

Amersham Museum Safeguarding Policy

1. This policy was updated and approved in February 2020. It will be reviewed annually.

2. Legal Framework

The museum's Safeguarding Policy embraces the principles of the:

- Working Together to Safeguard Children guidance, 2018
- The Care Act 2014
- Mental Capacity Act 2005

3. Link to Other Museum Policies

This policy is linked to the Volunteer Policy, Safety Policy Statement and the Emergency Plan.

4. Commitment to Safeguarding

It is the responsibility of staff, trustees, volunteers, consultants and freelancers in the museum to safeguard all children and vulnerable adults whilst visiting the museum, or participating in a museum activity. The museum works to achieve this through thorough recruitment procedures, regular training and a clear code of conduct and reporting procedure.

5. Commitment to Equality

The museum is committed to anti-discriminatory practice. All those involved in the museum, including visitors should be treated equally, irrespective of their gender, disability, age, sexual orientation, identity, racial heritage or faith. The statement recognises that some children and vulnerable adults face barriers to participation and the museum works to break these down.

6. Definitions

- Child: Anyone under the age of 18
- DBS check: Disclosure and Barring Service, run by Home Office and used to check the suitability of people working with children and vulnerable adults. The majority of the roles that volunteers take on in the museum do not now require DBS checks; they are not in direct teaching roles, left alone with children nor taking direct responsibility for children.
- Designated Safeguarding Officer: Nominated person to whom all concerns about safeguarding should be passed to. In Amersham Museum this is Emily Toettcher, the museum's curator. In her absence it is the appointed duty manager for the day.
- Duty Manager: Person responsible for opening/closing and overseeing the museum during normal open hours
- Volunteer Coordinator: Person responsible for organising the start of season training, thank yous and the rota for duty managers, front of house volunteers and gallery stewards
- Vulnerable adult: a vulnerable adult is a person who is or may be for any reason unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

7. Volunteer Recruitment and Training

7.1 All volunteers applying are interviewed by the Volunteer Coordinator or the Curator. It is made clear to volunteers when they will be interacting with children and vulnerable adults in their interview. In all cases two references will be asked for and followed up by the Volunteer Coordinator.

7.2 All those applying for a post as a visitor facing role as duty manager, or a front of house volunteer or gallery steward receive safeguarding guidance as part of their induction. Guidance is also included in their volunteer handbooks. Copies of the policy are kept on the volunteers noticeboard and in the yellow folder at the front desk.

7.3 All those applying for a learning or outreach role will receive safeguarding training for working with children and/or vulnerable adults as appropriate, based on the principles and codes of conduct in this policy. Where appropriate DBS checks are made before someone can start in their role. Any new projects that might involve taking responsibility for children or vulnerable adults are risk assessed and DBS checks would be carried out as necessary. From 2018 staff DBS checks will be updated every three years.

7.4 During the course of a year any new legislation or policy changes relevant to dealing with children and vulnerable adults will be incorporated into this policy and changes will be shared to all those in relevant roles.

8 Guidance for staff, volunteers, freelancers and contractors

In the normal course of a museum visit (which could include an outreach visit in the community) staff and volunteers meet and make welcome a whole variety of members of the public of all ages. The guidance below sets out the museum expects of museum volunteers, staff, freelancers and contractors for interacting with children and vulnerable adults.

8.1 Safe

- Seek assistance from colleagues in order to minimise the amount of time you are alone with children or vulnerable adults
- Keep a look-out for children under the age of 18 apparently unaccompanied and follow the 'found child procedure'
- Ensure that whenever possible there is more than one adult present during activities with children and vulnerable adults, or at least that you are within sight or hearing of others.
- Be aware of appearances and avoid any situations which might appear compromising
- Follow the advice of the appropriate risk assessments for the activity you are undertaking
- Advise the museum's management team of any hazards, actual or potential, that they observe in the course of their duty
- Withhold your personal information from children and vulnerable adults, including email, social network site details and mobile phone numbers
- Always wear your staff/volunteer badge

8.2 Respect

- Actively contribute to an organisational culture where inappropriate behaviour is not tolerated
- Respect children's and vulnerable adults' personal space and don't allow or engage in inappropriate touching of any kind

- Don't physically restrain a child or vulnerable adult except in exceptional circumstances and be careful to use only the minimum restraint necessary.
- Speak respectfully to visitors. Never use foul or abusive language, make sexually suggestive comments or use pet names or nicknames to address children or vulnerable adults
- The museum has a policy of allowing photography in the museum (without flash). Sometimes photographs are taken for publicity purposes when the staff member or duty manager will provide the necessary parental permission forms. Photographs are not to be taken by volunteers of children or vulnerable adults without the appropriate permissions.

8.3 Recognise

- Be aware of the possible risks and signs of abuse (see appendix two) and question situations that you find suspicious

8.4 Respond

- Approach any child, young person or vulnerable adult apparently in distress and ask if you can help
- 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
- Always do your utmost to accommodate if a child or vulnerable adult expresses a wish to talk to a male or female member of staff
- Be sensitive in your communication with people so that you avoid over-familiarity

8.5 Record

Concerns about inappropriate behaviour by an adult towards a child or vulnerable adult

- Report any concern about an adult regarding abuse or inappropriate conduct immediately to the Duty Manager and / or the Designated Safeguarding Officer (even if this is just a suspicion). The person raising their concern should make a written record of the concern or incident, sign and date it and pass it to the Designated Safeguarding officer. The safeguarding officer should countersign and date the written record.

