

Birmingham Museums and Art Gallery

Revised 6th December 2010

SAFEGUARDING POLICY

1. Birmingham Museums and Art Gallery is committed to the highest standards in protecting and safeguarding the welfare of the children, young people and vulnerable adults entrusted to its care at all times.

The safeguarding of children is defined as “the process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.’

The safeguarding of adults is defined as ‘all activity which enables an adult to retain independence, well-being and choice and to be able to live a life that is free from abuse and neglect. It is about preventing abuse and neglect, as well as promoting good practice for responding to concerns on a multi-agency basis.’

2. We recognise that some children, young people and adults may be the victims of neglect, physical, sexual or emotional abuse.

We support visiting teachers, parents and adult carers and work in partnership with them; we listen to and value all who visit our sites.

3. Birmingham Museums and Art Gallery follows the Birmingham Local Education Authority Child Protection Procedures (LEA Procedures) and the Birmingham Safeguarding Children Board Procedures. These are available to all staff, helpers and visiting teachers in the Learning Department office at the central Museum and Art Gallery. The Birmingham Safeguarding Children Board Procedures are also available at www.lscbbirmingham.org.uk

4. Children and young people may visit the sites of Birmingham Museums and Art Gallery in family groups, for special events as well as for school visits. They may visit accompanied by adults or unaccompanied. There is a minimum age for unaccompanied children to visit our museums and sites of 16 years (14 at the central Museum and Art Gallery).

Where children are visiting as part of school groups, we recognise that staff of the visiting school, by virtue of their day-to-day knowledge and contact with children, are best placed to offer support to children in need.

We will endeavor to liaise with visiting staff and the head teacher of the visiting school if a concern arises in relation to a school visit, or with relevant bodies such as LEA Lead Officer for Child Protection if a concern arises in relation to a family activity or non-school visit, as appropriate.

All staff will take opportunities to raise pupils' and teachers' awareness of the need to protect themselves and others in the public, out-of-school environment in which we work.

5. Vulnerable adults may visit the sites of Birmingham Museums and Art Gallery independently, in family groups and for special events. Vulnerable adults are defined as anyone aged 18 or over, who;
- is living in
 - residential accommodation, such as a care home or a residential special school OR
 - sheltered housing OR
 - is receiving
 - domiciliary care in their own home OR
 - is receiving any form of healthcare OR
 - is detained in lawful custody (in a prison, remand centre, young offender institution, secure training centre or attendance centre, or under the powers of the Immigration and Asylum Act 1999) OR
 - is under the supervision of the probation services OR
 - is receiving a specified welfare service, namely the provision of support, assistance or advice by any person, the purpose of which is to develop an individual's capacity to live independently in accommodation or support their capacity to do so OR
 - is receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability OR
 - is an expectant or nursing mother living in residential care OR
 - is receiving direct payments from a local authority or health and social care trust in lieu of social care services, OR requires assistance in the conduct of their own affairs

Where vulnerable adults are visiting as part of organised groups, including family groups, we recognise that staff of the visiting groups, or members of the family group, are best placed to offer support to vulnerable adults in need

6. The Head of Learning will be responsible for safeguarding co-ordination within BM&AG as detailed in the LEA Procedures. The Informal Learning Manager will deputise in the absence of the Head.

The Head of Learning and his/her deputy will receive appropriate training and attend LEA and/or relevant training events as required.

7. We will ensure that all employees or volunteers of the Council who come into contact with children or vulnerable adults on a 'frequent' and 'intensive' basis will undergo a Criminal Record Bureau check. A 'frequent' basis is defined as 'once a week or more at the same site, in a reasonably substantial activity, providing the opportunity to build a relationship of trust, over time, with a member or members of the relevant vulnerable group'. 'Intensively' is defined as 'four days or more in a single month in a reasonably substantial activity, providing the opportunity to build a relationship of trust, over time, with a member or members of the relevant vulnerable group.'

Under this definition, staff delivering taught sessions to schools, family programmes or workshops to vulnerable adults would not normally require a CRB check providing that in the course of their duties they are not alone with members of the relevant vulnerable group and the group does not make frequent or intensive visits or participate in frequent or intensive outreach activities.

