



North East Museums

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

Name of Governing Body: NEM Strategic Board
Date of Last Review: 8 December 2025
Date for review: December 2026

Contents

Section	Topic	Page
Section 1	Safeguarding Policy	2
1	Introduction	2
2	Legal Background	2
3	Safeguarding Policy Statement	3
4	NEM's Responsibility	3
5	Selection	4
6	Learning and Development	5
7	Review Date	5
Appendix 1	Code of Good Practice for working with children, young people and adults at risk.	6
Appendix 2	Guidance for working with Work Placement Students	6
Appendix 3	Guidance for Online Safeguarding	7
Appendix 4	Use of Photographic Images	10
Section 2	Safeguarding Procedures	11
1	Introduction	11
1.2	Responding to Concerns, Signs or Suspicions of Abuse	12
1.3	Responding to Allegations of Abuse by Staff or Volunteers	13
2	Responding to Disclosure of Abuse by a Child, Young Person or Adult at risk	14
3	Lost Person Procedure	14
4	Unaccompanied Children or Adults at Risk	17
Appendix 1A	Safeguarding Incident Report	18
Appendix 1B	CSO Officer Action Report	19
Appendix 2	Designated Protection Officers Action Report	20
Appendix 3	How to report your concerns about a child/young person at risk	21
Appendix 4	How to report your concerns about an adult at risk	22
Appendix 5	How to report your concerns about a staff member/volunteer at risk	23
Appendix 6	DPO Safeguarding Incident Emergency Contact Details	24

Section 1 – Safeguarding Policy

1. Introduction

- 1.1 North East Museums (NEM) is committed to ensuring a safe environment for all of our visitors. In 2024-25 753,509 visits were made to our venues and we delivered 163,237 engagements with children & young people. While the primary responsibility for any child, young person or adult at risk rests with the supervising adult, we provide an atmosphere of trust and respect, recognising that children, young people and adults at risk 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 adult at risk, 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. Adults at risk are people who are or may be in need of care or support services because of disability, age, illness or mental health.
- 1.4 NEM 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 NEM on any basis, either on NEM premises or on behalf of NEM at any other venue and should be read prior to commencing any work for NEM.
- 1.6 NEM 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 NEM premises.

2. Legal Background

- 2.1 The Department for Education is responsible for child protection in England. NEM's Safeguarding Policy has been produced as a result of policy guidance issued by the Department for Education titled 'Working Together to Safeguard Children' (2018), 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 NEM to ensure safe recruitment decisions are made and to prevent unsuitable people from working with vulnerable groups.

3. Safeguarding Policy Statement

- 3.1 NEM 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 adults at risk.

We will:

- Respect the rights of all children, young people and adults at risk;
- Ensure that all staff and volunteers are aware of the need to protect children, young people and adults at risk 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 NEM premises and /or taking part in NEM 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 adults at risk.

4. NEM'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 NEM 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 NEM;
- To keep themselves up to date with any new procedures, guidance and safeguarding legislation both locally and nationally;
- Ensure that NEM'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 NEM 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 NEM 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 NEM 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 adult at risk 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 NEM 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.

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

The DBS Eligibility Flow Diagram should also be reviewed for volunteer roles and work placements. Appropriate checks must be undertaken if required prior to a volunteer role or work placement commencing.

- 5.2 NEM 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 adults at risk during their contract period then NEM have the right to request evidence of a satisfactory DBS check prior to the commencement of any contract. A record that this check has been undertaken must be made by the staff member organising the contractor or supplier.

6. Learning and Development

- 6.1 NEM is committed to sharing information about the principles of safeguarding and good practice and delivering appropriate training to all staff and volunteers.

- NEM 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 NEM.
- 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 adults at risk.
- Any changes made to this policy will be disseminated to all staff.

7 Review Date

- 7.1 This policy will be reviewed annually internally as a minimum or as a result of legislative changes.

