

Child and adults at risk safeguarding policy

Version 1.1

1. Purpose and scope

This document sets out the policy of the Design Museum (henceforth 'the museum') in relation to the welfare of all children and adults at risk visiting the museum. It also provides relevant direction and guidance to staff, based on procedures set out below. The policy has been produced in response to legislation and with particular reference to the major cross-departmental government policy concerning the well-being of children from birth to age 18, including the Children Acts of 1989 and 2004 and Working Together to Safeguarding Children 2026.

2. Statement of commitment

The museum has a duty of care to safeguard all children and adults at risk visiting the museum or engaged in its activities. Children and adults at risk have a right to protection, and their needs must be taken into account. The Design Museum seeks to safeguard children, young people and adults at risk by:

- valuing, listening to and respecting children, young people and adults at risk
- adopting and adhering to safeguarding procedures, a code of conduct and compliant recruitment practices for trustees, employees, workers, contractors, agency workers and trainees including through training and e-learning as appropriate
- providing an effective management structure for safeguarding through supervision and support of persons to whom this Policy applies
- appointing a Trustee to ensure that safeguarding at the Design Museum is managed by staff in a way that promotes the safety and welfare of children and young people involved in the Design Museum's activities at all times
- sharing information about concerns internally, and with appropriate external agencies, in a timely manner
- creating a safe environment by risk assessing relevant activities undertaken onsite, offsite, online and in virtual environments
- protecting the identity of children, young people and adults at risk by restricting access to personal information and reproduction of images in print or online.

The museum is committed to providing a safe and secure environment for all visitors to the museum and to those engaged in its activities, by ensuring that all staff (paid and voluntary) and contractors are aware of and adhere to the museum's Child & Adults at Risk Safeguarding Policy and related guidance.

The museum will ensure that all relevant staff are in possession of a current Disclosure and Barring Service Check ('DBS Check') under three years old, at the time of employment. DBS checks will be re-checked every three years. Please see Appendix 1.

*Volunteers will not have unsupervised access to learners except in particular circumstances, when participating in regular learning activity and having undergone a DBS disclosure.

In accordance with the Safeguarding Vulnerable Groups Act (SVGA) 2006, the museum will:

- Never knowingly employ a barred person in regulated activity with children or vulnerable people.
- Make a referral to the DBS about employees who are dismissed or resign because they have harmed or pose a risk to vulnerable people and children, or if an employee satisfies a Harm Test which indicates a potential high risk.

3. Aims

The aim of this policy is to promote good practice in relation to child and adults at risk protection by providing them with appropriate safety and protection while in the care of the museum; and to enable all staff to make safe, informed and confident responses in relation to child protection issues.

The policy and procedures will be reviewed annually by the Designated Safeguarding Officers, Finance and Operations Committee and Learning and Research Committee.

4. Definitions

For the purposes of this document the following definitions apply:

Child/Children

In keeping with 'Every Child Matters', the Children's Act 2004, 'child' or 'children' refers to young people up to 18 years of age

Adult at risk

The term 'adult at risk' has replaced 'vulnerable adult'. The term 'adult at risk' is detailed in the Care Act 2014 and focuses on the situation causing the risk, rather than the characteristics of the adult concerned. Safeguarding duties apply to any adult (18 years and over) who meet the following criteria:

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Abuse

A form of maltreatment of a child. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (as defined in Working Together to Safeguarding Children 2026). They can also be abused by other children. For a more detailed breakdown please see 'Categories of Abuse below'.

Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with at risk groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). DBS is an executive non-departmental public body of the Home Office.

In Loco Parentis (person acting)

A person who has been given explicit permission to assume parental responsibility for a child by a parent or legal guardian.

Safeguarding

Is protecting individuals from maltreatment and preventing impairment of health and development.

DSO

Designated Safeguarding Officer

LADO

Local Authority Designated Officer

5. Safeguarding reporting structure

Safeguarding is everyone's responsibility' to varying degrees but there are a range of people who have designated safeguarding roles within the museum.

The museum operates a role-based safeguarding structure to ensure continuity and organisational resilience.

While named individuals are identified for operational purposes, safeguarding responsibilities are attached to roles to ensure coverage in the event of staffing changes or absence.

