



Policy and Procedures for Safeguarding of Children, Young People and Vulnerable Adults.

Contents

Section	Topic	Page
Section 1	Safeguarding Policy	2
	Introduction	2
	Legal Background	2
	Safeguarding Policy Statement	3
	TWAM's Responsibility	3
	Selection	4
	Learning and Development	5
	Guidance	5
	Review Date	5
Appendix 1	Code of Good Practice for working with children, young people and vulnerable adults.	6
Appendix 2	Guidance for working with Work Placement Students	7
Appendix 3	Use of Photographic Images	8
Section 2	Safeguarding Procedures	9
	Introduction	9
	Responding to Disclosure of Abuse by a Child, Young Person or Vulnerable Adult	12
	Lost Person Procedure	13
Appendix 1A	Safeguarding Incident Report	16
Appendix 1B	CSO Officer Action Report	18
Appendix 2	Designated Protection Officers Action Report	19
Appendix 3	How to report your concerns about a child/young person at risk	20
Appendix 4	How to report your concerns about an adult at risk	21
Appendix 5	How to report your concerns about a staff member/volunteer at risk	22
Appendix 6	DPO Safeguarding Incident Emergency Contact Details	23

Section 1 – Safeguarding Policy

1. Introduction

- 1.1 Tyne & Wear Archives & Museums (TWAM) is committed to ensuring a safe environment for all of our visitors. Every year over 1.4 million visits are made to TWAM venues, with over 50,000 people taking part in our family learning activities. While the primary responsibility for any child, young person or vulnerable adult rests with the supervising adult, we provide an atmosphere of trust and respect, recognising that children, young people and vulnerable adults have a right to protection.
- 1.2 We will refer any safeguarding and protection issues to the appropriate agencies. If we encounter a case that we believe might constitute a criminal act against a child or vulnerable adult, the police will be informed by the lead Designated Protection Officer (DPO).
- 1.3 A child is defined as anyone up to the age of 18. The term ‘young person’ has no legal definition, but is used here to acknowledge that individuals aged 16 or 17, for example, may not think of themselves as children. Vulnerable adults are people who are or may be in need of care or support services because of disability, age, illness or mental health.
- 1.4 TWAM venues are openly accessible to all and any children or young people entering buildings and galleries without direct supervision should be welcomed if they are behaving appropriately. We reserve the right to deny access to children under the age of 11, if unaccompanied by an adult. In such cases we will seek to ensure that excluding these children does not put them at risk.
- 1.5 This Safeguarding Policy and Procedure applies to all staff and volunteers employed by TWAM on any basis, either on TWAM premises or on behalf of TWAM at any other venue and should be read prior to commencing any work for TWAM.
- 1.6 TWAM recognises that other organisations may have their own procedures in relation to the safeguarding of children, young people and adults at risk, however, the procedures in this policy will take precedence in all circumstances occurring on TWAM premises.

2. Legal Background

- 2.1 The Department for Education is responsible for child protection in England. TWAM’s Safeguarding Policy has been produced as a result of policy guidance issued by the Department for Education titled ‘Working Together to Safeguard Children’ (2015), Newcastle Safeguarding Children’s Board, Newcastle Safeguarding Adult’s Board, the Safeguarding Vulnerable Groups Act (2006), the Care Act (2014) and child protection guidance issued by the NSPCC.

- 2.2 In addition the Disclosure and Barring Service (DBS) is used by TWAM to ensure safe recruitment decisions are made and to prevent unsuitable people from working with vulnerable groups.

3. Safeguarding Policy Statement

- 3.1 TWAM aims to provide safe environments and services for everyone. The procedures in this policy set out the particular actions and systems that have been established to protect children, young people and vulnerable adults.

We will:

- Respect the rights of all children, young people and vulnerable adults
- Ensure that all staff and volunteers are aware of the need to protect children, young people and vulnerable adults and know how to reduce the risks to them.
- Provide procedures and guidelines for all staff and volunteers to follow for their own protection and to ensure the protection of children, young people and adults at risk while on TWAM premises and /or taking part in TWAM activities.
- Provide appropriate learning and development opportunities to staff to assist them in recognising, identifying and responding to signs of abuse or other concerns regarding children, young people and vulnerable adults

4. TWAM's Responsibility

- 4.1 The Human Resources Team will be responsible for administrative procedures relating to the selection and induction of staff and for advising on any disciplinary action in line with Newcastle City Council's procedures for the Safer Recruitment and Selection of staff and volunteers.
- 4.2 Line Managers will be responsible for monitoring the implementation of the policy within their team and informing staff that not adhering to the policy may lead to formal disciplinary action. All line managers must take appropriate action on any breaches within their area of responsibility.
- 4.3 Members of the Senior Management Team are ultimately responsible for safeguarding across TWAM in their role as Designated Protection Officers (DPO). The role of the Designated Protection Officer is to:
- Act as a point of contact and advice for all staff, volunteers and public on all Safeguarding matters within TWAM.
 - To keep themselves up to date with any new procedures, guidance and safeguarding legislation both locally and nationally.
 - Ensure that TWAM's Safeguarding Policies and procedures are up to date, regularly reviewed and effective.

