

# SAFEGUARDING APPENDICES

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# Introduction

## Purpose

The purpose of these procedures and guidelines is to help you not only to safeguard young and vulnerable people but also to ensure you and your fellow workers at the Royal Armouries protect yourselves from allegations that might arise out of misunderstandings and your lack of awareness.

The wellbeing of young and vulnerable people is recognized as paramount by the Trustees, Directors and Senior Managers of the Royal Armouries. Actions taken by members of staff in following this Code will receive the full support and attention of the Executive Board.

## Scope

It is the responsibility of all workers (including paid, voluntary, seconded, freelance, agency and contractors, etc.) to understand the [Safeguarding Policy](#) and personally to implement this [Procedure](#). It is the duty of all staff, regardless of grade, department or role, to ensure the protection and welfare of young and vulnerable people who access the Royal Armouries and to act appropriately by following these procedures. Failure to do so may result in action being taken under the disciplinary procedure. We can each help to safeguard young and vulnerable people in two, complementary ways:

- Directly, by our personal attitudes, responsibility and behaviours
- Indirectly, by ensuring that the appropriate standards are also adhered to by others - and by reporting their failure to meet these through the appropriate channels, if necessary

# 1. Internal contacts and roles

## Royal Armouries Designated Safeguarding Officers

Role	Name	Telephone number	Email
DSO RAM Leeds	Tristan Langlois	07785 692 421	<a href="mailto:tristan.langlois@armouries.org.uk">tristan.langlois@armouries.org.uk</a>
DSO RA Fort Nelson	Nigel Hosier	01329 848 505	<a href="mailto:nigel.hosier@armouries.org.uk">nigel.hosier@armouries.org.uk</a>
DSO Tower	Tristan Langlois OR Nigel Hosier		
DSO Tower (visitors only)	Debra Whittingham HRP Head of Operations	0203 166 6220	<a href="mailto:debra.Wittingham@hrp.org.uk">debra.Wittingham@hrp.org.uk</a>
Safeguarding Director	Laura Bell, Director of Collections and Learning		

The Royal Armouries has appointed two Designated Safeguarding Officers, and one Director, who are responsible for dealing with concerns about safeguarding children, young people and vulnerable adults. If you have any concerns about issues relating to safeguarding you should talk to these people first. If your concern relates to the Designated Safeguarding Officer at your site, you should talk to the Designated Safeguarding Officer at the other site. In their absence, contact the nominated director [Public Engagement Director].

### Role of Designated Safeguarding Officer (DSO)

- Consult child protection agencies, such as the Local Safeguarding Children Partnership (LSCP), the Disclosure and Barring Service (DBS) and the NSPCC as necessary
- Provide information and advice on safeguarding to the Executive Board
- Discuss safeguarding training needs with the Royal Armouries nominated director and the HR Manager and to ensure the provision of basic training on safeguarding to all staff, volunteers, etc.
- Monitor the Safeguarding Policy and Procedure and review these as required through the Risk Register

- Receive and record information from members of staff about their safeguarding concerns
- Assess this information promptly, clarify the situation and refer it on, as appropriate
- Maintain a confidential record of any reported incidents in a secure place
- Keep the designated Director informed about any referrals and any subsequent actions the Royal Armouries needs to take

### **Role of the Designated Director**

- Ensure that Safeguarding matters are brought to the attention of the Executive Board and Board of trustees, as necessary
- Review the Safeguarding Policy and Procedure with the Safeguarding Group and ensure that they are effective
- Discuss training needs with the DSOs and others and ensure the allocation of the resources required for staff Safeguarding training, etc.
- Ensure that Safeguarding is represented on risk registers and at risk management meetings

### **In the absence of one or both DSOs:**

- Receive and record information from members of staff about their safeguarding concerns
- Assess this information promptly, clarify the situation and refer it on, as appropriate
- Maintain a confidential record of any reported incidents in a secure place

## 2. Important external contact numbers

	<b>Leeds City Council<sup>1</sup></b>	<b>Hampshire County Council</b>	<b>Tower Hamlets<sup>2</sup></b>
<b>Duty Social Care Team, Children's Services</b>	0113 222 4403 (Mon-Fri, 9am-5pm)  999 (Out of hours emergency)	0300 555 1384 (Mon-Fri, 8.30am-5pm)  0300 555 1373 (Out of hours) <sup>3</sup>	Multiple Agency Safeguarding Hub (MASH)  Tel: 020 7364 3444/5606/5601  020 7364 5006 (Out of hours)
<b>Local Authority Designated Officer (LADO)</b>	0113 378 9687 <sup>4</sup>	01962 876 364 <sup>5</sup>	0207 364 0677 07903 238 827
<b>Police Public Safeguarding Team</b>	999/101 (Police operator) <sup>6</sup>	999/101 (Police operator) <sup>7</sup>	Police Child Abuse Investigation Team  0208 217 6484 (or 999 if not available)

<sup>1</sup> [LSCP - Concerned about a Child \(leedsscp.org.uk\)](http://leedsscp.org.uk)

<sup>2</sup> [Safeguarding in the Early Years \(towerhamlets.gov.uk\)](http://towerhamlets.gov.uk)

<sup>3</sup> [Multi Agency Safeguarding Hub | Children and Families | Hampshire County Council \(hants.gov.uk\)](http://hants.gov.uk)

<sup>4</sup> [LSCP - Managing Allegations \(leedsscp.org.uk\)](http://leedsscp.org.uk)

<sup>5</sup> <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren/allegations>

<sup>6</sup> [West Yorkshire Police](http://westyorkshire.police.uk)

<sup>7</sup> [How to report possible child abuse | Hampshire Constabulary](http://hantsconstabulary.gov.uk)

### 3. Staff vetting framework

In accordance with the museum's Safeguarding Policy, the museum's roles are categorised based on the frequency and nature of contact with children, young people and vulnerable adults. The categorisation will inform the necessary level of vetting required. It is the responsibility of recruiting managers, with guidance from HR where required, to establish the role's categorisation.

