

# Gloucester Railway Carriage and Wagon Museum

## Safeguarding Policy

Safeguarding of under 18s, vulnerable adults, persons with disabilities and elderly people.

### Summary of Policy

The purpose of this policy is to ensure the safety of children, vulnerable adults, persons with disabilities and elderly people who are visiting or working at the Gloucester Railway Carriage and Wagon Museum. We have a duty of care and are committed to the protection and safety of children and vulnerable people involved as visitors and participant in all our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

We will designate a Safeguarding Officer responsible for child protection issues and for ensuring that child protection issues are taken seriously and any incidents or suspected incidents are thoroughly investigated and appropriate action taken.

### Do:

- Work in an open environment, avoiding unobserved secluded locations and situations, where possible. Avoid one-to-one situations with any child or vulnerable adult.
- Be aware of the possible risks and question situations that they find suspicious.
- Encourage parents and guardians to get out of carriages before their child to help the child down. Our staff shall not touch a child unless it is in clear view of the parent or guardian, who can see that there is no inappropriate behaviour or in an emergency when the child may be at risk of harming themselves.
- Notify the Duty Manager/Duty Controller or Manager of the Day if you find a lost child and follow the Lost and Found Children Procedure.
- Ask parents' or guardians' permission when children are asked to pose for publicity photographs.
- Remember that you are a role model for young people and always provide an example you would wish them to follow.
- Bear in mind that some actions no matter how well intended may easily be misinterpreted.
- Allow the fact that people with learning difficulties or special educational needs may have behaviours which, whilst quite harmless, do not conform with social norms.
- Respect a person's right to privacy unless you feel they are at risk of harm.
- Where one-to-one contact is unavoidable, keep it short, be accessible and make sure someone is informed where you are going, what you are doing and why.
- Use common sense and take great care if you are left alone with young/vulnerable people – e.g. lone car journeys, even if short ones, should be avoided. Unless it is an emergency get parental or carer approval (preferably

in writing) before taking someone home, etc. If a person must be transported in a vehicle alone with the driver they should be asked to occupy the rear seat rather than sit alongside the driver.

- Carry out any first aid procedures with more than one adult present where possible except in rare cases of serious injury requiring immediate treatment.

### **Don't:**

- Spend excessive time with individual unescorted children and/or vulnerable adults.
- Visit secluded places around the Museum or being in a vehicle such as a carriage compartment with an individual child without their parent, guardian or teacher being present.
- Take children to their home or an adult's, or in a private vehicle, other than in a group.
- Engage in rough play or games of physical contact.
- Physically restrain a child, young person or vulnerable adult, except when it would affect the safety of either the individual involved or a third party.
- Use foul language or making sexually suggestive comments to any visitor.
- Allow children to use inappropriate language unchallenged.
- Allow or engage in inappropriate touching of any kind.
- Do things of a personal nature for children or vulnerable adults that they can do for themselves or that a parent / guardian / leader / teacher can do for them.
- Make personal contact with any child or vulnerable adult by email or social networking (such as Facebook, Twitter, Instagram), unless for occasional ad hoc operational reasons.
- Rely on your good name to protect you.
- Show favouritism or get drawn into inappropriate, attention-seeking behaviour (e.g. tantrums or crushes).
- Allow or engage in suggestive remarks, gestures or touching which can be misinterpreted.
- Do anything to undermine the Museum's reputation for providing people with a safe environment.
- Jump to conclusions without checking the facts.
- Physically touch an unsupervised child.

## **1. Overarching Principles**

1.1 The Gloucester Railway Carriage and Wagon Museum values and encourages the involvement of people of all ages and circumstances. It is committed to promoting their well-being and enjoyment, and protecting their health, safety and welfare.

1.2 We can all help to provide a welcoming, safe and enjoyable experience. This document is relevant to all staff, whether employees, volunteers or other working with the Gloucester Railway Carriage and Wagon Museum and supplies basic reference to good practice when in the company of under 18's (these guidelines also should be taken into account when dealing with older

vulnerable adults, such as people of any age with learning or physical difficulties and elderly people).

## **2. Purpose**

- 2.1 The purpose of this policy is to ensure the safety of children and vulnerable people who are visiting or working at the Gloucester Railway Carriage and Wagon Museum. We have a duty of care and are committed to the protection and safety of children and vulnerable adults involved a visitors and participants in all activities both on and off site. We also want to protect and support our staff that work or come into contact with these groups.
- 2.2 This Policy will apply to trustees, staff, volunteers and contractors and will be used to support their work at the Gloucester Railway Carriage and Wagon Museum and off site where relevant. It has been drafted in line with best practice and following documentation available from the National Society for the Prevention of Cruelty to Children (NSPCC) and relevant Government legislation and guidance. Our policies and procedures are published on our website.
- 2.3 Particular Provisions for the Education and Museum teams and Departmental mentor schemes are set out in appendices A, B and C respectively. Further provisions regarding staying overnight are set out in appendix D. The overarching principles must be read in conjunction with the detailed provisions within these appendices.
- 2.4 Procedures to deal with any suspicions, concerns and allegations are set out in appendix E

