

Jersey Heritage Trust
Child Protection Policy and Procedures
Adopted by the Board of Trustees 19 September 2007
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1 Introduction

- 1.1 Every year hundreds of children and young people visit Jersey Heritage Trust ('JHT') sites. Many of these children and young people visit as part of organised groups or with family and friends. **While the primary responsibility for children's welfare rests with the supervising adult**, JHT wishes to ensure that all children are safe and protected from harm whilst on its premises.
- 1.2 It should be noted that children entering sites without direct supervision should be welcomed if they are behaving appropriately. JHT reserves the right to deny access to children under the **age of 11**, if unaccompanied by an adult.
- 1.3 JHT also wishes to protect its staff from unfair allegations: the guidelines in this policy will ensure that there is no doubt over obligations and standards.
- 1.4 This policy applies to all staff.

2 Policy Statement

- 2.1 We believe that:
- The welfare of children and young people is vitally important.
 - All children have the right to protection from abuse.
 - All suspicions and allegations of abuse should be properly investigated and dealt with swiftly and appropriately.
 - All staff, contractors and volunteers should be clear on appropriate behaviour and responses. Failure to maintain appropriate standards may be dealt with using the disciplinary procedure.

We will therefore ensure that:

- All staff are made aware of the Child Protection Policy and Procedures.
- Group leaders, service providers and any other interested parties are given information on JHT procedures regarding the safety of children while at sites.
- Teachers, group leaders and any other interested parties are provided with information about the JHT's expectations regarding Child Protection responsibilities whilst visiting the museum.
- JHT's complaints procedure is accessible to all visitors.

3 Responsibilities

- 3.1 The Human Resources Manager is the designated "Child Protection Co-ordinator" and will be the first point of contact for staff regarding Child Protection issues and concerns. She is also responsible for administrative procedures relating to appropriate selection

and induction of staff and for advising on related disciplinary action and liaising with appropriate authorities.

- 3.2 The Curation & Experience Director to be first point of contact in absence of Human Resources Manager.
- 3.3 Nominated Community Learning & Commercial Operations staff (Community Events Co-ordinator, Heritage Learning & Engagement Manager and Visitor Services Co-ordinator) will be responsible for ensuring our policy is shared with groups who visit our sites and staff who work at events.
- 3.4 Site/line managers will monitor implementation of the policy and take appropriate action on any breaches within their areas of responsibility.
- 3.5 All staff have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by others. Any concerns or suspicions of abuse by staff should be reported to the Human Resources Manager.
- 3.6 Any allegations of inappropriate behaviour by members of staff should be reported to the Human Resources Manager.
- 3.7 The role of the Human Resources Manager will be to:
 - receive information from staff, volunteers, children or parents and carers who have child protection concerns and record it
 - assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate
 - consult with the States of Jersey Child Protection team to seek advice on the concerns
 - make a formal referral to the States of Jersey Child Protection team or the police.
- 3.8 It is **not** the role of the Human Resources Manager or any other member of staff to decide whether a child has been abused or not – this is the task of the authority which has this legal responsibility, or of the police.

4 Selection

- 4.1 Appointments to JHT posts that have one-to-one contact with children will be conditional on an appropriate DBS check.
- 4.2 All appointments will be subject to satisfactory employer/personal references, identity verification and completion of a satisfactory probationary period.
- 4.3 At interview applicants will be required to account for any gaps in employment history.
- 4.4 All appointments are subject to a probationary/trial period and posts are confirmed on satisfactory completion of the same. This enables the organisation to observe, where applicable, applicants at work with children and young people.

5 Training

- 5.1 Basic child protection awareness training will be given to all appropriate members of staff.
- 5.2 JHT will provide and explain the content of this policy to all new staff in the course of the induction process.
- 5.3 Any individual need for more detailed guidance and training for both new and existing staff will be identified by managers and will be facilitated by the Human Resources Manager.

6 Guidance

- 6.1 Guidance on the standards of behaviour expected of JHT staff is given in Appendix 1.
- 6.2 A member of staff who suspects that a child has been abused must act in accordance with the following procedures.
- 6.3 For the purposes of this document, a 'child or young person' relates to any person under the age of 18.
- 6.4 Abuse can be defined as being physical, emotional or sexual abuse. Neglect can also be a form of abuse.
- 6.5 Possible sources of abuse might include:
 - Abuse by other Trust staff.
 - Abuse by the public.
 - Parental abuse.
 - Self-harm; or
 - Peer abuse ('bullying'):
Children are vulnerable to abuse by their peers. Such abuse should always be taken as seriously as abuse perpetrated by an adult. A significant proportion of sex offences are committed by teenagers and, on occasion, by younger children. Adults should not dismiss some abusive behaviour as 'normal' between young people.
- 6.6 Confidentiality cannot be guaranteed to either a staff member or a child in this situation, although the general JHT rules on the protection of sensitive data will apply. Any personal information acquired in the course of working with children or families should only be communicated on "a need to know basis", as detailed below.

