



If you have a concern – report it – we will sort it

If you are concerned about a child's or a vulnerable adult's welfare, or have concerns about someone's actions, behavior, or content in our IWM space (including our on-line presence i.e. social media) – do not hesitate to report it.

Report any concerns immediately to a Safeguarding Representative, either:

the Branch Operations Manager

IWM's Social Media Manager (if it is with regard to IWM influenced on-line space/activity)
or

a Visitor Services Assistant (who will report to the relevant control room)

Your concerns will be taken seriously, investigated and where necessary action taken. However **you can also contact the Police or the Local Authority Safeguarding Team*** if you believe a child or vulnerable adult is at immediate risk.

- | | | |
|---------------------------|---|--|
| *IWM London & HMS Belfast | - | Southwark Safeguarding
safeguardingchecks@southwark.gov.uk |
| IWM CWR | - | Westminster Safeguarding
accesstochildrensservices@westminster.gov.uk |
| IWM Duxford | - | Cambridgeshire Safeguarding
lscb@cambridgeshire.gov.uk |
| IWM North | - | Trafford Safeguarding
Visit: http://www.tscb.co.uk |

(Please check the validity of these external email addresses which may change from time to time)

Safeguarding Children and Vulnerable Adults Policy

In short

Thousands of children and young people visit IWM every month. Most of these children visit with family and friends, or visit as part of organised school/youth groups. IWM also has a presence on-line and through social media accounts and forums which can be engaged with, content shared and conversations held. While the primary responsibility for children's welfare at IWM on engaging with IWM rests with the supervising adult(s), IWM wishes to ensure that all children and vulnerable adults are safe and protected from harm whilst on its premises or engaged on its online presence.

In line with best practice we operate a no-hesitation policy, if anyone has any concerns they should report them immediately. Individuals can report their concerns to and through a number of post-holders at IWM, those post-holders will be are trained.

All staff and volunteers will receive awareness information concerning safeguarding and how to report concerns or incidents, as a minimum. Basic training will be delivered to all staff and more in-depth training will be provided to relevant posts i.e those delivering learning and engagement sessions.

IWM requires all staff and volunteers to undergo Disclosure and Barring Service (DBS) checks (formally Criminal Record Bureau CRB checks). IWM also requires partners issued with IWM site access passes to have undertaken and cleared DBS checks.

IWM Partners who provide facilities management services, visitor and security services, and catering are expected to have their own comprehensive safeguarding policy and procedures, and to be aware of IWM's and comply with our awareness and reporting procedures. IWM Contract Managers will check on a regular basis that the partners have an up-to-date safeguarding policy.

Everybody working for IWM is expected to vigilant and report any concerns immediately – failure to do so could result in disciplinary action being taken. Relevant reported incidents will be investigated, reported to the relevant external agencies (i.e. the Local Authority Designated Officer, or the Police). Any incidents will also be highlighted at IWM's regular Corporate Health and Safety Committee, which has oversight of Safeguarding.

This Safeguarding Policy is owned by Human Resources, and should be reviewed annually.

In detail

A person is defined as a child, legally, until they reach their eighteenth birthday. Until that time they are the legal responsibility of their parents/carers, even if that person is not present. Children entering IWM buildings, historic sites and galleries, without direct supervision, will be welcomed if they are behaving appropriately. However, the museum reserves the right to deny access to children if they are not accompanied by an adult.

There is no single standard definition of a vulnerable adult in law. However, IWM has adopted the following definition: A **vulnerable adult** is a person who is, or may be, in need of community care services because of mental disability or other disability, age or illness and who is, or may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

IWM also wishes to protect its staff from unfair allegations: the guidelines in this policy and accompanying procedures will ensure that there is no doubt over obligations and standards. **This policy applies to all permanent and temporary staff, volunteers, fee-paid staff, consultants and to contractors employed by IWM.**

Policy Statement

IWM asserts that every child should have the support to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution

IWM responsibility for safeguarding the children and vulnerable adults using its sites and services is:

- To ensure that all its staff, volunteers and contractors are clear about their individual behaviour and responsibilities in regard to the safety and enjoyment of visitors, particularly children and vulnerable adults, through its recruitment, induction and training
- To ensure that its physical and virtual (on-line) spaces are safe and secure, and promote enjoyable and positive experiences
- To ensure that all suspicions and/or allegations of abuse will be properly investigated and dealt with appropriately and quickly, and referred to the appropriate agencies. In particular, if the museum encounters a case that constitutes, or may constitute, a criminal case against a child, the police will be informed.