## **3. Background and definitions**

- 3.1 For legal purposes, someone is a child until their 18<sup>th</sup> birthday; children are the responsibility of their parents or carers even if not present. A vulnerable person is someone who is over the age of 18 and may be in need of community care services by reason of physical, learning or sensory disability, age or illness, and is or may be unable to take care or protect themselves against significant harm or exploitation or may be an older (elderly) person.
- 3.2 Children under 12 must be accompanied to the museum by an adult. Children and vulnerable people visit in family groups, with carers or in school or similar groups with responsible adults. Primary responsibility for their care rests with their parent or other responsible adult. The Gloucester Railway Carriage and Wagon Museum seeks to make sure that its activities and policies also afford as much protection as is reasonably practicable. This is achieved by;
  - Treating children and vulnerable people with dignity and respect.
  - Making sure employees and volunteers are selected, trained, supervised, supporter and protected.

- Requiring our employees and volunteer to be good role models and not use offensive language. Failure to meet these minimum standards is dealt with by disciplinary procedures.
- Complying with legal requirements for the employment of young people under 18 years old.
- Providing clear procedures for parents, guardians, supervising adults and children to voice their own concerns if they are unsure or unhappy about anything.

3.3 Children and their families are a significant audience for museums, and children and young people are the museum visitors, staff, trustees and volunteers of the future.

3.4 Membership applications from persons under 18 (including family members) must be signed by the applicant's parent or guardian certifying that they will be responsible for the young member conforming with the Gloucester Railway Carriage and Wagon Museum's rule and regulations.

3.5 Volunteers under the age of 18 must be members of the Gloucester Railway Carriage and Wagon Museum's Young Members/Volunteers group. Young Members/Volunteers can work with other groups provided the risks associated with the role has been assessed and appropriate control measures and action is put in place.

#### **4. Legal Framework**

4.1 This policy has been drawn up on the basis of law and guidance. Particularly;

- Children Act 1989 and 2004
- United Nations Convention of the Rights of the Child 1991
- Data protection Act 1998
- Sexual Offenders Act 2003
- Protection of Freedoms Act 2012

#### **5. The Policy**

5.1 Gloucester Railway Carriage and Wagon Museum (GRC&WM) welcomes visitors of all ages and abilities, and the welfare of children, young people and vulnerable adults is paramount. Children and vulnerable people visit in family groups, with carers or in school groups with a responsible adult. Although the primary responsibility for their care rests with their parent or other responsible adult the GRC&WM seeks to ensure that its activities and policies also afford as much protection as is reasonably practicable.

5.2 We pledge to treat everyone with respect. We aim to provide a healthy and safe environment for all our staff, volunteers and visitors, including children and vulnerable people. Their wellbeing is considered as part of our health and safety management process. We will also do all we can to protect children and vulnerable people from physical, emotional, or sexual abuse to the best of our ability whilst they are on our premises or in our charge. All suspicions and

allegations of abuse must be properly investigated by GRC&WM and / or external authorities where relevant and will be dealt with swiftly and appropriately.

5.3 We will do this by:

- Ensuring that all staff and volunteers are trained in safeguarding;
- Ensuring that all staff, volunteers and contractors are aware of the policy and procedures for the protection of children and vulnerable adults;
- Requiring our staff and volunteers to be good role models and not use offensive language or make sexually suggestive comments. Failure to maintain appropriate standards may be dealt with using the GRC&WM disciplinary or problem solving procedure;
- Providing teachers, group leaders and any other interested parties with information about our expectations regarding protection and safe supervision responsibilities whilst visiting the GRC&WM;
- Complying with legal requirements for the employment of young people under 18;
- Providing clear procedures for parents, guardians, supervising adults and children to voice their concerns if they feel unsure or unhappy about anything.

5.4 We will designate a Safeguarding Officer responsible for child protection issues and for ensuring that child protection issues are taken seriously and any incidents or suspected incidents are thoroughly investigated and appropriate action taken.

## **6. Other Matters Relevant Generally to Activities at the Museum**

- Plan activities carefully and be alert to potential harm.
- Make sure young/vulnerable people are accompanied by their own adult carers and that they take direct supervisory responsibility.
- Arrange for an appropriate number of adults to be present – try to have at least two at all times.
- Inform young/vulnerable people about any safety issues associated with their visit and how to cope.
- Be alert to potential harm or inappropriate behaviour by others to people in your care.
- Provide access for young/vulnerable people to talk to another adult about any concerns they may have.
- Plan activities carefully so that there is maximum protection at all times.
- Attend to health and safety requirements, seeking advice where necessary and referring to the Gloucester Railway Carriage and Wagon Museum Health and Safety Policy document as appropriate.
- Make sure that young/vulnerable people are accompanied by their own adult carers (e.g. parents, teachers, youth leaders, carers, etc.) and that these adults are directly responsible for those in their care.
- Make sure you know which young/vulnerable people are in your charge, the extent of your responsibility, where they are and what they are doing.