All safeguarding concerns must be reported to the Designated Safeguarding Officer (DSO) or Deputy DSO, or, in their absence, a member of the senior management team.

Safeguarding concerns should be escalated in accordance with the level of risk:

Urgent concerns (immediate risk of harm):

- Contact emergency services where necessary
- Inform the DSO/Deputy DSO immediately

Non-urgent concerns:

- Report to the DSO/Deputy DSO as soon as possible
- Record the concern in writing within the same working day

All decisions and actions must be clearly documented, including the rationale for any action taken or not taken.

Safeguarding Role	Name	Role	Mobile
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Designated Safeguarding Officer (DSO)	Josephine Chanter	Director of Audiences	07989342197
Designated Deputy Safeguarding Officer (DDSO)	Stella Fong	Head of Learning	020 3862 5878
Ultimate responsibility for child protection and safeguarding	Timothy John Marlow OBE	Director and Chief Executive of the Design Museum	N/A

Designated Safeguarding Officers at the museum are the point of contact at the museum in relation to any information or disclosures relating to child and adults at risk protection issues and to pass on this information on to social services and the police when appropriate.

The museum will ensure that DSOs are given relevant training in relation to their responsibilities in this area and are kept aware of changes to legislation. They are responsible for ensuring:

- this policy is kept up to date, when there is new guidance or every 3 years (whichever comes first)
- all staff and volunteers are aware of the procedures, how to follow them and receive appropriate training especially in regard to working online
- specific concerns are discussed and appropriate action is taken
- accurate records relating to individual incidents and disclosures are kept in a secure place
- young volunteers and work experience placements are well planned and safe
- schools are safe on site
- volunteer and staff roles are monitored, ensuring that checks are done in accordance with government advice and regulations
- that only children and adults at risk undertake age/ability appropriate tasks

Safeguarding Trustee

Jonathan Zenios	c/o andrea.chang@designmuseum.org	N/A
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The Safeguarding Trustee will:

- evaluate and approve this policy at each review
- monitor the effectiveness of this policy

Local Authority Designated Officer

Aqualma Daniel	Aqualma.Daniel@rbkc.gov.uk	07870 481712
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(LADO) Kensington and Chelsea and Westminster		
(Duty Child Protection Adviser) Kensington and Chelsea	kclado.enquiries@rbkc.gov.uk	0207 361 2120
Kensington and Chelsea	socialservices@rbkc.gov.uk	020 7361 3013

For more information on the Local Safeguarding Children Partnership for Kensington and Chelsea please [visit here](#).

6. Categories of abuse and neglect

Abuse is something that is done to another person that harms them in some way.

There are four broad categories of abuse in children:

i) Physical

This may involve hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or adult at risk.

Smacking is illegal in Scotland and is only legal in England and Wales if it's deemed 'reasonable punishment'. If it is used to humiliate a child in public, it is a safeguarding concern.

ii) Sexual

Sexual Abuse includes any sexual act to which the adult at risk or child has not consented to, cannot consent to, and/or may not understand. A child under 16 cannot consent to sexual acts.

This may involve forcing or enticing a child or adult at risk to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or adult at risk is aware of what is happening.

The activities may involve:

- Physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing
- Non-contact activities, such as involving children or adults at risk in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or adults at risk to behave in sexually inappropriate ways, or grooming a child or adult at risk in preparation for abuse (including via the internet)

Acts of sexual abuse can be committed by males, females and can also be by other children (peer on peer).

iii) Neglect

Neglect is the persistent failure to provide suitable care or attention to the point where someone's health is affected. This includes leaving young children at home unsupervised (when a potentially life-threatening incident might occur).

iv) Emotional

Psychological Abuse (mental or emotional cruelty) is the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the person's emotional development. Some level of emotional abuse is involved in all types of maltreatment of a child or person at risk, although it may occur alone. It can happen when someone is isolated, verbally abused or threatened. This includes the rules around 'Coercive Control'.