8. The Designated coordinator(s) of work experience placements for children, young people or vulnerable adults require a CRB as they are responsible for safeguarding the

work experience placements. However staff simply working with or supervising the child or vulnerable adult would not require a CRB.

Coordinators of work experience placements are designated across museum departments as required to meet programme needs and the requirements of work experience placement organisations.

9. Self-employed freelancers who work with children / vulnerable adults require a CRB unless they are sole traders, in which case they must self-declare previous arrest, cautions, prosecutions and convictions. The standard BCC self-declaration form will be provided to freelancers for completion.
10. BM&AG will avoid the use of volunteers where there is any possibility of unsupervised access to individual children or vulnerable adults. If there is any possibility of unsupervised access on a frequent or intensive basis, we will carry out a CRB.
11. All new staff will be recruited in accordance with Birmingham City Council procedures, including CRB checks where relevant according to the above definition.
12. A list of all staff at BM&AG requiring a current CRB check will be maintained and regularly updated. The list will include dates of CRB checks and the dates at which these will require renewal. Staff will be requested to renew their CRB checks every three years.
13. All BM&AG staff involved in the delivery of school or family sessions will be aware of any situation during school visits during which physical contact with children is necessary – for example children trying on costume – and, where possible, will ask the class teacher or adult helpers to supervise.
14. All staff across Birmingham Museums and Art Gallery will ensure that they avoid unnecessary physical contact with any visitors and especially with children and vulnerable adults except in emergencies. Staff will not accompany children or vulnerable adults to the toilet and will take simple precautions such as keeping a door open if alone with a child.
15. All relevant staff across the organisation, both teaching and support, full-time, part-time, casuals and freelancers, will have access to appropriate training and briefings and will receive a copy of this policy. The policy will form a part of the induction of all new staff. Copies will also be kept in the Policies folder in the Learning Department Office at the central Museum and Art Gallery and will be available to visiting teachers and helpers. This policy will also be held at Soho House, Museum of the Jewellery Quarter, Blakesley Hall, Sarehole Mill, Museum Collections Centre, Aston Hall and Weoley Castle ruins. It will also be available on the internal M Drive and on the Schools Liaison website at www.schoolsliaison.org.uk
16. In dealing with any safeguarding issue, all staff across the organisation will follow the procedures outlined in the Appendix to this policy.
17. A complaint or concern of a child protection nature made about a member of Birmingham Museums and Art Gallery staff will be passed in confidence immediately to the LEA Lead Officer for Child Protection who will give advice and support on any action

to be taken following Section 8 in the LEA Procedures. (NOTE: The current LEA Lead Officer is Carol Douch, Assistant Director for Safeguarding). Similarly complaints or concerns relating to adult safeguarding will also be passed on immediately to the relevant person.

18. This policy will be reviewed at least annually.

APPENDIX TO SAFEGUARDING POLICY

1. GENERAL PROCEDURES

For situations other than allegations about members of staff

If you have a concern:

In the context of a school visit:

Identify the reasons for your concern. Do not attempt to investigate the matter yourself. Refer your concerns immediately to the Designated Officer (Head of Learning) The Designated Officer will contact the head teacher of the school involved and, if necessary, take advice from the LEA as to whether to refer to Social Services. Once you have spoken to the Designated Officer record any concerns carefully in the Child Protection Incident Form attached, noting dates, times, specific observations and any verbal statements. If you are no longer concerned, record the reasons for this.

In the context of a family activity or an event or activity which is unrelated to a school, including an activity where participants are independently-recruited;

Identify the reasons for your concern. Do not attempt to investigate the matter yourself. Refer your concerns immediately to the Designated Officer (Head of Learning) The Designated Officer will contact an appropriate body, taking advice as to whether to refer to Social Services.

If the concern arises in a situation where the name and contact details of the child concerned are unknown, such as a family activity, wherever possible steps will be taken to try and ascertain contact details of the parties concerned in an appropriate manner. This information can then be referred to should any further investigation be required.

Once you have spoken to the Designated Officer record any concerns carefully in the Child Protection Incident Form attached, noting dates, times, specific observations and any verbal statements. If you are no longer concerned, record the reasons for this.

The Appendix to this document includes tips on handling disclosures.