IWM will therefore ensure that:

- All staff likely to have regular contact with young people and/or vulnerable adults through their employment are carefully recruited and security-cleared through a check by the Disclosure Barring Service
- All staff, volunteers, fee-paid staff, consultant and contracted staff are made aware of IWM Safeguarding Children and Vulnerable Adults Policy and Procedures through induction by their supervisor or line manager, and through regular training

- Teachers, group leaders and any other relevant parties are provided with information about the museum's policy, procedures and expectations regarding the safeguarding of children and vulnerable adults
- IWM complaints procedure is accessible to all visitors, including children and vulnerable adults

IWM responsibilities for this policy

By creating this policy IWM understands that safeguarding children and vulnerable adults is a responsibility that is shared across the whole museum, however, the Director responsible for Human Resources (HR) is the senior manager responsible to IWM Senior Management Team (SMT) for this policy and accompanying procedures. The policy will be reviewed annually, and IWM's Corporate Health and Safety Committee will have oversight of the policy and monitoring its implementation and receive notifications of incidents and concerns.

The Human Resources Department is responsible for all administrative procedures relating to the selection and induction of staff, including general security and Disclosure checks, and for advising on any disciplinary action as appropriate.

Facilities Management is responsible for ensuring that all general building and security work taking place on IWM premises, including contractors, takes into account this policy and procedures.

Heads of Department will monitor implementation of this policy, through quarterly management checks and ongoing assessment, and take appropriate action on any breaches within their areas of responsibility.

The Executive Director responsible for Branch/Site Operations will be responsible for the ensuring that a Branch Operations Manager and/or appointment of individuals at each Branch/Site to act as Safeguarding Representatives. These representatives will be trained as the key point of contact on safeguarding issues. The Executive Director responsible for Engagement and Learning will be responsible for ensuring all relevant Learning and Engagement staff are trained on their Safeguarding responsibilities, procedures and practice.

All departments and teams delivering public events and activities will take safeguarding issues into account in their risk assessments and incident planning e.g. referring to the Safeguarding procedures relating to permission for film & photography.

All staff have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by other members of staff as well as the public. Any concerns or reasonable suspicions of abuse by colleagues should be reported to the relevant Safeguarding Representative and your own line manager in the first instance.

All staff should report public allegations of inappropriate behaviour towards children or vulnerable adults to the appropriate Safeguarding representative (i.e. Branch Operations Manager, or a Visitor Services Assistant) who will liaise with Supervising Adult of the group/child concerned and/or the police and social services as necessary.

IWM Internal Procedures provide further detail about these museum staff responsibilities.

Recruitment

All appointments to IWM posts are conditional upon a satisfactory security check by the Human Resources Department. For many posts this level of check is sufficient. An enhanced disclosure via the Disclosure Barring Service will be required for posts with regular and/or unsupervised access to children and vulnerable adults;

A risk assessment should be carried out for each post prior to appointment by the appropriate line manager to determine the level of security check/disclosure needed. This will be written in to the job description and application process.

In addition, all applicants will be required to:

- provide satisfactory employer/personal references
- complete a satisfactory probationary period
- account for any gaps in their employment history

Training

Supervisors/line managers will provide and explain the content of this policy to all new staff in the course of their induction process.

Any individual need for more detailed guidance and training will be provided/facilitated by the Human Resources Department.

Standards of Behaviour for IWM staff, fee-paid staff, volunteers and contractors

IWM wishes to protect its staff, volunteers and contractors from unfair allegations and to enable them to ensure that they do not find themselves in potentially compromising situations. At the same time, the museum wishes its staff to feel empowered to help safeguard children and vulnerable adults. Therefore, IWM staff, volunteers and contractors will:

1. Approach any child in apparent distress and offer help, but ensure that they and the child are as visible as possible in a public space
2. Seek assistance from colleagues or supervisors in any situation involving children and/or vulnerable adults so that staff avoid finding themselves alone with a vulnerable person
3. Be aware of the possibility of danger from others and explore situations that seem suspicious
4. Keep a look out for children apparently unaccompanied and communicate the details of any lost children to the site manager/the appropriate Safeguarding representative
5. Keep any lost children in a public area where they can be clearly seen
6. Report any suspicion of abuse or inappropriate conduct immediately to their own line manager, or to an appropriate Safeguarding representative, who will in turn inform the Supervising Adult (provided they are not the alleged abuser). Concerns about the conduct of the Supervising Adult will be reported directly to their group's organisation e.g. a school and/or the police, as appropriate

