

2023



Llandudno Museum & Gallery

Safeguarding Policies and Procedures

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Section 1: Safeguarding Policy

1.1 Introduction

Llandudno Museum & Gallery is committed to providing enjoyable, safe environments for all children and adults at risk participating in museum activities. Whilst the primary responsibility for safeguarding children and adults at risk welfare rests with the supervising adult, Llandudno Museum & Gallery recognises our responsibility to take all reasonable steps to promote safe practice and to protect children and adults at risk from harm, abuse, and exploitation.

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

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

Adult at risk

Adult at risk describes anyone over 18 years of age who is experiencing or is at risk of abuse or neglect and has needs for care and support (whether or not the authority is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. (Section 126 of the Social Services and Well-being Act 2014)

All adults are covered by the duty of care to ensure a safe environment. Adults with care and support needs may require certain accommodations or conditions e.g., being accompanied by a carer, to safely take part in the same activities as other adults.

Llandudno Museum & Gallery acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and best practice. This policy is based on the following principles and practices.



1.2 Principles

- We promote and prioritise the safety and wellbeing of children and adults at risk who visit Llandudno Museum & Gallery.
- We believe that every child and adult at risk has the fundamental right to be safe from harm and to have their physical, emotional, and spiritual well-being promoted by those looking after them.
- We believe that children and adults at risk have a right to be heard, to be listened to and to be taken seriously.
- In all situations the welfare of the child or adult at risk will always be the paramount consideration.

1.3 Practices

- Llandudno Museum & Gallery will establish and maintain a safe and enjoyable environment where children and adults can participate free from abuse, bullying and discrimination.
- Llandudno Museum & Gallery is committed to safe recruitment, selection and appropriate vetting arrangements for employees and volunteers.
- Llandudno Museum & Gallery will provide effective management of staff and volunteers through appropriate levels of supervision, support, and training.
- Llandudno Museum & Gallery will inform children, adults with carers and support needs, and external parties coming into the museum of its Safeguarding Children and Adults at risk Policy and Procedures, as appropriate.
- Llandudno Museum & Gallery will ensure that everyone understands their roles and responsibilities in respect of safeguarding children and adults at risk and will provide appropriate training opportunities to ensure that abuse can be recognised, identified, and responded to.
- Llandudno Museum & Gallery has in place structures, procedures, and guidelines to ensure that appropriate action is



taken in the event of incidents or concerns of abuse. This includes a **Designated Safeguarding Person and Duty Officers who can respond to any immediate concerns or issues as they arise (see appendix 1 on Page 15).**

- Llandudno Museum & Gallery takes seriously all concerns and allegations of abuse and responds to these appropriately, whilst also supporting those individuals who raise or disclose the concern.
- Llandudno Museum & Gallery will ensure that confidential, detailed, and accurate records of all safeguarding concerns or incidents are maintained and stored securely by Designated Safeguarding Person.

1.4 Code of Behaviour

Llandudno Museum & Gallery welcomes children and adults to explore, engage and enjoy the museum.

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

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

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



Staff, trustees, volunteers, contractors, and external service providers **must never**:

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

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

- have children or adults at risk on their own in a vehicle.
- enter a toilet area with children or adults at risk unless another adult is present or gives permission (parent, teacher, group leader, carer).
- spend time alone with a child or an adult at risk. In situations where this is deemed necessary, staff should make sure that they can be clearly observed or seen by others.



If an allegation is made against a member of staff, trustee, volunteer, contractor or external service provider and that member of staff, trustee, volunteer, contractor or external service provider is ultimately deemed to have acted inappropriately, or not in the best interests of the child or adult at risk in breach of this Code of Behaviour, Llandudno Museum & Gallery Disciplinary Procedure will be invoked and may ultimately result in disciplinary action or dismissal / exclusion from the organisation. Section 5 of Wales Safeguarding Procedures will be followed during above circumstances.

1.5 Definitions of Abuse

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

Harm can be caused by:

- Physical abuse.
- Sexual abuse.
- Emotional abuse.
- Neglect.
- Financial abuse and
- Exploitation.

See Appendix 8 (page 32) for definitions of abuse in detail and Disclosure of Abuse – Guidance for Staff.

1.6 Confidentiality

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



Section 2: Safeguarding Procedures

2.1 Recruitment and Selection

Llandudno Museum & Gallery will ensure that the measures stated below, which apply to all staff (permanent, full-time, temporary etc.), and volunteers, during the recruitment process.

