



## **Safeguarding Children and Adults at Risk Policy**

## Safeguarding Children and Adults at Risk Policy

<b>Name of Museum</b>	Northern Ireland War Memorial (NIWM)
<b>Name of governing body</b>	The Council of the Northern Ireland War Memorial Incorporated
<b>Date of approval of policy by governing body</b>	25 <sup>th</sup> February 2021
<b>Policy review procedure</b>	At least every three years or as required
<b>Date policy is due for full review</b>	25 <sup>th</sup> February 2024
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<b>For action by</b>	All staff, trustees, and volunteers
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## Introduction

Children, young people, and adults at risk visit the museum to attend events and to avail of workshops, tours and talks. In addition, they meet NIWM staff and volunteers virtually and at external settings through the museum's learning and outreach programmes.

As a result, NIWM staff and volunteers are regularly in contact with children, young people, and adults at risk. While the primary responsibility of these visitors' welfare rests with the supervising adult(s), NIWM must ensure that all visitors are safe and protected from harm.

NIWM must plan, develop, and deliver services in a way that:

- Upholds the rights of children, young people, and adults at risk, to be safe, respected, and have their views considered, creating an environment where they are valued and encouraged.
- Recognises that harm is damaging to children, young people, and adults at risk, and must not be tolerated.
- Identifies the signs of harm and raises awareness of any specific risk of harm a child, young person or adult at risk may be exposed to within the organisation.
- Reduces opportunities for harm to occur within the organisation.
- Has procedures in place for reporting concerns about a child's, young person's or adults at risk's welfare both internally and externally to the appropriate Health and Social Care Trust (HSC) and/or the PSNI.

In addition, because NIWM provides services specifically to children, young people and adults at risk of harm, it must have:

- Robust recruitment, selection and training procedures for staff and volunteers, including early induction in safeguarding training prior to contact with children, young people, and adults at risk of harm.
- Effective management of staff/volunteers, including effective support arrangements for staff who identify concerns from within the organisation.
- A code of behaviour for all staff, trustees, volunteers, and service users.
- Effective information sharing arrangements.

We are committed to reviewing this policy at regular intervals, at least every three years.

## The Vision of the Northern Ireland War Memorial Museum

To enrich people's understanding of the contribution of the people of Northern Ireland in two world wars and the presence of US Armed Forces in Northern Ireland during the Second World War by preserving and displaying a unique collection and delivering a programme of engaging displays and enjoyable events to visitors and tourists from around the world. The NIWM will reach out to everyone in Northern Ireland through a programme of learning.

### Clarification of terms

- The Children (NI) Order 1995 defines a 'child' as a person under the age of 18.
- An 'adult at risk of harm' is a person aged 18 or over whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/ or life circumstances.
- An 'adult in need of protection' is a person aged 18 or over whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics, and/ or life circumstances and who is unable to protect their own wellbeing, property, assets, rights, or other interests, and where the action or inaction of another person or persons is causing or likely to cause him/her to be harmed.
- Safeguarding is more than child protection. Safeguarding begins with promotion and preventative activity which enables children and adults at risk of harm to live safely and securely in circumstances where their development and wellbeing is not adversely affected.
- Child or adult protection refers specifically to the activity that is undertaken to protect people who are suffering or are likely to suffer significant harm.

### Legal Requirements

The legislative context within which children and adults at risk of harm are protected include:

#### [The United Nations Convention on the Rights of the Child \(1989\)](#)

This is an international human rights treaty that grants all children a comprehensive set of rights. It sets the minimum standards for children and young people's civil, political, social, cultural and economic rights. There are three key principles which underpin all the articles: The State should ensure that all rights are available to all children; the best interests of the child should be paramount; and children's views should be considered. The most relevant articles include:

- Article 3  
The best interests of the child must be a top priority in all decisions and actions that affect children.
- Article 12  
Every child has the right to express their view, wishes and feelings in all matters affecting them, and to have their views considered and taken seriously.
- Article 19  
Governments must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.

#### [The Children \(Northern Ireland\) Order 1995](#)

This Order is the main legislative basis for the provision of childcare services in Northern Ireland. It applies to all those who work with and care for children, whether parents, paid carers, or volunteers. There are five underlying principles within the Order: Paramountcy; Partnership; Prevention; Protection; and Parental Responsibility. The Children (NI) Order 1995 states that the welfare of the child must be the paramount consideration and it is this

essential principle which underpins this guidance. Within this legislation a child is a person under the age of 18 years.

#### [The Disability Discrimination Act 1995 and the Special Educational Needs and Disability \(NI\) Order 2005 \(SENDO\)](#)

These Acts introduced new laws and measures aimed at ending the discrimination faced by many people in the fields of employment; access to goods, facilities, and services; and the management, buying or renting of property. Under these Acts service providers must:

- not treat disabled people less favourably because of their disability.
- make reasonable adjustments such as giving extra help or changing how they provide their services.
- remove physical barriers to access.

#### [The Mental Health \(NI\) Order 1986](#)

This Order covers the assessment, treatment, and rights of people with a mental disorder, defined as 'mental illness, learning disability and any other disorder or disability of mind.' It set out offences in relation to the ill treatment or wilful neglect of a patient by workers.

