Safeguarding Children and Vulnerable Adults

Policy and Procedures

January 2017
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Section 1 Safeguarding Policy

1.1 Introduction

National Museums Northern Ireland (National Museums) is committed to providing enjoyable, safe environments for all children and vulnerable adults participating in museum activities. Whilst the primary responsibility for safeguarding children and vulnerable adults’ welfare rests with the supervising adult, National Museums recognises our responsibility to take all reasonable steps to promote safe practice and to protect children and vulnerable adults from harm, abuse and exploitation.

The Policy endeavours to uphold the rights enshrined within the UN Convention on the Rights of the Child (1989) and the requirements of all other relevant UK and NI legislation relating to children and vulnerable adults.

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

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

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

1.2 Principles

- We promote and prioritise the safety and wellbeing of children and vulnerable adults who visit National Museum sites.

- We believe that every child and vulnerable adult has the fundamental right to be safe from harm and to have their physical, emotional and spiritual well-being promoted by those looking after them.

- We believe that children and vulnerable adults have a right to be heard, to be listened to and to be taken seriously.

- In all situations the welfare of the child or vulnerable adult will always be the paramount consideration.
1.3 Practices

- National Museums will establish and maintain a safe and enjoyable environment where children and vulnerable adults can participate free from abuse, bullying and discrimination.

- National Museums is committed to safe recruitment, selection and appropriate vetting arrangements for employees and volunteers.

- National Museums will provide effective management of staff and volunteers through appropriate levels of supervision, support and training.

- National Museums will inform children and carers and external parties coming onto all sites of its Safeguarding Children and Vulnerable Adults Policy and Procedures, as appropriate.

- National Museums will ensure that everyone understands their roles and responsibilities in respect of safeguarding children and vulnerable adults and will provide appropriate training opportunities to ensure that abuse can be recognised, identified and responded to.

- National Museums has in place structures, procedures and guidelines to ensure that appropriate action is taken in the event of incidents or concerns of abuse. This includes a network of Designated Officers (see Appendix 1) and a Safeguarding Forum.

- National Museums takes seriously all concerns and allegations of abuse and responds to these appropriately, whilst also supporting those individuals who raise or disclose the concern.

- National Museums will ensure that confidential, detailed and accurate records of all safeguarding concerns or incidents are maintained and stored securely.
1.4 Code of Behaviour

National Museums welcomes children and vulnerable adults to explore, engage and enjoy its museums.

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

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

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

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

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

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

- have children or vulnerable adults on their own in a vehicle;
- enter a toilet area with children or vulnerable adults unless another adult is present or gives permission (parent, teacher, group leader, carer);
- spend time alone with a child or vulnerable adult. In situations where this is deemed necessary, staff should make sure that they can be clearly observed or seen by others;
- enter the residential accommodation whilst a group of children or vulnerable adults is in residence, unless accompanied by another adult (preferably the Residential Warden or the group leader).

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

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

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

Harm can be caused by:
- Physical abuse;
- Sexual abuse;
- Emotional abuse;
- Neglect; and
- Exploitation.

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

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

Emotional Abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child’s emotional development.

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

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

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

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

In addition, National Museums has appointed members of staff at each site who have been especially trained in the area of safeguarding children and vulnerable adults and are acutely committed to the principle of confidentiality (see Appendix One for a list of these Designated Officers).
Section 2  Safeguarding Procedures

2.1 Recruitment and Selection

Responsibilities of the Human Resources Department

National Museums’ Human Resources Department will ensure that the measures stated below, which apply to all staff (permanent, full-time, temporary etc.), are applied:

- Applicants for all jobs will be provided with an application pack which will indicate whether the post involves working with children or vulnerable adults and whether it is subject to further checks;

- Applicants for all jobs will be asked to complete a disclosure form in order to declare any past criminal convictions;

- Applicants to posts deemed to meet the definition of ‘regulated activity’, in line with current guidance, will be asked to include any spent convictions and pending prosecutions. They will also be advised that they will be subject to the appropriate check/registration through a disclosure check with Access NI;

- All relevant criminal record information will be kept securely until such time as a recruitment decision is made;

- Interviewees for relevant posts will be asked appropriate questions relating to the fact that National Museums provides a range of services to vulnerable adults and children;