- To act on information passed to them from Customer Services Officers (CSO's), staff, volunteers or the public to the relevant Social Care Team and/or the police as required.
- To keep individual case records of any actions taken, liaison with other agencies and the outcome and in the case of staff, liaise with HR to ensure records are maintained.
- To keep the Director of TWAM informed about any action taken and any proposals for further action required, including disciplinary action under Newcastle City Council's Disciplinary Policy

4.4 Operational visitor safeguarding at each TWAM venue is the day to day responsibility of the Customer Service Officer for that venue.

The role of the CSO is to:

- Be an initial central point of contact for all visitor safeguarding queries and concerns at each TWAM venue
- Clarify or obtain more information about the safeguarding matter as appropriate
- Consult with the lead Designated Protection Officer (DPO) for advice and a recommended course of action
- Initiate a lock down procedure in the event of a found child, lost child or lost vulnerable adult situation

It is not the role of the DPO or CSO to determine if a person has been abused or not – this is the responsibility of the social services department or the police.

5. Selection

5.1 The DBS Eligibility Flow Diagram (refer to NCC Intranet) should be followed for every post prior to appointment by the appropriate line manager to determine if a DBS check is required and at which level.

Where appropriate, posts will be excluded from the provisions of the Rehabilitation of Offenders Act and applicants will be required to declare all past criminal convictions (and any current or pending investigations) prior to interview.

At interview applicants will be required to account for any gaps in employment.

All relevant TWAM staff appointments will be conditional on satisfactory checks of the applicant's criminal record. For most posts an enhanced DBS check will be required for applicants regularly working with, training, supervising or being solely in charge of children.

Where appropriate, posts will be excluded from the provisions of the Rehabilitation of Offenders Act and applicants will be required to declare all past criminal convictions (and any current or pending investigations) prior to interview.

All appointments will be also subject to satisfactory employer/personal references and a satisfactory probationary period.

- 5.2 TWAM will consider the safeguarding risk posed by all contractors and suppliers on an individual basis. If a contractor or supplier is likely to come into contact with children, young people or vulnerable adults during their contract period then TWAM have the right to request a DBS check be undertaken prior to the commencement of any contract.

6. Learning and Development

- 6.1 TWAM is committed to sharing information about the principles of safeguarding and good practice and delivering appropriate training to all staff and volunteers.
- TWAM will provide this policy to all new staff and volunteers in the course of the induction process.
 - All staff will receive safeguarding introductory training at the time of appointment and safeguarding refresher training throughout their employment with TWAM.
 - Any individual need for more detailed guidance and training for both new and existing staff should be identified by managers and will be provided/facilitated by the HR Department.
 - Enhanced safeguarding training will be provided to CSO's, DPO's and any members of staff working on specific projects with children, young people or vulnerable adults.
 - Any changes made to this policy will be disseminated to all staff.

7 Guidance

- 7.1 This Safeguarding Policy is available to all staff via TWAM's internal IT network and can be found within the Corporate Information folder. This policy should be read in conjunction with TWAM's guidance on working with children, young people and adults, guidance for working with work placement students and use of photographic images (Section 1 – Appendix 1, 2 & 3).

8 Review Date

- 8.1 This policy will be reviewed annually as a minimum or as a result of legislative changes. Current Policy: 14th September 2016
Approved by: Director and Head of Resources
Review Date: 14th September 2017

Appendix 1: Code of Good Practice for working with children, young people and vulnerable adults.

All TWAM staff and volunteers MUST:

- Treat all children, young people and adults at risk fairly, with respect and with their best interests as a primary concern
- Provide an example of good conduct
- Provide opportunities for children, young people and adults at risk to be involved in decision making wherever possible
- Ensure that there is more than one adult present during activities, or at least that they are within sight or hearing of others
- Respect children, young people and adults at risk rights to privacy and encourage them to point out attitudes and behaviour they do not like
- Remember that someone else might misinterpret their actions, no matter how well intentioned
- Seek appropriate consent before initiating any physical contact with a child, young person or vulnerable adult (including when giving First Aid)
- Operate within the TWAM Safeguarding policy & procedures & TWAM's Health & Safety Policy.
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse
- Give guidance and support to more inexperienced staff or volunteers
- Recognise that special caution is required in moments when you are discussing sensitive issues with children, young people or adults at risk.

All TWAM staff and volunteers MUST NOT:

- Initiate physical contact with children, young people and adults at risk unless absolutely necessary and wherever possible with appropriate consent, such as providing physical support for a disabled person
- Allow themselves to be manipulated by inappropriate attention-seeking behaviour
- Make suggestive or derogatory remarks or gestures
- Jump to conclusions about others without checking the facts
- Let any allegations go without being properly addressed and recorded
- Show favouritism to any individual
- Rely on their own good name or that of TWAM to protect them
- Take a chance when common sense, policy or practice suggests a more prudent approach

Appendix 2: Guidance for working with Work Placement Students

TWAM supports schools and colleges to develop their work experience programmes and recognises that these placements develop independence, responsibilities and the ability to make decisions and to apply learning. For this

reason, some members of staff will, from time to time, be required to work with young people from 14 -18 years of age.

