4 students. Groups must be supervised if going onto the Mezzanine level.	1	3	4						
Slip on stairs	V/Y P/V A	Steps to Mezzanine	Verbal warning by British Motor Museum staff. Pupils to hold hand rail and supervised by teachers/helpers at all times.	1	1	1				0		
Children's Play Area	V/YP	See Risk Assessment	All control measures contained within risk assessment must be adhered to at all times									

Date Revised.	Reason for Revision.	Name



Appendix 9

Guidance for Working with Work Placement Students

The Trust supports schools and colleges to develop their work experience programmes and recognises that these placements develop independence, responsibilities, and the ability to make decisions and to apply learning. For this reason, some members of staff will, from time to time, be required to work with young people from 14 -18 years of age.

We recognise that it is not practical, or necessary, for young people undertaking work experience placements to be supervised or accompanied by two or more members of staff at all times. However, no young person undertaking a work experience placement should be left without any supervision.

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

Environment

Ensure that the door is left ajar or that there is a clear view into the room through a window and that another member of staff knows your location and the proposed activity.

Travel

Do not travel in a private vehicle with a student.

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 mobile phone numbers with any child, young person or vulnerable adult.

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 close 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 young person.

Disclosure

Occasionally young people 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 procedures laid out in Section 7 of this policy.

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 young person is comfortable with the proposed arrangements. You will also be responsible for ensuring relevant health and safety procedures are explained and adhered to.

Appendix 10

Use of Photography

Photographs or videos, including those on web sites must not include any participant unless authorised by the appropriate member of staff and adult / parental (for children) consent is given. This includes the use of camera phones. The Trust has forms which must be completed by the relevant guardian (e.g., teacher or parent) to obtain permission to photograph children, young people or vulnerable adults.

Forms are available from the Marketing team. The responsibility for obtaining signatories rests with the member of staff organising the event at which photographs will be taken. Completed permission forms and any associated images must be stored securely. Responsibility for the storage and use of photographs rests with the relevant department.

Visitors should not be permitted to take photographs of children, young people or vulnerable adults with whom they have no association.

Appendix 11

Truancy

If staff become suspicious that a child visiting their venue is truanting, they should alert the Duty Officer of their concern.

Children that are suspected of being truants should not be asked to leave the venue but their whereabouts within the venue should be discreetly monitored for their own safety.

On being advised that there may be a possible truant within the venue the Duty Officer should, in the company of another staff member, approach the child in a nonthreatening manner, ask their name and try to establish the reason they are not at school at present, their date of birth and the name of their school. This information will be useful to the ACE Team should they need to be contacted.

If, at this stage, there is still concern that the child is truanting then the Duty Officer should report their concern to the Attendance, Compliance & Enforcement Service (ACE) who will pass the information to the relevant school.

ACE: 01926 413777

Children are not obliged to provide you with the information you request. However, if you do suspect that a child within your venue is truanting, you should still contact the ACE Team even when the child in question does not provide the information you request.

Appendix 12

Working Off Site - Staff and Volunteer Safety

- Make sure you let colleagues know where you are.
- Make sure you can be contacted.
- If your travel plans change, tell your line manager or colleague.
- Inform colleagues of your exact movements and when you expect to finish.
- Check what insurance / checks the organisation you are visiting requires.
- Check out the organisation / group before you meet alone.
- Make sure your company mobile phone is charged and with you at all times.
- Make sure you comply with the Trust's Safeguarding Code of Conduct (Section 7 of the policy).
- Do not spend time alone with a child, young person or vulnerable adult unless you can be clearly observed or seen by others.
- Check possible escape routes of the off-site venue.
- Do not transport an unaccompanied child, young person or vulnerable adult in your vehicle.
- Do not use public transport with an unaccompanied child, young person or vulnerable adult.
- Be cautious in conversation and don't give away any personal information, share email, social network site information (e.g., Facebook) or mobile phone numbers.

Appendix 13

External Groups Use of British Motor Museum Learning Spaces

On occasion the Trust will allow an external group to use a Learning Space independently of Museum staff. In such circumstances, the group leader will be asked to complete a short form to outline the activity taking place. The form will be signed by the group leader and will confirm that he / she is responsible for the event and has undertaken the necessary Health and Safety checks to ensure the event is safe. In the event that an external group wishes to run an event for the general public in our venues, this will only take place with the consent and direct supervision of Museum staff.

Appendix 14

Lost Child/Vulnerable Adult Procedure

Category: Operational Procedures			
Issue Date: 3.5.16	Issue No: 3	Total Pages 3 Inc references & appendices	
Section: Operations		Subsection: Museum	
Title: Lost Child/Vulnerable Adult Procedure			
Procedure Owner: R Buckland	Authorised by: T Bryan	Procedure No: OP/OPS/44 <small>(Category/Section/Number)</small>	Review Date: 2.5.17

Issue controlled document. Masters signed in red ink. Please ensure photocopies are current issue. Check against masters in company procedure book

1. Forward

1.1 Approval

1.1.1 This procedure has been approved by the British Motor Museum Management Committee.

1.1.2 Questions related to the correct application or interpretation of this process should be directed to the authorising signatory.