Emotional abuse may involve:

- conveying to a person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- not giving the person opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- age or developmentally inappropriate expectations being imposed on a person. These may include interactions that are beyond a person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the person participating in normal social interaction
- seeing or hearing the ill-treatment of another
- serious bullying (including cyberbullying), causing a person to frequently feel frightened or in danger, or the exploitation or corruption of others

v) Mental Health and Wellbeing

The Museum recognises that safeguarding may include responding to individuals experiencing mental health distress, including:

- expressions of self-harm
- suicidal thoughts or behaviours
- acute emotional distress
- staff are not expected to provide clinical support but must:
- take all concerns seriously
- respond with empathy and without judgement
- escalate concerns promptly in line with safeguarding procedures
- where there is an immediate risk of harm, staff should:
- contact emergency services (999) where appropriate
- inform the DSO or Deputy DSO as soon as possible

All concerns must be recorded in line with safeguarding reporting procedures.

vi) Other specific safeguarding issues include:

- Female Genital Mutilation – FGM
- Financial Abuse includes taking another person's money or possessions, or exerting pressure in connection with wills, property or financial transactions
- Discriminating Abuse includes any type of abuse aimed at a person at risk because of e.g. their colour, religion, appearance or sexuality.

- Grooming
- Child sexual exploitation
- Honour based violence
- Self-neglect
- Radicalisation
- Human trafficking
- Mate crime (befriending in order to exploit)
- Modern slavery (servitude, forced or compulsory labour)

For a comprehensive list of abuse types in relation to adults at risk please go to:

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

7. Recognising a Safeguarding Concern

Abuse or suspected abuse of a child or adult at risk may present in two ways: a staff member may observe abuse or a child or adult at risk may confide in a member of staff ('disclosure').

Some adults and children are more at risk than others.

Factors which are associated with higher risk for children:

- those who are disabled
- when using the internet and social media (susceptible to online message abuse).
- children are more likely to be harmed in their homes and/or by those who look after them.

Factors which are associated with higher risk for adults at risk:

- being dependent on others
- having mental health needs and/or learning disabilities or dementia
- having family carers who suffer from stress, substance abuse or mental illness

Being alert in all situations will help children and adults at risk.

What to look out for children or adults at risk who:

- make a clear allegation. This might be about something that has happened to them which has been upsetting or a passing statement such as 'I'm at home on my own with my little sister this weekend'
- have an injury for which there is no explanation, or for which the explanation changes or is inconsistent
- regularly has unexplained injuries or unexplained injuries which may appear to have a reasonable explanation
- exhibits significant changes in behaviour, performance or attitude.
- discloses an experience in which he/she or another young person or adult at risk may have been significantly harmed
- uses language of a sexual nature, routinely or in a surprising way. This is especially a concern if children are younger, although we must also be aware that grooming teenage children is a concern and should be reported
- have overly tactile relationships with older people
- are seen drinking alcohol or using drugs (including 'legal highs').

- undertakes to find sexual images online, or use forums/ blogs not part of their work for the organisation
- has evidence of online bullying or abusive content on social media

Staff and volunteers should follow safeguarding procedures if the below happens:

- children and/or adults at risk who are hungry, fainting or seem to be suffering from neglect.

Neglect may manifest in poor and unclean clothing, or children/adults at risk being unaccompanied

- children who are punished very severely should be reported. Smacking in England is legal but only if its deemed to be 'reasonable punishment'. Any kind of punishment that is extreme, including swearing, public humiliation or manipulative behaviour should be reported. Repeated smacking or hitting in a public place is unacceptable

- people accompanying children or young people who seem too familiar or overly tactile.

Professionals working with children know that sitting on laps and any prolonged touching is not advisable (certainly with children over 6 years old). If you see this let the school or organisation know, and inform the DSO

- significant bruising or unexplained injuries
- changes in behaviour that may link to abuse, such as change in mood, temperament and possible physical changes such as incontinence or significant weight change

The above list is not conclusive and numerous other signs of abuse/circumstances may be considered safeguarding incidents.

The items on this list are offered purely as examples – if you have other concerns which are not mentioned here, you should report them in the same way

What to do in the event of a safeguarding incident

In the event of a safeguarding incident or near miss incident the following procedure should be followed:

- immediate action to protect the child
- immediate medical attention if necessary
- consultation with the DSO, Line Manager or LADO who will make contact with the appropriate services or, if appropriate, call 999

Disclosure: If a child confides an abusive situation to a member of staff, they have placed that person in a position of trust to help them - even if they ask him/her not to do anything or tell anyone. If such a disclosure occurs, the staff member should:

- react calmly so as not to frighten the child
- take what the child says seriously and record the information as soon as possible
- pass on information to the DSO

The staff member should not:

- make promises that cannot be kept (such as the ability to stop the abuse)
- promise confidentiality - staff members have a duty to report any disclosures
- ask leading questions

If there is a serious and immediate threat to a child then the police must be contacted immediately.