**Category 1** – (DBS Enhanced Disclosure)

most involvement and frequency; in-depth checks needed

**Category 2** – (DBS Standard Disclosure)

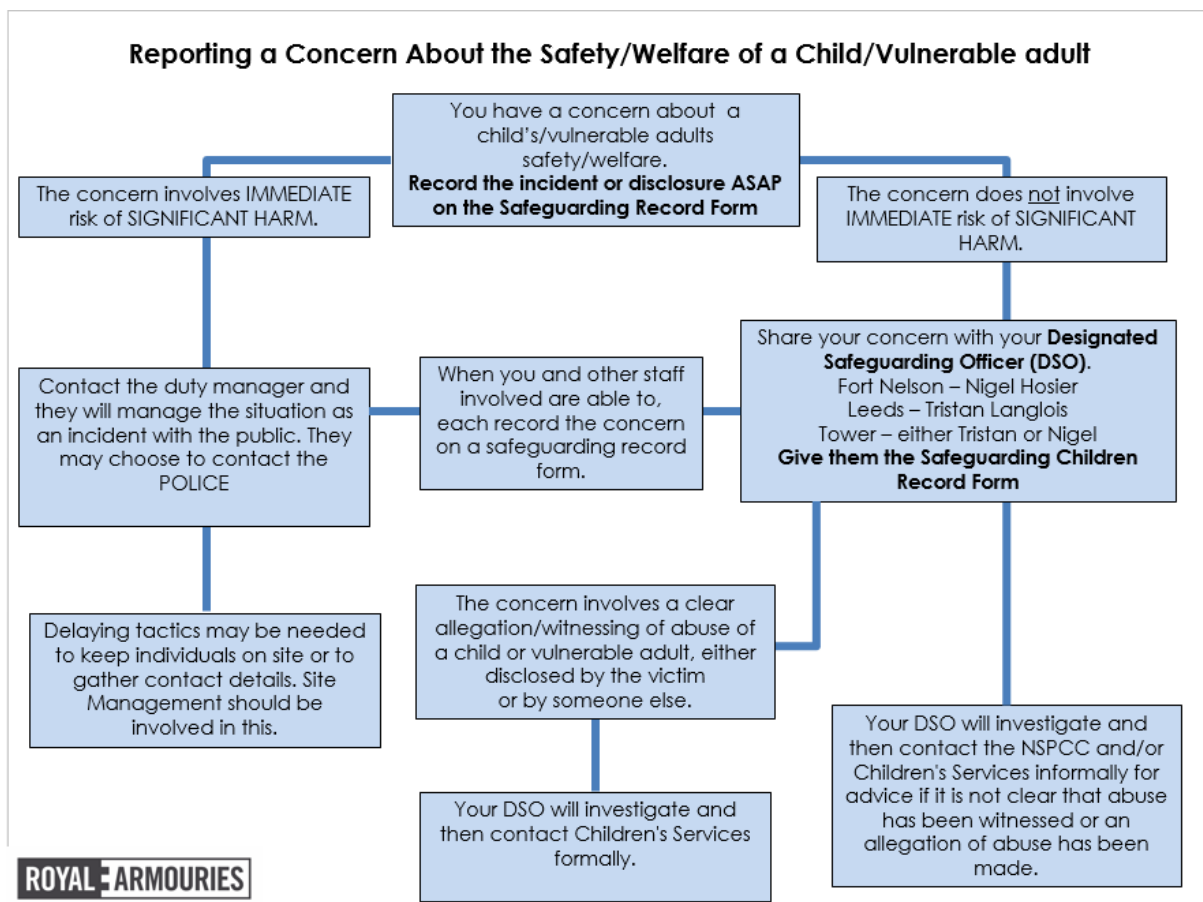
limited involvement and frequency; moderate checks needed

**Category 3** – (Basic Disclosure) little or no involvement; basic check needed

Department / Role	Category	Department / Role	Category
<b>Executive Board:</b>		<b>Finance:</b>	
Director General Master of the Armouries	3	Head of Finance	3
Finance & Administration Director	3	Management Accountant	3
Director of Collections & NFC	1	Senior Finance Officer	3
Chief Operation Officer (DSO)	1	Finance Officer	3
Director of Brand & Audiences	1	Finance Assistant	3
Chief Administrator	3	Procurement Officer	3
		Senior Finance Manager	3
		Governance Executive	3
<b>Public Engagement:</b>		<b>Operations:</b>	
Head of Learning & Participation (DSO)	1	Head of Visitor Operations	1
Events & Informal Learning Manager	2	Visitor Services Manager (Leeds (DSO) & Fort)	3
Events Officer	2	Sales & Customer Service Assistant	3
Living History Officer	2	Duty Manager	3
Live Interpretation Assistant	2	Visitor Services Supervisor	3
Public Engagement Manager (FN)	2	Museum Assistants (Leeds & Fort) (perm)	3
Education Officer (Leeds & Fort)	2		
Formal Learning Manager	2	Head of Commercial & IP Manager	3
Education Assistants (Leeds & Fort)	2	Retail Development & Innovation Manager	3
Community Engagement Officer	2	Retail & Commercial Administrator	3
		Retail Store Manager	3
Head of Interpretation & Digital Engagement	3	Retail Supervisor	3
Interpretation Manager	3	Retail Assistant perm / casual	3
Interpretation Officer	3	SEO & E Business Executive	3
Digital Content Officer	3	ID Content & DAMS Manager	3
Digital Manager	3	Creative Officer	
AV Technician	3	Content & Business Coordinator	3
AV Assistant Technician	3	IP Licensing & Media Partnerships Manager	3
Digital Vision Project Manager	3		
Digital Vision Engagement Manager	3	Head of Business Support Services	3
Digital Vision Manager	3	Health & Safety Coordinator	3
Digital Vision Technical Manager	3		
Head of Marketing & Communications Marketing Manager	3		