IWM staff, volunteers and contractors will not:

1. Touch or in any way engage in unnecessary or inappropriate physical contact with a child, or other visitor to the museum
2. Physically restrain a child or young person, or any visitor, except in exceptional circumstances (e.g. to prevent injury, damage to property or the collections or to prevent theft) and even then be careful to use only the minimum restraint necessary
3. Make inappropriate or suggestive comments or gestures, or use foul, abusive or racist language to any visitor
4. Physically assault or abuse any visitor
5. Do things of a personal nature for children that they can do for themselves or that a Supervising Adult can do for them, such as accompanying them to the toilet, helping them with their clothing etc.
6. Seek to obtain, share or hold any personal contact information from a child or vulnerable adult
7. Travel alone in an enclosed, private, vehicle with otherwise unaccompanied children or young people
8. Treat any child or vulnerable adult for first aid without the presence and consent of a supervising adult.

Standards of behaviour and responsibilities for Group Leaders/Supervising Adults when visiting IWM

IWM wishes to ensure that children and vulnerable adults are protected from harm whilst in the museum. In addition to the museum's responsibilities, we expect that all Group Leaders/Supervising Adults will fulfill their own responsibilities.

In particular all Group Leaders/Supervising Adults will:

1. Ensure that they comply with IWM guidance on the recommended ratio of supervising adults to children
2. Ensure they supervise the children/ vulnerable adults at all times during the visit. Ensure that the children/ vulnerable adults in their care behave appropriately whilst on IWM premises (particularly bearing in mind the sensitive nature of some IWM exhibitions or displays, such as the Holocaust Exhibition);
3. In the case of an accident contact a member of the IWM staff immediately;
4. In the case of a lost child contact a member of IWM staff immediately;
5. Ensure adequate insurance cover for their group;
6. Follow instructions from members of IWM staff in the event of any emergency or incident, including but not restricted to fire, security or health and safety threats.

Group Leaders/Supervising Adults will not:

- Verbally or physically abuse a child/young person;
- Have in their possession, or consume, alcoholic beverages or illegal drugs on IWM premises;
- Smoke on the IWM premises.

The primary responsibility for the welfare of the children/vulnerable adults in their care rests with Group Leader/Supervising Adult all times. IWM Safeguarding representatives will communicate any concerns to the Group Leader/Supervising Adult in accordance with procedure (unless that person is the source of concern) and follow this up

after the visit as appropriate. Concerns about the conduct of the Group Leader/Supervising Adult will be reported directly to the group's organisation and/or the police, as appropriate.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS PROCEDURES

Safeguarding Children and Vulnerable Adults Procedures

GROUP VISITS

Every school and youth group visiting IWM must be made aware of the need to ensure an appropriate ratio of Supervising Adults to children at the time of booking. The detail of this ratio may vary, depending on the nature of the group, the activities they plan to undertake whilst in the museum etc.

Whilst consistency across all branches is desirable, variations may necessarily exist i.e. a higher number of adults to children may be required. Such variations must be explicitly stated and understood by all staff. Booking guidance and forms must include the preferred adult/children ratios for the relevant IWM activity. Booking guidance and forms must state that by confirming the booking, and by making the visit itself, the Group Leader has read, understood and will comply with these ratios, and that they risk being refused admission to the site if they have not complied with the correct ratio of adults/children upon arrival.

All staff, particularly those managing group bookings and staff working in a front-of-house capacity, must know and understand the adults/children ratios and reasonably enforce the ratios using a common sense approach. It must be understood that by allowing an inadequately supervised group of children onto IWM premises is to put museum staff, other visitors and property at potential risk.

UNSUPERVISED CHILDREN

A person is defined as a child, legally, until they reach their eighteenth birthday. Until that time they are the legal responsibility of their parents/carers, even if that person is not present. Children entering IWM buildings, historic sites and galleries, without direct supervision, will be welcomed if they are behaving appropriately. IWM reserves the right to deny access to children if they are not accompanied by an adult, however, unaccompanied children wishing to visit the museum need to be treated in a common sense manner. For example, if a handful of teenagers arrive together, are well behaved and motivated to visit the museum, there is no reason to refuse admission. If, however, the group's behaviour is inappropriate and likely to contravene general standards of behaviour for any visitor, admission can be refused.