- Have male and female helpers if practical, especially if the group is of mixed gender.
- Use your common sense and take great care if you find yourself left alone with young people – for example, don't escort a young child to the toilet; offer to stay with the group whilst a carer does so. Alternatively, check the toilet for safety, then remain outside whilst the child uses it.
- All child entertainers used at museum events and activities shall be subject to a Disclosure and Barring Service (DBS) check. Where third party entertainers are sub contracted proof of checks shall be obtained.
- Disclosure and Barring Service (DBS) checks shall be carried out by the relevant Managers and/or Trustees as and when required and will be retained and detailed records kept.
- DBS checks will be regularly re-performed as and when required and those employees and volunteers are and will be encouraged to join the DBS update service so periodic checks may be performed by the Safeguarding Officer and/or the relevant Managers and/or Trustees.
- Where employees and volunteers have joined the DBS update service periodic rechecks online shall be carried out annually. Where they have not joined the update service further DBS checks shall be carried out bi-annually.
- Gloucester Railway Carriage and Wagon Museum shall appoint a suitably qualified Welfare Officer to carry out the roles identified in this policy and may also appoint a suitable number of deputies to assist in the role. The names and contact details of the Welfare Officer, any deputies and Safeguarding Officer shall be published by the Gloucester Railway Carriage and Wagon Museum.

## **7. Operating Procedures and Train Services (open to the general public)**

7.1 The policy is supported by the following procedures that minimise the opportunity for abuse:

- We will only work in an open environment, avoiding unobserved secluded locations or situations, where possible. We will do our best to avoid one-to-one situation with any child or vulnerable adult. If a child or vulnerable adult wishes to talk in confidence we will try to find a quiet space in a public area where this is possible.
- We will only admit children under 16 to the Museum with an adult and require that they shall be supervised at all times.
- We do not permit children to participate in any events or activities without the consent of their parents, guardians, teacher, leader or carer.
- We shall encourage our staff and volunteers to be aware of the possible risks and question situations that they find suspicious.
- We shall carry out first aid treatment with more than one adult present wherever possible except in the rare situation of serious injury where any delay in providing urgent first-aid pending the arrival of medical aid would be harmful.
- We shall always have a teacher or supervising adult and one other adult in the group to lead guided tours for groups of children.

- We encourage parents and guardians to get out of carriages before their child to help the child down. Our staff shall not touch a child unless it is in clear view of the parent or guardian, who can see that there is no inappropriate behaviour or in an emergency when the child may be at risk of harming themselves.
- Any member of staff or volunteer finding an unsupervised child must not physically touch the child, if possible, and must seek another colleague to help as soon as possible. If any member of staff or volunteer is approached by a lost child, they should keep the child with them and notify the Duty Manager/Duty Controller/Manager of the Day as soon as possible. The procedures for dealing with lost and found children are found at appendix F.
- When children are asked to pose for publicity photographs, we will ensure that we ask their parents or guardians' permission and the completion of the relevant form containing the details and signatures of the parents or guardians and relevant information which will be kept for future records and reference.
- We will carry out Disclosure and Barring Service (DBS) checks on specific children's characters (e.g. Father Christmas) and supervisors of young volunteers.
- For work experience students we will encourage members who are placement supervisors to put their names forward for the STEM Ambassadors Scheme (<https://www.stem.org.uk/stem-ambassadors>).
- We will ensure our staff and volunteers are aware of this policy and we brief them on it and on good practice in respect of children and vulnerable people in training session for operating staff, event helpers and guides.

7.2 We avoid the following unacceptable practices both for the protection of children and vulnerable people, and the safeguarding of our own staff and volunteers:

- Spending excessive time with individual unescorted children and vulnerable people.
- Visiting secluded places around the Museum or being in a vehicle such as a carriage compartment with an individual child without their parent, guardian or teacher being present.
- Taking children to their home or an adult's, or in a private vehicle, other than in a group.
- Engaging in rough play or games of physical contact.
- Making personal contact with any child or vulnerable adult by email or social media networking, unless for occasional ad hoc operational reasons.
- Physically restraining a child, young person or vulnerable adult, except when it would affect the safety of either individual involved or third party.
- Using foul language or making sexually suggestive comments to any visitor.
- Allowing children to use inappropriate language unchallenged.
- Allowing or engaging in inappropriate touching of any kind.
- Doing things of a personal nature for children or vulnerable person that they can do for themselves or that of a parent/guardian/leader can do for them.

7.3 All staff and volunteers working with young people should be aware that some young people and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline should in the first instance be managed by the responsible adult. If a staff member, volunteer or contractor is in a position where a sanction is to be issued (for example in the case of unaccompanied children who are behaving inappropriately) then this must be appropriate to age and understanding. Please refer to the Duty Manager/Duty Controller or Manager of the Day if you are in any way uncertain of what action to take.

7.4 Train Services (open to the general public)

- Train crews, station staff and other volunteers will seek the permission of parents, guardians or carers before assisting children or vulnerable people on and off train or around stations and/or buildings. Except in an emergency, a good approach will usually be to enquire from the person being provided with assistance how that help can be given.
- There is no requirement for a Disclosure and Barring Service (DBS) check to be carried out for employees or volunteers that are not directly involved in a regulated activity.
- Young people remain the responsibility of their parents, guardians, carer or teachers when attending the museum as visitors.

## **8. Roles and Responsibilities**

8.1 The key staff affected by this policy are the Safeguarding Officer, GRC&WM Manager, Duty Controller or Manager of the Day (as rostered).