- Two references will be obtained and checked on behalf of successful applicants. These references will include questions relating to safeguarding children and vulnerable adults issues for applicants to ‘regulated’ positions. If there are any difficulties in obtaining the requisite number of references, this matter will be referred to the Head of Human Resources, for discussion with and guidance from, the relevant parties including the Designated Officer;

- National Museums will carry out vetting for all staff deemed to be in posts involving ‘regulated activity’. Vetting will be completed prior to confirmation of appointment and prospective employees will not commence employment until this process has been finalised;

- Information supplied as part of the vetting process will be discussed between the assigned Human Resources Officer and the Head of Human Resources and any other relevant staff as deemed appropriate, in determining suitability for confirmation of appointment. It may also be beneficial to facilitate a follow-up interview with the potential applicant for discussion of the relevance of offences and explanation of convictions in more detail. Confidentiality of such information by all involved is assured.
2.2 Training

Responsibilities of Human Resources Department

- Undertaking training on safeguarding children and vulnerable adults is a mandatory requirement for all National Museums’ staff and the Human Resources Department will ensure that training records will be maintained;

- The Human Resources Department will facilitate refresher training for staff every three years, using the National Museums E module on safeguarding children and vulnerable adults, or the paper-based equivalent;

- The Human Resources Department will ensure that details relating to assessment of need and provision of safeguarding training for non-staff posts e.g. agency staff, trainees, etc. is recorded on the training database;

- The Human Resources Department will ensure that Line Managers of non-staff e.g. agency staff, trainees etc. are issued with a form to complete and return. This form will record details of the post, whether safeguarding training is required and confirmation that it has been provided.

Responsibilities of Line Managers

- Line Managers will be responsible for assessing training needs of non-staff posts e.g. agency staff, trainees, etc. for which they have responsibility. They will also ensure that details relating to these posts, including whether safeguarding training is required and confirmation that it has been provided, if applicable, is provided to the Human Resources Department.

- Line Managers will be responsible for ensuring that all new recruits complete either the National Museums E module on Safeguarding Children and Vulnerable Adults, or the paper-based equivalent, or a face to face training session with a Designated Officer, within one month of taking up their position.

- Line Managers are responsible for ensuring that all volunteers receive appropriate training on Safeguarding Children and Vulnerable Adults.

Responsibilities of Safeguarding Champion (Director of Learning and Partnership)

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

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

2.3 Implementation and Monitoring Procedures

Responsibilities of Line Managers

All Line Managers will be responsible for monitoring that staff in their team are made aware of, and implement, the Safeguarding Children and Vulnerable Adults Policy and Procedures, as appropriate, to the member of staff’s job role.

Line Managers will also be responsible for ensuring that service providers (artists, demonstrators, musicians, educators etc.) are adhering to the Safeguarding Children and Vulnerable Adults Policy and Procedures, as appropriate.

2.4 Reviewing the Policy

Responsibilities of the Safeguarding Champion (Director of Learning and Partnership)

The Policy and Procedures will be kept under regular review by the Safeguarding Champion and the Safeguarding Forum. These will be updated in the light of developments in practice and in legislation relevant to the protection of children and vulnerable adults. In the event of any weakness being identified in procedures, the policy and relevant procedures will be reviewed and revised immediately.

An annual report will be presented to the Board of Trustees of National Museums on issues relating to the safeguarding of children and vulnerable adults on the organisation's sites.
2.5 Dissemination of Information about the Policy

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

- We will publish our Safeguarding Children and Vulnerable Adults Policy and Procedures on www.nmni.com and on the staff intranet;

- As part of our procurement procedures we will ensure that:
  - all contractors/suppliers are advised that they are required to accept our Safeguarding Children and Vulnerable Adults Policy and Procedures. All purchase orders will carry a statement to this effect and will signpost contractors/suppliers to a link to this policy on our website;
  - the Central Procurement Directorate (CPD) will provide all contractors/suppliers appointed by them with a copy of the National Museums Safeguarding Children and Vulnerable Adult Policy. These companies will be required to confirm that they will adhere to it or provide evidence that they operate a similar policy;

- We will ensure that children, carers and external parties coming onto our sites are informed of our Safeguarding Children and Vulnerable Adults Policy and Procedures, as appropriate;

- All Trustees will be issued with a copy of the Safeguarding Children and Vulnerable Adults Policy and Procedures;

- All volunteers will receive a copy of the Safeguarding Children and Vulnerable Adults Policy in an induction pack. The Volunteer Co-ordinator will keep records of this and will update the Human Resources Department regularly with information to feed into the safeguarding training database.
2.6  Reporting Incidents

Procedures to be followed by National Museums’ staff in case of suspected or alleged abuse.