For situations concerning allegations about members of staff

A potential child protection concern about a member of staff may arise from a variety of sources, e.g.:

- direct observation of a particular behaviour
- observations or comments made by other staff members about apparently inappropriate behaviour
- observation of the behaviour of children in contact with the staff member
- hearing something from a child, whether an intended complaint or not, about a member of staff
- hearing something from the member of staff which suggests inappropriate behaviour
- concerns or observations reported by accompanying parents, helpers or members of the public
- a complaint about a particular behaviour
- a single incident or a pattern of events.

If you identify a potential child protection concern about a member of staff:

- Note carefully the facts, events, any questions asked of the child and the actual words used by the child. Accurate information is essential at this stage. Record notes as quickly as possible on any piece of paper available at the time – do not wait until you have the relevant form. You can keep these notes for your own use later.
- Pass on the information to the Head of Learning, or the LEA Schools Support Manager if the concern is about the Head of Learning. This should be done without informing the subject of the concern/allegation.
- Great care must be taken to maintain confidentiality.

2. RISK ASSESSMENTS

Risk assessment should be an integral part of the planning of any programme of activity at any BM&AG site. Risk management should also be an ongoing part of every programme.

Safeguarding issues should be included where relevant in every risk assessment relating to programmes or activities which involve children. Issues to consider include the following;

- What might go wrong with the programme?
- What is the likelihood of this happening?
- What would the impact be?

3. UNACCOMPANIED CHILDREN

The minimum age at which children who are unaccompanied by a responsible adult may visit our sites are as follows;

- Aston Hall: 16
- Birmingham Museum and Art Gallery: 14
- Blakesley Hall 16
- Museum Collections Centre 16 (open days only as the site is not usually open to the public except for supervised groups)
- Museum of the Jewellery Quarter 16
- Sarehole Mill 16
- Soho House: 16
- Weoley Castle Ruins 16
- A sign giving the relevant minimum age will be displayed prominently at all of our Community Museum sites.
- In situations where the issue of a young person's age is contentious, staff would reserve the right to see proof of age such as a Citizen's card before allowing a young person to enter a site.
- Whilst not wishing to discourage children from visiting our sites, staff should take reasonable steps to inform parents / carers of their responsibilities regarding the behaviour of the children they are accompanying.
- Staff will receive guidance on how to implement the minimum age policy as required.

If a member of staff discovers an unaccompanied young child, the following procedure is recommended:

- Approach the child with a colleague, ascertaining whether they have lost their parent / carer or are visiting unaccompanied
- Try to find out if their parents know they are at a BM&AG site unaccompanied and if they know how to get home.
- Use your judgement in deciding if it is reasonable to expect the child to find his / her own way home. Ask yourself:
- Does the child seem capable of finding its own way home?
- Does the child appear to know clearly where he or she lives?
- Are there any busy roads on route?
- What is the child's age and understanding?
- If you are not sure, encourage the child to remain at the site until the parent / carer can be contacted.
- Contact the Designated Person for advice (the Duty Manager at BM&AG or site managers at Community Museums.
- If attempts to contact a parent / carer fail, you should contact the local Children's Social Services Duty Team or police station. As a first point of contact, the Birmingham Child Safe Zone may also be able to provide further details. They can be contacted on 08702 166999

Closing Time

- Inform the Designated Person (the Duty Manager at BM&AG or site managers at Community Museums. If the site manager is absent, the most senior person on site would be the Designated Person)
- Two members of staff should approach the child to find out if they are waiting for a parent / carer to collect them.
- Ring the child's home to clarify the situation.
- Two members of staff should wait for the parent / carer to arrive.
- If you cannot contact the parent / carer ring the local children's social services duty team or the local police. Both members of staff should wait with the child until they arrive.

4. LOST CHILDREN

- If a child is reported lost or missing inform the Designated Person with the following information, giving as full details as possible. (NOTE the Designated Person would be the Duty Manager at BM&AG or site managers at Community Museums. If the site manager is absent, the most senior person on site would be the Designated Person).
- Name of child
- Age of child
- Address / name of school
- Physical description of child (height, colour of hair, clothing etc)
- Where child was last seen
- The time the child was last seen

- The Duty Manager will then take steps to locate the child. At Birmingham Museum and Art Gallery, this will involve the Control Room radioing round details
- Where feasible and appropriate, exterior doors will be locked or exit monitored
- Once a sufficient check is made, if the child is not found, the named member of staff will inform the police. The member of staff who took the initial report should reassure the parent that action is being taken to locate the child and explain that contact will be maintained with them until the child is found.