8.2 All staff, volunteers and contractors have a responsibility to maintain the standards of behaviour set out in the GRC&WM Values and Behaviours and to report lapses in these standards by others. All staff should discuss concerns immediately with their line manager or if not available, with the GRC&WM Manager, Duty Manager/Duty Controller or Manager of the Day or Safeguarding Officer. Any concerns or reasonable suspicions of abuse should be reported immediately and follow the Safeguarding Reporting Flowchart (appendix G). If your line manager is not available or is part of the course of your concern then you should report the matter to the GRC&WM Manager, Duty Controller/Duty Manager or Manager of the Day or Safeguarding Officer. Any safeguarding concerns that are raised should be documented as soon as possible afterwards using the Safeguarding Incident Report Form (Appendix H).

8.3 Line Managers and Trustees will monitor the implementation of the policy for their respective areas as per procedure and will also be responsible for ensuring that staff who raise a concern are provided with the necessary support and complete all required documentation (e.g. Safeguarding Incident Report Form) and are also supplied with a Safeguarding Receipt of Referral (see Appendix I). Serious concerns involving the conduct of a member of staff, volunteer or contractor must be referred immediately to the Safeguarding Officer.



- 8.4 The GRC&WM Manager will be responsible for implementing procedures relating to selection, vetting, training and induction, and for advising on any disciplinary action required. A central database of all Safeguarding Incident Form will be maintained and monitored by the Safeguarding Officer.
- 8.5 Any allegations of inappropriate behaviour (e.g. breach of the Safeguarding Code of Conduct) by staff, volunteers, contractors or visitor must be reported by line managers, Duty Controllers/Duty Managers or Manager of the Day to the GRC&WM Manager, who will liaise with the Police and Social Services as necessary. In these circumstances, the role of the GRC&WM Manager is to:
- Assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate;
  - Consult initially with the Safeguarding Officer, the local Police and where appropriate with other statutory bodies;
  - Make a formal referral if required to a statutory child protection agency or the Police.
- 8.6 It is not the role of the GRC&WM Manager to decide whether a child/vulnerable person has been abused or not; this is the task of Social Services Department which has this legal responsibility (in case of children), or of the Police. The GRC&WM Manager will pass information on to the relevant authorities who have the necessary expertise to make the required decisions about the action required. In all serious case involving safeguarding issues, the GRC&WM Manager must be contacted as soon as possible.
- 8.7 All Duty Managers/Duty Controllers and Managers of the Day will be trained safeguarding duty officers. It is their responsibility under this policy to deal with any operational safeguarding issues that arise including lost and found children/vulnerable adults. It is also the Duty Manager/Duty Controller or Manager of the Day's responsibility to decide when to notify the GRC&WM Manager about a safeguarding incident.
- 8.8 It is the role of the Safeguarding Officer to have a detailed knowledge of this policy and procedure and to support the GRC&WM Manager and others to deal with operational issues as and when they arise.

## **9. Photography**

Whilst there is no outright restriction on the photography of children or other members of the public, in the case of pictures where individuals form a major part of the subject it is a courtesy that such images are not published for wider consumption without first seeking the agreement of the person(s) depicted or, in the case of children or vulnerable adults, their parent(s), guardian(s) or carer.

## **10. Training**

- Training will be provided by the museum to make sure all Gloucester Railway Carriage and Wagon Museum employees, volunteers and

contractors recognise the issues involved in Safeguarding including where the appropriate guidance may be located.

- Where Gloucester Railway Carriage and Wagon Museum employees, volunteers or contractors work in the areas of regulated activities the specific training shall be given appropriate to the activities being undertaken.
- Responsibility for the delivery of training shall vest with the Safeguarding Officer.

## **11. Recruitment and Selection of Staff, Contractors and Volunteers**

11.1 Legislation provides that individuals may be disqualified from working with children by inclusion on one or more of a number of official lists contained in the statutory provisions. It is a criminal offence for any employer to knowingly recruit a disqualified individual into a post working with children. This also extends to volunteers and contractors. The Safeguarding Vulnerable Groups Act 2006 places requirements on employers and individuals who are involved in regulated activity. Regulated activity will apply to some of our staff, volunteers and contractors. This defined as an activity, which involve frequent or intensive contact with children or vulnerable person and is of a specified nature e.g. teaching, training and supervision or is in a specified place such as schools:

- The frequent contact test will be met if the work takes place once a week or more.
- The intensive contact test should be met if the work takes place on 4 days in one month or more, or overnight.

11.2 As part of the staff and volunteer recruitment process, all applicants will be required to confirm that they are willing to complete a DBS disclosure application if and when needed. The level of disclosure will depend on the extent to which the post involves working with children or vulnerable people.

11.3 Wherever possible, appropriate checks will have been completed prior to the start date at which the role involving working with children or vulnerable people begins.

11.4 Job applicants who have been successful at interview/induction and whom the GRC&WM wishes to make an offer of employment to, volunteers or contractors who will be regularly required to work with children and vulnerable people will be required to complete an Enhanced Disclosure Application. Until this check has been completed and appropriate clearance has been granted, they will not be eligible to work with children or vulnerable people. At interview/induction, all applicants will be required to account for any gaps in employment history.