During a disclosure you will need to remain in a public space but you might want to talk quietly in a place that you can record details of the incident.

8. Proactive Safeguarding Incident Response

1. As soon as possible write down details of what you have witnessed.
2. If someone is speaking, let them talk:
 - a. ask open questions and some further questions for factual information
 - b. don't ask direct questions - avoid 'Who?', 'What?', 'When?', and 'Where?'
 - c. do not attempt to force children or adults at risk to speak
 - d. don't make threats, or promises to keep information confidential
3. Make sure that your information is set out clearly and in detail. Describe the circumstances and note the setting and anyone else who was there at the time.
4. In any situation, stay calm and try not to show shock, listen carefully and be supportive. You might say 'I think you're doing the right thing'.
5. It's not up to you to prove that the information about abuse or suspected abuse is true. You must not try to investigate yourself.
6. After any incidents or disclosures only divulge information to DSO, social services and/or the police. Do not discuss details with others.
7. Complete the Safeguarding Incident and Reporting form, adding as much detail as possible. This can be found [here](#). Include:
 - date and sign the record- if you later recall further information do not change the original record, add as addendum
 - record verbatim notes of what child/ young person say
 - the details of the concern: nature of any injury/ abuse
8. Information should be passed onto the DSO as soon as possible, and always within the same working day or, if that is impossible, to a member of senior staff on site making it clear that you want to make a report to a DSO. The DSO will accept the completed report form from you or complete it together with you.
9. Do not contact or confront the alleged abuser (unless you are dealing with immediate abuse, on site or during an event, requiring immediate protective action)
10. If you have serious concerns about the immediate safety of the child or adult at risk and believe that any delay may cause serious risk of harm, contact the police and/or Local Authority Children's or Adult social care without delay. Record the name of the person

you spoke to and tell your supervisor or line manager what you have done as well as making a report to your DSO

9. Concerns about a member of staff or volunteer

The museum recognises that a member of staff, volunteer or visitor may need to report a serious concern of misconduct about a member of staff, paid or unpaid. In this case, the museum is clear that an individual can come forward on a confidential basis, without fear of reprisal or victimisation.

1. Complete all steps as above, ensuring that DSO understands the concerns.
2. If the matter could result in death or serious injury phone 999.
3. Fill in an online report to the LADO here. The Duty LADO will call you back on receiving the referral form or within at least within 24 working hours. After a discussion with the referrer, a decision will be made as whether the LADO threshold is met or not, and guidance will be given about next steps.

The DSO will discuss the issue with you and decide on a suitable course of action. They should provide you with support if you find your experience stressful. This might be to recommend a helpline or to report back – bearing in mind that this must be done with police and social services permissions.

10. After the Event

It is the DSO's responsibility to pass reports on to Children's Social Care.

The completed incident form will be passed on to the Local Authority Designated Officer by the museum's DSO or DDSO. All forms are stored electronically at the museum until the child is 25 years of age (or for 10 years if the incident involves an adult at risk) before being destroyed. Access is strictly controlled to this documentation.

You may find you have a need to talk to someone you trust about the situation or to support you but remember never to name or identify those involved in the allegations excepting to those you report to within museum

11. Staff and volunteer rights

If the allegation is against a member of staff, volunteer or freelance/contract worker then the concern should be reported in the first instance to the DSO. If the DSO is not available staff members should go to their immediate line manager.

Any allegation made against a member of staff should be reported to the Local Authority Designated Officer (formerly abbreviated to LADO) within one working day of the incident. The contact number for the Designated Officer in Kensington and Chelsea is 07739315432 (ask to speak to the Duty Child Protection Advisor) OR email lado.enquiries@rbkc.gcsx.gov.uk Irrespective of action by Social Services or the police, Senior Management must follow the museum's Disciplinary Procedure as appropriate.