- Applicants for all jobs will be provided with an application pack, and volunteers will be provided with a role description, which will indicate whether the post involves working with children or adults at risk and whether it is subject to further checks.
- Interviewees for relevant posts will be asked appropriate questions relating to the fact that the museum provides services to children and adults at risk.

If offered a role at the museum and gallery:

- Applicants for all jobs and volunteer positions will be asked to complete a disclosure form to declare any unspent convictions for which the individual is still paying a penalty e.g., community service.
- Applicants to posts deemed to meet the definition of 'regulated activity', in line with current guidance, will be asked to include any spent convictions and pending prosecutions. They will also be advised that they will be subject to the appropriate check/registration through a DBS check.
- All relevant criminal record information will be kept securely.
- Two references will be obtained and checked on behalf of successful applicants. These references will include questions relating to safeguarding children and adults at risk for applicants to work 'regulated' positions.
- Llandudno Museum & Gallery will conduct vetting for all staff deemed to be in posts involving 'regulated activity'. Vetting will be completed prior to confirmation of appointment and prospective employees will not commence employment until this process has been finalised.



- Roles which are eligible for enhanced DBS checks (e.g. safeguarding officer, roles working closely with schools or care homes, even where the pupils/residents remain in the care of their usual teachers/leaders): Applicants to be placed in these roles are required to provide the relevant documentation to allow LM to submit a DBS application for an enhanced DBS check.
- Llandudno Museum asks to see all DBS certificates they apply for. The applicant will make arrangements to show their certificate, or allow an online check to the Update Service, in a reasonable time frame.
- Llandudno Museum does not currently have any roles that fall into the definition of regulated activity. This will be reviewed annually. Where this does occur, the applicant will be required to show their DBS certificate to the Designated Safeguarding Person before commencing the role.
- Information supplied as part of the vetting to recruitment process will be discussed between the Chairman, Trustees and the other staff involved with the recruitment process. It may also be beneficial to facilitate a follow-up interview with the potential applicant for discussion of the relevance of offences and explanation of convictions in more detail. Confidentiality of such information by all involved is assured.

2.2 Training

- Undertaking training on safeguarding children and adults at risk is a mandatory requirement for all museum staff.
- **The Museum Director will facilitate refresher training for staff every three years via Conwy Voluntary Services Council training or alternative.**
- The Museum Director will be responsible for assessing training needs of service providers (artists, demonstrators, educators etc.) for which they have responsibility. They will also ensure that details relating to these posts, including whether safeguarding training is required and confirmation that it has been provided, if applicable, is recorded.



- The Museum Director will be responsible for ensuring that all new members of staff complete the CVSC safeguarding training via CVSC.
- The Designated Safeguarding Person is responsible for ensuring that all volunteers are aware of the policy and if necessary, receive appropriate training on Safeguarding Children and Adults at risk.

2.3 Implementation and Monitoring Procedures

- The Museum Director and Designated Safeguarding Person will be responsible for monitoring that staff are made aware of, and implement, the Safeguarding Children and Adults at risk Policy and Procedures, as appropriate, to the member of staff's job role.
- The Designated Safeguarding Person will be responsible for ensuring that service providers (artists, demonstrators, musicians, educators etc.) are adhering to the Safeguarding Children and Adults at risk Policy and Procedures, as appropriate.

2.4 Reviewing the Policy

- The Policy and Procedures will be kept under regular review by the Chairman, Trustees and Museum Director. These will be updated in the light of developments in practice and in legislation relevant to the protection of children and adults at risk. In the event of any weakness being identified in procedures, the policy and relevant procedures will be reviewed and revised immediately. Revised policy and procedures will be reinstated to staff, trustees and volunteers.

2.5 Dissemination of Information about the Policy

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

- We publish our Safeguarding Children and Adults at risk Policy and Procedures on www.llandudnomuseum.co.uk and in the volunteer pack.
- As part of our procurement procedures, we ensure that:
- all contractors/suppliers are advised that they are required to accept our Safeguarding Children and Adults at risk Policy and



Procedures. All purchase orders issued by the museum carry a statement to this effect and will signpost contractors/suppliers to a link to this policy on our website.