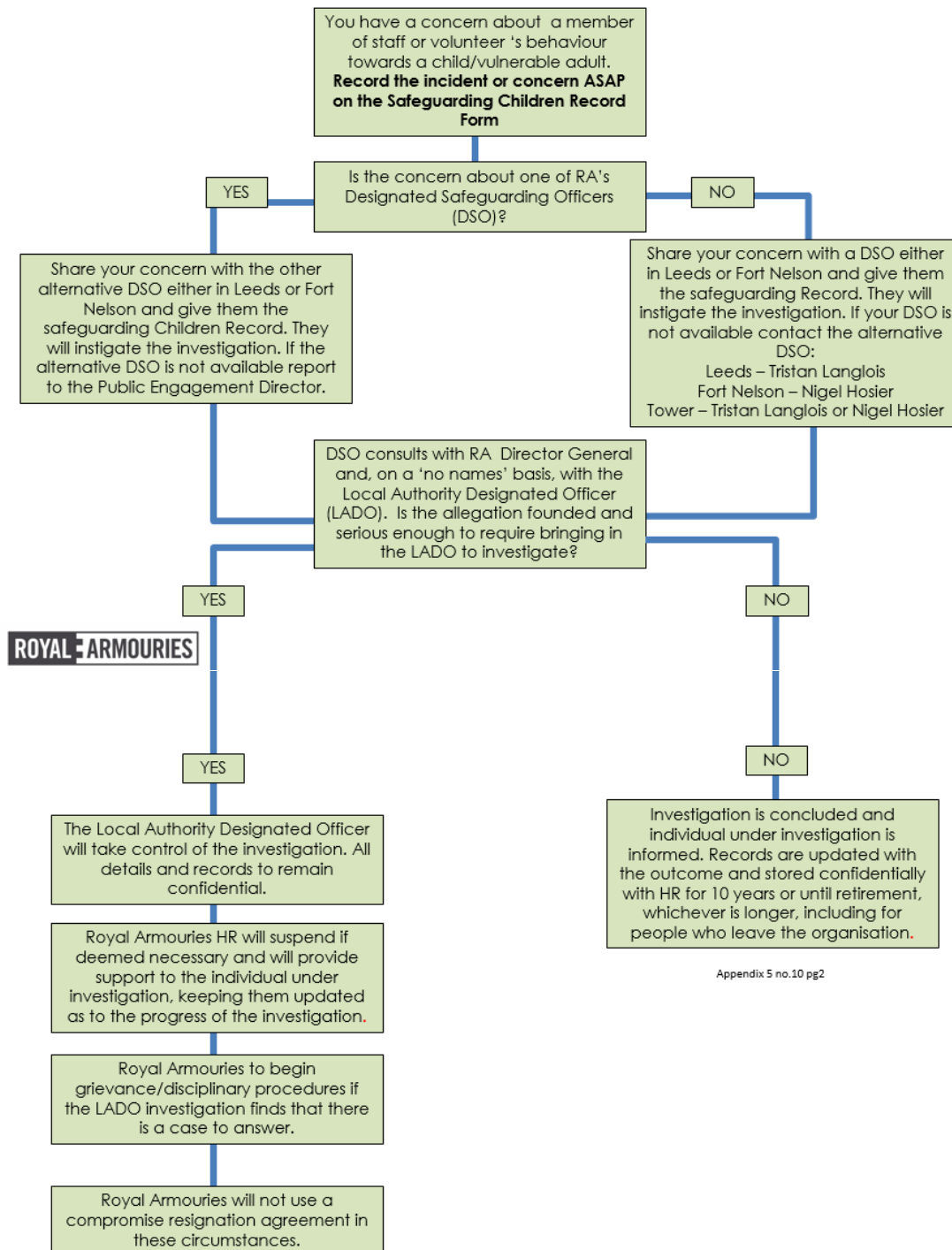
## 4. Reporting a concern about the safety or welfare of a child or vulnerable adult





## 5. Reporting an allegation made against a member of staff

### An Allegation Made against a Member of Staff



## 6. Code of Conduct

Everyone undertaking work of any kind for the Royal Armouries must accept and comply with the:

### ROYAL ARMOURIES CODE OF CONDUCT FOR WORKING WITH YOUNG AND VULNERABLE PEOPLE

#### You must:

- Treat all young and vulnerable people fairly, equally and with respect
- Provide an example of the good conduct that you expect others to follow
- Listen carefully to what young and vulnerable people say to you and ensure that any comment or complaint they may make is passed on to the appropriate manager and receives a response
- Be aware of the possibility of risks from others and question any situations that you find suspicious
- Challenge unacceptable behaviour (whether by a colleague, volunteer, contractor, visitor, etc.) and report any allegation or suspicion of abuse to your Designated Safeguarding Officer (see Safeguarding Policy).
- Inform your manager if you feel that you are being asked to carry out a duty with young or vulnerable people for which you have not been checked or trained adequately, or are not being given sufficient supervision
- Approach (ideally with one of your colleagues) any young or vulnerable person who appears to be in distress & ask if you can help them (applying the 'lost person' Procedure, see below)
- Avoid any situations which might appear compromising
- Be aware that any physical contact with a young or vulnerable person can be misinterpreted. In activities where some contact might be necessary, (eg sports, trying on armour or costumes), follow the guidance in Appendix 13 below)
- Recognise that special caution is required when discussing sensitive issues with young and vulnerable people. However, this does not mean that

issues such as bullying or the misuse of weapons, etc cannot be discussed when relevant

- Seek advice from your supervisor or manager if you are in **any** doubt about the correct way to deal with a situation involving young or vulnerable people
- When working offsite, you should comply with the host organisation's procedures & report concerns to their Designated Safeguarding Officer.

**You should never:**

- Allow yourself to be drawn into inappropriate behaviour or make any suggestive or derogatory remarks to or in front of young or vulnerable people
- Engage in any 'rough and tumble' or horseplay
- Use foul, abusive or age-inappropriate language
- Physically restrain a child or young person. This should be left to parents, teachers or adults accompanying the child. In an extreme situation at RAM Leeds, restraint should only be carried out by a member of the Security team trained in restraint. In any other circumstances physical restraint should not be used. There are no staff trained in restraint at Fort Nelson and so it should not be attempted in any circumstances.
- Allow or engage in unnecessary or inappropriate physical contact of any kind
- Do things of a personal nature for a young person or vulnerable adult that they can do for themselves or that a parent, carer, teacher or group leader should do for them, (eg accompanying a young or vulnerable person to the toilet)
- Allow yourself to be in a situation where you are alone with a child; always make sure you can be clearly seen and heard by others. If some privacy is absolutely necessary, a door should be left open. If possible, inform your supervisor or manager of such a situation in advance
- Travel in a vehicle with an unaccompanied young or vulnerable person, unless this is to or from an official activity and has been specifically approved in advance both by your manager and by the young or

vulnerable person's carer

- Invite a young or vulnerable person to meet you outside the museum and/or your identified working hours, unless this is for an official activity and has been specifically approved in advance by both your manager and by the young or vulnerable person's carer
- Give your personal email address, home address, telephone/ mobile number or details of your presence on social networking sites to a young or vulnerable person, or ask for or accept their private contact details unless this is specifically for an official purpose and has been approved in advance by your manager and by the young or vulnerable person's carer. If genuinely necessary, the contact details you give should be your official workplace address, telephone number and email address.
- Take photographs or make video or audio recordings of young or vulnerable people without obtaining specific approval in writing in advance from both the person and their parent or carer. Also ensure that your manager has approved the purpose of this. (See RA Film & Photography Policy & Procedure).