We recognise that it is not practical, or necessary, for young people undertaking work experience placements to be supervised or accompanied by two or more members of staff at all times. However, no young person undertaking a work experience placement should be left without any supervision.

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

- **Environment.** Ensure that the door is left ajar or that there is a clear view into the room through a window and that another member of staff knows your location and the proposed activity.
- **Travel.** Do not travel in a private vehicle with a student.
- **Personal Contact.** There may be occasions when physical contact is unavoidable (e.g. if you are guiding them in carrying out a technical operation) but these should be kept to a minimum. Do not give out personal information i.e. personal email, social network site details (e.g. Facebook) and your own personal mobile phone number to any student
- **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 close 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 procedures laid out in Section 4 of the Safeguarding Procedures.
- **Work.** At the start of any placement you should take some time to explain the format of the placement, including place and conditions of work and ensure that the young person is comfortable with the proposed arrangements. You will also be responsible for ensuring relevant health and safety procedures are explained and adhered to.

Appendix 3: Use of Photographic Images

Photographs or videos, including those on web sites must not include any participant unless authorised by the appropriate member of staff and a responsible adult (for children) who has stated their consent. This includes pictures or videos using camera phones. TWAM's consent forms must be completed by the relevant responsible adult/guardian (e.g. teacher, parent or carer) to obtain permission to photograph children, young people or adults at risk. Consent forms for individuals, children, young people and vulnerable adults can be found in the TWAM's IT shared drive in Corporate Information\TWAM Approvals and Guidelines\Photo consent forms.

The responsibility for obtaining signatures rests with the member of staff organising the event. For non-event based images responsibility rests with the Customer Services Officer for the TWAM venue where the images will be taken. Once the permission forms have been completed they should then be sent to the Principal Officer of Communications who is responsible for the retention of the forms and the use of any associated images.

Visitors are not permitted to take photographs of children, young people or adults at risk with which they have no association. TWAM reserves the right to remove any member of the public from its venues if, after requesting that they refrain from taking images, they continue to take images which may include children, young people or vulnerable adults.

Section 2 – Safeguarding Procedures

1. Introduction

1.1 Abuse occurs when a person in a position of trust and/or authority misuses this power over another and causes emotional and/or physical harm.

Common forms of abuse include:

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect
- Financial Abuse
- Discriminatory abuse
- Organisational or institutional abuse
- Domestic violence or abuse
- Self-neglect
- Modern slavery

Physical Abuse includes all forms of physical violence such as being hit, slapped, punched, restrained, force-fed or bitten etc. and may be indicated by bruises or injuries which are unexplained or on parts of the body where accidental injuries are unlikely. Physical abuse may also take the form of excessive use of drugs, alcohol or medication. Being given the wrong medication on purpose or withholding vital medication is also a form of physical abuse.

Emotional Abuse includes being threatened, taunted, put down, bullied, and belittled or, for those with support needs, being deliberately left alone for long periods of time. Emotional abuse may result in behavioural changes such as a person appearing withdrawn or physical symptoms such as sudden speech disorders, developmental delay and self-harm.

Sexual Abuse could include being touched or kissed when it is not wanted, being made to touch or kiss someone else, being made to watch pornography, being raped, getting some reward (e.g. gifts or money) as a result of performing sexual acts which a person could not or did not consent to. Sexual abuse can be indicated by behaviour changes such as fear of being left with a specific person, physical signs such as stomach pains, discomfort walking or sitting or overly familiar behaviour. In addition a person showing a sexual knowledge and awareness beyond their developmental level could also indicate sexual abuse.

Neglect is often difficult to recognise, but may be noticed if a person is not being given enough to eat or drink, is constantly dirty or in wet clothing, is inappropriately dressed for the weather or mentions being alone a lot of the time. Neglect could also include being given the wrong medication or not being given medication at all or not receiving medical attention when help is needed.

Financial Abuse could include having money or personal property stolen, being tricked out of benefits, someone borrowing money and not paying it back or being bullied into letting other people use credit cards or cheques.

Discriminatory Abuse includes ignoring religious beliefs, making comments or jokes about a person's disability, race or sexuality.

Self-neglect is a form of self-abuse, when a person is unable to look after themselves meaning that their health, wellbeing or safety is affected.

Modern Slavery is a form of abuse when a person is forced to work for no money, they may be owned or controlled by an employer, be regularly moved from different areas of the country or abroad.

The above list of abuse is not definitive but is meant to assist in increasing TWAM staff's awareness of the types of abuse they may encounter throughout TWAM's venues. It is important to remember that many adults at risk will exhibit some of the indicators above and that the presence of one or more indicators of abuse should not be taken as proof that abuse is occurring. Some people may also have particular needs that can further disadvantage them and these must also be considered.