Concerns about the welfare of a child

- Report any concern about an adult regarding abuse or inappropriate conduct immediately to the Duty Manager and / or the Designated Officer (even if this is just a suspicion). The person raising their concern should make a written record of the concern or incident, sign and date it and pass it to the Designated Safeguarding officer. The Designated Safeguarding Officer should countersign and date the written record.

8.6 Found/lost child procedure in the museum

If a child is reported missing, find out their age, gender and what they are wearing. One steward should go immediately to the main entrance in the reception to ensure that no child answering that description leaves the building. A search of the building and garden should be started immediately. If the child is not found straight away telephone 999 and ask for the police.

If a child loses their responsible adult they should be looked after by the Duty Manager. If someone comes forward to claim their child that adult should be asked to describe the child in the main entrance in the reception (their clothing, full name). Lost children should be looked after in a public space, with the Duty

Manager (usually in the Woodcock Room). Children should be asked if they recognise and know the adult that comes to collect them.

9 Contact information and safeguarding contact

The museum's Designated Safeguarding Officer is the Curator, Emily Toettcher: emily@amershammuseum.org, 01494 723700. When the museum is open the Designated Safeguarding Officer is the appointed Duty Manager for that particular day. If there is an emergency situation when a duty manager and the safeguarding officer is not available, call the police.

Appendix 1 :Working with Children and Vulnerable Adults

Children visit the museum with their families, schools, and on their own to the museum's after-school art club and young curators' club. Visits are also made to schools and clubs by the museum. This policy relates to:

- 1.1 Children visiting the museum and being looked after by a responsible adult, such as a carer or parent
- 1.2 Children visiting the museum as part of an organised school visit
- 1.3 Children independently visiting the museum unaccompanied
- 1.4 Children independently visiting the museum unaccompanied as part of an organised activity, notably the after-school Art Club or the Young Curators club.
- 1.5 Young people volunteering in the museum or attending a work experience placement

In the last five years the museum has expanded its work with older, vulnerable people. This policy relates to:

- 1.6 The museum's programme of reminiscence activities in the museum, which people attend independently.
- 1.7 The museum's reminiscence sessions for vulnerable adults, delivered in care homes and community settings. Sometimes funding allows several visits to be made, and sessions delivered, with the support of an artist, to create memory boxes. For the coordinator and volunteers a specific role profile has been developed for volunteers in these roles and the activities are risk assessed.
- 1.8 The museum's Reminiscence at Home project, which works with vulnerable adults, in their homes. Trained and DBS checked volunteers visit people to listen to and record their life stories. This work involves a project coordinator and volunteers regularly working with vulnerable people, particularly those living with dementia. A specific role profile has been developed for volunteers in these roles and the activities are risk assessed.

Accompanied children

1.1 Children visiting the museum and being looked after by a responsible adult, such as a carer or parent

It is the museum's policy that all children under 18 years old must be accompanied by a responsible adult. Children must remain with their adult during their visit and staff and volunteers are discouraged from being alone with children in the museum.

1.2 Children visiting the museum as part of an organised school visit

Children taking part in school visits are supervised by their teachers and helpers provided by the school. Museum staff and volunteers facilitate the session and manage the group when they are in the museum. All sessions are risk assessed and schools are expected to bring the requisite number of staff to supervise.

Unaccompanied Children

1.3 Children independently visiting the museum unaccompanied

Any unaccompanied person, who, in the opinion of the Duty Manager, is under 18 years old may be refused entry. This policy is made clear to all visitor facing volunteers during their training sessions. However, a parent or carer can give us written notice that they wish their child above the age of 12 to undertake research, without their parent, in the museum on a particular day and time. We will endeavour

to find a DBS checked member of staff or volunteer to supervise them and provide written notice to confirm the appointment.

1.4 Art Club

Children, aged 7-11, attend a weekly after-school art club. The club is run by a minimum of one member of staff and two volunteers. All participants must complete an enrolment form, which includes emergency contact details, details of allergies, date of birth and personal contact details. The activity is risk assessed, with consideration of how children leave the museum and their safety when participating in activities when the museum is open and closed.

1.4 Young Curators

Children, aged 14-18, attend a fortnightly after-school club. The club gives young people the opportunity to learn about exhibition design and production. The club is supervised by the museum's curator with the support of DBS checked volunteers. All participants must complete an enrolment form, which includes emergency contact details, details of allergies, date of birth and personal contact details. The activity is risk assessed, with consideration of how children leave the museum and their safety when participating in activities when the museum is open and closed.

1.5 Work experience placements

Children between the age of 14 and 18 come to the museum for a few days as part of formal school work experience placements or to complete the volunteering requirement of their Duke of Edinburgh Award Scheme. These placements are supervised by the museum's curator. Every effort is made to ensure that the children are not left on their own, and are able to volunteer in spaces where there are at least two people present. Where possible children are matched up to do their work experience at the same time.

Appendix Two: Signs of Abuse towards Children and Young People

Everyone in the museum needs to be aware of the signs of abuse and that abuse can take many forms.

2.1 Abuse and Neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institution or community setting by those known to them or, more rarely, by others. Children can be abused by an adult, or adults, or another child or children.

2.2 Physical Abuse: A form of abuse which 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 in a child.

2.3 Emotional Abuse: The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capacity, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

2.4 Sexual Abuse: Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities 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 of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

2.5 Child Sexual Exploitation: This 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.

2.6 Neglect: The persistent failure to meet a child's basic physical and / or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance misuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers): or
- Ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.