If an allegation is made against a member of staff or volunteer, the member of staff or volunteer will be informed of the allegation in writing.

They will be given an opportunity to respond to allegation(s) in person but will be asked to remain off site during any investigation.

The person making the allegation will be able to enter the site and use the services of the organisation as normal.

The organisation acknowledges that this process may be led by police and/or social services and the organisation will comply with all requests or procedures made by those institutions.

12. Confidentiality

It is crucial that staff and volunteers exercise the highest degree of confidentiality, in order to protect the rights of those involved. Breaches of confidentiality can compromise any investigations that may take place.

Personal details of any safeguarding matter should only be discussed with the appropriate agencies: the DSO, Social Services or the Police.

Trustees, staff and volunteers should not discuss the case with the public or the media and should relay any enquiries to the DSO.

Confidentiality is a continuing requirement at all times and is also required when staff and volunteers are 'off duty' or no longer working or volunteering for the organisation.

All safeguarding records will be kept securely.

Record keeping

DBS checks

Copies of criminal records check certificates will not be stored unless there is a dispute about the results of the check. A confidential record will be kept of:

- the date the check was completed
- the level and type of check (standard/enhanced/barred list check and the relevant workforce)
- the reference number of the certificate
- the decision made about whether the person was employed (with reasons)

If there is a dispute about the results of a check, we will keep a copy of the certificate for no longer than six months.

Records will be kept in password protected files or on CRM.

13. Safeguarding Reports

Any concerns about a child, young person or adult at risk's welfare or safety, should be reported using the Safeguarding Incident and Reporting form and include which ensures all relevant details are recorded. This should be done regardless of whether the concerns are shared with the police or children's social care.

The report must be an accurate record of:

- the date and time of the incident/disclosure
- the date and time of the report
- the name and role of the person to whom the concern was originally reported and their contact details
- the name and role of the person making the report (if this is different to the above) and their contact details
- the names of all parties who were involved in the incident, including any witnesses
- the name, age and any other relevant information about the child who is the subject of the concern (including information about their parents or carers and any siblings)
- what was said or done and by whom
- any action taken to look into the matter
- any further action taken (such as a referral being made)
- the reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)

The report must be factual and any interpretation or inference drawn from what was observed, said or alleged should be clearly reported as such. The record should always be signed and dated by the person making the report.

All reports and near misses will be stored in a secure manner with only DSO and DDSO, HR and the Safeguarding Trustee having access to these files.

Information about child protection concerns and referrals should be kept in a separate child protection file for each child, rather than in one 'concern log'. The child protection file should be started as soon as you become aware of any concerns.

Records concerning incidents with children will be kept until the child is 25 as per guidance from Information and Records Management Society (IRMS), 2019.

Records relating to concerns about an adult's behaviour should be kept in the person's confidential personnel file (not in a central 'concerns log') a copy should be given to the individual. The Record will be kept until they reach their normal retirement age or for 10 years – whichever is longer, as per the guidance from IRMS, 2019; Department for Education, 2022. This applies to volunteers and paid staff.

If the DSO leaves they will ensure a proper handover of documents and processes.

14. Destruction of records

When the retention period is finished, confidential records should be incinerated or shredded in the presence of a member of the organisation or entrusted to a firm specialising in the destruction of confidential material. At the same time any electronic versions of the record must be purged.

If not shredded immediately, all confidential records should be held in a secured plastic bag, labelled as confidential and locked in a cupboard or other secure place; or placed in a confidential waste bin.

15. First Aid

First Aid for serious injury should be administered with urgency. In the event of serious injury first aid supersedes safeguarding good practice. However, if possible a first aider should be accompanied by the parent or guardian. If this is not possible volunteers should accompany each other and not be left alone with a child or adult at risk.

First aid for minor injuries must be undertaken with parents/carers/teachers or other similar formal guardians present.

16. Children at events and on sites

Unaccompanied children visiting the site:

Children aged 13-18 may be admitted unsupervised at the discretion of the staff and volunteers. If in doubt seek guidance from the DSO. Children under 16 are safer in groups.

Lost children:

The museum has two categories for lost children and adults at risk.

In both cases the police should be contacted on 999 if the child or adult at risk is not united with their parent or guardian within 20 minutes.