## 7. Responding to, managing & recording allegations of abuse

If any member of Royal Armouries staff has concerns that a young or vulnerable person may have been abused, he/she should:

- Report this as soon as possible with the Designated Safeguarding Officer for their site, or with the designated director, providing as much clear and accurate information as possible. If possible, staff should use the Safeguarding Record Form, but it is more important to make a written record quickly than to find the right form. Staff should assume that the information they provide is confidential – the DSO will decide whether the incident needs to be treated confidentially or not
- If after consideration they agree that the member of staff no longer has any concerns, no further safeguarding action will be taken. The Designated Safeguarding Officer will archive the completed form in a secure place, and keep the content confidential
- If after consideration the member of staff still has concerns, the Designated Safeguarding Officer will investigate immediately, will keep the designated Director informed, may seek specialist advice (eg NSPCC Helpline), may pass the matter to the HR department (eg for a suspension, disciplinary hearing, increased supervision or training) or refer it to the Local Authority Designated Officer and, if necessary, to the Police
- The Designated Safeguarding Officer will record the concern and the actions taken in its referral for investigation by the proper authorities. This information will be kept confidential, archived and only shared with those responsible for following up the case
- Any member of staff reporting an allegation in good faith against a colleague, volunteer, contractor, etc. will not suffer any adverse consequences (see [R.A Whistle Blowing Policy & Procedure](#))
- At the TOL, if the concern is about a visitor or visiting group ONLY, RA staff are to report to the DSO for HRP. If a member of RA staff is involved in the concern then RA staff are to report, as detailed in this policy, to an RA DSO.

## 8. Responding to a disclosure and recognising signs of abuse

### Recognising and reporting signs of abuse

Due to the nature of our work, it is most likely that you may see or hear things while at work which lead you to believe that a young or vulnerable person is experiencing abuse or neglect. This might include something you witness in person or an allegation from a third-party. All staff share a duty of care to safeguard young people and vulnerable adults and to promote their welfare. Carefully record what you witnessed on the Safeguarding Record Form and without delay pass this on, in confidence, to the Designated Safeguarding Officer.

### Responding to a child or vulnerable adult making an disclosure of abuse

It is unlikely that a child, young person or vulnerable adult will make a disclosure of abuse to you. A child or vulnerable adult will usually have built a strong relationship with a particular adult before they feel able to confide in them. Staff usually meet a visitor to the Armouries only once and spend a brief amount of time with them. However, should this happen, you must follow the guidelines below and the flow chart Reporting a Concern (Appendix 4 above).

What to do	What not to do
Stay calm	Do not panic. Do not overreact. It is unlikely that the child is in immediate danger.
Listen, hear and believe	Do not probe for more information. Questioning the young or vulnerable person may affect how their disclosure is viewed at a later date.
Give the person time to say what they want to	Do not interrupt, make assumptions or paraphrase. Do not offer alternative explanations. Do not ask the child to repeat their story.
Look for a good opportunity to explain that you will share this information with the <b>Designated Safeguarding Officer</b> but only those who need to know will be told.	Never promise to keep secrets or promise that everything will be OK.

Reassure the person they have done the right thing in speaking up.	Do not get angry or make negative comments about the alleged abuser.
Act immediately in accordance with this Procedure and tell the Designated Safeguarding Officer for your site.	Do not delay. Do not try to reach your own conclusions or deal with the disclosure yourself. Do not worry that you may have been mistaken.
Record accurately and in writing what was said <b>as soon as possible</b> . Use the Safeguarding Record Form (see Appendix II)	Don't delay. If you feel that you need to add opinions of your own, make it clear they are <u>your</u> opinions, e.g. 'He <b>looked to me like he</b> was scared'.
Only discuss the matter with your Designated Safeguarding Officer.	Do not pass any of the information on to anyone else.

It is possible that the person you suspect of abuse is known to you – perhaps even a close colleague. However, this should not deter you from communicating a clear, objective account of what you witnessed. Follow the 'Allegation against a Member of Staff' flow chart (Appendix 5 above). The Designated Safeguarding Officer will contact the correct authorities.

## **9. Management and supervision of staff, volunteers, etc**

Royal Armouries is committed to the appropriate management and supervision of its members of staff, contractors and volunteers, etc when they are working with children, young people and vulnerable adults.

Managers and supervisors are therefore responsible for knowing the clearance status of the staff members, contractors and volunteers who report to them, and of allocating tasks accordingly. If a new or casual member of staff, or a contractor, has not been 'cleared' it is the responsibility of the supervisor or manager to use those employees or contractors only in roles where their involvement with young and vulnerable people is suitably supervised.

Managers must ensure that they follow best practice and seek necessary permissions, etc if they intend to carry out surveys of young or vulnerable people, store data about them, use images of them, etc.