7 Procedure

- 7.1 **Any member of staff who:**
 - suspects that a child has been, or is at risk of being abused; or
 - has a disclosure made to them; or
 - receives a complaint from a member of the public relating to child protection issues at our sites; or
 - has a direct allegation made against them

should discuss the matter immediately with the Human Resources Manager, their Line Manager or duty Site Gardien, depending on the situation.

If there is any possibility that a crime has been committed, the Police should be contacted on 612612 to secure their involvement at a very early stage and ensure preservation of evidence.

If the Human Resources Manager or Duty Site Gardien is not available you should contact the States of Jersey Child Protection Team at Social Services for advice on 445500. If this telephone is on answer phone and your enquiry is urgent please ask reception (by pressing '0') to put you through to a member of the Child Protection Team immediately.

If you are not able to talk to the Human Resources Manager at the time, please ensure you leave a message for her of incident/allegation and any action taken.

- 7.2 If an incident occurs on site**, the Line Manager/Site Gardien/you should assess the situation and take whatever action is appropriate to stop or prevent the abuse or potential abuse. If possible, advice should be sought from the Human Resources Manager.

If you are seriously concerned about an incident that is taking place on site phone the Police on 612612.

The Line Manager/Site Gardien should take full contact details from the complainant/member of staff who witnessed the incident.

- 7.3 If the allegation concerns another member of staff**, the Human Resources Manager will consult with the CEO in accordance with the JHT disciplinary procedure before considering suspending him or her (or, if a contractor, excluding him or her from the site) until an appropriate investigation, which may be under the Disciplinary Procedure, can be carried out.

If there is any possibility that a crime has been committed, the Police should be contacted on 612612 to secure their involvement at the earliest opportunity and before any internal investigation takes place to ensure preservation of evidence.

The CEO and/or the Human Resources Manager will advise the Chair of the Trustees of any investigations into staff conduct under this policy and keep him briefed on developments.

In exceptional circumstances, a member of staff may feel that he or she is unable to report concerns through the Human Resources Manager, in which case s/he should speak with a Director. If staff feel unable to report concerns through the formal hierarchy they should report them directly to the States of Jersey Child Protection Team.

- 7.4 If the allegation concerns a visitor or member of the public**, the Line Manager/Site Gardien should consider whether there are reasonable grounds for excluding him or her from the site until an appropriate investigation can be carried out. In some cases the immediate involvement of the police may be appropriate.

- 7.5 **If the child involved is part of an organised group**, the Line Manager/Site Gardien should consult with the group's designated leader and will make every effort to agree an appropriate course of action.
- 7.6 **If the child involved is with a family member** or other responsible adult the manager may consult with this person and will make every effort to agree an appropriate course of action. ***Care needs to be taken however, if the individual present is potentially a suspect.***
- 7.7 **If the child involved alleges abuse by a family member (present or not)** the Line Manager/Site Gardien should take appropriate details and report them to the Human Resources Manager and/or States of Jersey Child Protection Team and the Police.
- 7.8 **Immediately an allegation is made** the Human Resources Manager should consider and initiate the following action:
- Obtain details of the allegation in writing, signed and dated by the person who receives the allegation (not the child who is the subject of the allegation) and countersigned by the Human Resources Manager.
 - Record any information about times, dates, locations and names of potential witnesses.

8 Responding to a disclosure by a child or young person

- 8.1 If a child or young person tells you that they or another child or young person is being abused, you should obtain **only the minimum information necessary** to establish whether or not there is a cause for concern.

You should:

- stay calm
- listen carefully to what is said
- let the child to talk, but **do not** prompt or ask leading questions.
- do not interrupt when the child is recalling significant events.
- do not make the child repeat their account
- explain what actions you must take, in a way which is appropriate to the age and understanding of the child
- do not promise to keep what you have been told secret, as you have a responsibility to disclose information to those who need to know. Reporting concerns is not a betrayal of trust
- write down what you have been told, using the child's exact words if possible
- make a note of the date, time and place and people who were present at the discussion
- report your concerns to the Human Resources Manager and your Line Manager
- do not worry that you may be mistaken. It is better to have discussed it with somebody with the experience and responsibility to make an assessment.