Category 1: what to do when you have found a child separated from their parents/ guardians

- stay with them, reassure them, and ask for their parents' names and a description
- radio a duty manager (DM) "Separated Family - Category 1" and pass on the details
- the DM will radio out to the team – if you identify the parents let the DM know
- only roaming position is free to move about during a category 1; you should stay within your area of responsibility

The duty manager is responsible for reuniting the parents and child and will take further action if needs be.

Category 2: what to do if you have a parent who has lost their child (or adult at risk)

- Stay with them (even if they decide to move), reassure them, take a full description of the missing person including:
 - Name
 - age
 - physical description (gender, height, clothing, hair colour and style, skin colour.)
 - where they were last seen and when
- radio a Duty Manager "Separated Family - Category 2" and pass on the details. The Duty Manager may decide to collect this information in person
- the Duty Manager will put a call out to the entire team. Atrium should be on special alert at the main entrance to watch out for the child exiting. All VEAs should search their surrounding areas briefly- all positions can move from their locations:
 - remember to check toilets, auditoriums, corridors, and other small areas. Report to the Duty Manager where you have checked, then return to your position.

- If you find the missing person approach them carefully and introduce yourself and ask their name. Contact the Duty Manager immediately. If you notice they are with another adult or suspect something may not be right contact a Duty Manager or DSO.

The Duty Manager is responsible for reuniting the parents and child and will take further action if needs be.

17. Work experience and young volunteers

The Design Museum recognises that work experience is different from volunteering.

18. Children in organised groups/schools

The Design Museum team will communicate with any visiting groups prior to their trip to discuss the following ratios, as well as any children who need 1:1 support (as per 'normal practice' for the child in question):

Key Stage	Minimum	Recommended
Foundation Stage	1:6	1:4
Key Stage 1	1:8	1:5
Key Stage 2	1:10	1:8
Key Stage 3	1:10	1:10
Key Stage 4	1:15	1:10
Post 16	1 adult per booking	1:15

The organisation will have the right to turn away groups that do not have suitable adult to child ratios.

School groups will be required to maintain control and know the whereabouts of their students at all times.

Children in unaccompanied (no teacher, parent or carer present) workshops will be in groups no larger than 20 learners to 2 adults from the Design Museum team.

19. Photography and Filming

The museum endeavours to ensure that any photographs or video footage taken of children and used by the museum or by a third party, is by permission of parents, school or other responsible adults as appropriate. The museum's Learning Department carries out permission procedures where photographs or video footage are taken of children in relation to any museum activity.

Parental, guardian or school permission will be sought for all photographs and films of children.

Visitors are not permitted to photograph or film children who are unknown to them and staff or volunteers should intervene if they see (or suspect) this is happening. You should ask visitors to delete photos and/or film of children (as appropriate).

20. Family events and other

All workshops and activities will ensure that children get regular breaks. No workshop will last longer than 2 hours without sufficient breaks.

Parents/carers and/or teachers/other guardians will be required to remain with children during activities except in specific circumstances where an unaccompanied workshop has been booked.

Unless an emergency arises, children should not be alone with volunteers or staff working on behalf of the Design Museum.

21. Out of hours events

For out of hours events the museum will follow the same safeguarding procedures as during operating hours. Where a third party has hired the museum for an external event, they will be responsible for ensuring that all necessary safeguarding considerations are in place

If children are present at museum events out of hours, they must be accompanied by a parent or guardian and cannot attend unaccompanied.

22. Working online and/or remotely

We understand that we need to manage online working carefully and stay alert to a range of types of abuse that are specific to working online.

Online abuse can have long-lasting effects on children and young people. It can lead to:

- anxiety
- self-harm
- eating disorders
- suicidal thoughts

Some of the effects of online abuse are similar to other abuse types and might include using online platforms or means of communication to abuse 'in person'.

Young volunteers/adults at risk will be given access to organisational accounts to enable them to engage in social media on behalf of the Design Museum. This ensures that their identity is protected.

Online activity undertaken through museum accounts may be monitored in accordance with organisational policies and data protection legislation. Schools and other partner organisations may help with this.

For more support on how to provide the appropriate logins and share accounts you will need to explore the 'help' facility of the different companies (such as X (formerly Twitter), Facebook and Instagram).