## 10. Recruitment, selection and training

### See also Recruitment Policy

- All job roles are analysed according to the frequency and nature of contact with children, young people and vulnerable adults that the job role is likely to entail. Each is then placed in the most appropriate category:
  - Category 1 - most involvement and frequency; in-depth checks needed
  - Category 2 - limited involvement and frequency; moderate checks needed
  - Category 3 - little or no involvement; basic check needed
- Each job is defined according to the tasks to be performed and skills necessary to identify the kinds of people most suited to the post. Key selection criteria list the essential and desirable qualifications, skills and experience required for the post and applicants will be short listed by comparison with these criteria
- Vacancies are circulated internally and through the most appropriate channels externally, ensuring equal opportunities are given due consideration and adhering to good practice with regard to the employment of ex-offenders, if appropriate
- Applicants are asked to sign a declaration stating their willingness to undergo vetting procedures appropriate to the job role and that there is no reason they would be considered to be unsuitable for working with young or vulnerable people
- Interviewees are required to supply documentation to confirm their identity. Photographic identity will be the preferred option, but if this is not available other verification of identity will be required. At least 2 satisfactory references will be required prior to any offer being made
- Interviewees must supply original documentary proof of qualifications which they rely on to secure the job, including a recent Disclosure & Barring Service (DBS) Disclosure Certificate if they have one
- A number of selection tools are used to maximise safe recruitment, including interviews, police checks and the uptake of references. Unexplained gaps on applicants' CVs will be identified and explanation sought during interview
- Police and Disclosure & Barring Service checks will be undertaken on the successful candidate, according to the job role's Working with Children Category:

- Category 1 - DBS Enhanced Disclosure
  - Category 2 - DBS Standard Disclosure
  - Category 3 - Police Check
- Seasonal temporary staff will undergo Police Checks and operational management will ensure that they are **never** required to work with children, young people or vulnerable adults unless they are accompanied by a suitably trained supervisor, or the child/young/vulnerable person's teacher, parent or carer
  - Police checks and CRB Disclosures are re-applied for at least every three years, and more frequently if evidence suggests that it is necessary
  - Equivalent procedures will be carried out for volunteers, freelance staff, secondees, agency staff, etc. Students on placement, interns, etc must be directly supervised by a suitably trained member of staff when they are working with children, young people or vulnerable adults
  - Following a suitable candidate's appointment, an induction course will be organized which will include an introduction to the Safeguarding Policy, Procedure and Code of Conduct. Those appointed to Category 1 & 2 posts will also be required to achieve a pass on a Safeguarding Awareness distance-learning course soon after taking up their job
  - For managers and those with specific safeguarding roles, additional training will be provided periodically. The Designated Safeguarding Officers and any Directors with responsibility for safeguarding will attend specific training for their role from an accredited organization
  - Should any member of staff be affected by the content of any of the safeguarding training modules they can contact the Employee Assistance Programme for support on 0800 882 4102
  - Royal Armouries will monitor developments introduced by the Disclosure and Barring Service and implement alterations to the Safeguarding Policy and Procedure, as necessary.

## Training plan

	<b>Audience</b>	<b>Training Title</b>	<b>Refresher Training</b>	<b>Assessment of knowledge</b>
<b>Level 1</b>	DSO's	NSPCC Designated Safeguarding Officer Training course	Every 3 years	Certificate of attendance
<b>Level 2</b>	Line Managers	Attend safeguarding workshop	Quarterly workshops to be run for all managers. <b>(Managers to attend every 12 months)</b>	Policy sign off
<b>Level 3</b>	All staff	Online Safeguarding Children & Vulnerable Adults Training	Every 12 months	Knowledge test - Certificate
<b>Level 4</b>	All Staff	Induction - introduction to Safeguarding Policy	Upon commencement of employment	Policy sign off

## 11. Schools and youth groups on site

### Responsibilities of school and group leaders

Royal Armouries staff employ procedures to keep its visitors safe from harm but the primary responsibility for the welfare of children and vulnerable adults in their care rests with parents/carers/ teachers & group leaders. Therefore, we expect group leaders, parents and carers to exercise the following responsibilities when visiting the Royal Armouries and ensure that:

- Parents, carers or group leaders must supervise children and vulnerable adults at all times
- All school and education groups must have an adequate number of adults with their group. The museum requires the following ratio of adult to pupils:

Pupil Age	Adult : pupil ratio
0 - 7	1:10
8 - 11	1:15
12 - 16	1:20

- All visitors must follow Visitor Regulations and Health and Safety procedures and comply with any instructions issued by Royal Armouries staff
- After an emergency evacuation, parents, carers & group leaders must tell a member of Royal Armouries staff as soon as possible if a young or vulnerable person cannot be accounted for at the Visitor Assembly Point
- In the case of an accident, inform a member of Museum staff immediately
- In the case of a child or vulnerable person being 'lost' on site, the parent or group leader should provide details as soon as possible to a member of Royal Armouries staff
- If group leaders or parents believe that the behaviour of other visitors is harmful to their children or vulnerable adults, they should give details to a member of Royal Armouries staff
- If the Museum has concerns about the conduct of young people or vulnerable adults, these will be reported to parents, carers or group leaders, who are

responsible for ensuring that the conduct of their children or vulnerable adults does not detract from other people's enjoyment of the Museum

- Dangerous, threatening, abusive, violent or bullying behaviour is unacceptable, and may lead to parents, carers or group leaders being required to leave the building with those responsible
- If the parents or group leaders feel the conduct of a member of Museum staff might be harmful to their children or vulnerable adults, they should ask to see the Museum Duty Manager and report it as soon as possible
- If the Museum has concerns about the conduct of group leaders, teachers or carers, this will be reported to the group leaders' organisation and to the RA Designated Safeguarding Officers

## 12. Schools and youth groups online

The Royal Armouries Education team currently reaches out to school pupils via digital streams that include live video and live audio for educational purposes. This is done from a variety of locations (museum site or home if it is deemed appropriate) and on a range of platforms that will be dictated by the school (Zoom, Microsoft Teams, Google Classrooms, etc.) and will be connected directly into the classroom of the participating school or pupils homes (if deemed appropriate). The following guidelines have been developed in collaboration with participating schools, and following relevant guidance from Catalyst's DigiSafe<sup>8</sup>, the Digital Culture Network<sup>9</sup> and the NSPCC<sup>10</sup>. This forms the backbone of the risk assessment sent to participating schools which forms part of their joining instructions, and acceptance of which is mandatory for the live stream to go ahead.

### 1. Digital security

- The Royal Armouries education team and the school will decide between themselves on the date and time of the workshop. Only those persons that are deemed essential will be made aware of the time and date.
- The Royal Armouries team and the school will agree on which party is to send the digital invitation
- Any and all methods of closing the digital link to the possibility of other persons joining/'hacking' to the workshop will be used. i.e. using the 'Lock meeting' feature on Zoom.
- Should an inappropriate person 'hack' into the session, they will be immediately removed.
- Should an inappropriate person keep 'hacking' into the digital engagement, it will be stopped and a new connection established.