TWAM staff are not expected to decide whether or not abuse has taken place. It is however the responsibility of all TWAM staff to act if they have a concern regarding potential abuse. TWAM will support anyone, who in good faith reports his or her concerns that a child, young person or vulnerable adult may be suffering abuse, even if those concerns subsequently prove to be unfounded.

1.2. Responding to Concerns, Signs or Suspicions of Abuse

Any member of staff or volunteer who has personal concerns about a child, young person or a vulnerable adult, or who has a concern reported to them by a visitor, must report those concerns immediately to the Customer Services Officer for their respective TWAM venue and complete a Safeguarding Incident Report (Section 2 - Appendix 1A). A current list of Customer Services Officers by venue can be found on TWAM's IT network under Corporate Policies/Safeguarding Policy/CSO Staff List. The Customer Services Officer will then discuss the nature of the incident and what action to take with the lead Designated Protection Officer (DPO) immediately. If the lead DPO is not available, one of the other DPOs **must** be contacted.

The Designated Protection Officers are:

Bill Griffiths (lead DPO)	Tel: 0191 277 2155 Mobile: 07769 918 834
Helen White	Tel: 0191 208 3406 Mobile: 07970 053 494
Jackie Reynolds	Tel: 0191 277 2158 Mobile: 07920 295 748

The Customer Services Officer must ensure that any concerns are recorded using the form CSO Officer Action Report (Section 2 – Appendix 1B) of these procedures. The DPO, once informed of the issue, will determine the necessary action to be taken. If required the DPO will seek further advice and guidance from the child/adult social care team on the contact numbers in Section 2 - Appendix 6 immediately. A written record of the incident must also be completed within three working days using the Designated Protection Officer's Action Report (Section 2 - Appendix 4). The DPO should ensure that this is followed up after 3 days, if they have not had any confirmation of action/no action required after making a referral to an external safeguarding agency. The reporting structure for children and young people at risk is shown in Section 2 - Appendix 3. The reporting structure for adults at risk is shown in Section 2 - Appendix 4.

1.3 Responding to Allegations of Abuse against Staff

Any member of staff or volunteer who has concerns about the behaviour of another member of staff or volunteer should report those concerns directly to TWAM's HR Department. The HR Department will then contact the lead DPO regarding the concern and will discuss with them the appropriate action to be taken. If the concern relates to the lead DPO, then the HR Department should contact one of the other DPOs and the Director should also be contacted.

The DPO will discuss the issue with the local authority designated officer (Section 2 - Appendix 8), who will ensure that any necessary action is taken in accordance with Newcastle City Council's Local Safeguarding policy and procedures. The DPO will also confirm with the HR Department if action is required under TWAM's Disciplinary Procedures.

All records relating to Safeguarding allegations or disclosures in relation to staff and volunteers will be recorded by TWAM's HR Department and kept securely in the HR and Governance Office in Discovery Museum. Concerns about staff will be dealt with in line with TWAM's Disciplinary Policy.

Concerns about volunteers will be investigated by the Volunteer Co-ordinator with support from the DPO in line with TWAM's Volunteer Disciplinary & Grievance Procedure. Advice may also be sought from the relevant social care team, adult protection unit or the police.

2. Responding to Disclosure of Abuse by a Child, Young Person or Vulnerable Adult

2.1 Very occasionally a child, young person or vulnerable adult might disclose information about abuse they allege to have suffered/are suffering to a TWAM staff member or volunteer. In this instance, it is very important to remember that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether abuse has occurred.

2.2 When responding to an allegation of abuse, all staff and volunteers MUST:

- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others. (Do not promise to keep secrets).
- Allow the child, young person or vulnerable adult to discuss the issue at their own pace.
- Ask questions for clarification only and avoid leading questions
- Reassure the child, young person or adult at risk that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing as soon as possible, use the checklist included in these procedures at Appendix 3, but using the child, young person or adult at risk's own words – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
- Contact the Customer Services Officer at your TWAM venue **immediately** after a disclosure has been made. Do not discuss it with anyone else. The Customer Services Officer in conjunction with the lead DPO will then decide the appropriate course of action.

3. Lost Person Procedure

The purpose of this procedure is to ensure that any person 'lost' or 'missing' at a TWAM venue is taken to a place of safety. It is then intended to re-unite them with the responsible adult with whom they arrived. To ensure the safety of the person, it is essential the Front of House Team are convinced that the right people are matched with each other.

3.1 Lost/Found Child or Vulnerable Adult

If a child or vulnerable adult appears to be lost they should be approached by the nearest member of staff in the Front of House Team who will then radio for support from the Customer Services Officer at their venue. The Front of House Staff member should ask them if they know where their parents/ guardian/carer are. If the person does not know where their responsible adult is, they are classed as 'lost' and the following steps should be taken:

1. Reassure them and try to keep them calm
2. Tell them your name and ask for theirs
3. Ask them for as much information as possible, including their name, who they are with, their parents/guardians/carers names, where they last saw them and a description of them. If the child has been brought to the Front of House staff members attention by another adult, as much information as possible should be gained from that adult.
4. Lead the person to the collection point, where they will be encouraged to remain until they have been re-united with a parent or guardian.
5. If the parent/guardian/carers name is known, then an announcement should be made via the PA system "This is a public announcement, could (Name of person) please come to the xxx".
6. If the name of the parent /guardian /carer is not known the following announcement will be made via stage PA systems "This is a public announcement, please remember the museum can get busy, if you have been separated from a friend or family member, then please go to the collection point located at xxx".