#### [The Sexual Offences \(NI\) Order 2008](#)

This Order covers offences against people with a mental illness or learning disability. The Order sets out clear boundaries for people working with adults at risk of harm. Under this Order there are 'position of trust' offences so that sexual activity between adults at risk of harm and people providing care is prohibited, whilst that relationship of care continues.

#### [General Data Protection Regulations \(GDPR\)](#)

As a controller of data, NIWM is aware of and is compliant with the 6 data protection principles under GDPR. NIWM collects, stores and processes data:

- In a fair, lawful, and transparent way
- For specified, explicit and legitimate purposes ('purpose limitation')
- Adequately and relevant and limited to what is necessary ('data minimisation')
- Accurately (keeping data up to date)
- No longer than necessary
- With integrity and confidentiality by taking security measures against unlawful processing, damage, or destruction.

NIWM collects, stores and processes data on the following grounds:

- Necessary for the performance of a contract
- Legal obligation
- Legitimate interests

#### [The Protection of Children and Adults at risk of harm \(NI\) Order 2003 \(POCVA\)](#)

This order has been written to prevent unsuitable people from working with vulnerable groups. The Order strengthens the existing system for checking people seeking work with children and adults at risk of harm against lists maintained by the Department of Health, Social Services and Public Safety and by the Department of Education.

#### [Safeguarding Vulnerable Groups \(Northern Ireland\) Order 2007 \(as amended by the Protections of Freedom Act 2012\)](#)

The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 as amended by the Protection of Freedoms Act 2012 provides the legislative framework for the establishment of

a Disclosure and Barring Service and requirements relating to individuals who work with children and adults at risk of harm. This legislation defines ‘regulated activity’ with children and prevents persons on barred lists from engaging in regulated activity. It makes provision for checking persons seeking to work with children or adults at risk of harm, and for barring those considered to be unsuitable for such posts, whether in paid employment or voluntary work.

It places a requirement on organisations to carry out checks on staff and volunteers working with children and adults at risk of harm. These checks are carried out through Access NI.

#### [The Human Rights Act \(1998\)](#)

The Human Rights Act (1998) incorporates the European Convention on Human Rights (ECHR) into UK legislation. State authorities must use their powers reasonably and proportionately to protect children and young people, and the ECHR holds them responsible for inhuman or degrading treatment inflicted within their jurisdiction. Professionals across all public authorities, including government departments, local councils, hospitals, schools and the police must respect the ECHR, as must private bodies in specific circumstances.

#### [The Children’s Service Co-operation Act \(Northern Ireland\) 2015](#)

The Children’s Services Co-operation Act (Northern Ireland) 2015 places a requirement on individuals and organisations providing children’s services to children to co-operate with each other to devise and implement cross cutting strategies. The Act is key to ensuring improved outcomes for children by supporting, enhancing and encouraging co-operation so that services are integrated from the point of view of the child or young person.

#### [Public Interest Disclosure \(NI\) Order 1998](#)

The Public Interest Disclosure (Northern Ireland) Order 1998 provides protection for an individual who makes a qualifying disclosure (also referred to as whistleblowing) in good faith to their employer or other third party against dismissal or detriment for making the disclosure.

#### [Family Homes and Domestic Violence \(NI\) Order 1998](#)

The main purpose of this Order is to consolidate the law on domestic violence and occupation of the family home. It offers protection from harm, vexing and harassing behaviour in family settings and ensures that a Court considers whether a child has suffered or is at risk of suffering any harm through seeing the ill-treatment of another person.

#### [Criminal Law \(NI\) Act 1967](#)

Section 5 of this Act creates an obligation on citizens, if they suspect a serious offence has been committed, to provide the police with any information they may have. In particular, anyone who knows or believes that a ‘relevant’ offence has been committed, and has information which is likely to help secure the arrest, prosecution or conviction of a suspect, is under a duty to give that information to the police within a reasonable period.

### Understanding and recognising abuse

Categories of abuse	Possible signs and indicators
<p><u>Physical Abuse</u> The deliberate physical injury or the wilful or neglectful failure to prevent physical injury or suffering.</p>	<p>Fractures, bruising, burns, pain, marks, not wanting to be touched. Inappropriate use of restraint, confinement, force feeding.</p>



	Becoming withdrawn or aggressive. Reluctance to change clothing.
<u>Emotional/Psychological Abuse</u> Persistent emotional ill treatment, verbal abuse, humiliation, and the use of threats.	Shouting, yelling, or swearing, threats, humiliation or ridicule, provoking fear of violence, making a child/adult feel worthless or inadequate, deliberately silencing, blaming, or controlling.  CHILD: sudden speech disorders, wetting and soiling, frequent vomiting, rocking, thumb sucking, chronic runaway.  ADULT: being withdrawn, too eager to do everything they are asked, showing compulsive behaviour, not being able to do things they used to do, not being able to concentrate/focus.
<u>Sexual Abuse</u> Contact and non-contact activities, including stalking, grooming, indecent exposure, showing pornography, being involved in the production of sexually abusive material. Forcing or enticing to take part in sexual activity.	Genital itching or soreness, having a sexually transmitted disease, not wanting to be touched, behaving in a sexually inappropriate way, changes in appearance.  Torn or bloodstained clothing or underwear. Anorexia/bulimia.
<u>Neglect</u> Lack of food, water, heat, ventilation or light, failure to provide adequate supervision or shelter, failing to provide access to appropriate health and social care.  Persistent failure to meet a child's physical, emotional and/or psychological needs. Withdrawing or not giving the help that an adult at risk needs.	Pain/discomfort, being very hungry/thirsty, being untidy, failing health and changes in behaviour. Poor hygiene, untreated illnesses.
<u>Exploitation</u> Slavery, servitude, forced labour, sexual exploitation, engagement in criminal activity, begging, benefit or other financial fraud or trafficking.	A younger person being surrounded by groups of older people. Child or adult at risk seen getting in and out of stranger's cars or being gifted a lot of expensive gifts. A child or adult at risk having an extra telephone. Absconding from school and home.
<u>Financial Abuse</u> Misusing or stealing the person's property, possessions, or benefits, cheating them, using them for financial gain, putting pressure on them about wills, property,	Having unusual difficulty with finances, not having enough money, being protective of money and possessions, not paying bills, not having normal home comforts.