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

All NEM 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 adult at risk (including when giving First Aid) Operate within the NEM Safeguarding policy & procedures & NEM's Health & Safety Policy.
- Challenge unacceptable behaviour and report all allegations/suspensions 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 NEM 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 NEM 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

NEM 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: Online Safeguarding

NEM recognises the opportunities and challenges new technology brings to those working with children and young people and adults at risk. NEM applies the same principles and standards for interacting with children and adults online as in other areas of practice.

Online safeguarding is the process of limiting the risks to children, young people and adults at risk when using the internet, digital and mobile technology.

Legal framework for Online Safeguarding

Our guidance for Online Safeguarding is based on legislation, policy and guidance seeking to protect all children, young people, and vulnerable adults in England. This includes The Information Commissioner's Office's (ICO) Children's Code <https://ico.org.uk/for-organisations/childrens-code-hub> which came into force in September 2021 and sets out 15 standards that providers of online products or services likely to be accessed by children should comply with.

Summaries of other key legislation and guidance are available on:

- online abuse - learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
- bullying - learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- child protection - learning.nspcc.org.uk/child-protection-system

We believe that:

- Children, young people and adults at risk should not experience abuse of any kind
- Children, young people and adults at risk should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We aim to:

- ensure the safety and wellbeing of children and young people and adults at risk is paramount, when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

We recognise that:

- Online learning provides everyone with many opportunities; however, it can also present risks and challenges.
- All NEM representatives have a duty of care to take all precautions, to ensure that all children, young people, adults at risk involved with our organisation are protected from potential harm online.

- It is essential to promote online welfare for all children, young people, and adults at risk and support their teachers, parents, carers and other stakeholders to be responsible in their approach to online safety.

We will seek to keep all children, young people, and adults at risk safe by:

- Ensuring relevant staff and managers are appropriately trained and ensure they are aware of the processes for reporting issues via Designated Protection Officer
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing an online safety agreement for use with young people and their parents/carers
- Continue to review and develop clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly
- ensuring user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring images of children, young people and families are used only after consent has been given, and only for the purpose for which it has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- Following our clear and robust safeguarding procedures, for responding to abuse, providing support and training for all staff and volunteers on dealing with all forms of online abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Appendix 4: Use of Photographic Images

Photographs or videos, including those on websites 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 smartphones. NEM'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 form templates for individuals, children, young people and adults at risk can be found in the NEM's IT shared drive in Corporate Information\NEM Approvals and Guidelines\Photo consent forms.

The responsibility for obtaining consent rests with the member of staff organising the event. For non-event based images responsibility rests with the Customer Services Officer for the NEM venue where the images will be taken. Once the permission forms have been completed they should then be sent to the Communications team who are 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. NEM 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 adults at risk.

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 NEM staff's awareness of the types of abuse they may encounter throughout NEM'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.

NEM staff are not expected to decide whether or not abuse has taken place. It is however the responsibility of all NEM staff to act if they have a concern regarding potential abuse. NEM will support anyone, who in good faith reports their concerns that a child, young person or adult at risk 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 an adult at risk, or who has a concern reported to them by a visitor, must report those concerns immediately to the Customer Services Officer on duty and complete a Safeguarding Incident Report (Section 2 - Appendix 1A). 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: 07769 918 834
Jackie Reynolds	Tel: 07920 295 748
Jo Raw	Tel: 01670 624 467 or mobile 07785 702015

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.

Every effort must be made to obtain names and addresses of people involved.

The DPO must be contacted as soon as possible and 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 2). 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 by Staff or Volunteers

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 the lead DPO. If the concern relates to the lead DPO, then the member of staff or volunteer raising the concern, should contact the other DPO and the Director should also be contacted.

The lead DPO will determine if the concern should be considered in line with NEM safeguarding procedures or NEM's Grievance, Disciplinary and / or Dignity at Work procedures.