## **12. Reporting Procedure to be followed by staff, volunteers and contractors in the case of suspected or alleged abuse of a child, young person or vulnerable adult**

12.1 A member of staff, volunteer or contractor who suspects a case of abuse against a child or vulnerable person has a duty to follow the procedure below.

### **Statement of Investigation**

12.2 It is vital that anyone who suspects that a child or vulnerable person is at risk of harm or abuse takes personal responsibility to act. Keeping worries or concerns to yourself may put children and vulnerable people at further risk of harm. It is not GRC&WM's responsibility to investigate a child or adult safeguarding complaint but to refer concerns on to local children's or adults' social care department or the Police. The GRC&WM Manager will be responsible for investigating any potential breaches of this policy involving staff, volunteers or contractors.

### **Responding to a Safeguarding Concern**

12.3 Concerns about adults and children may arise in different situations. You may witness or observe something, hear it from others, in person or on the phone, by email or by letter or be told directly.

12.4 The following guidance must be followed if you receive an allegation of child or vulnerable adult abuse:

- Ensure the welfare of the child/young or vulnerable person.
- Check your understanding of the situation, without being investigative.
- Explain that you have a responsibility to report what the child/vulnerable person has said to someone else.
- Report the matter as soon as possible to your line manager and/or Duty Controller/Duty Manager or Manager of the Day will then liaise with the GRC&WM Safeguarding Officer who will advise about the need to contact parents, carers or guardians and police/statutory authorities.
- Record all the details on the Safeguarding Incident Report Form (appendix H)

12.5 If a disclosure or allegation is being made by you, by a child/young person or vulnerable person:

- Ensure that any medical attention needed is addressed as a priority if required.
- Listen to what he/she has to say with an open mind.
- Check your understanding of the situation, without asking leading questions.
- Make a note of the discussion as soon as possible afterwards, taking care to record the timing, setting and people present as well as what was said.

Try to record the words that were actually spoken and not your own interpretation of them.

- Explain that you cannot keep such information confidential, and that you have a responsibility to report what he/she said to someone else.

- 12.6 If the allegation concerns a visitor or member of the public, the Duty Manager/Duty Controller or Manager of the Day should consider whether there are reasonable grounds for excluding them from the Museum until an appropriate investigation can be carried out. In some cases the immediate involvement of the Police may be appropriate. For example, if someone was causing harm to a child or adult in a public place then the involvement of the Police must be sought immediately. In all major incidents, the GRC&WM Manager must also be informed.
- 12.7 If the child, young or vulnerable person involved is part of an organised group, the Duty Manager/Duty Controller or Manager of the Day will consult with the group's leader and make every effort to agree an appropriate course of action.
- 12.8 If the child, young or vulnerable person involved is with a family member or other responsible adult and they are not causing any harm, the Duty Manager/Duty Controller or Manager of the Day will consult with this person and will make every effort to agree an appropriate course of action.
- 12.9 If the child is under 16 years old or a vulnerable person and is unaccompanied the Duty Manager/Duty Controller or Manager of the day will speak to the child or vulnerable person and then decide on the appropriate course of action. If relevant external authorities need to be informed then this should be done by the GRC&WM Manager.
- 12.10 If the allegation concerns another member of staff, volunteer or contractor, the staff member must raise this matter with his or her line manager or Duty Manager/Duty Controller, Manager of the Day or consult the Safeguarding Officer in confidence. If a formal investigation is deemed necessary then this will be carried out by the GRC&WM Manager in accordance with the GRC&WM Disciplinary Procedure. Depending on the nature of the allegation, the GRC&WM may require to involve the appropriate authorities, including the Police.

### **Recording Information**

- 12.11 All staff should discuss the matter immediately with their line manager or if not available, with the Duty Manager/Duty Controller, Manager of the Day or GRC&WM Manager.
- 12.12 Use the GRC&WM Safeguarding Incident Report Form (appendix H) to record as much information as you can about the situation; what has happened, where and when, who was involved and any contact details. Also record what action has been taken so far.

12.13 This information should be passed immediately to your line manager, Duty Manager/Duty Controller or Manager of the Day. You can do this by phone, email or in person.

12.14 Wherever possible, you will receive a Receipt within 5 working days of your submission of the Safeguarding Incident Report Form to your line manager/Safeguarding Officer and will be kept informed about what has happened since on a need-to-know basis.

12.15 It is important to pass on what information you have, even if the informant has only divulged a little or will not give his/her details. This information must be maintained in the strictest confidence and failure to treat such information confidentially may be viewed as a potential disciplinary matter.

12.16 Staff wishing to seek further advice can contact the NSPCC Child Protection Helpline. This is staffed 24 hours a day, seven days a week and the contact number is 0808 800 5000.