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

(a) suspects that a child or vulnerable adult has been, or is at risk of being abused; or

(b) has had a disclosure made to them; or

(c) receives a complaint from a member of the public relating to safeguarding issues in the museum; or

(d) observes concerning behaviour by a member of the public relating to safeguarding; or

(e) has a direct allegation made against them; or

(f) suspects that another member of staff, Trustee, volunteer or external service provider is involved in the abuse of a child/children or vulnerable adult(s) or is suspected of being in breach of the code of conduct

MUST

- report any matters in relation to safeguarding to the Duty Manager or Designated Officer on site, in order to discuss concerns immediately. The Duty Manager will report safeguarding incidents to the Designated Officer, where appropriate and the Designated Officer will manage the incident in accordance with these procedures.

- remember that the physical safety and emotional needs of the child or vulnerable adult are of paramount importance and due consideration should also be given to the needs of the member(s) of the public reporting or involved in the matter.

- while listening to the child or vulnerable adult, endeavour to follow the guidelines in Appendix 8 (i.e. Disclosure of Abuse – Guidance for Staff).

- within twenty-four hours record the details of the incident including the child or vulnerable adult’s condition, emotional state, any observed injuries and any statements made by him/her or adults involved. All information recorded must be as factual and accurate as possible. The Safeguarding Incident Report Forms at Appendix 2 should be used to record this information.

Members of staff, Trustees, volunteers or external service providers must only discuss matters of suspected or alleged abuse with the Designated Officer or Duty Manager and the Safeguarding Champion (Director of Learning & Partnership), if appropriate. Any other discussion may be deemed a disciplinary offence.
A member of staff against whom a direct allegation is made, may at any time thereafter, discuss the substance of the allegation in confidence with his/her chosen trade union representative or accompanying work colleague. Such discussion is also permitted in the event of disciplinary procedures being initiated. (Note: the member of staff must seek his/her colleague’s agreement and confidentiality to be involved in any matters relating to this procedure).

The forms in Appendix 2 should be used to record the incident/ allegation/ disclosure.

2.7  Complaints against Designated Officer

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

If no response, or an unsatisfactory response, is given within 10 working days, then the member of staff must, under the requirements of the Public Interest Disclosure (N.I.) Order 1998, as reflected in National Museums Staff Code of Conduct, refer the matter directly to the Police Service NI, as long as that member of staff is operating in good faith and in reasonable belief that the complaint is substantially true and factual.

If you are worried about a child’s wellbeing you may also contact the NSPCC Helpline on 0808 800 5000
Appendix 1

Contact Details for Duty Managers and Safeguarding Children and Vulnerable Adults’ Designated Officers

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

Ulster Museum – Duty Manager 07500 829 638
Ulster Folk and Transport Museum - Duty Manager 07775 421 199

Designated Officers - Ulster Museum

Les McLean
Ext 4011 (Mobile 07765 935 494)
External number: 02890 440011

Colleen Watters
Ext 4103
External number: 02890 440103

Kevin Guinchard
Ext 4012
External number: 02890 440012

Designated Officers - Ulster Folk and Transport Museum

Nick Ferguson
Ext 5272
External number: 02890 395272

Greg Borne
Ext 5275
External number: 02890 395275

Jenna Collier
Ext 5273
External number: 02890 395273

Designated Officers - Ulster American Folk Park

Richard Hurst
Ext 6307 (Mobile 07903 018 481)
External number: 028 82256307

Catherine McCullough
Ext 6300
External number: 028 82256300

Safeguarding Champion (Director of Learning and Partnership)

Paddy Gilmore
Ext 5900 (Mobile 07919 914 809)
External number: 028 90395090

The Safeguarding Champion (Director of Learning and Partnership) has overall responsibility for safeguarding, on behalf of the Board of Trustees of National Museums.
### Appendix 2A

**Safeguarding Children and Vulnerable Adult 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/Date of Birth |  |
| Any special factors (e.g., disability) |  |
| Parent’s/Carer’s/Responsible Adult’s Name(s) |  |
| Home Address | Telephone number(s) |
| | Home: |
| | Other: |
| Venue this incident took place in |  |
| 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?