If the issue relates to safeguarding the DPO will discuss the issue with the local authority designated officer (Section 2 - Appendix 6), who will ensure that any necessary action is taken in accordance with Newcastle City Council's Local Safeguarding policy and procedures. The DPO will liaise with the NEM's HR Department if action is required under NEM's Grievance, Disciplinary and/or Dignity at Work Procedures.

Concerns about volunteers will be investigated in line with NEM's Volunteer Policy. . The DPO will consult staff from the volunteer team as necessary.

All records relating to Safeguarding allegations or disclosures in relation to staff and volunteers will be recorded by the DPO and kept securely online.

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 Adult at risk

2.1 Very occasionally a child, young person or adult at risk might disclose information about abuse they allege to have suffered/are suffering to a NEM 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 adult at risk 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 NEM 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 NEM 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 Adult at risk

If a child or adult at risk 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 /Adults at risk

- 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 adult at risk 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 adult at risk 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 Adult at risk Reported Missing**

If a lost child or adult at risk 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/adult at risk 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/adult at risk has been reunited with their parents/carers/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). If no DPO is contactable the CSO should contact the police directly.

4. Unaccompanied Children/Adults at risk

If there is a concern that there are either unaccompanied Children or Adults at risk in the venue, 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.

If following the assessment the Customer Services Officer is concerned that the unaccompanied Children or Adults are at risk they should contact the DPO for further advice. This could include contacting the Social Services for the area where the unaccompanied children or adults live and/or contacting the police to arrange collection of the children or adults.

If following the assessment, the CSO feels that the Children or Adults are not deemed to be at risk but there are concerns about their behaviour, they can ask them to improve their behaviour.

If their behaviour does not improve the CSO should contact the DPO for advice on whether it would be appropriate to ask them to leave the premises. Due care and consideration needs to be exercised before asking a child or adult at risk to leave the premises. The DPO will seek to ensure that removing a child or adult at risk from the building does not put them at risk.

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.

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 NEM 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