### **13. Contact Information**

13.1 There are separate safeguarding boards for local areas for both children/young people and adults

- **Children and Young People**

The appropriate safeguarding board to contact is the one based where the child or young person lives. If it is not possible to confirm the address referral should be made to the Gloucestershire Safeguarding Children Board (GSCB/GSCE) on 01452 583 629 or email: [gsce@gloucestershire.gov.uk](mailto:gsce@gloucestershire.gov.uk)

- **Adults**

Gloucestershire Safeguarding Adults Board (GSAB) on 01452 426868 or email: [gsab@gloucestershire.gov.uk](mailto:gsab@gloucestershire.gov.uk)

- **Other useful contacts**

NSPCC 24 hour helpline – 0800 800 5000  
Childline 24 hour helpline – 0800 1111

## **Appendix A – Wagoneers (Young Members) Club Activities**

This appendix applies to the Wagoneers club officers, leaders and members. The Wagoneers club recognises its responsibilities for safeguarding its members.

### **Procedures**

- The Wagoneers club will be a club associated with the Gloucester Railway Carriage and Wagon Museum under rule 31(a) of the Constitution of the Gloucester Railway Carriage and Wagon Museum and gives the opportunity for children and young people aged 14 to 17 to volunteer at the museum in a safe and supervised manner and to provide education and training to facilitate their transition to become an adult volunteer in due course if they so desire.
- It is a requirement of this safeguarding policy that the Officers and Officials of the Wagoneers Club see that the Club has its own suitable policies and procedures that are approved by the Board of the Gloucester Railway Carriage and Wagon Museum CIO.
- All volunteers who act as supervisors for Wagoneers Club activities must submit to a Disclosure and Barring Service (DBS) check and the Wagoneers Club shall maintain records of all checks carried out.
- The Wagoneers Club is responsible for recruiting its own Welfare Officer to make sure that both the Museum's and Wagoneers Club's safeguarding policy is followed.

## **Appendix B – Education and Museum Guides**

This appendix applies to the Education and Museum team members, whether they are employees or volunteers. These teams recognise their responsibilities for safeguarding pupils. The Education Manager is responsible for maintenance of safeguarding procedures and policies.

### **Procedures**

- Where educational visits are made to the museum by local schools, colleges and similar groups the responsibility for the welfare of young person's remains with the appropriate teachers, carers and leaders. It remains entirely the responsibility of the school, college or similar group to make sure they comply with best practice.
- There is no requirement for a Disclosure and Barring Service (DBS) check to be carried out for the Gloucester Railway Carriage and Wagon Museum employees and volunteers in the circumstances above.
- A Disclosure and Barring Service (DBS) check shall be carried out for the Gloucester Railway Carriage and Wagon Museum employees or volunteers where it is the requirement of a successful lottery application or similar grant providing to carry out a check is lawful.
- Where educational visits are made to the museum by local schools, colleges and similar groups where the responsibility for the welfare of young persons is handed over to the museum's volunteers or employees and teachers are not present, then a Disclosure and Barring Service (DBS) check shall be carried out for all such staff.
- Where other regulated activities are undertaken where the responsibility for the welfare of young persons is succeeded to the museums volunteers or employees and teacher and parents are not present then a Disclosure and Barring Service (DBS) check shall be carried out for all staff involved in such activities. For such activities the NSPCC guidance on the ratios of children to supervisors shall be followed which suggests appropriate ratios of 1 adult to 4 children to age 5, 1:6 for ages 6 to 8, 1:8 for ages 9 to 12 and 1:10 for 13 and over.
- Make sure that all education and museum guides are selected and recruited by going through an appropriate recruitment process.

Making sure that all employees and volunteers understand that there is a procedure to be followed in dealing with child protection allegations against employees and volunteers. All staff must be aware of the process.

- The education and schools department shall provide continued appropriate training to its employees and volunteers as and when required.

## **Appendix C – Departmental Mentoring Schemes**

This appendix applies to the operational departments of the Museum that have set up a mentoring scheme to allow young people aged 14 to 17 to volunteer under certain conditions. Each department must carry out the appropriate risk assessments before allowing young people to volunteer. Volunteers under 16 years old may not be placed on the volunteer rotas but are allowed to volunteer where appropriate mentors are rostered and available to supervise.

Young people aged 17 to 18 may be placed on the departmental rotas at the discretion of the appropriate roster/rota clerk which must be approved by the General Manager/Manager.

### **Procedures**

- Parental consent must be obtained for all attendances at the Museum.
- A Disclosure and Barring Service (DBS) check shall be carried out for Museum employees or volunteers who agree to act as Mentors.
- No young person aged 16 or under may stay overnight at the Museum.
- Make sure all young people work in appropriate groups directly supervised by an employee or volunteer.
- Make sure that all mentors are selected and recruited by going through an appropriate recruitment process.
- Make sure that all employees and volunteers understand that there is a procedure to be followed in dealing with child protection allegations against employees and volunteers. All staff must be aware of this process.
- See that appropriate processes are in place to review the competencies of young people and vulnerable adults to identify and minimise risk.
- Managers responsible for mentoring schemes shall provide continued appropriate training to their employees and volunteers.



## **Appendix D – Overnight Stays**

This appendix sets out the arrangements for safeguarding groups staying overnight on the Museum premises.