3.2 Re-uniting Parent /Personal Assistants with Children /Vulnerable Adults

- When a parent, carer or guardian arrives to collect the 'lost' child/adult, they should not be able to view the lost child/adult in advance
- They should be required to provide the details of the child as follows:
 - Name
 - Age
 - Address
 - Their name
 - Their relationship to the child
 - A description of the child's appearance and clothing.

- **ONLY WHEN THE DETAILS MATCH SHOULD THE CHILD BE BROUGHT FORWARD.**
- If a child or vulnerable adult is reluctant to go with a collecting adult then the adult should be asked for proof of ID and their signature. If necessary the Customer Services Officer may seek further advice from the Designated Protection Officer (DPO). The DPO may choose to contact the local safeguarding team or police for further advice before allowing the lost person to leave the premises.
- Once a child or vulnerable adult has been re-united with their parent/guardian or carer the full Front of House Team should be informed by the CSO. If the DPO has contacted the local safeguarding team or police, the DPO must confirm with each agency that the incident is resolved.
- A written record of the incident must be recorded (Section 2 - Appendix 1A, 1B and 2).

3.3 Lost Child or Vulnerable Adult Reported Missing

If a lost child or vulnerable adult is reported to a staff member, the following procedure must be followed:

- If the staff member is not a member of the Front of House Team, they must take the reporting adult to the nearest Front of House Team member.

The Front of House team member should then call for back up from the CSO:

- The Front of House team member should reassure and try to keep the reporting person calm.
- If no immediate sign of the lost person is found within 3 minutes then the CSO should initiate an immediate lock down of the site by making a radio call to all Front of House staff "Code Blue to all staff. Code Blue to all staff"
- All Front of Staff should position themselves at their designated entrance/exit. No staff or visitors should be allowed to leave the site until the lost person has been found.
- The CSO must take a description of the child/vulnerable adult as follows:
 - Where last seen
 - Gender
 - Age (if a child)
 - What they were wearing (colours)
 - Hair colour
 - Glasses or not
 - Approx. height
 - Name
- The CSO will then make a radio call "Code Blue - information as follows" and then provide all of the above information **with the exception of the person's name.**
- All Front of House staff to search their area of the museum.
- The Front of House member of staff originally alerted by the adult will stay with them and commence the search from where the missing person was last seen.

- Once the child/vulnerable adult has been reunited with their parents/carer/guardian the CSO will make a radio call to all Front of House staff with “All points – Code Green”.
- Lock down of site to be removed.
- If the situation is not resolved within 15 minutes the CSO should escalate the issue to the DPO who must then make contact with the police or other appropriate safeguarding agency (Section 2 – Appendix 6).

3.4 Unaccompanied Children/Young People

If staff, volunteers or other visitors have concerns about unaccompanied children, they must report their concerns to the Customer Services Officer for their venue.

If there is a concern about the behaviour of unaccompanied children or adults at risk, Front of House staff should first seek to establish where their responsible adult is. If they are on their own, staff should contact the venue’s Customer Services Officer to assess the situation. The Customer Services Officer should ask them to improve their behaviour. Due care and consideration needs to be exercised before asking a child or adult at risk to leave the premises. If the Customer Services Officer deems their behaviour inappropriate they reserve the right to ask them to leave the building.

If at any point the CSO or DPO considers that staff or visitors are at risk due to the behaviour of an individual then the police must be called immediately. The Safeguarding Incident and CSO Action Report should also be completed and kept on record. The DPO will seek to ensure that removing a child or vulnerable adult from the building does not put them at risk.

Appendix 1A. Safeguarding Incident Report

Name of child, young person or adult at risk:	Age:
Any disability/support needs:	Language requirements:
Address/contact details:	Name of parent/carer/guardian:
Venue the incident took place in:	

Are you reporting your own concerns or passing on those of someone else? Please give details.	Brief description of what has prompted the concerns; include dates, times etc. of any specific incidents
--	---

Any physical, behavioural or indirect signs:

Have you spoken to the child, young person so adult at risk? If so what was said?

Have you spoken to the parents / carers? If so, what was said?

Has anyone been alleged to be the abuser? If so give details.

Have you consulted anyone else? Give details.

Please report this Safeguarding Incident to your TWAM venue Customer Services Officer (duty/operational manager).