1.2 Purpose

1.2.1 To provide an organised and appropriate response to a lost child/vulnerable adult.

1.3 Applicability/Scope

1.3.1 This procedure is to be used by all staff involved with lost children/vulnerable adults.

1.4 Responsibilities

1.4.1 The British Motor Museum Site Services Manager is responsible for the issue control of this procedure and for issuing the document for review to the owner at the appropriate time.

1.4.2 The owner is responsible for reviewing the procedure upon receipt from the Site Services Manager.

1.4.3 The Authorising Signatory is responsible for authorising the content of all new and reviewed procedures presented to him/her.

1.4.4 The British Motor Museum Site Services Manager is responsible for ensuring that any new or reviewed procedures are put before the Management Committee for ratification.

1.4.5 The British Motor Museum Site Services Manager is responsible for ensuring that the ratified Procedures are signed by the Owner and Authorising Signatory in red ink, placing the procedure in the appropriate folder on drive "U".

1.4.6 Once ratified by the Management Committee and signed by the Owner and the Authoriser, Committee Members are responsible for training their staff in appropriate procedures.

2. Procedure

Child or vulnerable adult found without their parent:

- 2.1.1 If a child or vulnerable adult appear to be lost they should be approached and asked if they know where their parents/guardian are
- 2.1.2 If the child or vulnerable adult still appear to be lost, they must be accompanied to the paydesk in the Museum as this is the nominated point for lost children. The child or vulnerable adult will be encouraged to remain at this point until they are reunited with their parent or guardian
- 2.1.3 The child or vulnerable adult should gently be asked for as much information as possible, including their name, who they are with (parent/guardian/carer/family member etc) the name of the person they are with, where they last saw them and a description. (See appendix 1)
- 2.1.4 If a non-member of staff brings a lost child or vulnerable adult to the lost child point, as much information as possible must be gained from them. (See appendix1)
- 2.1.5 The information will then be relayed to the Duty Manager and Security via radio and appropriate PA announcements will be made
- 2.1.6 If the name of the parent/guardian/carer is known, an announcement will be made via the PA system internally and externally. The announcement will be; "This is a public announcement, could the (name of person) please come to the paydesk adjacent to the Museum Entrance".
- 2.1.7 If the name of the parent/guardian/carer is not known an announcement will be made via the PA system internally and externally. The announcement will be; "This is a public announcement, please remember this is a busy event, if you have become separated from a family member, then please go to the paydesk adjacent to the museum entrance
- 2.1.8 The PA announcement should NOT mention the name of the lost child.

Parent/guardian/carer reporting lost children:

- 2.1.9 Reassure parent/guardian/carer that announcements and a search will be organised.
- 2.1.10 Encourage the parent/guardian/carer to come to the paydesk if not already there, so they can give details. Ask them for the following; name, age, sex, ethnic origin, hair colour, build, clothing, location last seen and who they were with. (see Appendix 1)
- 2.1.11 Encourage the parent/guardian/carer to regularly return to the paydesk if they continue to search in case the child is found.
- 2.1.12 Radio a message to the Duty Manager, Security & all staff on radio giving as much information as has been gathered.
- 2.1.13 Security and staff will conduct an initial search of the area.
- 2.1.14 If the child or vulnerable adult is not found, the Duty Manager with Security will organise a thorough sweep of the whole building/site.
- 2.1.15 When the child is found they will be accompanied to the paydesk to be reunited with their parent/guardian/carer.
- 2.1.16 If a child or vulnerable adult is not found within 10 minutes, the Duty Manager will notify the Police

Reuniting parent/guardian/carer with children/vulnerable adults:

- 2.1.17 If a child or vulnerable adult is reluctant to go with the collecting adult then the adult should be asked for proof of ID and their signature. If necessary the police may be advised of any problems
- 2.1.18 Once a child/vulnerable adult has been reunited with the adult, the Duty Manager, Security and all staff will be informed immediately.

Lost person log:

2.1.19 All lost child/vulnerable adult forms must be forwarded to the MD's PA to be filed.

3. References

3.1 None

4. Appendices

4.1 Lost Child Vulnerable Adult Record

Lost Child/Vulnerable Adult Record

DATE	TIME

Child/vulnerable adult found by HMC Staff member;

Staff member reporting lost child/vulnerable Adult	
Name of Lost Child/Vulnerable Adult	
Who did the lost child/vulnerable adult arrived with	Parent / Guardian / Carer / Other:
Name of parent / Guardian / Carer	
Where did the lost child/vulnerable adult last see their parent / guardian / carer ?	
Description of parent / guardian / carer	

Child/vulnerable adult found by member of public;

Member of public name	
Member of public address	
Contact Telephone Number	
Where was lost child/vulnerable adult found ?	
What time was lost child/vulnerable adult found ?	

Parent / Guardian / Carer reporting lost child/vulnerable adult;

Name of lost child/vulnerable adult				
Age of lost child/vulnerable adult		Male		Female
Ethnic Origin		Hair Colour		
Build		Clothing		
Location last seen				
Who last seen with				
Time last seen				

Time Duty Manager/Security Notified	
Time Lost Child/Vulnerable Adult Found	

Further action required	
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