<table>
<thead>
<tr>
<th>To whom reported</th>
<th>Date and time reported</th>
</tr>
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<tbody>
<tr>
<td>Your name and position</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>
This section to be completed by the Designated Officer/Duty Manager

Any further action taken?

**Copy of form sent to:** Director of Learning and Partnership

<table>
<thead>
<tr>
<th>Signature</th>
<th>Name</th>
<th>Date</th>
</tr>
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Appendix 2B

Safeguarding Children and Vulnerable Adult Incident Report Form

Allegation against Staff Member

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

<table>
<thead>
<tr>
<th>Name of member of staff against whom allegation is being made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site/Location</td>
</tr>
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</table>

**Details of Incident**

Where did incident take place?

Date and time of incident

Site this incident took place in

Exact location of incident

Was anyone else involved?

Any other details
Description of what has prompted concerns (please include details of any specific incident, dates, times etc.) and describe any physical or behavioural indicators which have been observed

<table>
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<tr>
<th>Action taken</th>
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Return immediately to the Designated Officer in an envelope marked **Highly Confidential**

<table>
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<tr>
<th>Your name and position</th>
<th></th>
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</table>

<table>
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<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
This section to be completed by the Designated Officer/Duty Manager

Any further action taken?

Copy of form sent to: -

- Director of Learning and Partnership

- Head of Human Resources

Signature

Name

Date
Appendix 3A

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

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

1. Contact a Visitor Services Team member immediately providing as much information as possible, to include:
   - name of child/ vulnerable adult;
   - age;
   - address/name of school (if applicable);
   - physical description (height, colour of hair, clothing, etc.);
   - where child/vulnerable adult was last seen;
   - the time the child/vulnerable adult was last seen;

2. On receipt of this information, the member of the Visitor Services Team will circulate the facts by radio/telephone to the Duty Manager, Visitor Guides and other relevant staff. If necessary the Duty Manager will issue instructions and advice in relation to a more extensive search. The Duty Manager will be responsible for contacting local police if necessary;

3. The member of staff who has had the report made to them should reassure the parent/guardian that action is being taken to locate the child/ vulnerable adult and explain that contact will be maintained with them through the Duty Manager.
Appendix 3B

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

If a child or vulnerable adult who is lost comes to you, follow this procedure:

1. Reassure the child/vulnerable adult;

2. If deemed appropriate, try to locate the parent/guardian in the vicinity on your way to contacting a member of the Visitor Services Team;

3. Contact a Visitor Services Team member giving the following details if possible:
   - name of child/vulnerable adult;
   - age of child/vulnerable adult;
   - address/name of school;
   - physical description (height, colour of hair, clothing, etc.);
   - where child/vulnerable adult was found;

4. If you are on your own with the child/vulnerable adult, ensure that you are in a public area where you can be seen and heard;

5. Make sure he/she is accompanied by another adult (member of the public or Museum staff member). The Duty Manager will attempt to locate the parent or guardian in the vicinity;

6. If this cannot be done within a short time, the member of staff finding the child/vulnerable adult will take the child/vulnerable adult to the Visitor Centre to be left in the care of two members of the Visitor Services Team who are manning the Visitor Centre;

7. The Duty Manager will then issue instructions and advice in relation to a more extensive search. The Duty Manager will be responsible for contacting local police if necessary;

8. A written record will be kept by the Duty Manager of lost and found children/vulnerable adults and occurrences will be reported to the site Designated Officer[s] as soon as reasonably practicable.
Appendix 3C

Staff procedures for dealing with a lost child/vulnerable adult in the Ulster Museum

1. When a parent/guardian reports a child/vulnerable adult missing, get description, name, age, clothing (anything easy to spot) of lost child/vulnerable adult and last known location. Try if possible to keep the parent/guardian with you.

2. Send an initial radio message: “your name to Duty Manager and all staff, please go to Green Button” (this allows radio holders to go to a more private area and adjust the radio volume to ensure the information remains as private as possible).

3. Then on radio give description, name, age, clothing (anything easy to spot) of lost child/vulnerable adult and last known location.

4. If you do not have a radio, either phone the Duty Manager who will send the radio message, or seek assistance from a colleague with a radio.

5. As soon as the information has been received, staff in Art 7, Fossils and Early Peoples will start looking for the child/vulnerable adult.