If a member of staff is approached by a child who is lost they should:

- Reassure the child.
- Seek to establish identifying details – name, age, school etc.
- Contact the named person with identifying details and other information that might help reunite the child with its carer (physical description, where child was found).
- In the unlikely event that the child is not claimed the named member of staff should contact the police.
- Check the identity of the person to whom the child is handed over to and record this information

5. PHOTOGRAPHY AND FILMING

Birmingham Museums and Art Gallery will always obtain consent for the use of any images taken of children in their spaces. This applies to both photography and film.

To obtain consent, the BM&AG standard consent form should be completed and signed by the responsible parent / guardian. It is good practice to seek permission directly from older children, as well as asking their parent or carer.

- A picture of a child should never be identified by name on any publicity, posters or website under any circumstance.
- In all cases, permission granted by parents and carers is for that specific use only. You must clearly label and date images and note the agreed use. If you want to re-use an image for a different purpose, it is necessary to gain new permission. In no circumstances should images be stored on file for longer than 4 years.

6. SURVEYING AND CONSULTING

Birmingham Museums and Art Gallery staff should be aware of safeguarding and data protection issues when surveying children.

- If you are surveying children under 14 in either focus groups or through one-to-one interviews you should have permission from their parent / guardian to do so.
- A publicity campaign before the survey takes place is strongly recommended and a notice should be displayed which explains why you are approaching children.
- If your survey gives rise to statistical data only there are no data protection concerns. However, if you are collecting information from which a child could be identified, you need the consent of parent / guardian
- Do not interview children alone in a separate room. Ensure that all one-to-one interviews with children are in public places.

- Identification should be worn by all staff while they are conducting a survey.

7. OUTREACH VISITS

When a member of BM&AG staff visits another organisation, for example a school, the supervision of the children remains the responsibility of the organisation being visited. At least one member of staff from that organisation should be present at all times.

BM&AG staff should take identification with them and be prepared to comply with any security procedures the organisation has in place, for example, signing in and out and wearing a visitor's badge.

Any concerns a member of staff has about child protection issues whilst on an outreach visit should be reported to the designated child protection person in that setting, who will undertake the necessary response.

8. SITE SPECIFIC PROCEDURES

Birmingham Museum and Art Gallery

A flow chart outlining procedures in this document will be made available in the staff mess room

Museum of the Jewellery Quarter

Staff use the same toilets as members of the public. It is advisable for staff to avoid using the toilets with cubicles (first and second floor of no. 79) if they are being used by unaccompanied children (including teenagers). Individual toilets (only one user at a time) can be found on the ground floor of no.79 (parent and child room & disabled toilet), off the meeting room and in the Education Room.

Soho House

Staff use the same toilets as members of the public. It is advisable for staff to avoid using the toilets with cubicles (ground floor Visitor Centre) if they are being used by unaccompanied children (including teenagers). Individual toilets (only one user at a time) can be found on the first floor of the Visitor Centre and on the first floor of the House (female) and cellar of the House (male).

Weoley Castle Ruins

The site of Weoley Castle Ruins cannot be accessed freely, and ALL visits to the site need to be booked in advance with the Development Officer. This minimises all risks in connection with Birmingham City Council safeguarding policy.

9. TIPS ON HANDLING DISCLOSURES

When you are working with children or young people they may 'disclose' information to you about an abusive experience they have had or are having. It is important that you know the right way to handle this situation in advance.

The following guidance is designed to help you be clear about what action to take if someone under 18 discloses to you.