9 Procedures in the event of lost/found children

9.1 If someone reports to you that a child is missing:

- 9.1.1 Inform the duty staff (Visitor Services Assistant ('VSA'), Site Gardien, interpretative staff depending on who takes message) immediately giving as full details as possible of:
- Name of child
 - Age of child
 - Address or name of school
 - Physical description of child (height, colour of hair, clothing, etc.)
 - Where child was last seen
- 9.1.2 Undertake a search of the Site
- 9.1.3 Once a sufficient check is made, if the child is not found, the VSA/Site Gardien will inform the police.
- 9.1.4 The member of staff who has had the report made to them should reassure the parent/guardian that action is being taken to locate the child and explain that contact will be maintained with them through a staff member on duty.
- 9.1.5 The staff member will maintain contact with the parent/guardian until the child is found by relaying messages by telephone, radio or in person.

9.2 If a child who is lost comes to you:

- 9.2.1 Reassure the child. Ascertain the following information from them:
- Name of child
 - Age of child
 - Address/name of school
 - Who they are visiting with
 - Description of their parents/carers
- 9.2.2 Relay this information, together with a physical description (height, colour of hair, clothing, etc.) of the Child and details of where they were found to the VSA or Site Gardien
- 9.2.3 If anyone else is with the child, ask him or her to remain with you until the parent/leader has been located.
- 9.2.4 If you are on your own with the child, ensure that you are in a public area where you can be seen and heard.
- 9.2.5 If the child is not claimed, the VSA/Site Gardien will be responsible for contacting the police.
- 9.2.6 Every effort should be made to calm and reassure lost children while waiting for the responsible adult/police.
- 9.2.7 A written record is to be kept by the Site Gardien and other relevant personnel of lost or found children and the procedures followed.

- 9.2.8 Best practice is to verify with the child or young person that the parent/guardian is indeed who they say they are.
- 9.2.9 If a child is found in distress, whilst it would be appropriate to give verbal reassurances the member of staff should clarify that the child wishes to be helped.

10 Leaders/Teachers Responsibilities While Visiting the Museum

- 10.1 The JHT wishes to ensure that children are protected from harm while on any of its sites. In addition to the JHT's responsibilities, we ask that leaders/teachers of groups exercise their own responsibilities.
- 10.2 We wish to remind all leaders/teachers that the primary responsibility for the welfare of the children in their care rests with them at all times.
- 10.3 We will communicate concerns to the leader/teacher-in-charge, (unless this person is the source of concern) and follow this up with the school/organisation.
- 10.4 Concerns about the conduct of the leader/teacher will be reported directly to the school/organisation and possibly the police.
- 10.5 In particular all leaders/teachers shall:
- ensure they supervise the children/young people in their care at all times.
 - inform their group of how to behave while at JHT sites.
 - observe JHT Fire Precaution/Emergency Evacuation Procedures.
 - in the case of an accident, contact a member of JHT staff.
 - in the case of a lost child, contact a member of staff who will follow JHT procedures.
 - not have in their possession or consume alcoholic beverages or use illegal drugs or smoke on JHT sites.
 - not verbally or physically abuse a child/young person.
 - ensure adequate insurance cover for the group and leader.

11 Group conduct while in the Museum

- 11.1 We want all those who visit our sites to have an enjoyable experience. We therefore expect all visitors to display courtesy and respect for others and for JHT staff and property at all times while on our sites.
- 11.2 Group leaders should therefore not allow members of their group to:
- Use threatening, abusive or violent behaviour.
 - Bully (verbally or physically).
 - Make any sexist, racist or other offensive remarks toward any person or other group.
 - Vandalise JHT property or displays.
 - Leave litter on the site.
 - Feed, touch, scare or hurt any animals on site.
 - Enter areas of the site that are cordoned off.
 - Use bad language.
 - Smoke.

- Consume alcohol outside designated areas (e.g. restaurant and picnic areas) or use illegal drugs.
- Eat or drink apart from in cafés, restaurants and places set aside for school parties to eat their own refreshments.
- Use mobile 'phones in the museums.

In the event that any of the above are not followed the JHT reserves the right to refuse admission and/or ask the group to leave.

12 Guidance for staff when dealing with work experience students

- 12.1 Some members of staff will, from time to time, be required to work with young adults from 15 - 18 years of age.
- 12.2 It is recognised that the schools and colleges expect young adults undertaking work experience placements to develop independence, responsibilities, and the ability to make their own decisions and to apply learning.
- 12.3 It is also recognised that it is not practical, or necessary, for work experience students to be supervised or accompanied by two or more staff at all times. However, it would be consistent with the tenor of this policy, for the welfare of the young person to be paramount. Therefore, to enable both the JHT staff member and the work experience student to have a positive experience the below mentioned points should be considered:

Where possible staff should not be on their own in an isolated or closed environment with a young person.