<p>inheritance, or financial transactions. Exploitation, embezzlement, controlling or withholding pensions or benefits.</p>	
<p><u>Institutional Abuse</u> Poor practice and behaviours by staff/volunteers, inflexible regimes and rigid regimes, lack of leadership and supervision, lack of training of staff and volunteers.</p> <p>When an organisation fails to ensure that the necessary processes and systems are in place to safeguard children and adults at risk and maintain good standards of care.</p>	<p>No personal clothing or possessions, no care plan for him/her, s/he is often admitted to hospital, there are instances of staff/volunteers having treated him/her badly or unsatisfactorily or acting in a way that causes harm.</p>
<p><u>Discriminatory Abuse</u> Abuse of a person because of their ethnic origin, religion, language, age, sexuality, gender, or disability.</p>	<p>A child or adult not receiving the care services required, the carer being overly critical or making insulting remarks about the child or adult, the person being made to dress differently from how s/he wishes.</p>
<p><u>Bullying</u> Bullying can be defined as the repeated use of power by one or more persons intentionally to harm, hurt or adversely affect the rights and needs of another or others.</p> <p>Bullying may be emotional, physical, verbal, indirect or cyberbullying.</p>	<p>Unexplainable injuries, headaches, temper or anxiety, lost or destroyed personal belongings, frequent headaches or stomach aches, feeling sick or faking illness, changes in eating habits, difficulty sleeping or frequent nightmares, loss of interest in schoolwork, or not wanting to go to school, sudden loss of friends or avoidance of social situations, feelings of helplessness or decreased self-esteem, self-destructive behaviours such as running away from home, harming themselves, or talking about suicide.</p>
<p><u>Related definitions</u></p> <ul style="list-style-type: none"> <li>• Domestic violence and abuse</li> <li>• Female Genital Mutilation</li> <li>• Child Sexual Exploitation (CSE)</li> <li>• Human Trafficking</li> <li>• Hate crime</li> <li>• Honour Based Violence (HBV)</li> <li>• Forced Marriage</li> </ul>	

## NIWM Safeguarding Policy Statement

The Northern Ireland War Memorial:

- recognises the importance of safeguarding children and adults at risk of harm when they visit the museum physically, virtually and through outreach.
- recognises that all children, young people, and adults at risk of harm have the right to live in a safe, secure, and caring environment, and that they should be respected and valued as unique individuals.
- will take seriously all allegations of abuse and take any action considered necessary to protect the child, young person, or adults at risk of harm from abuse.
- will seek to ensure that all employees appointed to work with children, young people, and adults at risk of harm, or likely to come into contact with them, are suitable through our recruitment and selection process, training and working practices, and procedures.
- will require that any member of staff or volunteer who regularly works in contact with children, young people and adults at risk of harm, must provide the appropriate Disclosure Certificate from Access NI.
- will work to ensure that staff, trustees, and volunteers are protected from the risk of malicious or unfounded allegations of abuse of children, young people and adults at risk of harm.
- will ensure that all staff and volunteers involved in working with children, young people and adults at risk of harm should be able to recognise the signs of abuse, understand their duty to report any concerns and know the procedures they should follow.
- will encourage all staff and volunteers to follow the NIWM Code of Conduct which is included in the Staff Handbook and the procedures outlined in the NIWM Online Working Guidelines for staff.

This policy should be read in conjunction with the Staff Handbook, Health and Safety Policy Statement, NIWM Access Policy, NIWM Online Working Guidelines for Staff, Data Protection Policy and Privacy Policy which are all available in the shared folder ***Museum Policies***.

#### NIWM Procedures for recruitment

NIWM consistently applies a thorough and clearly defined method of recruiting staff and volunteers in line with legislative requirements and best practice.

- An external HR Consultant is consulted prior to recruitment campaigns.
- All staff have clear job descriptions, and all volunteers are provided with role descriptions outlining key skills and abilities required.
- There is an open recruitment process.
- NIWM has adopted a range of dignity and respect policies which includes an Equal Opportunities Policy.
- There is an application form which covers past work/volunteering.
- There is a declaration form requesting information on previous convictions which are not protected, and investigations, if any.