Name of CSO reported to:

Your name:

Job title:

Date reported:

Signature:

Appendix 1B. CSO Officer Action Report

Brief summary of the discussion held with the staff member/volunteer reporting the incident:

Name of DPO contacted:

Date/time contacted:

Brief summary of the discussion with the lead DPO:

CSO name:

Signature:

DPO then leads on action to be taken, any calls required to external child/adult protection agencies and completes Action Report (Appendix 2).

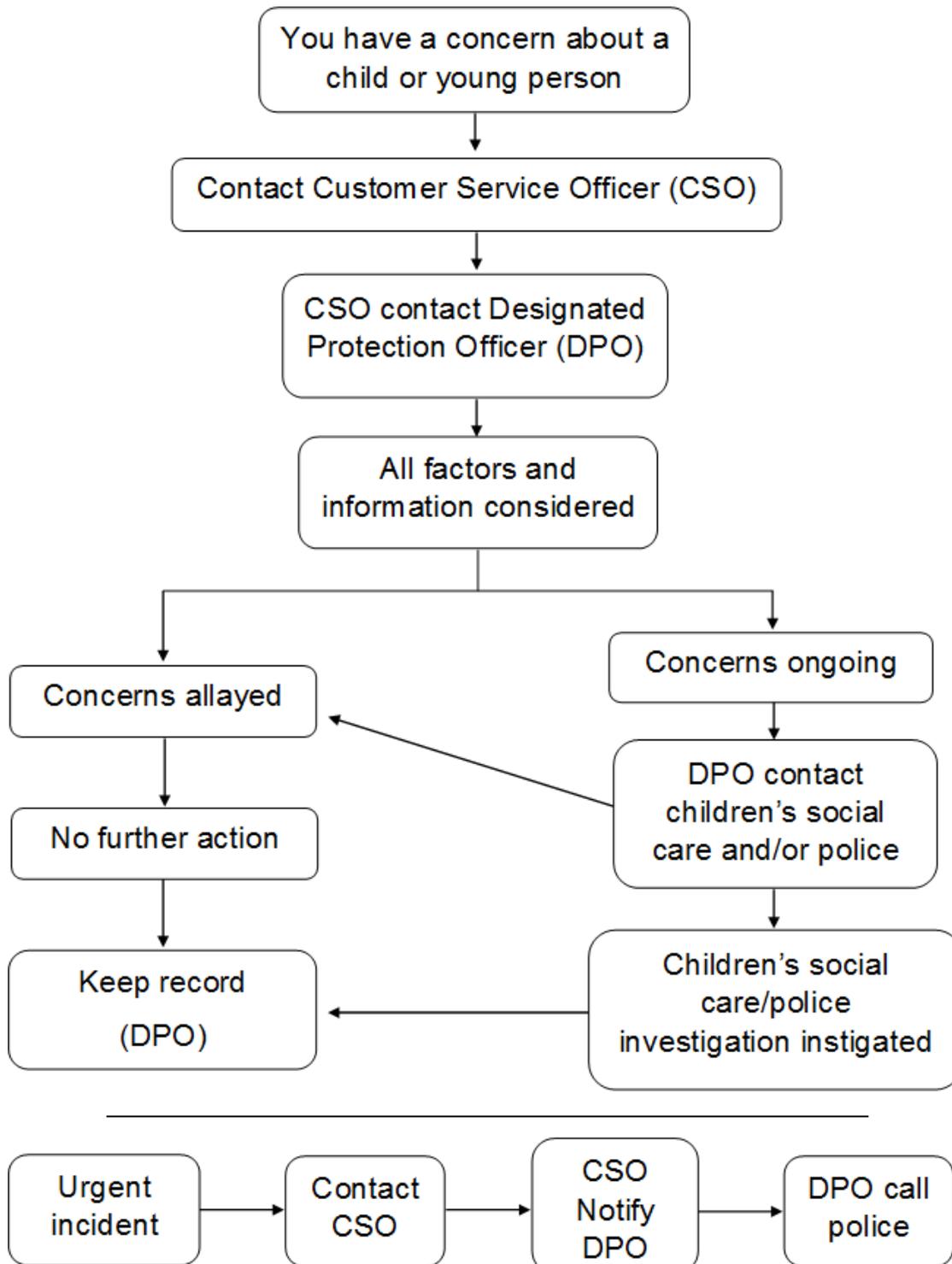
Appendix 2. Designated Protection Officers Action Report

Action taken on receipt of concern/issue/incident from CSO.	No Action taken
Please explain in detail what action was taken:	Explain briefly why no action was taken.
Signature: Print Name	Date:

Admin use only	Date received by Governance Officer	DPO responsible Any follow up action required?
	Reference number	