- We ensure that children, carers, and external parties coming onto our site are informed of our Safeguarding Children and Adults at risk Policy and Procedures, as appropriate.
- All trustees are issued with a copy of the Safeguarding Children and Adults at risk Policy and Procedures.
- All new volunteers are to receive a copy of the Safeguarding Children and Adults at risk Policy in an induction pack. All current volunteers are emailed or mailed a copy of the Safeguarding Children and Adults at risk Policy and Procedures. The Designated Safeguarding Person keep records of this.

2.6 Reporting Incidents

Procedures to be followed by Llandudno Museum & Gallery staff in case of suspected or alleged abuse.

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

- suspects that a child or adult at risk has been or is at risk of being abused.
- has had a disclosure made to them.
- receives a complaint from a member of the public relating to safeguarding issues in the museum.
- observes concerning behaviour by a member of the public relating to safeguarding.
- has a direct allegation made against them.
- suspects that another member of staff, trustee, volunteer, or external service provider is involved in the abuse of a child/children or adult(s) or is suspected of being in breach of the code of conduct.

MUST

- report any matters in relation to safeguarding to the Museum Director or designated Duty Officer, Chairman or Designated Safeguarding Person, to discuss concerns immediately. The Duty



Officer will report safeguarding incidents to the Museum Director, Chairman, or Designated Safeguarding Person and the Chairman, Museum Director, or Designated Safeguarding Person will manage the incident in accordance with these procedures.

- remember that the physical safety and emotional needs of the child or adult at risk are of paramount importance and due consideration should also be given to the needs of the member(s) of the public reporting or involved in the matter.
- while listening to the child or adult at risk, endeavour to follow the guidelines in Appendix 8 (page 32) (i.e., Disclosure of Abuse – Guidance for Staff).
- record the details within 24 hours of the incident including the child or adult's condition, emotional state, any observed injuries, and any statements made by him/ her, or adults involved. All information recorded must be as factual and accurate as possible. **The Safeguarding Incident Report Forms at Appendix 2A (Page 16) should be used to record this information.**
- Members of staff, trustees, volunteers, or external service providers must only discuss matters of suspected or alleged abuse with the Chairman, Museum Director or Designated Duty Officer or the Designated Safeguarding Person. Any other discussion may be deemed a disciplinary offence.
- When it is suspected that a conversation or situation will lead to a safeguarding issue which may have to be reported beyond Llandudno Museum, because there is "reasonable cause to suspect abuse, neglect or harm", someone MUST have a consent conversation with an adult, and it is good practice to have a consent conversation with anyone under the age of 18 years – the designated safeguarding officer make sure this conversation takes place, may have the conversation, or support others to hold the conversation.
- adults with mental capacity have a right to refuse their consent for a safeguarding report to be made. If an adult refuses their consent, Llandudno Museum may still make a safeguarding report if; someone is at risk from the same situation; they are under the undue influence of someone pressurising them not to give consent; a practitioner/worker/volunteer is causing the abuse, neglect or harm. Report includes a note of the consent outcome.
- **A member of staff against whom a direct allegation is made, may at any time, thereafter, discuss the substance of the allegation in**



confidence with his/her chosen trade union representative or accompanying work colleague. Such discussion is also permitted in the event of disciplinary procedures being initiated. (Note: the member of staff must seek his/her colleague's agreement and confidentiality to be involved in any matters relating to this procedure). The forms in Appendix 2B should be used to record the incident/ allegation/ disclosure. This form will be checked by designated safeguarding person and sent to local authorities within 24 - 48 hours.

2.7 Complaints against the Museum Director

If any member of staff considers that the Museum Director has not conducted his/her duties effectively regarding a safeguarding issue, or if he/she has any safeguarding concerns relating to the Museum Director that member of staff should contact the Designated Safeguarding Person and the Chair of the Trustees.

If no response, or an unsatisfactory response, is given within 10 working days, then the member of staff/trustee must refer the matter directly to the Police, as long as that member of staff is operating in good faith and in reasonable belief that the complaint is substantially true and factual.

Any member of staff with concerns regarding the safety of an individual, or the behaviour of a colleague towards children or an adult should contact the Museum Director /Duty Manager immediately.

2.8 Role of the Board

The Board is held ultimately responsible for the safeguarding at Llandudno Museum by the Charity Commission. The Board sees regular reports on safeguarding at Llandudno Museum, allowing them to have a broad oversight of safeguarding activity. The Board are required to make certain decisions to support the safeguarding roles at Llandudno Museum. The Board requires that the policy is reviewed every year on 31st March and signs off major changes.