- A consent form for an AccessNI check is completed, if required.
- There is an interview process suitable to the post/role and task.
- Written references are sought (and followed up orally when necessary).
- Where required, an appropriate AccessNI disclosure check is carried out.

#### NIWM Procedures for the effective management, support, supervision and training of staff and volunteers.

- There is an induction process for staff and volunteers.
- There is a probationary period of 6 months for staff and a trial period for volunteers.
- Relevant training is provided, appropriate to the post/role.
- There is a robust structure and process for support and supervision for all staff and volunteers, appropriate to the post/role.
- There is an annual and a 6 monthly interim appraisal system for staff.
- Records are maintained of staff training completed and annual appraisals.

#### NIWM Procedures for responding to, recording, and reporting concerns about actual or suspected incidents of abuse.

- This policy outlines what constitutes abuse of children and adults at risk of harm, and includes a written procedure outlining how staff, trustees and volunteers respond to, record and report safeguarding concerns.
- There is a system in place to communicate the reporting procedure to staff, trustees, and volunteers to ensure they are familiar with it.
- There is a named Designated Officer and Deputy Designated Officer who have responsibility for dealing with safeguarding concerns which come to light within the organisation.
- There is a procedure for the Designated Officer/Deputy Designated Officer to report safeguarding concerns to the appropriate authorities.
- There is a written procedure outlining how staff and trustees respond to and report allegations made against staff, trustees and volunteers.
- There is guidance on what is meant by confidentiality, and its limitations in relation to responding to safeguarding children and adults at risk of harm.
- NIWM has adopted a Whistleblowing Policy and Procedure.

#### Procedures for receiving feedback, and for dealing with concerns and complaints about the organisation.

The NIWM works to deliver its vision with the following values:

*Remembrance, Inclusivity, Self-analysis, Respect, Accountability, Quality of service*

This ethos of inclusion, respect and openness allows NIWM to respond quickly to feedback and complaints as outlined in the NIWM Access Policy.

NIWM collects and analyses feedback to improve the services the museum offers and has made a commitment to:

- Analysing feedback from visitors (both physical and online)

- Inviting staff and volunteers to focus group meetings ahead of a new forward planning period.
- Maintaining an accessible website and profiles on Google, Trip Advisor, Facebook, Instagram, Pinterest, YouTube and Twitter, all of which act as feedback channels.
- Maintaining a record of matters, suggestions and complaints made by visitors.
- Adopting a complaints procedure which is contained within the NIWM Access Policy which is clearly communicated to staff.
- Reporting feedback and complaints to the Museum Committee and Board of Trustees regularly.
- Commissioning an Access Audit of NIWM every 5 years (a requirement of Museum Accreditation).
- Establishing and maintaining contact with charities and advocacy groups to analyse accessibility of programmes.
- Adopting a NIWM Whistleblowing Policy and Procedure for staff.

#### Procedures for the management of records, confidentiality and sharing of information.

Please refer to the NIWM Privacy Policy and Data Protection Policy which outline how the NIWM is compliant with GDPR regulations when collecting and storing data.

#### Procedures for reporting to Charity Commission for Northern Ireland

- The Council of the Northern Ireland War Memorial (Incorporated) is a registered charity in Northern Ireland (NIC 103635) and registered as a company limited by guarantee (NI 002888).
- The Charity Commission for Northern Ireland insists on the necessary protection policies and procedures being in place to safeguard vulnerable beneficiaries.
- NIWM is required to provide details of the risks the trustees are aware of and how they are managed.
- It is therefore important that trustees are familiar with this Safeguarding Children and Adults at Risk Policy.
- When submitting annual accounts information each year, NIWM is required to declare they have proper safeguarding policies in place.
- NIWM is also required, under annual reporting, to declare that any serious incidents, including those involving vulnerable beneficiaries, have been promptly reported to the Commission.
- The Commission regards a serious incident as an adverse event, whether actual or alleged, which results in, or risks, a significant loss of charity money or assets, damage to charity property, or harm to the work of the charity, its beneficiaries or reputation.
- The most common types of incidents include frauds, thefts, significant financial losses, money laundering, criminal breaches, allegations of terrorism or extremism, and safeguarding issues.

- NIWM trustees and staff availed of *Reporting safeguarding issues regarding vulnerable beneficiaries to Charity Commission NI* training offered by Chief Officers 3<sup>rd</sup> Sector (CO3) in April 2018. A record of training is maintained and stored for future reference.

#### Role and Responsibilities of the Designated Officer and Deputy Designated Officer

	<b>Designated Officer</b>	<b>Deputy Designated Officer</b>
<b>Name</b>	Victoria Gibson	Jenny Haslett
<b>Position</b>	Finance Manager	Museum Manager
<b>Email</b>	finance@niwarmemorial.org	education@niwarmemorial.org
<b>Telephone</b>	028 9032 0392 Option 2	028 9032 0392 Option 1
<b>Out of hours</b>	07734722130	07773733661

The Deputy Designated Officer will fulfil the role in the absence of the Designated Officer, or if concerns, or allegations are made against the Designated Officer.

The Designated and Deputy Designated Officers are knowledgeable about safeguarding children and adults at risk of harm and have undertaken training relevant to the role.