- No volunteers under the age of 16, or classed as vulnerable adults, may stay overnight in accommodation provided by the Museum or located on the Museum's premises. This includes that owned by the Museum and any private accommodation site with permission on its land, including camping or private caravans.
- This policy does not affect commercial customers who use parts of the museum site, for whom no responsibility is accepted beyond the normal requirements devolved.
- Young people ages 16 or over may stay overnight, but the Gloucester Railway Carriage and Wagon Museum does not accept the delegation of parental responsibility in such cases. Thus they are advised to be accompanied by a parent or guardian, or another who is appointed for the purpose by the parent or guardian. The Museum cannot recommend or attest the suitability of anyone selected by the parent or guardian to assist in this matter.
- Arrangements for the depositing of responsibility for the young person to someone other than a parent or guardian must be evidenced in writing to the Operations Manager before the overnight stay(s) commences.

## **Appendix E – Reporting Any Suspicions, Concerns or Allegations**

How to find out about a possible case of abuse;

- Child or parent makes direct allegation.
- Child or parent expresses discomfort, short of allegation.
- Another volunteer or member of GRC&WM reports concern.
- A member of the public reports concern.
- An employee or volunteer witnesses an incident.
- An employee or volunteer has suspicions an incident has occurred.

### **Reporting Procedures**

- Act immediately without delay
- Where any Gloucester Railway Carriage and Wagon Museum employee, volunteer or contactor becomes aware of a matter of concern or suspects that any form of child abuse, abuse of vulnerable adults or bullying has taken place it must be reported promptly to the respective Manager as appropriate to that persons duty.
- All individuals have a right to report any concerns or suspicions in confidence and free from harassment, being treated unfairly or being penalised.
- The Manager should consider whether it is appropriate to take immediate action to escalate the matter forthwith to the Safeguarding Officer, the General Manager or the Personnel & Admin Manager.
- All matters reported should be brought to the attention of the Safeguarding Officer even where any escalation is not considered to be appropriate.
- The Safeguarding Officer shall retain all such reports in a confidential manner.
- The matter may be escalated to appropriate authorities if necessary.
- All Gloucester Railway Carriage and Wagon Museum employees, volunteers or contractors involved shall promptly make a written report of the circumstances and suspicions which shall be passed to the Safeguarding Officer, or Personnel & Admin Manager where no Safeguarding Officer is in position.
- The Safeguarding Officer will decide whether the matter requires further investigation and may escalate the matter for formal investigation or deescalate the matter if no further action is appropriate. If the matter is deescalated the report made shall still be retained for future reference.
- Where a formal investigation is to take part it shall be undertaken by appropriate senior members of staff or Board of Trustees/Directors along with the Safeguarding Officer who shall chair all proceedings. All written reports of the incident shall be taken into account including witness statements. All matters shall remain confidential within the investigation and the result shall only be made known to those involved.
- Nothing in the foregoing shall over-ride the normal responsibility of a citizen to involve the police and/or other emergency/statutory services or local authority where there is an immediate apprehension of danger.
- Nothing in the foregoing will over-ride the museum's existing reporting procedures for accidents and incidents.

**Note** – The term “staff” shall include any employee, volunteer worker or contactor.

## **Appendix F – Lost and found children**

### **Lost children**

If a child is lost, the Duty Manager/Duty Controller or Manager of the Day (DM/DC/MoD), will inform the Ticket Office/Office and shop and stop children leaving the Museum. The DM/DC/MoD will note details of the child (e.g. name, age, height, clothing, where last seen) and will arrange for a calm and thorough search of the Museum including any CCTV footage/cameras that may be installed and in use on the site.

The priority must be to find the child but the DM/DC/MoD should also reassure the parent or guardian of the lost child that a search is underway. It may be useful to nominate a member of staff or volunteer to stay with the parent or guardian until the child is found.

If the child is not found, the DM/DC/MoD will contact the Police and the GRC&WM Chairman. The DM/DC/MoD will complete the Incident Report Form in the Normal Way.

When the child is found, the DM/DC/MoD will inform the Ticket Office/Office and Shop that the Museum can be re-opened.