The Charity Commission requires that the Board makes a serious incident report in the event of someone suffering harm due to the actions or inactions of the Llandudno Museum, to the Charity Commission in a timely fashion. The Charity Commission looks to the Board to put things right and deliver improvements.



For concerns regarding the **safety of an adult**, the Conwy Access Team (Social Services) should be contacted immediately on:

Conwy Access Team Tel: 0300 456 1111 Fax: 01492 576 330 Text messages (for general enquiries): 07797 870361

In relation to concerns around a child:

Conwy Social Services During office hours* tel. 01492 575111 out-of-hours tel. 01492 515777 *Office hours 8.45am to 5.15pm

The Social Services Out-of-Hours Team should be contacted on if the issue arises after 5.00pm, Monday to Friday and on weekends and Bank Holidays.

The Police must be contacted immediately if the child or adult is in danger.



Appendix 1

Contact Details for Museum Director, Designated Safeguarding Person, and Chair of the Trustees

Please note:

You must report any matters in relation to safeguarding to the Museum Director or Chairman or Designated Safeguarding Person in the first instance, to discuss concerns immediately.

Museum Director

Chairperson (chair of the Trustees)

Designated Safeguarding Person

Designated Duty Managers: Members of the Management Committee

The Designated Safeguarding Person has overall responsibility for safeguarding, on behalf of the Board of Trustees of the museum and is line managed by the Museum Director.



Appendix 2A

Safeguarding Children and Adults at risk Incident Report Form

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

Name of Child/ Adult at risk		
Age/Date of Birth		
Any special factors (e.g., disability)		
Parent's/Carer's/ Responsible Adult's Name(s)		
Home Address		Telephone number(s)
		Home: Other:
Venue this incident took place in		
Exact location where the incident happened (e.g., floor, area)		
Description of what has prompted concerns (please include details of any specific incident, dates, times etc.) and describe any physical or behavioural indicators which have been observed.		



Have you or anyone else spoken with the child/ adult a risk and if so, what was discussed?			
Have you or anyone else spoken with the parents/carers/or another adult and if so, what was said?			
To whom reported		Date and time reported	



Your name and position			
Signature		Date	

Return immediately to the Museum Director or Designated Safeguarding Person in an envelope marked **Highly Confidential**.

This section to be completed by the Duty Officer, Museum Director, or Designated Safeguarding Person.

Any further action taken?

Copy of form sent to: Chair of the Trustees

Signed.....

Dated.....



Appendix 2B
Safeguarding Children and Adults at risk Incident Report
Form

Allegation against staff member, Trustee, volunteer, contractor, or external service provider

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

<p>Name of member of staff, Trustee, volunteer, contractor, or external service provider against whom allegation is being made.</p>	
<p>Site/Location</p>	
<p>Details of Incident</p> <p>Where did incident take place?</p> <p>Date and time of incident</p> <p>Site this incident took place in</p> <p>Exact location of incident</p> <p>Was anyone else involved?</p> <p>Any other details</p>	
<p>Description of what has prompted concerns (please include details of any specific incident, dates, times etc.) and describe any physical or behavioural indicators which have been observed.</p>	



Action taken			
Return immediately to the Museum Director or Designated Safeguarding Person in an envelope marked Highly Confidential			
Your name and position			
Signature		Date	



This section to be completed by the Museum Director, Chairman, or Designated Safeguarding Person.

Any further action taken?



Appendix 3A

Staff procedures for dealing with a lost child/ adult at risk in the museum.

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

1. Contact the Museum Director or Duty Manager immediately providing as much information as possible, to include:
 - name of child/ adult at risk.
 - age.
 - address/name of school (if applicable).
 - physical description (height, colour of hair clothing, etc.).
 - where child/ adult at risk was last seen.
 - the time the child/ adult at risk was last seen.
2. On receipt of this information, the Museum Director/ Duty Manager will circulate the facts by telephone and in person to staff and engagement volunteers. If necessary, the Museum Director/ Duty Manager will issue instructions and advice in relation to a more extensive search of the entire premises including grounds. The Museum Director/ Duty Manager will be responsible for contacting local police if necessary.
3. The member of staff who has had the report made to them should reassure the parent/guardian that action is being taken to locate the child/ adult at risk and explain that contact will be maintained with them through the Museum Director/ Duty Manager.
4. A written record will be kept by the Museum Director/ Duty Manager of lost and found children/ adults at risk and occurrences will be reported to the Chairman as soon as reasonably practicable.