The role of the Designated and Deputy Designated Officers is to:

- Establish contact with the senior members of the Health and Social Care Trust Gateway Teams responsible for safeguarding children in the organisation's catchment area.
- Provide information and advice on safeguarding children and young peoples issues within the organisation.
- Ensure that the organisation's Safeguarding Children and Adults at Risk Policy is followed.
- To inform the Gateway Team within the appropriate HSC Trust of relevant concerns about individual children, young people and adults at risk.
- Ensure that appropriate information is available at the time of referral and that the referral is confirming in writing, under confidential cover.
- Liaise with Gateway Teams and other agencies, as appropriate.
- Keep relevant people within the organisation, particularly the Chair and the senior management team, informed about any action taken and any further action required.
- Ensure that an individual case record is maintained of the action taken by the organisation, the liaison with other agencies and the outcome.
- Advise the organisation of safeguarding children and young people training needs.

- Act as a source of advice on safeguarding matters, co-ordinate action within the organisation and for liaison with HSC Trust and other agencies about suspected or actual cases of child abuse.

### Responding to and recording a safeguarding incident or disclosure

It is important that all staff know what to do if they witness a concerning incident/behaviour or if a child, young person, or adult at risk discloses information about abuse or possible abuse.

If a child, young person, or adult at risk confides information which gives cause for concern about possible abuse and requests that the information be kept secret, it is important that you tell the person as sensitively as possible that you will need to pass the information on.

No promise of confidentiality can or should ever be made to a child or anyone else giving information about possible abuse.

You may be alerted to the possibility that abuse is occurring by:

- A child, young person or adult at risk telling you that something has happened.
- Someone else (another adult or child) telling you about his or her concerns.
- Observing physical or behavioural indicators which cause you concern.
- Observing the practise of another person which causes concern.

If an immediate risk or danger is identified then it is important to discuss this with the supervising adult and agree to either make direct contact with the school's / group's Designated Officer or direct contact with the local HSC Trust, the PSNI or the NSPCC.

- Stay calm, listen to what s/he wants to tell you.
- Create a safe environment.
- Express concern and sympathy about what has happened.
- Explain you may have to tell other people in order to stop what is happening.
- Reassure the person that s/he did the right thing in telling.
- Use open questions to encourage the child to use his or her own words.
- Let him/her know that the information has been taken seriously.
- If urgent medical/police help is required, call the emergency services.
- Be aware that medical and forensic evidence might be needed.
- Act without delay.
- Ensure you are quite clear about what the child says so you can pass it on to the supervising adult.
- Record in writing exactly what the person has said to you, in a legible and accurate format, as soon as possible after the incident. Separate the facts from your opinion.
- Use the appropriate report form (Appendix 1 for incidents and concern, Appendix 2 for disclosures).
- Report to NIWM's Designated Officer or Deputy Designated Officer.

DO NOT:

- Stop someone disclosing to you.
- Promise to keep secrets.
- Rush into actions which may be inappropriate.

- Ask leading questions.
- Press the person for more details or to repeat the story.
- Gossip about the disclosure or pass the information to anyone who does not have a legitimate need to know.
- Contact the alleged abuser.
- Attempt to investigate yourself.
- Leave details of your concerns on a voicemail or be email.

All non-safeguarding accidents should be recorded in the accident report book which can be found in the office on the 2<sup>nd</sup> Floor. Accidents should be reported to parents/carers.

### Responding to and reporting allegations made against staff, trustees, and volunteers.

One of the most difficult situations for an organisation to deal with is an allegation of abuse against a member of staff or volunteer. Nevertheless, the response from NIWM must always be consistent, regardless of relationships as the primary interest must always be the safety and well-being of the child, young person, or adults at risk.