6. The Duty Manager will notify Security and Reception (Duty Manager is now in control of radio coordination).

7. Security will sweep CCTV footage outside and inside building at the last known location area.

8. Reception will contact the three Discover Areas and provide description etc to enable the search of the Discover Area.

9. Orientation or FOH staff member will go to the front door if there is no security in the area.

10. Staff in Art 7 will walk through the galleries from Art 7 to Art 1 passing on the description if necessary.

11. Staff in Fossils will walk through to Deep Time.

12. Staff in Early Peoples will walk through to Plantation.

13. Remember to search the relevant Discover Areas as well.

14. Gallery guides will search areas including catwalks, stairways and nearby toilets.

15. FOH will search shop, Stranmillis corridor, restaurant and toilets.

16. Exhaust all areas including toilets, lifts, Grainger Room, Learning Zone, Belfast Room, lecture theatre, back of house areas.
17. Report back to Duty Manager when areas have been searched (e.g. “Art Areas have been searched, no Green Button there”)

18. In conjunction with security the Duty Manager will make a decision based on CCTV footage whether or not to call police.

19. When child/vulnerable adult is found relay info to everyone via the radio (e.g. “The Green Button has been found in Art, all well”).

20. Reception will inform Discover Area staff when the child or vulnerable adult has been found.
Appendix 3D

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

1. Stay with the child/vulnerable adult where you found them.

2. Radio or phone Duty Manager with following message “your name to Duty Manager, I have found a Green Button in gallery name, could you meet me there?”

3. When Duty Manager arrives, take the child/vulnerable adult down to Reception while trying to develop a rapport with the child/vulnerable adult in order to establish their name/surname/contact information.

4. Reception staff to make a tannoy announcement “Could Mr & Mrs... please come to Reception.”

5. Do not mention that a child/vulnerable adult has been found and do not say the name of the child/vulnerable adult over the tannoy.

6. When parent/guardian turns up, ascertain that they know each other and can be happily reunited.
Appendix 3E

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

If someone reports to you that a VULNERABLE ADULT OR CHILD IN HIS OR HER CARE IS MISSING:

- Take note of the description, name, age, clothing (anything easy to spot) of lost child/vulnerable adult and last known location and last time sighted. Try if possible to keep the parent/guardian with you or ask for a contact mobile number.

- Depending on your location gain access to a radio or phone.

- By radio: Send an initial message to announce “Your name and this is a private message for all radio users”. Pause to allow radio users to move from public areas, then give the description, name, age, clothing (anything easy to spot) of lost child/vulnerable adult and last known location.

- By phone: If you do not have access to a radio, contact Security (x5099) who will coordinate with the VS DM and do the radio announcement for you.

- Reassure the parent/guardian that action is being taken to locate the lost person and that procedures are in place.

- On hearing the information, available staff to begin search based upon last location. Remain discreet while you sweep the area to include galleries, toilets, Tea Rooms, shops, exhibit buildings and communicate with other staff in these areas.

- DM to communicate with Ticket Desks/FOH areas.

- Member of security to monitor exits of Transport & Folk Museum and CCTV footage.

- In conjunction with Security the DM will decide whether to inform the PSNI.

- When the child or vulnerable adult is found, DM/Security announces a private message to all radio users that the issue has been resolved. DM to inform Ticket Desks/FOH areas.

- When child or vulnerable adult is found, ascertain that they know each other and can be happily reunited.

- Make a written record and inform DM and Child & Vulnerable Adult Designated Officer where necessary. An Incident Form should be completed as required.
Appendix 3F

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

Staff procedure when a child or vulnerable person is discovered lost

Stay with the child/vulnerable adult.

Reassure them and inform them of your name and that you are a member of staff.

Radio or phone DM or Security with following message “Your name and this is a private message for all radio users”. Pause to allow radio users to move from public areas, then give information about the person you are with and your location.

If you are on your own with the child, ensure that you are in a public area where you can be seen and heard.

If deemed appropriate, try to locate the parent/leader in the vicinity on your way to contacting Security (see below).

Depending on where you are follow the next steps:

Ballycultra Town

Make your way to the VIC where other staff are present. While walking try to reassure child/vulnerable adult in order to establish their name/surname/contact information.

Contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.

Search to locate parent/guardian by Security and VS team.

The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.

When parent/guardian turns up, ascertain that they know each other and can be happily reunited.

Make a written record and inform DM and Child & Vulnerable Adult Designated Officer where necessary. An Incident Form should be completed as required.
**Rural Museum**

- Make your way to the Corradreenan Farm. While walking try to reassure child/vulnerable adult in order to establish their name/surname/contact information.

- Contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.

- Search to locate parent/guardian by Security and VS team.

- The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.

- When parent/guardian turns up, ascertain that they know each other and can be happily reunited.

- Make a written record and inform DM and Child & Vulnerable Adult Designated Officer where necessary. An Incident Form should be completed as required.

**Transport Museum**

- Make your way to the Reception. While walking try to reassure child/vulnerable adult in order to establish their name/surname/contact information.

- Reception staff to make a tannoy announcement “Could Mr & Mrs... or leader from ..... please come to Reception”

- Do not mention that a child/vulnerable adult has been found and do not say the name of the child/vulnerable adult over the tannoy.

- Also contact DM & Security personnel giving the following details if possible: name, age, name of school or group, where found, where parents/leaders were last seen.

- Search to locate parent/guardian by Security and VS team.

- The Security Officer will then issue instructions and advice in relation to a more extensive search. The member of Security staff dealing with the situation will be responsible for contacting local police if necessary.

- When parent/guardian turns up, ascertain that they know each other and can be happily reunited.

- Make a written record and inform DM and Child & Vulnerable Adult Designated Officer where necessary.
Appendix 4

Leaders'/Teachers'/Carers' Responsibilities while visiting National Museums' Sites

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

In particular, all leaders/teachers/carers shall:

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

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

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

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

National Museums wishes to remind all teachers/group leaders and carers that the primary responsibility for the welfare of the vulnerable adults or children in their care rests with them at all times.
Appendix 5

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

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

1. Visitors should speak to any member of staff and advise them that they would like to speak to someone in relation to a safeguarding children and vulnerable adults matter. Staff will follow the internal procedure to immediately contact the appropriate member of staff. In the interests of confidentiality, visitors are requested to speak only to the trained Designated Officers/Duty Managers about the details of comments, concerns or complaints.

2. Visitors or members of the public may contact a Safeguarding Children and Vulnerable Adults Designated Officer in writing or by telephone (see Appendix 1). Correspondence must be marked for the attention of the Safeguarding Children and Vulnerable Adults Designated Officer.

Requests will receive immediate attention. Response time will be dictated by the nature of the comment or concern. Comments in writing will be responded to with an initial response within 48 hours of the normal working week. If no response or an unsatisfactory one is given, within 5 working days, then the matter may be referred to the Safeguarding Champion (Director of Learning and Partnership).
Appendix 6

Photography and Social Media Policy

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

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

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

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

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

Press and PR Photographs
Professional photographers who are taking publicity shots on behalf of National Museums or other clients must seek permission of the people they are photographing by using the photographic consent form (see page 34).

It is the duty of Marketing/ Learning/ Front of House staff to ensure that adequate and appropriate permission is obtained BEFORE the photograph is taken.

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

Commercial Photographs

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

CCTV

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

Our social media activity tends to concentrate on collections and staff activity. On occasions when social media is being used for events, members of the public may be photographed. In this instance any photographs or videos of children or vulnerable adults (individuals or in groups), must not be taken without obtaining written permission. This applies to all photography that may be used on social networking sites. Any information which could be used to identify or trace the children or vulnerable adults should be withheld (e.g. names of individuals, names of schools, groups or institutions).

In the case of any digital work created by children or vulnerable adults where individuals are identifiable within the work, written permission to keep and use the material on www.nmni.com, or social media channels, must be obtained from the creator.
Consent Form for Children and Vulnerable Adults
(Photographic and/or Video and/or Sound Recordings)

Please print

Name of person being photographed/recorded: ________________________________________________

Name of parent/guardian/carer (if under 18 or a vulnerable adult) _______________________________________

Address: ________________________________________________________________________________

Postcode: _____________________________ Tel No: ___________________________________________

E Mail: _______________________________________________________________________________

Declaration by National Museums NI

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

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

Signed on behalf of National Museums NI Print name: ____________________________
(staff member’s signature): ____________________________ Date: ____________________________

Declaration by person being photographed/recorded

(a) I agree to these recordings being used for audience engagement and public programming, (i.e. in publications, literature, brochures, advertisements, in our exhibition galleries or as part of our digital presence) to promote National Museums NI, and that they will not be sold.