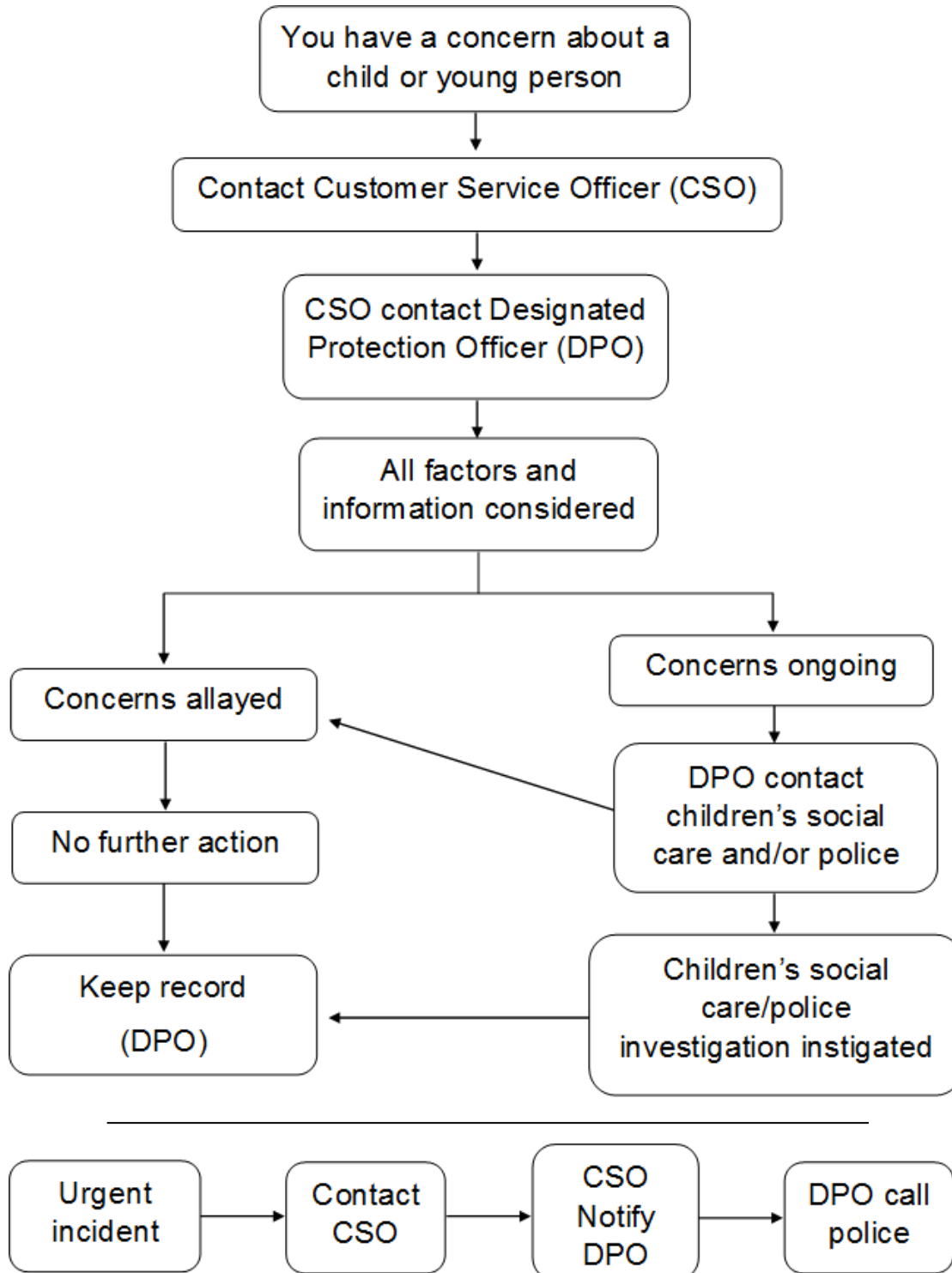
Brief summary of the discussion held with the staff member/volunteer reporting the incident:	
Name of DPO contacted:	Date/time contacted:
Brief summary of the discussion with the lead DPO:	CSO name:
	Signature:
DPO then leads on action to be taken, any calls required to external child/adult protection 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:		Date:
Print Name		
Admin use only	Date received by Governance Officer	DPO responsible
	Reference number	Any follow up action required?