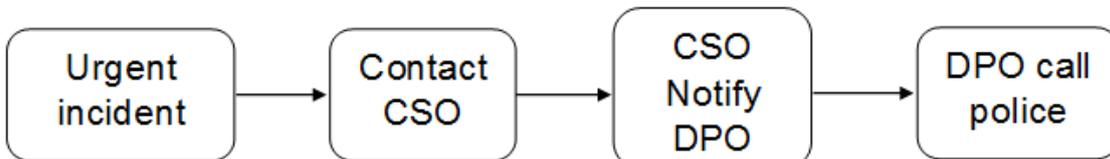
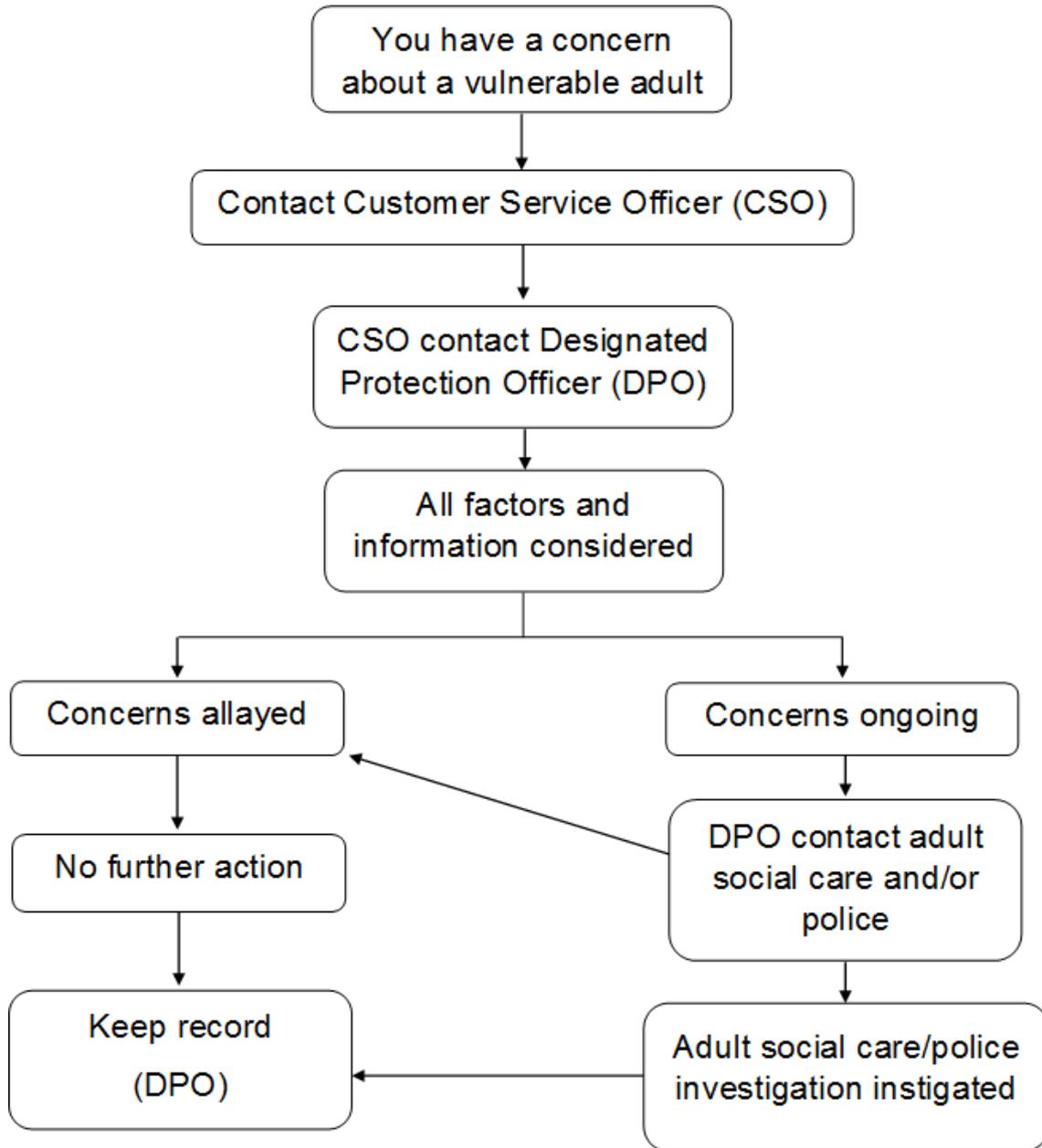
Appendix 3.