### 2. Acceptable behaviour (RA staff, school staff)

- Museum facilitators and school staff will maintain a professional manner at all points of the digital engagement.
- Museum facilitators and school staff will be appropriately dressed.
- Should the school staff have any concerns with the professionalism of the museum facilitator, or vice-versa, each party has every right to stop the session without warning and report it to the museum and school as a concern.

### 3. Acceptable behaviour (students)

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<sup>8</sup> [Welcome to DigiSafe - DigiSafe \(thecatalyst.org.uk\)](https://www.thecatalyst.org.uk/)

<sup>9</sup> [Online-Safeguarding-Resources-and-Training-12.06.2020-Update\\_0.pdf \(digitalculturenetwork.org.uk\)](https://www.digitalculturenetwork.org.uk/)

<sup>10</sup> [Online Safety for Children - Tips & Guides | NSPCC](https://www.nspcc.org.uk/)

- School staff and adults are expected to moderate their pupils' behaviour.
- Pupils should adhere to rules and guidelines in terms of behaviour on the digital engagement session as they would at an 'in-person' session.
- Pupils will be appropriately dressed for the digital engagement.
- Pupils are to adhere to instruction in terms of 'muting' and turning off cameras where appropriate.
- Should there be any concerns from museum or school staff, either the pupil will be removed from the session or the session will be stopped for all, whichever is deemed most appropriate.

#### **4. Appropriate spaces**

- Only living (living room, kitchen, etc.) or professional spaces (office, museum gallery, etc.) are to be used by the museum staff in the delivery of digital engagement.
- Professional spaces (classroom, school hall, etc.) should be used by the school and pupils where possible.
- Should there be pupils required to join from their homes, they should only join the digital engagement from communal living spaces (living room, kitchen, etc.) and museum staff to be made aware prior to the event that this will be occurring.
- Bedroom spaces should never be used by any party.
- Backgrounds of any living spaces should be either plain, blurred or as minimally identifiable as possible to safeguard personal anonymity.

#### **5. Recording**

- The digital engagement will not be recorded by museum staff for personal reasons.
- Should there be a case for recording the session by the museum for a professional reason (marketing, CPD, etc.), this will be discussed in advance with the school and the school will attain appropriate permissions.
- Should the school wish to record the session, they are to let the museum staff know in advance.
- No pupils should record the session if they are joining from home. Should this happen, school staff will be required to deal with any repercussions.
- Should any recordings of the digital engagement occur, the terms of their use are to be agreed by the museum and school prior to the event.

## **7. Lone working**

- As a default, RA staff will use the RAM Leeds 'studio', and there will therefore always be at least one other member of the team present as technical support
- School staff and museum staff are to join the digital engagement first and then introduce pupils to the session either in class or from home.
- School staff are to ensure that there is an appropriate number of staff members present for the digital engagement and that a member of their senior management team is aware the session is taking place.
- Should there be a need for all school staff to leave the digital engagement, the engagement will be stopped and then recommenced when the staff return.
- Should a pupil learning from home be admitted to the digital engagement prior to school staff, the museum facilitator is to politely explain that they will be removed until their teacher is available and then remove the pupil from the engagement.

## **8. Inappropriate content**

- Any resources used by the museum facilitator, who will be a trained education officer or assistant, and are to be reliable and age appropriate.
- Any internet links should be checked for suitability.
- Should the museum facilitator be required to share their screen during the digital engagement, they should ensure that all measures are in place to stop any 'pop ups' or similar inappropriate content promotion occurring. Should anything occur, it should be addressed immediately.



### **13. When assisting children and vulnerable adults with armour handling, trying on costume, sporting activities, etc**

Armour handling, costume and sporting activities with children or vulnerable adults will often require assistance from a member of staff.

The following guidelines should be applied:

- Always ask the child or vulnerable adult if they require help and never initiate assistance without their clear consent
- Ask permission from the teacher, parent/carer of the child or vulnerable adult to assist with armour
- Explain that because the armour is heavy you need the help of their parent/group leader to assist you
- Only offer to help a child or vulnerable adult when you can be fully observed by others
- Never assist the child or vulnerable adult into armour, costume or sporting equipment unless the parent/carer, teacher or group leader is present

## **14. Under 18 workers, apprentice, work experience students, apprentices and volunteers**

At the current time, it is against museum policy to admit visitors to our sites under the age of 16 without a parent, carer, or other adult exercising duty of care. However, some members of staff may, from time to time, be required to work with 16-17 year olds employees, apprentices, student placements or volunteers.

Government guidance is that, for the purposes of risk management, all young people in places of employment should be treated as employees. There are two differences that managers and supervisors must take into account before recruitment.

### **Safeguarding**

Whatever the status of a 16-17 year old in the Royal Armouries work environment, they are, legally, still a minor. This means that managers must consider whether adult co-workers, with whom the 16-17 year old employee, or placement, or volunteer will be having regular, frequent contact, require more enhanced DBS checks, and/or additional training. Additional training might include appropriate adult behaviours, recognising signs of abuse, and handling disclosures

### **Duty of care**

We recognise that schools and colleges expect young adults undertaking work experience placements and apprenticeships to develop independence, responsibilities and the ability to make their own decisions and to apply learning.

It is also recognised that it is not practical, or necessary, for work experience students to be supervised or accompanied by two or more members of staff at all times. However, the welfare of the young person remains paramount. Therefore, to enable both the staff member and the work experience student to have a positive experience the following points should be borne in mind.

If you or a staff member are spending time alone with a student, consider:

- ensuring that another staff member knows your location and the proposed activity
- ensuring that the door is left ajar or that there is a clear view into the room/exhibit through a window
- if travelling in a vehicle with the student, ensuring that another member of staff knows where you are going, what you are intending to do and the estimated duration of your journey.

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 he or she is comfortable with the proposed arrangements.

You should also ensure that the student has had adequate time to discuss the proposed plans with their college, school, parent or guardian as appropriate.

You can find more guidance here: [Young people at work - Overview - HSE](#)

Managers recruiting 16 and 17 year olds in any capacity must notify Human Resources, and complete a [RA010C YOUNG PERSON RISK ASSESSMENT 11.11.2022.doc](#), factoring in the recommendations outlined above.