Children apparently under the age of 8 should **never** be left unsupervised/alone. If a child of in this age group arrives at the museum entrance, admissions staff should consider where they will be safer – e.g. inside the museum – before refusing admission in this case, and follow this up by informing their own line manager or a Safeguarding representative for further action as appropriate.

If a child is behaving in a distressed manner at the point of admission to the museum, or appears to be in charge of much younger children who are distressed, action should be taken which places the safety of the children above all else. Admissions staff should consider where the children will be safer – e.g. inside the museum – before refusing admission in this case, and follow this up by informing their own line manager or a Safeguarding representative for further action as appropriate.

VULNERABLE ADULTS

There is no single standard definition of a vulnerable adult in law. However, the Museums, Libraries and Archives Council (MLA) have adopted the following definition:

A vulnerable adult is a person who is, or may be, in need of community care services because of mental disability or other disability, age or illness and who is, or may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

The museum accepts it will be difficult for admissions staff to determine whether an adult is 'vulnerable'. It can generally be expected that most vulnerable adults who visit the museum will do so accompanied by their carer. However, if a person apparently over the age of eighteen arrives at the museum and is in distress, or exhibits any signs of being at risk, the admissions staff should adopt the same approach as with children i.e. consider where the vulnerable person would be safer – e.g. inside the museum - and follow this up by informing their own line manager and/or a Safeguarding representative for further action as appropriate.

WORK EXPERIENCE

There is a legal requirement to provide the parent/carer of the child with a risk assessment of the work area and tasks concerned. The parent/carer must sign this risk assessment to give permission for the young person to undertake work experience in that area.

Supervisors of work experience students should follow the standards of behaviour at all times, as set out in the IWM Safeguarding Children and Vulnerable Adults Policy.

PHOTOGRAPHY AND FILMING

NB: Please also refer to the IWM Photography, Filming, and Data Protection: Filming and Photography Policy.

Photographing/filming of children/vulnerable adults by/for the IWM

As per the Data Protection Act 1998, IWM has a duty to obtain the consent of individuals who are clearly identifiable in any image taken by or for IWM. For audience/group photography, this can be done by notifying the public that photography is taking place, by signage and/or by announcements, allowing people who do not wish to have their picture taken to avoid the photographer at work. If IWM has notified the public in this way, permission can be assumed.

When taking close-up images of individual adults or children, all IWM staff/contractors must:

1. Make every attempt to obtain the written permission of the individual adult or parents/carers of children who will appear in a close-up photograph, video or webcam image before recording the footage. This should be done by using the IWM Consent form for Recording Images of Children & Vulnerable Adults. It is accepted that in certain cases, permission may need to be sought retrospectively;

2. In the case of school/youth groups, IWM will expect the teacher/group leader to ascertain parental permission for each individual child based on the school/group's own practice, and to be able to sign the Consent form on their behalf;
3. State clearly the certain or probable purposes for which the image/s are being recorded, explaining where and in what format/s the image/s are likely to be used.

Photographing/filming of children/vulnerable adults by visitors

Visitors and other members of the public in the museum who appear to be taking photographs in inappropriate circumstances should be challenged by staff where there are reasonable grounds for suspicion. Incidents should be reported to your supervisor/line manager at the time they occur.

Storing images of children/vulnerable adults

1. Organise, file and store images by event or subject;
2. Consent forms must not be stored in the same place as the images. Original hard copy consent forms i.e. the only place where children's names are recorded, should be locked away and not available to any unauthorised personnel;
3. Image files should never be removed from their folders as the folder title gives information on the event/subject they refer to. IWM generated images and those from other sources should be kept in separate folders;

Using images of children/vulnerable adults

When publishing or otherwise using images of children/vulnerable adults:

- Use and re-use of images of children and vulnerable adults for publication (print/web) or broadcast must cease within 4 years of their creation. Such images can be retained by IWM in perpetuity as part of the record of the museum's activity, but can only be used for research purposes beyond this 4 year limit unless further permission to use is sought and obtained;
- Where images of children/vulnerable adults are published by IWM these should be accompanied by a clear statement to the effect that permission has been given for them to be used in this way.