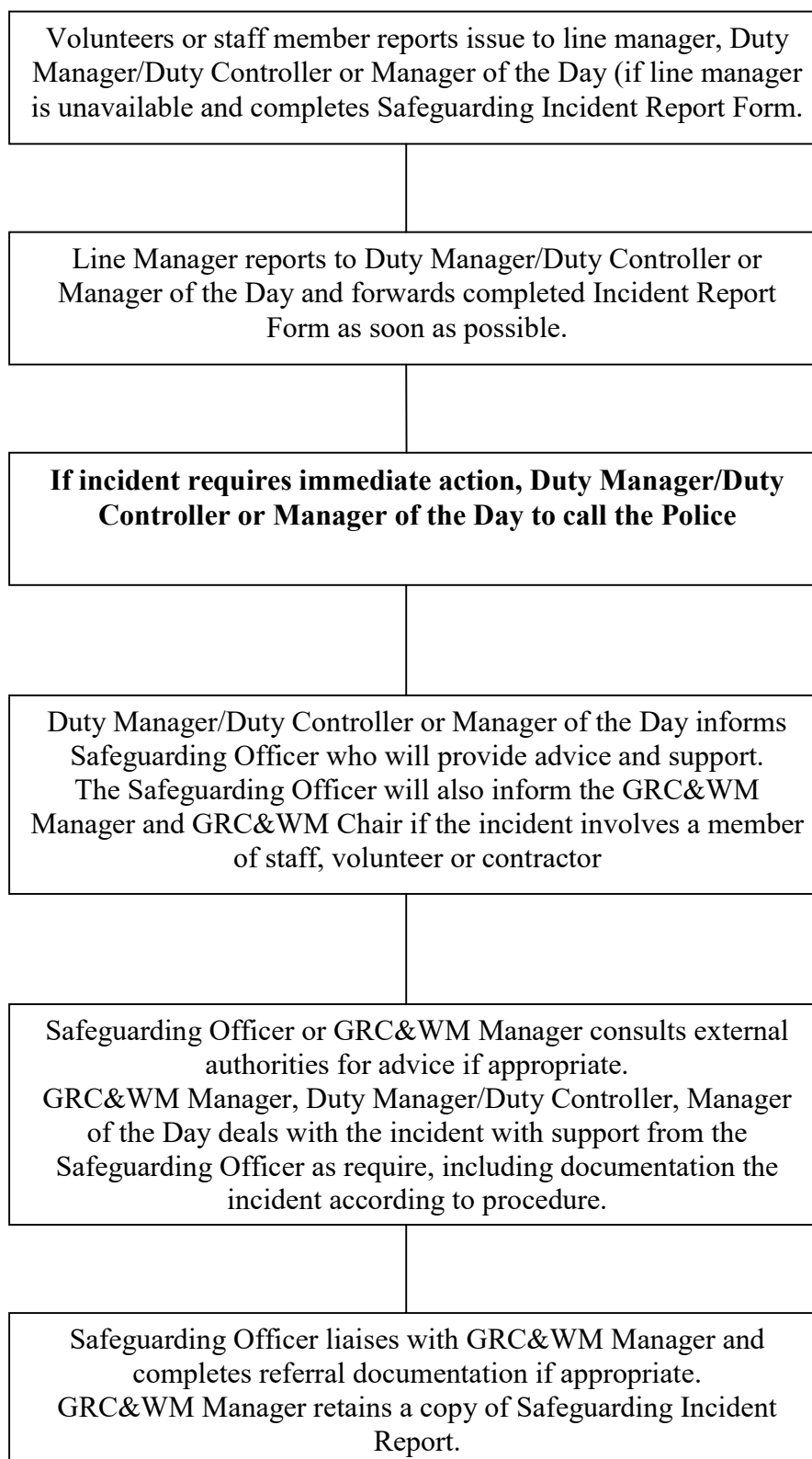
### **Found children**

Anyone finding a child should contact the Duty Manager/Duty Controller or Manager of the Day (DM/DC/MoD) without delay.

If a child is found, the DM/DC/MoD, or person they have delegated to deal with the situation, should crouch down to the child's height, show them their Museum Volunteer ID and tell them that they work at the Gloucester Railway Carriage and Wagon Museum. The DM/DC/MoD should take the child's name, address and telephone number if possible; giving the child time to respond as the child may be extremely distressed. The DM/DC/MoD must not physically touch the child if possible and must seek another colleague to help as soon as possible. If the child does not give any details, the DM/DC/MoD must call the Police.

The DM/DC/MoD, or the person they have delegated to deal with the situation, may take the child around the Museum to look for the parents or guardians provided there is at least one colleague with the child at all times, preferably including the person who made the initial contact to avoid further distress to the child. The child must never be left alone nor should the DM/DC/MoD or colleague be alone with the child at any time. The DM/DC/MoD must ensure care is taken to make appropriate public address announcements, for example, asking the parent to contact a member of museum staff and not making any reference to the child. If the parents are found, the DM/DC/MoD must ask for identification and not release children to anyone under the age of 16. The DM/DC/MoD will complete the Incident Report Form in the normal way.

## Appendix G – Safeguarding Reporting Flow Chart



**Appendix H – Safeguarding Incident Report Form** (to be filled out by the person reporting the concern)

Name of Child / Vulnerable Person		Age and Date of Birth (if known)	
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			
Description of what has prompted concerns (please include details of any specific incident, dates, times, witness details apart from person reporting incident.) and describe any physical or behavioural indicators which have been observed.			
Have you or anyone else spoken with the child/vulnerable person and if so what was discussed?			
Have you or anyone else spoken with parents/carers/or other adults and if so what was said?			
To whom reported?		Date	
Your name and role			
Signature		Date	

**Copy of form sent to Safeguarding Officer:      Yes [ ]      No [ ]**

Signature		Name		Date	
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**This section to be completed by Safeguarding Officer**

Any further action taken?

**Copy of form sent to GRC&WM Manager:                      Yes [ ]      No [ ]**

Signature		Name		Date	
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## Appendix I – Receipt of Safeguarding Incident Report Form

Name of Line Manager/Duty Manager/Duty Controller/Manager of the Day/Head of Department	
Name of person reporting safeguarding incident	
Date safeguarding incident reported	
Action Taken:	
Next Steps:	

Copy of form sent to:

Safeguarding Officer		GRC&WM Manager	
Date		Date	

Signature	
Print Name	
Date	