Appendix 3B

Staff procedures for dealing with a child/ adult at risk found in the museum.

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

1. Reassure the child/ adult at risk.
2. Contact the Museum Director /Duty Manager immediately giving the following details if possible:
 - name of child/ adult at risk.
 - age of child/ adult at risk.
 - address/name of school.
 - physical description (height, colour of hair, clothing, etc.).
 - where child/ adult at risk was found.
3. If you are on your own with the child/ adult at risk, ensure that you are in a public area where you can be seen and heard.
4. Never leave the child or adult at risk unsupervised. Make sure he/she is accompanied by an adult (i.e., a member of staff or volunteer). Depending on who stays with the child, the Museum Director, another member of staff or volunteer will attempt to locate the parent or guardian in the vicinity.
5. If this cannot be done within a brief time, the member of staff finding the child/ adult at risk will take the child/ adult at risk to reception to be left in the care of staff only.
6. The Museum Director/ Duty Manager will then issue instructions and advice in relation to a more extensive search. The Duty Officer will be responsible for contacting local police if necessary.
7. A written record will be kept by the Museum Director/ Duty Manager of lost and found children/ adults at risk and occurrences will be reported to the Chairman as soon as reasonably practicable.



Appendix 4

Leaders'/Teachers'/Carers' Responsibilities while visiting the museum.

Llandudno Museum & Gallery wants to ensure that children and adults at risk are protected from harm while attending any of its sites. In addition to the museums' responsibilities, the organisation asks that teachers/leaders and carers of groups exercise their own responsibilities.

All leaders/teachers/carers shall:

- make sure they have adequate staff supervision taking into consideration the ratios advised to them at confirmation of booking with the museum.
- ensure they actively supervise the adult at risk, child, or young person always.
- in the case of an accident, contact a member of museum staff who will follow the museum's procedures.
- in the case of a lost person, contact a member of the museum staff who will follow the museum's procedures.
- refrain from having possession of, or consuming alcoholic beverages or using prescribed drugs, on the museums' premises.
- refrain from either verbally or physically abusing an adult at risk, child, or young person.
- ensure adequate insurance cover for the group and leaders.
- ensure that the appropriate group leaders always carry any necessary medicine for adults at risk or children with them, with the permission of the parent/ guardian as appropriate.
- inform their group of the following behavioural expectations while attending the museum.



Group Behavioural Expectations

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

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

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

Llandudno Museum & Gallery always wishes to remind all teachers/group leaders and carers that the primary responsibility for the welfare of the adults at risk or children in their care rests with them.



Appendix 5

Procedure for Visitor Comments and Complaints in relation to Safeguarding Children and Adults at risk.

Llandudno Museum & Gallery takes all comments, concerns, and complaints seriously, especially those relating to children and adults at risk. Concerns on these matters should be raised in one of the following ways:

1. Visitors should speak to any member of staff and advise them that they would like to speak to someone in relation to a safeguarding child and adults' at-risk matter. Staff will follow the internal procedure to immediately contact the appropriate member of staff. In the interests of confidentiality, visitors are requested to speak only to the Museum Director, Duty Manager, or Designated Safeguarding Person about the details of comments, concerns, or complaints.
2. Visitors or members of the public may contact a Museum Director/ Duty Manager, Chairman or Designated Safeguarding Person via letter, phone, or email. All mail must be clearly highlighted as relating to a safeguarding issue and sent to the correct person as soon as possible. The contents of such correspondence are highly confidential.

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



Appendix 6A

Photography and social media Policy

Guidance for staff & Volunteers on the use of photographs and images of children, young people, and adults at risk:

Introduction

The purpose of this photography and social media Policy is to ensure the privacy and protection of visitors, especially in relation to the Safeguarding Children and Adults at risk Policy and Human Rights Legislation and to protect the commercial interests of **Llandudno Museum & Gallery**.

General Visitors

General visitors may take photographs with normal domestic cameras/phones of their friends and family at the museum.

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

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

Press and PR Photographs

Professional photographers who are taking publicity shots on behalf of the museum or other clients must seek permission of the people they are photographing by using the **photographic consent form (See appendix 6B on page 29)**.