Retaining/storing images of children/vulnerable adults

For long-term retention or destruction of images of children/vulnerable adults:

Where the images have been taken by an IWM Photographer they will be named and stored in the Photograph Archive. Any copies of these images held by other departments must be destroyed 4 years after the date of their creation;

Where images have been generated by sources other than IWM Photographers, once the 4 year time limit has elapsed, they should be weeded and archived in consultation with the Museum Archivist. The original photographs, whether prints or digital images, will be stored centrally, together with the relevant Image Lists and Consent Forms.

INCIDENTS AND ALLEGATIONS

Reported Lost Child/Vulnerable Adult

If someone reports to you that a child/vulnerable adult is missing:

1. Share the information: Immediately inform the Visitor Services Supervisor/Site Manager (as applicable at each branch) giving these details:
 - a. Name of lost person
 - b. Age of lost person
 - c. Address/name of school or group
 - d. Physical description of lost person (height, colour of hair, clothing, etc.)
 - e. Where lost person was last seen
 - f. The time the lost person was last seen
2. Any public broadcast announcements should not draw attention to the fact that a vulnerable individual is missing i.e. avoid any references to someone being lost, or to their age or status. Once a sufficient check is made, if the lost person is not found, the Visitor Services Supervisor/Site Manager will instruct Security Control or equivalent to inform the police (Contacting the police will not be necessary in most straightforward lost/found cases). The Visitor Services Supervisor/Site Manager will maintain vigilance until the lost person is found.
3. The member of staff who took the initial report should reassure the parent/carer that action is being taken to locate the child.
4. The staff member will maintain contact with the parent/guardian until the child is found by relaying messages by telephone, radio or in person.
5. When the child/vulnerable adult are found, staff must ensure that the lost person recognises and is willing to go with the person who has identified themselves as their parent/carer.

Lost Child/Vulnerable Adult

If a child/vulnerable adult who is lost comes to you:

- Verbally reassure them and contact the Visitor Services Supervisor/Site Manager with these details;
- Name of lost person
- Age of lost person
- Address/name of school or group
- Physical description of lost person (height, colour of hair, clothing, etc.)
- Where the lost person was found
- The time the lost person was found;
- If anyone else is with the lost person, ask them to remain with you until the parent/carer has been located;
- If you are at risk of being on your own with the child/vulnerable adult, ensure that you are in a public area where you can be seen and heard, and contact another colleague as soon as possible to assist you;
- Any public broadcast announcements should not give the name or any personal details of the lost person i.e. make an announcement advising that a person is waiting at a specific meeting point. If the lost person is not claimed within a reasonable amount of time, the Visitor Services Supervisor/Site Manager will be responsible for contacting the local police, and maintaining vigilance until the parent/carer is found.
- When the parent/carer of the lost person is located, staff must ensure that the lost person recognises and is willing to go with the person who has identified themselves as their parent/carer.
- Every effort should be made to calm and reassure lost children/vulnerable adults while waiting for the responsible adult/police, although staff should ensure they maintain the standards of behaviour set out in the Safeguarding Children and Vulnerable Adults Policy.

Recording Lost/Found Incidents

A simple log will be kept by the Visitor Services Supervisor/Site Manager to include:

- Name of lost person
- Name of parent/carer
- Time incident reported
- Time incident resolved
- Reference to full incident report form if incident escalates e.g. the lost person is not quickly found and the police become involved. Contacting the police or using a full report form will not be necessary in most straightforward lost/found cases. The decision to escalate a lost/found incident rests with the Visitor Services Supervisor/Site Manager, or the senior manager present. Visitor Services should have ready access to the phone number of their local station as an alternative to dialling 999.

Reporting suspected or alleged abuse

A member of staff who suspects that a person has been abused is bound to follow the procedures below. Although confidentiality cannot be guaranteed to either a staff member or a vulnerable person in this situation, any personal information acquired in the course of working with vulnerable people will only be communicated on 'a need to know basis'. However, any written notes or emails may be used in any subsequent investigation.

Abuse can be defined as being either physical, emotional or sexual abuse. Neglect can also be a form of abuse.

Possible sources of abuse might include:

- Abuse by other museum staff
- Abuse by the public
- Parental/carer abuse
- Self-harm
- Peer abuse ('bullying'): Children and vulnerable adults are vulnerable to abuse by their peers. Such abuse should always be taken as seriously as abuse perpetrated by an adult. A significant proportion of sex offences are committed by teenagers and, on occasion, by younger children. Adults should not dismiss some abusive behaviour as 'normal' between young people.