1. Remain calm and in control – don't panic.
2. Listen carefully to what is being said – you need to remember as much as you can,
3. Don't give your own view or opinions – remain silent during the disclosure if possible. It is often helpful to nod or make sounds to show you understand what is being said.
4. Only ask questions if you don't understand what is being said – perhaps they said something very quietly, perhaps you didn't understand a word they used (people often use a range of words you may not be familiar with to describe sexual acts on parts of their body).
5. Don't promise to keep a secret – children and young people will often start a disclosure by saying 'please don't tell anyone'. You cannot keep this a secret, so let them know that you can't and you will have to pass it on to the lead child protection person (give name of that person).
6. It is common that the child or young person will start to disclose to you whilst they are on your own – it is not appropriate to call another worker over – but equally you may be putting yourself at risk of a later allegation if you are alone with a child or young person. Ideally try to make sure the door of the room you are in is not shut and that you are visible to other people. It is usually easy to have a private conversation with other people still able to see you.
7. Try to reassure them that they have done the right thing – you could say something like 'I'm glad you have told me this.'
8. Even if what they are saying is shocking to you try not to show this.
9. Make notes straight after your meeting with the child or young person – Try to use their words. Write it up as clearly as possible.
10. Remember that it is not your job to prove if this information is true or not – nor is it up to you to notify the police or social services. You have to get as accurate a record as possible of the disclosure to the Designated Person as quickly as you can.

Birmingham Museums and Art Gallery, ANTI-BULLYING POLICY

Bullying is the wilful, conscious desire to hurt, threaten, intimidate or frighten someone else.

During a school visit, be watchful and observe the social relationships between pupils.

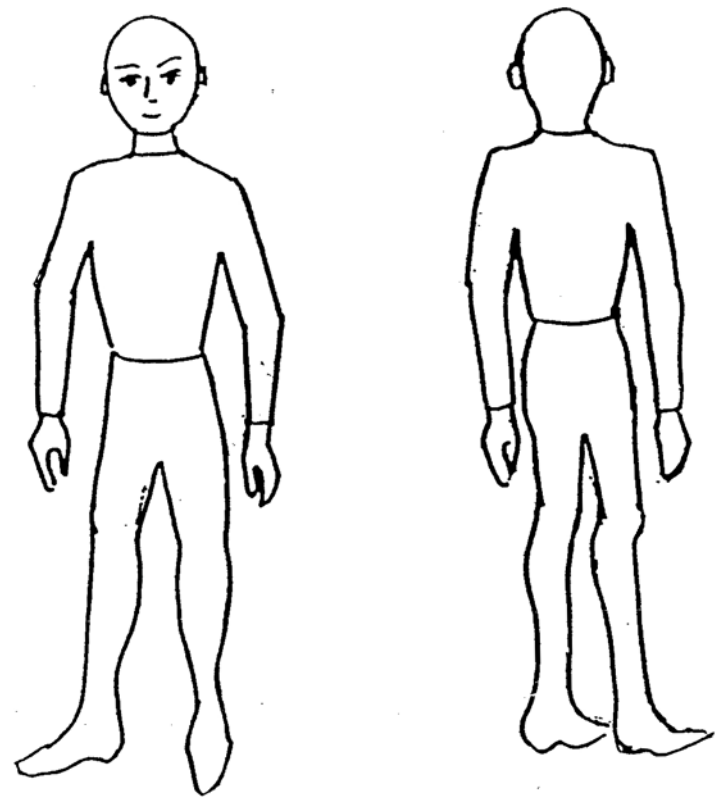
- Birmingham Museums and Art Gallery has an expectation that children attending school visits on site will treat each other respectfully.
- Birmingham Museums and Art Gallery will not tolerate bullying among children attending school visits on site of any sort, including the use of racist or homophobic language.

If you come across bullying:

- Remain calm – reacting emotionally may add to the bully's fun and give the bully control of the situation
- Take the incident seriously
- Inform the class teacher or appropriate accompanying adult
- Take action as quickly as possible
- Think hard about whether your action needs to be private or public
- Reassure the victim – don't make them feel inadequate
- Offer concrete help, advice, support to victim
- Where appropriate, make it plain to the bully that you disapprove
- Where appropriate, encourage the bully to see the victim's point of view
- Inform museum/site staff if the incident took place in a public place e.g. toilets and/or involved a member of the public.
- When moving around the site, make the class teacher aware of the possibility of interaction/bullying between his/her pupils and pupils from other schools.
- Where relevant, make the class teacher aware of possible interaction between his/her pupils and members of the public, particularly in vulnerable parts of the site, e.g. toilets, galleries/areas without security staff on duty.

CHILD PROTECTION INCIDENT REPORT

INDICATE POSITION OF ANY MARKS OBSERVED BELOW



Action taken by Designated Person

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Signed

Date

(attach and sign additional pages if needed)