Remote working might be an important part of future success of the Design Museum.

Take care when communicating with those remote working. Ensure you maintain professional standards and boundaries. Use office or shared spaces to make calls and undertake any kind of communication.

Online Age Recommendations:

The museum recognises that safeguarding risks may arise in online and digital environments, including:

- inappropriate contact via social media
- online harassment or exploitation
- exposure to harmful or inappropriate content

Where the museum engages with children or vulnerable adults online, staff must:

- use approved platforms and accounts
- maintain professional boundaries at all times
- report any concerning behaviour in line with safeguarding procedures

The museum is also mindful of risks associated with radicalisation and extremism. While the Museum is not a specified authority under the Prevent Duty, staff should remain alert to safeguarding concerns and report any risks appropriately.

It is worth noting that a range of practical and safeguarding issues need to be considered when both engaging young people using the below platforms. There are also considerations when arranging work experience placements. Please ensure young people are the correct age for their tasks.

Platform/programme/software	Age
Zoom	16+
Facebook	13+
Instagram	13+
X (formally Twitter)	13+
YouTube	13+

Sources:

<https://www.saferinternet.org.uk/blog/age-restrictions-social-media>

For further guidance please refer to the museums Online Safeguarding Policy for Children and Adults at Risk

23. Whistleblowing and Complaints

The museum assures all staff that it will fully support and protect anyone who in good faith reports concerns regarding a colleague's behaviour towards a child or adult at risk. The museum has a whistleblowing procedure that ensures staff can share their concerns in confidence.

The museum takes all complaints seriously. Any complaints made in relation to child protection either by a child or adult at risk or by a staff member, volunteer, parent or carer should be reported to the museum's DSOs and then acted on, with reference to the Kensington and Chelsea Safeguarding Children Board referral and assessment team.

24. Child supervision and DBS checking

Where museum activities for children are carried out under the supervision of parents, carers, school teaching staff or community youth workers acting in Loco Parentis. During unsupervised activity the museum will ensure that appropriate processes, such as DBS checks, are in place in relation to all staff involved.

In addition, under the museum's recruitment procedures, all staff engaged in education activity – and any other relevant staff - undergo standard police checking procedures, as undertaken by the DBS, and all professional and personal references provided are followed up and recorded. If a DBS disclosure reveals a criminal record this will be dealt with by the relevant Head of Department in consultation with the Head of Human Resources Manager and the Directors.

Please see Appendix 1 for a flow chart of Regulated Activity relating to children and young people.

25. Health, safety, accident and injury

The museum has a Health & Safety policy in relation to the building and its activities. In addition, the Learning Department undertakes health & safety risk assessments in relation to all of its activities for children and adults at risk and these are made available to all parents and schools visiting the museum. In situations where children are present at the museum for an extended period (such as a work-related placement or attendance on an extended course), the museum holds health, Accident & Emergency contact forms for participating children, H&S risk assessments and emergency contact forms are held by the Learning Department.

Summary

This Child & Adults at Risk Safeguarding Policy and guidance confirms the museum's commitment to promote the welfare and safety of all visitors to the museum and to those engaged in its activities. This policy is informed by current UK safeguarding legislation and guidance, including the Children Act 1989/2004 and the Care Act 2014, and reflects good practice appropriate to the museum's public-facing context. All staff members will be supported in relation to promoting the welfare of children and adults at risk at the museum by being made aware of the procedures outlined in this document and via annual training. All staff will be expected to read this policy, sign an agreement to comply with it, and apply the procedures in practice.

Relevant supporting policies and documents:

Whistle Blowing

Health and safety

Code of Conduct - Working with young people and adults at risk

Disciplinary Policy

Volunteer Policy

Supervisors Guide to Volunteering

Recruitment Policy

Radio Policy Ops

Anti-harassment and anti-bullying policy

26. Legal Framework

This policy is underpinned by the legal principles listed below:

- Children Act 1989, Children Act 2004 and Children and Social Work Act 2017
- Safeguarding Vulnerable Groups Act 2006 and Protection of Freedoms Act 2012
- Children and Families Act 2014 and Education Act 2002
- Digital Economy Act 2017
- Adoption and Children Act 2002, Children and Adoption Act 2006 and Children and Young Persons Act 2008
- Female Genital Mutilation Act 2003 and Borders, Citizenship and Immigration Act 2009
- Apprenticeships, Skills, Children and Learning Act 2009
- Education Act 2011
- A child is defined by the 1989 and 2004 Children Acts as someone under 18 years old.