## 15. When a child or vulnerable adult is reported MISSING

### RAM Leeds

- Accompany the person(s) reporting the missing child or vulnerable adult to Reception.
- The duty manager and Security is to be informed and asked to attend Reception.
- The DM will decide to either instigate a localised or site wide search and will call relevant staff (who will conduct the search) to reception or a convenient location via radios using the term '**code four**'. They will then share the following information face to face (not via Radio):
  - Physical description of missing child or adult, including age, clothing, etc
  - Where and when the missing person was last seen
  - Name of school, group, day centre, etc (if any)
  - **Do not use the young person's name over radios or the tannoy, etc.**
- **Unless authorised to do so by the Duty Manager, never use the Tannoy to ask the public to help in the search.**
- Reassure the person reporting that we will do everything in our power to assist them and keep them informed
- When the missing person has been found, always verify with them that they have been reunited with the person who brought them to the site
- If the child or vulnerable adult is not found once a thorough check of the site has been made, Security will inform the Police and the Designated Safeguarding Officer
- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the parents/carers as to whether they involve the police at an earlier or later stage than the recommended timings.

## **RA Fort Nelson**

At Fort Nelson all radios held by staff are open mike.

- If a child is reported missing to a member of staff a radio call should be made to the duty manager using the term '**code orange, please switch to channel 2**'
- A description of the child, and locational details are relayed to the DM via channel 2.
- The DM will decide to either instigate a localised or site wide search. In both circumstances they will not share descriptions via radio with all other staff but will request specific museum assistants to meet them to share information in person and to begin the search.
- When the adult and child/vulnerable person are re-united the DM will make an informal assessment to establish that the child is comfortable with the adult collecting them.
- If the child or vulnerable adult is not found once a thorough check of the site has been made, the DM will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10min before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the parents/carers as to whether they involve the police at an earlier or later stage than the recommended timings.

## **Tower of London**

At the Tower of London, any RA staff who receive a report of a missing child or find a missing child should report this to HRP security staff or to a Yeoman Warder who will then initiate the HRP TOL missing child procedure.

## 16. When a child or vulnerable adult is FOUND

### RAM Leeds

- Accompany the child or vulnerable adult to Reception and wait with them. If anyone else is with the child, ask them to remain with you until the parent, carer, teacher, group leader has been located.
- The duty manager and Security are to be informed and asked to attend Reception.
- Duty manager is to call relevant staff (who will conduct the search) to reception or a convenient location via radios using the term '**code four**'. They will then share the following information face to face (not via Radio):
- Write down the following information and then circulate this immediately face to face:
  - Physical description of child or vulnerable adult, including age, clothing, other distinguishing features, etc
  - Name of school, group, day centre, people, etc the person was with
  - Where and when the child or vulnerable adult was found
  - **Do not use the young person's name over radios or the tannoy, etc.**
- If you are on your own with the child or vulnerable adult, ensure that you are in a public area where you can be seen and heard
- **Unless authorised to do so by the Duty Manager, never use the Tannoy to ask the public to help in the search**
- Reassure the child or vulnerable adult that we are doing everything in our power to assist them and keep them informed
- It is possible that the child or vulnerable adult will be upset and it will probably be your inclination to try and comfort him or her. This is fine, but remember to follow the key points from the Code of Conduct (see page 2 above)
- Avoid any situations which might appear compromising and be aware that physical contact can be misinterpreted. The desire to be touched should only be initiated by the child or vulnerable adult

- Touch should always be appropriate to the age and stage of development of the child or vulnerable adult, for example, it would be appropriate to hold the hand of a young child if they offered it to you
- When the parent, carer, teacher, group leader, etc is found, always verify with the child or vulnerable adult that the parent or leader is who they say they are
- If the child or vulnerable adult cannot communicate because they are pre-verbal or for some other reason and therefore cannot confirm that the parent or leader is who they say they are, contact the police and ask the parent or leader to wait until the arrival of the police
- If the parent, carer, teacher, group leader, etc is not found once a thorough check of the site has been made, Security will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10 minutes before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. In the case of a baby or infant, it is recommended that the police be contacted after 10 minutes. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the found child/vulnerable adult as to whether they involve the police at an earlier or later stage than the recommended timings.

### **RA Fort Nelson**

- If a member of staff finds a lost child or vulnerable adult they are to reassure and remain with the child and immediately radio the duty manager using the term **'code orange, please switch to channel 2'**
- A description of the child, the details the child is able to give about parents/carers, and locational details are relayed to the DM via channel 2.
- The DM must make a decision on the nature of the location that the staff member and child are located in. It is preferable for the child to be kept in the location they are found in in case parents return to the area. However, some areas, like the toilets, may not be public enough and in which case the DM should instruct the staff member and child to move to the nearest suitable location.
- The DM will decide to either instigate a localised or site wide search. In both circumstances they will not share descriptions via radio with all other staff but will request specific museum assistants to meet them to share information in person and to begin the search.

- If the DM is searching for adult parents/carers they may decide to share descriptions of the adults with specific museum assistants via channel 2 on the radio rather than in person.
- When the adult and child/vulnerable person are re-united the DM will make an informal assessment to establish that the child is comfortable with the adult collecting them.
- If the child or vulnerable adult cannot communicate because they are pre-verbal or for some other reason and therefore cannot confirm that the parent or leader is who they say they are, contact the police and ask the parent or leader to wait until the arrival of the police
- If the parent, carer, teacher, group leader, etc is not found once a thorough check of the site has been made, Security will inform the Police and the Designated Safeguarding Officer.
- The recommended maximum search time for a localised search is 10 minutes before a site wide search is instigated and more staff are drafted in. The maximum recommended search time for a site wide search is 30 min before calling the police. In the case of a baby or infant, it is recommended that the police be contacted after 10 minutes. However, the Duty Manager should use their best judgement based on the circumstances and the information provided by the found child/vulnerable adult as to whether they involve the police at an earlier or later stage than the recommended timings.

### **Tower of London**

At the Tower of London, any RA staff who receive a report of a missing child or find a missing child should report this to HRP security staff or to a Yeoman Warder who will then initiate the HRP TOL missing child procedure.



## 17. Filming and photography of children

It will frequently be the case that photographs are taken of children and young people participating in learning activities, work experience, voluntary activities and family workshops and that these images will be used for publicity purposes.