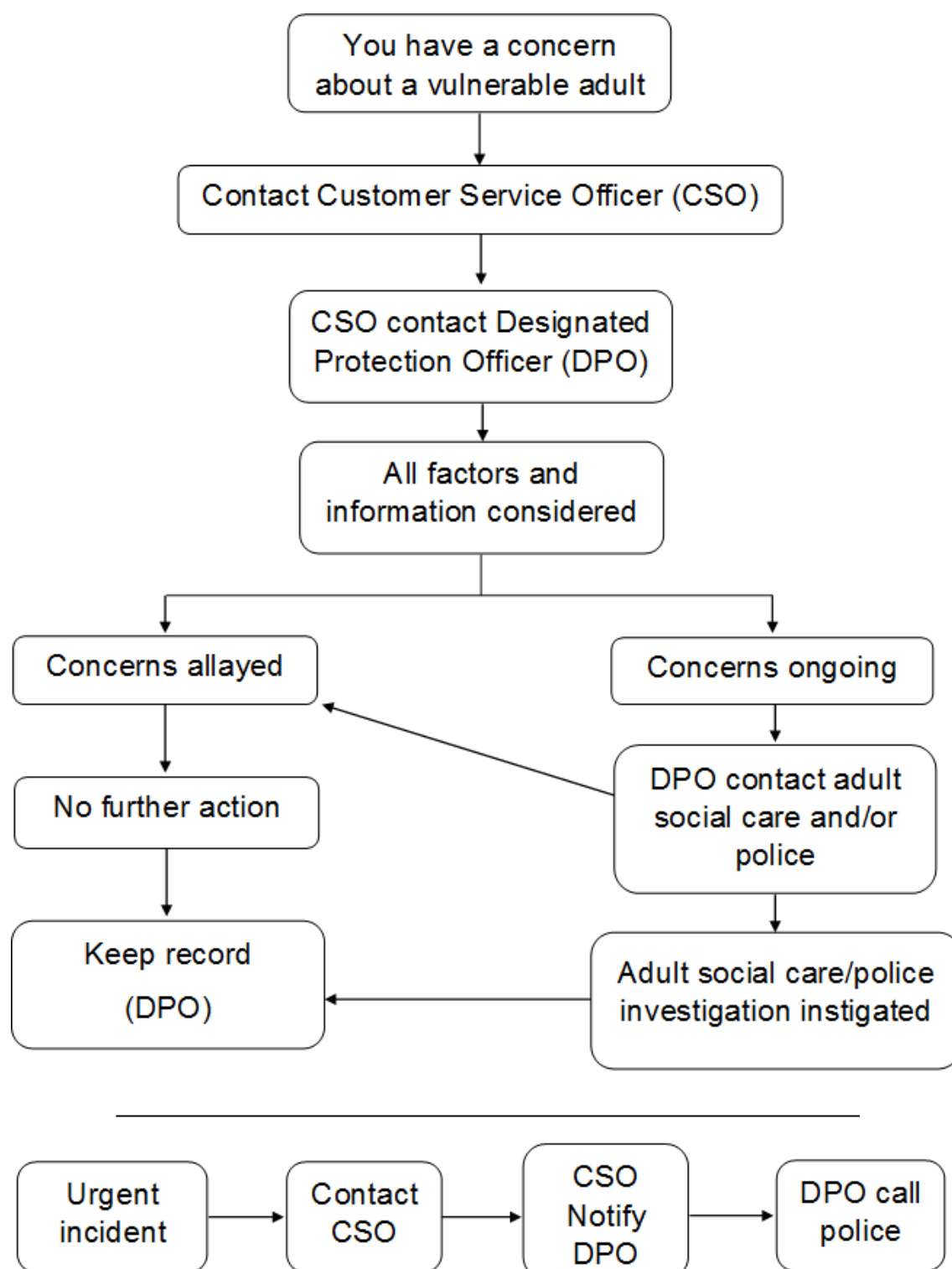
Appendix 3

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



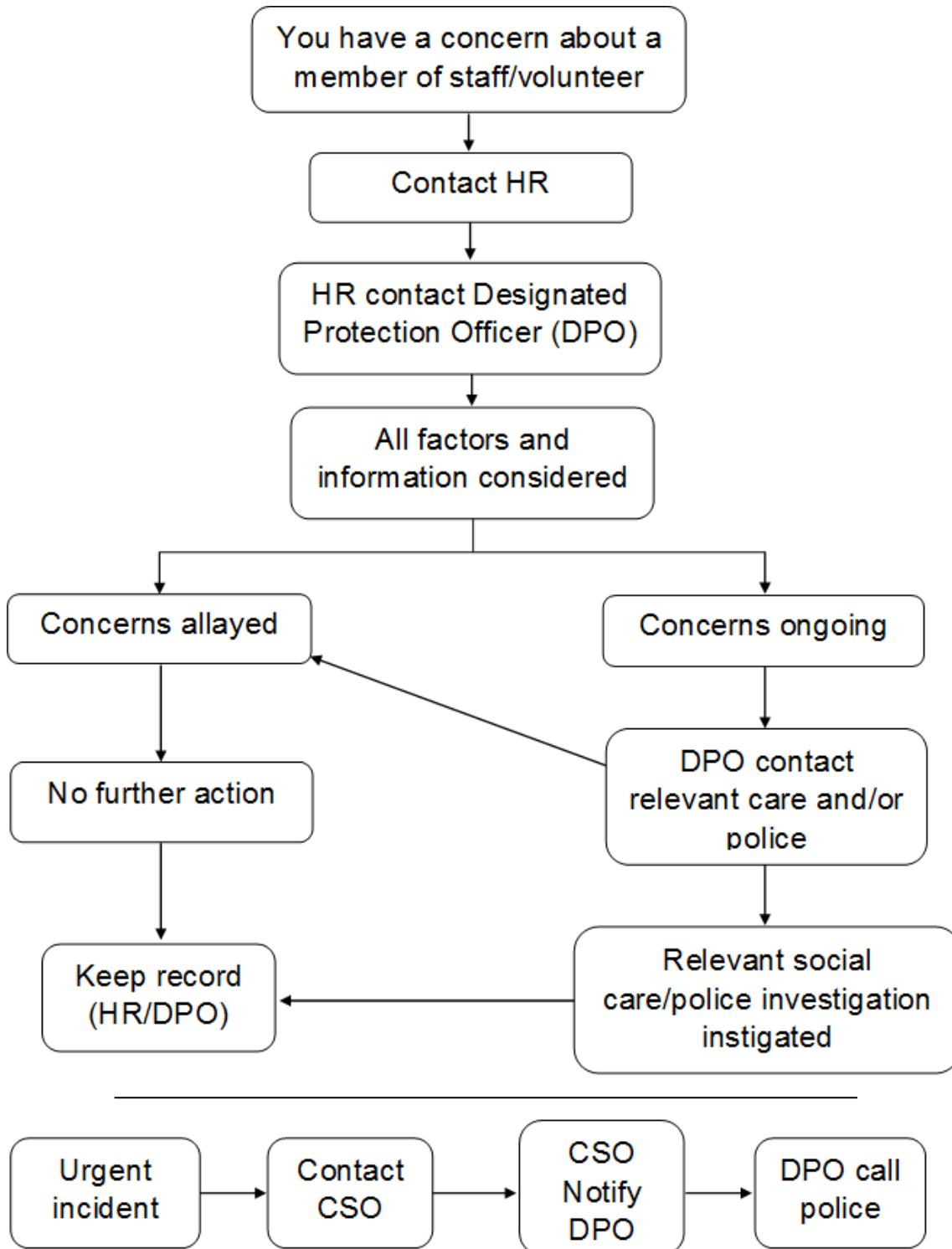
Appendix 4

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 NEM venue

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

Child Protection	Adult Protection
Newcastle upon Tyne area Children's Social Care Initial contact for advice: 0191 2772500 Out of hours Duty Team: 0191 2787878	Newcastle Safeguarding Adults Unit Initial contact for advice: 0191 0191 278 8377 Out of hours Duty team: 0191 2787878
Gateshead area Children's Social Care Initial contact for advice: 0191 433 2653 Out of hours Duty Team: 0191 4770844	Gateshead area Adult Protection Team Initial contact for advice 0191 433 7033 (24 hours per day / 7 days per week)
North Tyneside area Children's Social Care Initial contact for advice: 0345 200 0109 Out of hours duty team: 0191 200 6800	North Tyneside Adult Protection Team Initial contact for advice: 0191 643 2777 Out of hours duty team: 0330 333 7475
South Tyneside area Children's Social Care Initial contact for advice: 0191 424 5010 Out of hours Duty Team: 0191 456 2093	South Tyneside Adult Protection Team Initial contact for advice: Let's Talk Team 0191 4246000 Out of hours Duty Team: 0191 456 2093

<p>Northumberland Area</p> <p>Public incidents</p> <p>For incidents relating to the public call: Northumberland One Call (Multi Agency) helpline: 01670 536400 Or via their website www.northumberland.gov.uk /Children/Safeguarding.asp</p>	<p>Staff and Volunteer issues</p> <p>For incidents relating to staff or volunteers: Northumberland Local Authority Designated Officer: Tel: 01670 623979 or out of hours 01670 822386</p>
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