Any member of staff who:

- suspects that a person has been, or is at risk of being abused
- has a disclosure made to them
- receives a complaint from a member of the public relating to child/vulnerable adult protection issues in the museum
- has a direct allegation made against them

should discuss the matter immediately with their own line manager or, if not available, with another manager on duty. The manager who receives the allegation will remain responsible for processing the incident until they are relieved by a senior manager appointed as the incident supervisor.

In the event of an allegation being reported to them, the manager should assess the situation and take whatever action is appropriate to stop or prevent the abuse or potential abuse. If possible, he or she should first take advice from the sites Visitor Services Supervisor. If the sites Visitor Services Supervisor is not immediately available the manager should take appropriate action and then report to the sites Visitor Services Supervisor at the earliest opportunity. The sites Visitor Services Supervisor or manager dealing with the allegation is responsible for calling the police if necessary. It is important that all allegations are recorded in writing on the Incident report form and also reported to the sites Visitor Services Supervisor at the time. The manager must ensure they take contact details from the complainant.

Concerns about child abuse may also be reported to the **NSPCC** Child Protection free phone 24 hour line at **0808 800 5000**. This may be useful in the absence of the Security Coordinator, or in an incident outside of work.

There is no national helpline for reporting abuse of vulnerable adults, but the **Action on Elder Abuse (AEA)** helpline, which is open every weekday from 9.00 am to 5.00 pm, may be able to help. In the UK the freephone number is **0808 808 8141**.

Dealing with allegations of abuse

- If the allegation concerns another member of staff, the manager should consult the Human Resources department in accordance with IWM disciplinary procedure before considering suspending him or her (or, if a contractor, excluding him or her from the site) until an appropriate investigation, which may be under the Disciplinary Procedure, can be carried out.
- In exceptional circumstances, a member of staff may feel that he or she is unable to report concerns through the formal hierarchy, in which case there is provision for reporting concerns using the Disclosure policy and procedures.
- If the allegation concerns a visitor or member of the public, the manager should consider whether there are reasonable grounds for excluding him or her from the site until an appropriate investigation can be carried out. In some cases the immediate involvement of the police may be appropriate.
- If the child/vulnerable adult involved are part of an organised group, the manager should consult with the Group Leader and will make every effort to agree an appropriate course of action.
- If the child/vulnerable adult involved is with a family member or other responsible adult the manager will consult with this person and will make every effort to agree an appropriate course of action.

At all times the safety and wellbeing of the child/vulnerable adult should be the main concern of IWM staff.

Responding to a disclosure by a child/vulnerable adult

Make every attempt to adhere to the standards of behaviour in the Safeguarding Children and Vulnerable Adults Policy, especially in light of not being alone in private with a child or vulnerable adult. It is possible to be both 'private' and public i.e. if a child/vulnerable adult asks for a private conversation, arrange this to be in full sight of a colleague if necessary.

If someone tells you that they or another child/vulnerable adult is being abused:

- Show that you have heard what they are saying, and that you take their allegations seriously;
- Encourage the person to talk, but do not prompt or ask leading questions;
- Don't interrupt when the person is recalling significant events;
- Don't make the person repeat their account;
- Explain what actions you must take, in a way which is appropriate to the age and understanding of the person;
- Do not promise to keep what you have been told secret, as you have a responsibility to disclose information to those who need to know. Reporting concerns is not a betrayal of trust;
- Write down what you have been told, using the exact words if possible;
- Make a note of the date, time, place and people who were present at the discussion;
- Report your concerns to your line manager (or other manager if necessary);
- Do not worry that you may be mistaken. It is better to have discussed it with somebody with the experience and responsibility to make an assessment.

Recording incidents

For straightforward incidents of lost people which are quickly resolved, a simple log under the control of the Visitor Service Supervisor is the only necessary written record. However, should a lost person incident escalate e.g. to involve the police, or actual abuse be suspected, a full incident report form must be completed.

The report will be initiated by the first manager involved in an incident. It should then be carried through by Human Resources or a senior manager as appropriate. All incident reports must be sent to Human resources.

Members of staff should submit all the documentation connected with incident handling for filing by Human Resources Department. Any other correspondence and records (both hard copy and electronic such as e-mails etc.) should be appropriately disposed of once the investigation comes to a close. Considering the sensitive nature of records, access to incident files will be subject to appropriately formal authorisation and any such access will be documented.