HOW TO REPORT YOUR CONCERNS
ABOUT A CHILD/YOUNG PERSON AT RISK



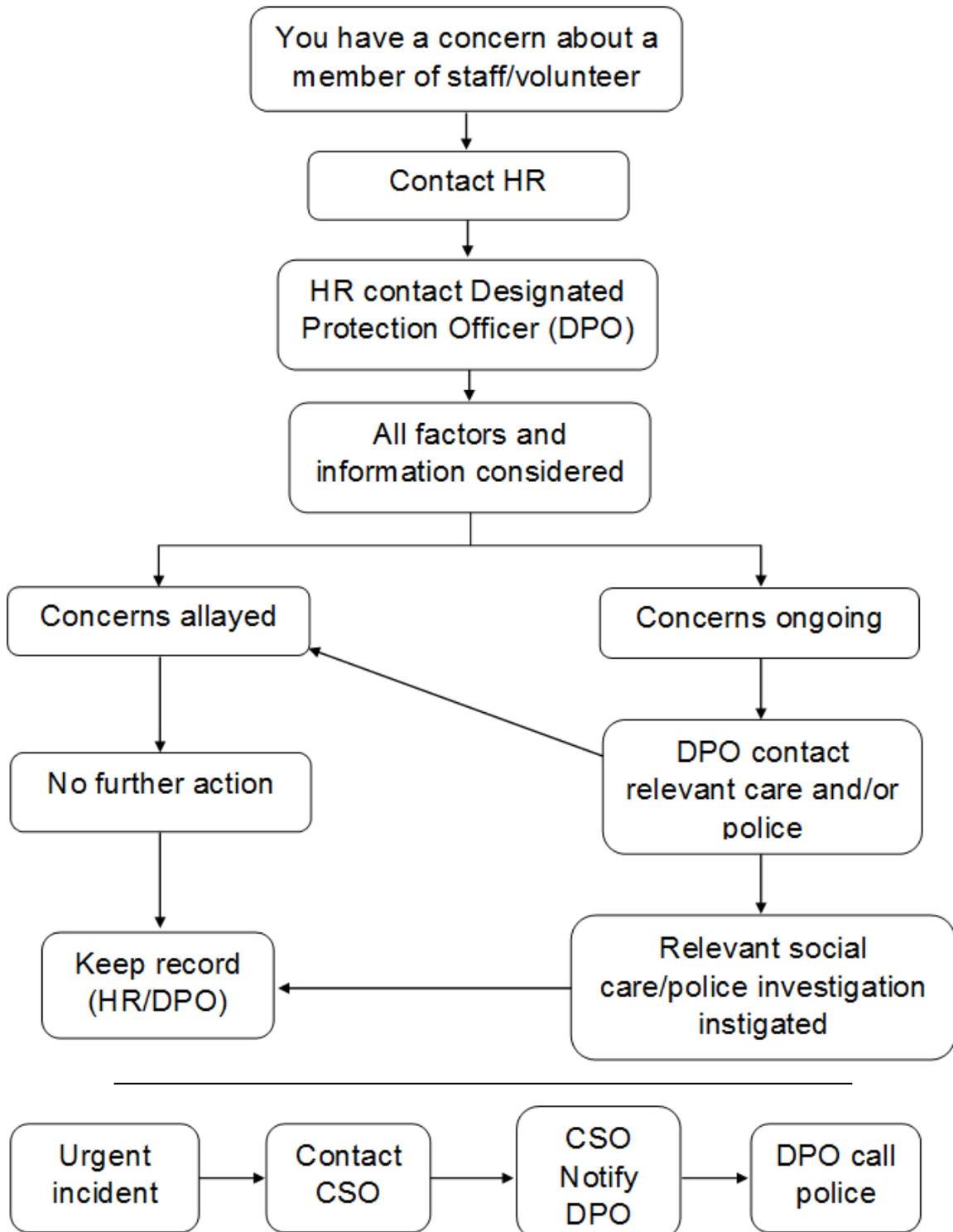
Appendix 4.

HOW TO REPORT YOUR CONCERNS ABOUT AN ADULT AT RISK



Appendix 5.

HOW TO REPORT YOUR CONCERNS ABOUT A STAFF MEMBER/VOLUNTEER AT RISK



Appendix 6. DPO Safeguarding Incident Emergency Contact Details

Abuse concerns involving staff: Contact the Newcastle City Council designated officer on 0191 2774 636

Abuse concerns involving children/adults: Contact the relevant child or adult protection team in the local authority area of the TWAM venue

For additional general support: Contact the NSPCC on 0808 800 5000

Child Protection	Adult Protection
<p>Newcastle upon Tyne area Children's Social Care</p> <p>Initial contact for advice: 0191 2772500</p> <p>Out of hours Duty Team: 0191 2787878</p>	<p>Newcastle Safeguarding Adults Unit</p> <p>Initial contact for advice: 0191 2788156</p> <p>Out of hours Duty team: 0191 2787878</p>
<p>Gateshead area Children's Social Care</p> <p>Initial contact for advice: 0191 4787665</p> <p>Out of hours Duty Team: 0191 4770844</p>	<p>Adult Protection Team</p> <p>Initial contact for advice 0191 433 7033</p> <p>(24 hours per day / 7 days per week)</p>
<p>North Tyneside area</p> <p>Children's Social Care Initial contact for advice: 0345 200 0109</p> <p>Out of hours duty team: 0191 200 6800</p>	<p>North Tyneside Adult Protection Team</p> <p>Initial contact for advice: 0191 643 2777</p> <p>Out of hours duty team: 0191 200 6800</p>
<p>South Tyneside area</p> <p>Children's Social Care Initial contact for advice: 0191 424 5010</p> <p>Out of hours Duty Team:</p>	<p>South Tyneside Adult Protection Team</p> <p>Initial contact for advice: 0845 1304959</p> <p>Out of hours Duty Team:</p>

0191 456 2093

0191 456 2093