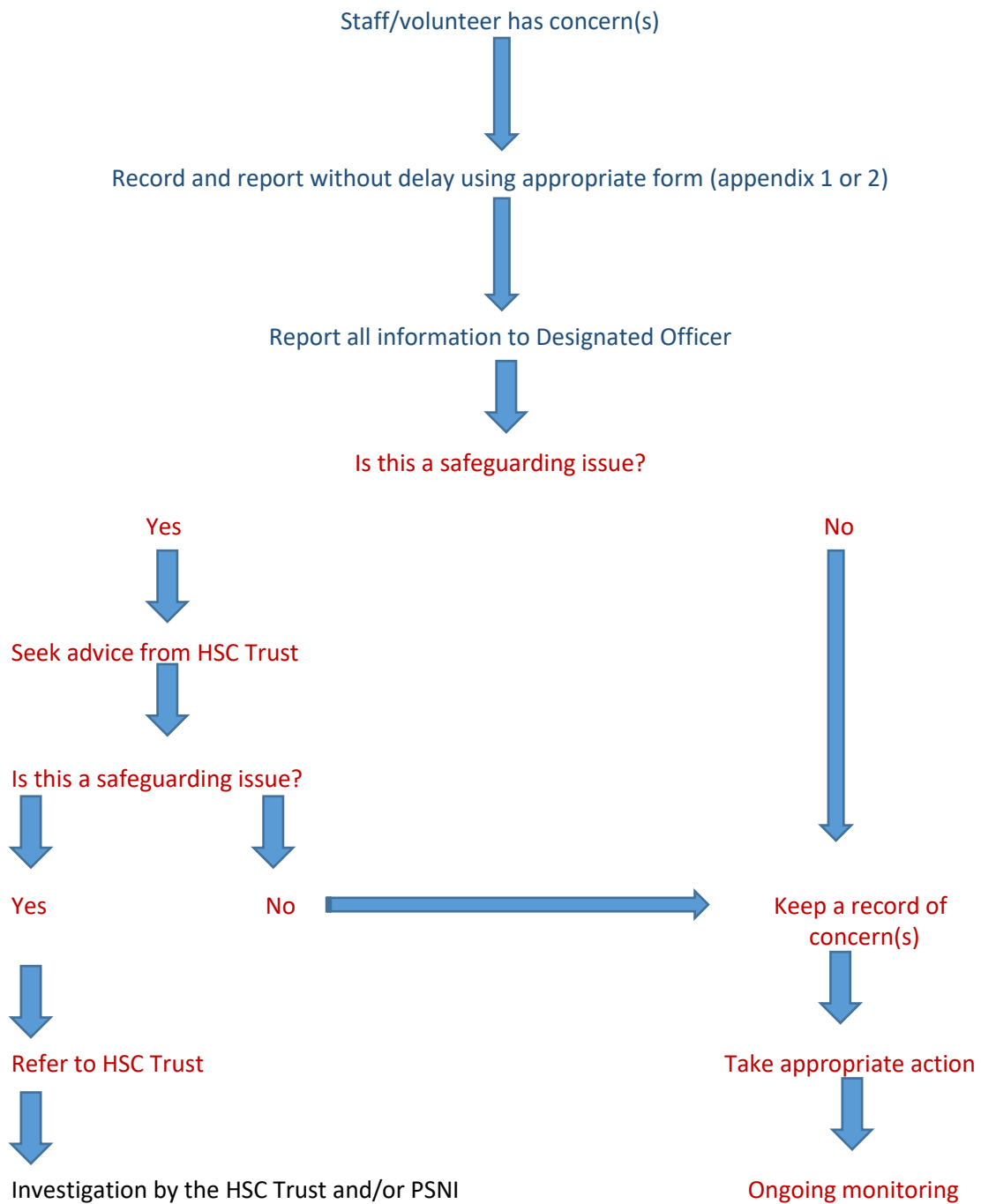
When responding to an allegation that has been made against a member of staff, trustee, or volunteer, NIWM has a dual responsibility; firstly, to the child, young person, or adult at risk, and, secondly, to the staff member, trustee, or volunteer.

The following procedures for dealing with an allegation made against a member of staff, trustee or volunteer should run parallel to the procedure for reporting a safeguarding concern.

- In the first instance the details of the allegation should be fully recorded by the Designated Officer and passed on to the line manager of the individual whom the allegation has been made against or the Chair of NIWM if appropriate.
- The individual's line manager/Chairman should take the actions outlined below.
- Through the organisation's Designated Officer or appointed person, consult with the HSC Trust and/or PSNI to ensure that any subsequent action taken by the organisation does not prejudice the HSC Trust or PSNI investigation.
- Following the above consultation, inform the staff member, trustee, or volunteer that an allegation has been made against him/her and provide them with an opportunity to respond to the allegation. His/her response should be recorded fully.
- Through NIWM's Designated Officer, consult with the HSC Trust to agree the most appropriate way forward.
- Take protective measures which may involve transferring the staff member/trustee /volunteer to another post without contact with children and adults at risk, or suspension.
- It should be noted that suspension is a neutral act to allow the investigation to proceed and to remove the staff member/volunteer from the possibility of any further allegation.
- If it is necessary to suspend a staff member or volunteer, the allegation should be dealt with as quickly and sensitively as possible.
- All actions taken should be in accordance with NIWM's disciplinary procedure and pay due regard to guidance from the HSC Trust and/or PSNI so as not to prejudice any investigation.



## Reporting Procedure



### KEY

- Blue Staff/Volunteer action
- Red Designated Officer action
- HSC Health and Social Care
- PSNI Police Service of Northern Ireland

## NIWM Code of Behaviour

This code should be read in conjunction with the NIWM Staff Handbook, Health and Safety Policy Statement, Access Policy, Online Working Guidance and all relevant HR policies and procedures.

Staff, trustees, volunteers, and regular contractors must:

- Always implement the requirements of the Safeguarding Children and Adults at Risk Policy and the procedures it outlines.
- Behave in a positive manner when engaging with children, young people, and adults at risk of harm.
- Use positive and affirming language when communicating, listening. Always show respect and inclusiveness.
- Maintain a child's, young person's or adult's well-being, physical and emotional safety during their visit.
- Ensure that school groups and community groups have the appropriate level of supervision when visiting NIWM.

Staff, trustees, volunteers, and regular contractors should not usually:

- Spend excessive amounts of time along with children/adults at risk of harm or be left with sole responsibility for a school group/ community group.
- Take a child/ adult at risk to his/her own home.
- Take a child/ adult at risk along on a car journey.

Staff, trustees, volunteers, and regular contractors should NEVER:

- Abuse, neglect, harm, or place at risk of harm a child/ adult at risk.
- Engage in rough physical games with children/adults at risk, including horseplay.
- Engage in sexually provocative games with children/adults at risk.
- Make sexually suggestive comments.
- Form inappropriate relationships with children/adults at risk.
- Gossip about children, adults at risk and their families.
- Allow or engage in inappropriate touching of any kind.