Records of such incidents must be kept for **25 years from the date of the incident**. Where such records concern the conduct of a member of IWM staff or volunteer, this record will be securely stored by the Human Resources Department. Where the incident concerns a member of the public (visitor) this record will be securely stored by the Museum Archive.

SAFE RECRUITMENT PROCEDURES

Human Resources will work with the appropriate line managers to ensure that all IWM posts are risk assessed to ascertain the level of security and Disclosure Barring Service (DBS) checks required at the point of recruitment. Human Resources will maintain a record of all such checks undertaken.

Application materials for employment and volunteer packages will include a statement of the IWM commitment to child/vulnerable adult protection, indicating to all prospective employees/volunteers the principles to which we adhere.

Upon selection of a candidate for a post, including the appointment of volunteers, please check with Human Resources to obtain the appropriate level of criminal records disclosure for specified posts.

Degree of Disclosure Recommended Posts:

Enhanced DBS - Education Staff/Volunteers at all sites

Standard DBS - Staff working with firearms at all sites. All staff/temporary staff/volunteers who are likely to have substantial, potentially unsupervised access to children on a sustained or regular basis

Basic Disclosure Scotland - All staff/temporary staff/volunteers

For all posts the appointment will be conditional upon the outcome of the security clearance enquiries. Security must retain a record of all security clearance checks undertaken.

Long serving employees who may get transferred to posts considered sensitive for the purposes of Safeguarding policy will require Enhanced DBS clearance before taking up the post.

INDUCTION AND TRAINING

All new staff will receive an induction checklist. This induction will include familiarisation with the IWM Safeguarding Children and Vulnerable Adults Policy and Procedures.

Staff and their managers are in the best position to recognise risk and identify where additional procedures would support staff in their management of safeguarding issues. As such, it is suggested that managers and their staff develop role-specific procedures, codes of conduct and training with advice from Safeguarding representatives, and with due reference to these procedures and the accompanying policy.

Human Resources will ensure that regular training sessions on safeguarding children and vulnerable adults are made available to all relevant staff, including both new and existing staff.

MARKETING

Marketing to children is possible within limited circumstances. Any such marketing activity must take care not to bring the brand and reputation of the museum into question or disrepute. The IWM must take additional care in marketing to children because of the sensitive and controversial nature of the museum's subject.

IWM will not:

- Market goods for sale directly to children without parental consent;
- Use free gifts or other forms of enticement to encourage them to buy commercial or third party goods for sale without parental consent;
- Direct any marketing campaigns at children under the age of 11, without parental consent (Family and Parenting Institute guidance, 2007);
- Approach children directly, by post or email or through the website, without a clear statement about first seeking permission from their parent/carer;
- Ask children to provide personal data that is not strictly necessary for the purposes of communicating with them.

IWM will:

- Seek parental/carer consent, preferably in writing, prior to any direct contact with their child/children.
- Ensure that any IWM services that are marketed to children are age-appropriate, relevant, child-focused and educational (such as kids' clubs, newsletters, Friends membership, etc.)

MANAGEMENT CHECKS AND MONITORING

All Executive and Assistant Directors are responsible for ensuring that their staff, volunteers and contractors are aware of and able to implement the IWM Safeguarding Children and Vulnerable Adults Policy and Procedures.

Any concerns, incidents or queries must be monitored and reported as appropriate, through the Quarterly Report management checks, or, if serious, immediately. This should be done through the quarterly returns of Safeguarding representatives to the Corporate Health & Safety Committee.

All Executive Director responsible for Operations is responsible for ensuring that there are sufficient Designated Safeguarding Officer's within each Branch/Site.

Designated Safeguarding representatives at each branch are as follows:

IWM London Branch Operations Manager
Justin Pawley (Ext 5266) jpawley@iwm.org.uk

HMS Belfast Branch Operations Manager
Kevin Price (Ext 6321) kprice@iwm.org.uk

CWR Branch Operations Manager
Caroline Bell (Ext 1152) cbell@iwm.org.uk

IWM Duxford Branch Operations Manager
Pippa Kendall (Ext 7309) pkendall@iwm.org.uk

IWM North Branch Operations Manager
Michelle Brookes (Ext 4051) mbrookes@iwm.org.uk

IWM Social Media Manager
Lucia Genziani (Ext 3102) lgenziani@iwm.org.uk

The Executive Director responsible for Operations of each Branch/Site is responsible for:

- Determining the appropriate number of representatives for each Branch/Site
- Appointing the appropriate number of Safeguarding Officers for their branch.
- Ensuring that the Officers are suitably trained in the principles of safeguarding children and vulnerable adults and in the content of this policy and procedure
- Ensuring that these procedures are developed to a branch-specific level, and communicated to all their staff
- The managers of staff who come into regular and/or unsupervised access to children and vulnerable adults (rather than the designated officers) are responsible for explaining the contents of the Safeguarding Policy to their staff. Staff managers should also be responsible for disseminating relevant information to their staff and identifying any staff that need enhanced safeguarding awareness training

Specific duties carried out by the designated Safeguarding Officers are:

- To be the immediate point of contact for staff within their branch who have concerns and questions about safeguarding issues;
- To be advocates for safeguarding awareness and use of best practice in reference to these procedures;
- To collate all full incident reports at their branch and prepare a quarterly return for the Corporate Health & Safety Committee and Human Resources;
- To support any manager dealing with any alleged allegations of harm to vulnerable people as and when they arise, with reference to these procedures and the Safeguarding Children and Vulnerable Adults Policy;
- To establish relationships with external organisations to inform our approach to and management of objectives in safeguarding vulnerable people.

End of Procedures

CONFIDENTIAL

Incident report form

IWM Safeguarding Vulnerable Groups

This form is for recording serious allegations and concerns. It is NOT required for everyday lost/found children incidents unless there is concern about abuse. Remember: abuse is not just physical or sexual – it may be emotional, or neglect.

Recording incidents on this form helps protect vulnerable people AND our staff. If you are uncertain, please talk to your branch Safeguarding representatives, or refer to the IWM Safeguarding procedures.

1	Please indicate what you are reporting (please tick)
	<input type="checkbox"/> I have concerns that abuse of a Child¹ / VA may be happening (sections 1, 2, 3 and 6)
	<input type="checkbox"/> I was personally involved in an incident with a Child / VA (sections 1, 2, 4 and 6)
	<input type="checkbox"/> I was a direct witness to an incident with a Child / VA (sections 1, 2, 4 and 6)
	<input type="checkbox"/> I have received an indirect allegation of abuse (sections 1, 2, 5 and 6)
	<input type="checkbox"/> I have received a direct disclosure of abuse from a Child / VA (sections 1, 2, 5 and 6)
	<input type="checkbox"/> Something else of concern has occurred – indicate what (sections 1, 2, 3 and 6)

2	Essential information
Your name	
Your contact details	Email Phone
Name of Child / VA	
Age of Child / VA	
Further information about Child / VA	In what circumstances is the child visiting the IWM? If they are with a school or group give details including the group leader's name. If with parents/carers give their details.
Have you told the Child / VA you are recording this incident?	The answer should be YES. You <i>cannot</i> promise to keep things in confidence. Make sure the child knows this. If NO, please say why.

¹ On this form the term 'child' covers all vulnerable people, over or under 18 years of age.

Have you told the parent/carer about the incident?	Again, the answer should be YES unless there is concern about the group leader/parent/carer. In such cases, indicate the course of action e.g. contacted school, called police. Make any further notes here as appropriate.
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3	Concern that abuse may be happening
	Please record the reasons for concern. Report any specific incidents in as much detail as you can remember. Indicate the person about whom you have concerns, even if you do not know their name. If you challenged suspicious behaviour to reduce the risk of abuse, say what you did.

4	Incident with a Child / VA (please tick)
	A Child / VA misinterpreted something I said or did
	I physically restrained a Child / VA
	I accidentally hurt a Child / VA
	I witnessed an incident with a Child / VA
	Please provide further information to describe the incident, including any action you have taken, and to whom you have referred the incident e.g. line manager, Safeguarding representative, Operations Manager.

5	Allegation/disclosure of abuse
Allegation made by	Indicate whether direct disclosure from Child / VA named in section 2, or from someone else, with any further details including age and relationship to alleged victim.
Allegation made on	Date
Allegation made about	Name of person who is alleged as acting inappropriately, plus any further details including relationship to alleged victim.

Details of allegation / disclosure	This should be a true account of the information you have received, without any speculation or opinion of other people. Be as detailed as possible in terms of dates, locations, and people. If receiving a direct disclosure from a Child / VA, record it in their words.
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6	Your signature and audit trail
Your signature	Date
Form passed to	Name, position and contact details of IWM manager receiving form
Signature of receipt by manager	Date