Photographs or videos, including those on the website, YouTube and social media platforms, must not include any child or young person unless authorised by the appropriate member of staff and adult/parental consent is given. You can find further guidance, and the consent form that must be completed by the relevant guardian to obtain permission to use photographs of children, young people or vulnerable adults is available in the [Photography and Filming of Children Policy](#). Once completed a copy of the form should be kept. Any photographs or film taken will be physically or digitally labelled and dated as necessary.

Anyone who appears to be taking photographs or videos in inappropriate circumstances should be challenged where there are reasonable grounds for suspicion.

## 18. Glossary of terms

**Abuse can take several forms and ill-treatment might involve one or more of these:**

PHYSICAL ABUSE: is causing physical harm to someone by hitting, kicking, shaking, burning, scalding, poisoning or other means.

EMOTIONAL ABUSE: is the maltreatment causing severe, lasting adverse effects on an individual's emotional development. It may involve frightening, degrading, humiliating, rejecting, limiting, excluding or exploiting to communicate a feeling of worthlessness and inferiority.

SEXUAL ABUSE: is the enticing or forcing of a young or vulnerable person to take part in sexual activity. It includes physical contact and non-contact activities, including creating or viewing sexual images and behaving in inappropriate ways.

NEGLECT: is the long-term failure to meet a young or vulnerable person's physical or emotional needs. This failure, usually by a parent or carer, may seriously harm the sufferer's health and development. Neglect may involve failure to provide adequate food, clothing, accommodation, medical care, supervision or protection.

CHILD: this term is used to denote anyone aged under 18. The term 'young person' is also used to cover the older part of this age range

SAFEGUARDING: the process of protecting children, young people and vulnerable adults from abuse or neglect, preventing impairment of their health and development, and ensuring they receive treatment consistent with the provision of safe and effective care that optimises their life chances

STAFF: all who work for the Royal Armouries, paid and unpaid, full & part-time, directly or indirectly, including:

Permanent, Temporary & Casual staff, Seconded, Agency, Freelance, Contractors' Staff & Consultants, Volunteers including Work Placements, Interns, etc

VULNERABLE ADULT: a person aged 18 or over who may be unable to take care of herself/himself or unable to protect herself/himself against significant harm or exploitation, by reason of mental or other disability, age or illness

## 19. Training Declaration

<b>Employee Name:</b>	
<b>Department:</b>	

### **Employee Declaration:**

- I can confirm that I have received a copy or link to the Safeguarding Policy.
- I can confirm that I have received a copy of link to the Safeguarding Appendices.
- I can confirm that I have read both safeguarding documents and understand that it is my responsibility to familiarise myself with its contents.
- I understand that if I don't understand anything in the policy or appendices, I should raise this with my line manager / DSO.

<b>Employee Signature:</b>	
<b>Date:</b>	

**PLEASE RETURN COMPLETED DECLARATIONS TO THE HUMAN RESOURCES  
DEPARTMENT**

## 20. Safeguarding Record Form (Confidential)

This Record Form should be used for recording the details of any concern about the safety and welfare of a child or vulnerable adult. It should be completed by the member of staff or volunteer who has the concern. This form should then be given to a DSO (Leeds- Tristan Langlois; Fort Nelson - Nigel Hosier; Tower - Nigel Hosier or Tristan Langlois), who will go through the detail with you in confidence before, if necessary, instigating an investigation.

You may not have all the information specified, but please fill in what you can. If your concern is generic, or pre-emptive, it will be discussed by Safeguarding Board. If your information includes named individuals, the concern will only be discussed by the DSOs, Designated Director and if necessary Human Resources. Either way it will be the basis of a referral to the local authorities if the decision is made to refer.

**PLEASE NOTE** – at the time you write this please treat it as a confidential record until you have discussed it with the DSO or designated Director. Please do not complete this form in a public area. There will be sections that your DSO will complete for you, and the DSO will also decide whether or not the concern needs to be processed in confidence.

**Section 1 – Reporting Individual's Details**

**Name of the reporting individual to whom allegation was made or who witnessed the incident:**

**Job title/role:**

**Date and time of report:**

**Place of work:**

**Work telephone number:**

**Work email address:**

**Details of the Person making the Allegation (if applicable)**

**Name:**

**Address:**

**Contact details:**

**Date and time of report:**

**Does this person consider that the child is at risk of significant harm?**

**YES**

**NO**

**Does this person wish to remain anonymous?**

**YES**

**NO**

**Section 2 – Details of the Child(ren) or Young Person (add rows if necessary)**

<b>First Name</b>	<b>Surname</b>	<b>DOB or Age</b>	<b>M/F</b>

**Section 2 cont. – Details of the Child(ren)'s or Young person (s)'s Principal Carers**

<b>First Name</b>	<b>Surname</b>	<b>DOB or Age</b>	<b>M/F</b>	<b>Relationship to the Child(ren)</b>

<b>Address of Child</b>				

<b>Section 3 – Key Professionals / Agencies Contacted (to be completed by the DSO or the Designated Director)</b>			
<b>Organisation</b>	<b>Contact Name</b>	<b>Telephone Number</b>	<b>Address</b>



**Section 4 - Reasons for the Concern**

**Please record here your reasons for a concern about the safety and wellbeing of the child or young person. Please state your reasons clearly and be as factual as possible. If you need to give opinions state that they are your opinions and explain why you have reached them. Avoid using jargon unless you explain what you mean. Feel free to attach an additional sheet to this record.**

**Location where incident occurred:**

**Date and time when incident occurred:**

**Other information:**

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<b>Section 5 – Consent</b>	
<b>Have you received consent from the family to make this referral?</b>	
<b>Yes</b>	<b>No</b>

(Please note: you do not have to ask for consent, only ask if you feel it is appropriate.)

Any other comments

Reporting individual

Signed:

Date:

Print Name:

Designated Safeguarding Officer

Signed:

Date:

Print Name:

**Further Action required (to be completed by the DSO or a Director):**

**Designated Safeguarding Officer or Director:**

**Signed:**

**Print Name:**

**Date:**

**Section 6 – Outcome to be completed by the DSO or the Designated Director**

**Designated Safeguarding Officer or Director:**

**Signed:**

**Print Name:**

**Date:**