(b) Special Conditions ____________________________________________________________________________

Signature of person being photographed/recorded: ____________________________
(or parent/guardian/carer if under 18 or a vulnerable adult)

Date: ____________________________

Additional Information

Reference No. ____________________________

Purpose of the programme/project (if known) ____________________________________________________________________________
Appendix 7

Guidance for staff when working with work experience students

Due to the fact that National Museums offers a facility whereby students from schools and colleges are able to learn about museums and their facilities for short and long-term periods some staff will be required to work on a one-to-one basis with young adults from 15 - 18 of age and with vulnerable adults over the age of 18 years.

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

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

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

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

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

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

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

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

Do not give out personal information or share personal email, social network site details (e.g., Facebook) and private mobile phone numbers with any child, 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 having physical contact. Be aware of the nature of the conversation you are having and avoid swearing or other behaviour which could be considered a bad example to the 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 guidance provided in Appendix 8 of this document.

Work
At the start of any placement you should take some time to explain the format of the placement, including place and conditions of work and ensure that the 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.

All staff who will come into contact with the student during the work experience placement must adhere to all aspects of this policy and procedural document, plus the requirements of other relevant National Museums’ policies.
Appendix 8

Disclosure of Abuse – Guidance for Staff

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

**Do -**

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<thead>
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<th>Do not -</th>
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</thead>
<tbody>
<tr>
<td>Stay calm</td>
<td>Panic</td>
<td>Panic</td>
</tr>
<tr>
<td>Recognise you own feelings</td>
<td>Criticise the alleged perpetrator</td>
<td>Criticise the alleged perpetrator</td>
</tr>
<tr>
<td>Receive the information</td>
<td>Probe for more information/investigate</td>
<td>Probe for more information/investigate</td>
</tr>
<tr>
<td>Reassure</td>
<td>Promise confidentiality to the person</td>
<td>Promise confidentiality to the person</td>
</tr>
<tr>
<td>Actively listen</td>
<td>Make the person repeat the story unnecessarily</td>
<td>Make the person repeat the story unnecessarily</td>
</tr>
<tr>
<td>Explain next steps to the</td>
<td>Make promises about the future</td>
<td>Make promises about the future</td>
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<td>person in comprehensible</td>
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<tr>
<td>language</td>
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<tr>
<td>Record</td>
<td>Use leading questions or put words in the person’s mouth</td>
<td>Use leading questions or put words in the person’s mouth</td>
</tr>
<tr>
<td>Report to Designated Officer</td>
<td>Disclose the information to other colleagues</td>
<td>Disclose the information to other colleagues</td>
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</table>

Get support for yourself
(The Designated Officer will be able to direct staff to suitable external agencies.)

**Remember**

- How you react may mean the vulnerable adult, child or young person telling or not telling his/her story. It may be the beginning of the healing journey for him or her.

- Depending on the individual circumstances e.g. age of the person, level of disability, it may be necessary for an advocate to be present to enable the vulnerable adult or child’s voice to be heard more effectively. This might be the vulnerable adult or child’s leader, teacher, carer, or parent, unless she or he is the person of concern. If the supervising person is not available, another member of staff can be availed of to assist in representing the voice of the vulnerable adult or child, if appropriate.
Appendix 9

Duties of National Museums' Designated Officers

1. To record and manage concerns or suspicions in relation to abuse as detailed in Section 1.5.

2. To seek advice from the relevant agencies e.g. PSNI and NSPCC and report concerns or suspicions, if appropriate.

3. If the site disclosure/suspicions relate to a National Museums' employee, to advise and liaise with the Safeguarding Champion, Director of Operations and HR Manager, as appropriate.

4. To keep up to date with relevant legislation, good practice and policy developments.

5. To liaise with a visiting organisation’s Designated Officer if appropriate, regarding disclosure/suspicions of abuse.

6. To liaise with National Museums’ Senior Management Team, the Safeguarding Champion and the Safeguarding Forum to ensure the ongoing implementation and review of National Museums’ Safeguarding Children and Vulnerable Policy and Procedures.

7. To assist with the training programme for Safeguarding Children and Vulnerable Adults.

8. To adhere to the guidelines agreed within the Confidentiality Agreement relating to Vulnerable Adults and Child Protection for Designated Officers and Senior Management.

9. To liaise with the other Designated Officers from National Museums to promote further good practice and to offer practical and emotional support, if required.

10. To fulfil any other relevant duties that may become apparent as the role of Designated Officer develops.