It is the duty of all staff to ensure that adequate and appropriate permission is obtained **BEFORE** the photograph is taken.

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

Commercial Photographs

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



CCTV

There is CCTV in operation at **Llandudno Museum & Gallery** and there are notices indicating this in obvious public view. CCTV should only be used for security reasons such as the protection of visitors and the building.

Social Media

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

In the case of any digital work created by children or adults at risk where individuals are identifiable within the work, written permission to keep and use the material on social media channels, must be obtained from the creator.



Appendix 6B

Photo consent form for children and adults at risk

Date.....

I/we.....the parent(s)/legal guardian(s) of:

(child's/ adult's full name)

give Llandudno Museum & Gallery permission to use any still and/or moving image (video footage, photographs and/or frames and/or audio footage) depicting the children/ adult(s) named above taken by
(Name of photographer)

on behalf of Llandudno Museum & Gallery

on (date).....

at (place).....

for:

1. Use in publicity material produced by Llandudno Museum & Gallery, including printed publications and our websites.
2. Sending publicity material about our work, including photographs where appropriate, to the news media, including the local press.
3. Their images will be held in accordance with the Data Protection Act.
4. That the images captured in the video recordings and/or photographs will be the copyright of the Llandudno Museum & Gallery and any other intellectual property which arises in the recordings will also belong to Llandudno Museum & Gallery.
5. I can ask the Llandudno Museum & Gallery to stop using my child's/ adult's images at any time, in which case they will not be used in future publications but may continue to appear in publications already in circulation.

Please circle: **Yes / No**

The above consents will apply throughout the world and for an indefinite period.

Signed..... Date.....

Print name.....



Appendix 7

Guidance for staff when working with work experience students.

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

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

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

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

Environment

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

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

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

Travel

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



Personal Contact

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

Do not give out personal information or share personal email, social network site details (e.g., Facebook) and private mobile phone numbers with any child, young person, or adult at risk.

Behaviour

Whilst it is important to reassure a young person who may be nervous in a new placement and reliant on your guidance, avoid being over familiar or having physical contact. Be aware of the nature of the conversation you are having and avoid swearing or other behaviour which could be considered a bad example to the young person.

Disclosure

Occasionally young people may disclose confidential information to you or a colleague that gives rise to concern for their physical or emotional safety. In such situations you should refer to the guidance provided in Appendix 8 (page 32) of this document.

Work

At the start of any placement, you should take time to explain the format of the placement, including place and conditions of work and ensure that the young person is comfortable with the proposed arrangements. You will also be responsible for ensuring relevant health and safety procedures are explained and adhered to.

All staff who will encounter the student during the work experience placement must adhere to all aspects of this policy and procedural document, plus the requirements of other relevant museum policies.



Appendix 8

Definition of Abuse – Trigger Warning

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

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

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

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

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

Financial Abuse is the mistreatment of someone in terms of their money or assets, such as their property. Financial abuse includes theft, fraud, pressure about money, misuse of money. A category of abuse that impacts people both under and over 18 years of age. Financial abuse often occurs alongside other forms of abuse. It can include money being stolen or misused, fraud or putting someone under pressure regarding their money or property.

Exploitation is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal



activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring, or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Disclosure of Abuse – Guidance for Staff

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

Do -	Do not -
Stay calm!	Panic
Recognise you own feelings	Criticise the alleged perpetrator
Receive the information	Probe for more information/ investigate
Reassure	Promise confidentiality to the person
Actively listen	Make the person repeat the story unnecessarily
Explain next steps to the person in comprehensible language	Make promises about the future
Record	Use leading questions or put words in the person's mouth
Report to Designated Officer	Disclose the information to other colleagues
Get support for yourself.	

Remember

- How you react may mean the adult at risk, child or young person telling or not telling his/her story. It may be the beginning of the healing journey for him or her.
- Depending on the individual circumstances e.g., age of the person, level of disability, it may be necessary for an advocate to be present to enable the adult at risk or child's voice to be heard more effectively. This might be the adult at risk or child's leader, teacher, carer, or parent, unless she or he is the person of concern. If the supervising person is not available, another member of staff can be availed of to assist in representing the voice of the adult at risk or child, if appropriate.

This Policy is to be reviewed in 2024 by the Board of Trustees.