Physical contact/intervention and restraint

- Touch should always be in response to the child or adult's need, i.e. physical safety, emotional wellbeing and educational guidance.
- Touch should always be appropriate to the age and stage of development of the child or adult.
- Touch should always be with the child or adult's permission. Resistance from him/her should be respected, depending on the age and development stage and level of risk to the person.
- Touching should be carried out in openness, not in secret. If touching is given which could be construed as inappropriate due to the isolated place it occurred, report it, as per procedure.
- Breast, buttocks and groin should be avoided. If touching due to intimate care or assistance in physical activities is required, these areas should be avoided. If this has not been possible, staff should report the matter, as per procedure.

- Physical contact should be child/person centred.
- Touch should only be used in response to the need of the child or adult.

Staff, trustees and volunteers should:

- Treat each child/adult with dignity and respect.
- Seek to diffuse a situation.
- Only use restraint where necessary.
- Ensure any restraint used is proportionate.
- Only use restraint that they have been trained in.
- Record and report any use of restraint.
- Review the situation.

### Diversity

Staff, trustees and volunteers should:

- Be open and be aware of diversity.
- Ask about cultural needs.
- Be aware of language barriers.
- Not discriminate against children/adults at risk of harm and their families who have different beliefs from their own.
- Report any discrimination.

### Technology

Staff/volunteers should:

- Follow the NIWM Online Working Guidance when engaging with audiences online.
- Follow photography guidance outlined in the NIWM Privacy Policy and Data Protection Policy.
- Not photograph or video a child or adult without consent.
- Ensure that any photographs and videos are appropriate.
- Report any inappropriate use of images.
- Report any inappropriate or dangerous behaviour on the internet that involves children/adults at risk of harm.
- Display appropriate signage in gallery when events are being photographed to make visitors aware that they may be photographed and allow them to opt out.
- Ask photograph subjects under the age of 18 to complete a photography permission form to be retained by NIWM.
- Ask visitors to refrain from taking photographs when a school group is visiting the museum.
- Ensure that photographs of school groups are only taken on the designated school camera.
- Obtain special permission person to photograph school groups for specific projects.

### Confidentiality

Personal and sensitive details about the lives of children, adults at risk of harm and their families should not be subject to gossip. Information should be given on a need-to-know basis only.

When cases do need to be discussed with colleagues, care should be taken to ensure the details cannot be overheard by others.

Personal information and records should be stored securely.



## CONFIDENTIAL

Form for Recording and Reporting Concerns and Incidents relating to Children and Adults at risk of harm.

Answer all relevant questions as fully as possible and return to the Designated Officer as quickly as possible (even if you cannot complete all sections).

The Designated Officer will take the appropriate action and store this form securely.

Name of person completing the form	<input type="text"/>
Position	<input type="text"/>
Date form completed	<input type="text"/>

**Child/ Adults at risk of harm details**

Name	<input type="text"/>
Group/school details	<input type="text"/>
Person with parental/guardian responsibility	<input type="text"/>

**The Incident:**

Describe the facts of incident or concern. Please include the date the incident was discovered/disclosed

**Contextual Information:**

Is there anything you have observed that might assist in understanding the concerns?

Have the young person's parents or guardians been informed?

Has any action been taken?

Date reported to Designated Officer


**The following information to be completed by Designated Officer.**

Action taken/reported to (HSC Trust/PSNI)

Incident Closed?

Signature:

Date:




## CONFIDENTIAL

Form for Recording and Reporting Disclosures and Allegations of Abuse relating to Children and Adults at risk of harm.

Answer all relevant questions as fully as possible and return to the Designated Officer as quickly as possible (even if you cannot complete all sections).

The Designated Officer will take the appropriate action and store this form securely.

Name of person completing the form	
Position	
Date form completed	
Date and time of disclosure	
Place of disclosure	
Who did the child/adult disclose to	

### Child/ Adults at risk of harm details

Name	
Group/school details	
Person with parental/guardian responsibility	
Does the child/adult have any special educational needs e.g., communication	

### The disclosure

Provide as full an account as possible of what the child/adult said. Include any questions put to the child/ adult.

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Who was present at the time of the disclosure?

Has the child/adult alleged that any particular person is the abuser (if so, please record details and the relationship, if any, to the child/adult)

Describe any signs or indicators of abuse (with times and dates) e.g. your observations concerning the demeanour of the child, physical appearance, emotional state

Have the person's parents or guardians been informed?

Has any action been taken?



Concerns expressed by another person about a child/adult. Include dates and times and ask the person who expressed concerns to confirm that the details as written are correct

Confirmation with name and signature

Date reported to NIWM designated officer:

Signature:

Date:


**The following information to be completed by designated officer.**

Action taken/reported to (HSC Trust/PSNI)

Incident Closed?