Review Cycle and Version Control This policy will be formally reviewed annually, or sooner where there are:

- changes in legislation or statutory guidance
- organisational changes affecting safeguarding responsibilities
- learning arising from safeguarding incidents

Each version of the policy will include:

- version number
- date of approval
- review date
- approving authority

The policy is approved by the CEO and overseen by the Safeguarding Trustee.

Approved: June 2024

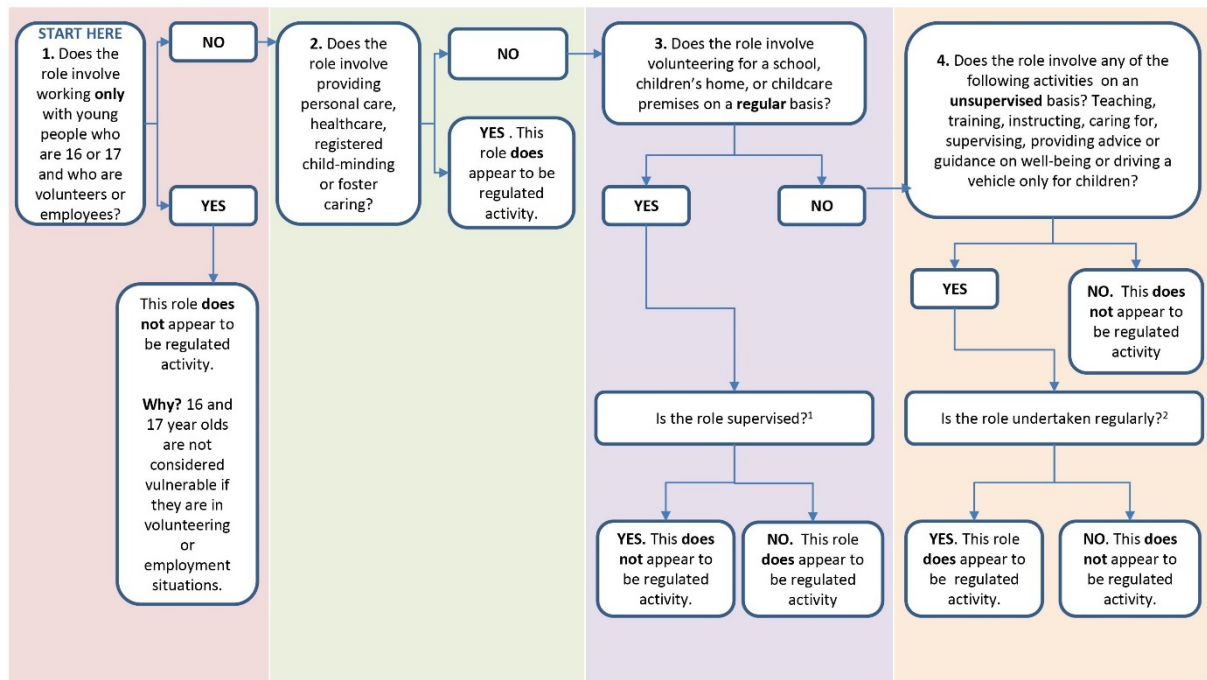
Last reviewed: June 2026

Next review: June 2027

Appendix 1

Regulated Activity relating to children and young people

Important - this chart does not apply to family arrangements and personal non-commercial arrangements (these are not covered by the DBS system) and should be read in conjunction with the full guidance from the Department for Education, available via www.education.gov.uk/childrenandyoungpeople/safeguardingchildren/a00209802/disclosure-barring



¹ Supervised means regular supervision by someone who themselves is in Regulated Activity. See the Department for Education's guidance on supervision, available via www.education.gov.uk/childrenandyoungpeople/safeguardingchildren/a00209802/disclosure-barring

² Regular means carried out by the same person frequently (once a week or more) or on four or more days in a 30-day period (or in some cases overnight).