Signature:

Date:


### Appendix 3

<b>Useful Contacts</b>	
Health and Social Care (HSC) Belfast Trust	028 9050 7000 www.belfasttrust.hscni.net
Regional Out of Hours Emergency Social Work Service (RESWS) (The regional out of hours social work service provides an emergency social work response across Northern Ireland on an out of hour's basis)	028 9504 9999
Emergency services	999
PSNI Non-emergency	101
PSNI Public Protection Units (PPUs)	0845 600 8000
Designated Officer (Victoria Gibson)	07734722130
Deputy Designated Officer (Jenny Haslett)	07773733661

<b>Sources of further information</b>	
AccessNI	<a href="http://www.nidirect.gov.uk/accessni">www.nidirect.gov.uk/accessni</a> 0300 200 7888
Disclosure and Barring Service	<a href="https://www.gov.uk/government/organisations/disclosure-and-barring-service">https://www.gov.uk/government/organisations/disclosure-and-barring-service</a>
Nidirect (Government Services for Northern Ireland)	www.nidirect.gov.uk
The Care Tribunal for Northern Ireland	www.courtsni.gov.uk/en-GB/Tribunals/CareTribunal
Department of Health	www.health-ni.gov.uk
Health & Social Care Board	www.hscboard.hscni.net
Public Health Agency	www.publichealth.hscni.net
Patient and Client Council	www.patientclientcouncil.hscni.net
Health & Safety Executive	www.hseni.gov.uk
Northern Ireland Housing Executive	www.nihe.gov.uk

Regulation and Quality Improvement Authority	<a href="http://www.rqia.org.uk">www.rqia.org.uk</a>
Police Service of Northern Ireland	<a href="http://www.psni.police.uk">www.psni.police.uk</a>

<b>Advocacy/voluntary organisations and service providers</b>	
Commissioner for Older People for Northern Ireland	<a href="http://www.copni.org">www.copni.org</a>
Action on Elder Abuse	<a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a>
Age NI	<a href="http://www.ageuk.org.uk/northern-ireland">www.ageuk.org.uk/northern-ireland</a>
ACE (Advisory Centre for Education)	<a href="http://www.ace-ed.org.uk">www.ace-ed.org.uk</a>
The Adult Safeguarding Hub (SAaRIH)	<a href="http://www.saarih.com">www.saarih.com</a>
Anti-bullying Alliance	<a href="http://www.antibullyingalliance.org">www.antibullyingalliance.org</a>
Alzheimer's Society	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
Apex Housing Association	<a href="http://www.apex.org.uk">www.apex.org.uk</a>
Autism Initiatives	<a href="http://www.autisminitiatives.org">www.autisminitiatives.org</a>
Autism NI	<a href="http://www.autismni.org">www.autismni.org</a>
Behaviour Management	<a href="http://www.parenting-ed.org">www.parenting-ed.org</a>
Bullying	<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>
Bryson Intercultural (formerly Multi-Cultural Resource Centre)	<a href="http://www.brysonintercultural.org">www.brysonintercultural.org</a>
Carers NI	<a href="http://www.carersuk.org/northernireland">www.carersuk.org/northernireland</a>
Child Exploitation Online Protection	<a href="http://www.ceop.gov.uk">www.ceop.gov.uk</a>
ChildLine Northern Ireland	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
Children's Law Centre	<a href="http://www.childrenslawcentre.org">www.childrenslawcentre.org</a>
Counselling for young people	<a href="http://www.contactyouth.org">www.contactyouth.org</a>
Domestic Violence	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>
Drugs and alcohol	<a href="http://www.contactyouth.org">www.contactyouth.org</a>
Extern	<a href="http://www.extern.org">www.extern.org</a>

Independent Age	<a href="http://www.independentage.org">www.independentage.org</a>
Independent Health and Care Providers	<a href="http://www.ihcp.co.uk">www.ihcp.co.uk</a>
Internet Safety	<a href="http://www.iwf.org.uk">www.iwf.org.uk</a>
Kidscape (information and support for bullying, to young people and their parents)	<a href="http://www.kidscape.org.uk">www.kidscape.org.uk</a>
Mencap	<a href="http://www.mencap.org.uk">www.mencap.org.uk</a>
Mindwise	<a href="http://www.mindwisenv.org">www.mindwisenv.org</a>
NIAMH	<a href="http://www.niamhwellbeing.org">www.niamhwellbeing.org</a>
National Children's Bureau	<a href="http://www.ncb.org.uk">www.ncb.org.uk</a>
NI Anti-Bullying Forum	<a href="http://www.niabf.org.uk">www.niabf.org.uk</a>
NI Commissioner for Children & Young People	<a href="http://www.niccy.org">www.niccy.org</a>
NSPCC Child Protection Helpline	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>
NSPCC On line advice service for 11- 16-year olds	<a href="http://www.there4me.org.uk">www.there4me.org.uk</a>
Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO)	<a href="http://www.niacro.co.uk">www.niacro.co.uk</a>
Northern Ireland Women's Aid Federation	<a href="http://www.womensaidni.org">www.womensaidni.org</a>
Praxis Care	<a href="http://www.praxisprovides.com">www.praxisprovides.com</a>
Public Concern at Work	<a href="http://www.pcaw.org.uk">www.pcaw.org.uk</a>
Samaritans	<a href="http://www.samaritans.org">www.samaritans.org</a>
Simon Community	<a href="http://www.simoncommunity.org">www.simoncommunity.org</a>
United Kingdom Homecare Association	<a href="http://www.ukhca.co.uk">www.ukhca.co.uk</a>
Volunteer Now	<a href="http://www.volunteernow.co.uk">www.volunteernow.co.uk</a>