- 12.4 If you are spending time alone with a student, consider:
- Ensuring that another staff member knows your location and the activity.
 - Ensuring that the door is left ajar or that there is a clear view into the room/exhibit through a window.
 - If travelling alone in a vehicle with the student, ensuring that another member of staff knows where you are going, what you are intending to do and the estimated duration of your journey.
 - *There may be occasions when you need to touch a young person (e.g. if you are guiding them in carrying out a technical operation) these occasions should be kept to a minimum and only used when necessary.*
 - *Whilst it is important to reassure a young person who may be nervous in a new placement and reliant on your guidance it is important not to be over familiar.*
 - *Never permit 'horseplay' which may cause embarrassment or fear.*
 - *If you are concerned by anything the young person may disclose to you in terms of child protection telephone the States of Jersey Child Protection Team for advice on 445500.*

- *Where the young person is on a school placement please contact the Work Experience Co-ordinator. If they are not available then speak to the Head Teacher/Principal of the young person's school/college. Outside of school hours please use the mobile number given to you by the Work Experience Co-ordinator.*
- *If the young person discloses an allegation against anyone in the workplace contact the States of Jersey Child Protection Team for advice prior to speaking to anyone else.*

12.5 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 student is comfortable with the proposed arrangements.

12.6 You should also ensure that the student has had adequate time to discuss the proposed plans with their college, school, parent or guardian as appropriate.

13 Use of Photography

13.1 It will frequently be the case that photographs are taken of children and young people participating in education programmes, work experience and voluntary activities and that these will be used for publicity purposes. The JHT is aware that such pictures may be vulnerable to abuse by unscrupulous persons.

13.2 Therefore, if a photograph of a single child or a group of less than five children is to be used for material which may be viewed by the public, written permission will be sought from the school or other responsible organisation, or from the child's parents directly where appropriate.

13.3 For groups of six or more children, specific permission will not be sought, although blanket permission will be requested from schools as a matter of courtesy.

13.4 Sometimes children will be asked to 'pose' for publicity photographs. In this case, parents will be asked for written permission to use the photographs in any appropriate way in perpetuity. Any photographs taken will be labelled and dated.

13.5 Visitors and other members of the public who appear to be taking photographs of inappropriate circumstances should be challenged where there are reasonable grounds for suspicion.

Child Protection Policy
Standards of behaviour expected of staff when dealing with our visitors

Do

- Approach any child apparently in distress and ask if you can help.
- Seek assistance from colleagues or supervisors where appropriate.
- Be aware of the possibility of danger to children from others and question situations that you find suspicious.
- Keep a look out for children apparently unaccompanied – communicate the details of any lost children to the appropriate point (Visitor Services Assistant / Reception).
- Keep any lost children in a public area where they can be clearly seen (Reception).
- Act professionally in all matters.
- Be aware of appearances and avoid any situations that might appear compromising.
- Report any allegation (even if this is just a suspicion) of abuse or inappropriate conduct immediately to the Site Gardien.

Do not

- Engage in any “rough and tumble” or other horseplay.
- Physically restrain a child or young person except in exceptional circumstances (e.g. to prevent injury, damage to property or the collections or to prevent theft) and even then be careful to use only the minimum restraint necessary.
- Make sexually suggestive comments to any visitor.
- Use foul or abusive language to any visitor and especially not to or within earshot of a child.
- Physically assault or abuse any visitor and especially not a child or young person.
- Allow or engage in inappropriate touching of any kind.
- Do things of a personal nature for children that they can do for themselves or that a parent/leader can do for them.

It is strongly recommended that staff do not, except in emergency situations:

- Go into the toilet with children unless another adult is present or gives permission (this may include a parent, teacher, group leader).
- Spend time alone with a child on his/her own. If you are in a situation where you are alone with a child, make sure you can be clearly observed or seen by others. You should, wherever possible, also avoid being alone in a vehicle with otherwise

unaccompanied children or young people although this may not always be practicable, for example when accompanying work experience placements.



**Jersey Heritage
Model Release Form**

By signing this release I hereby give Jersey Heritage and the photographer the permission to use the images in any media to promote Jersey Heritage (directly or indirectly). This may include but is not limited to: advertising, promotion, marketing and packaging for any product or service. I agree that the images may be combined with other images, text and graphics and cropped or modified.

I agree that I have no rights to the images and all rights to the images belong to Jersey Heritage and the photographer. I consent to this form being kept by Jersey Heritage either in paper or electronic format.

To be completed by Jersey Heritage

Photographers name

Date

Models name

Photographer or
Jersey Heritage representative signature

To be completed by the model / parent or guardian (if model under 16)

Models signature

Models date of birth

Parent or guardian signature (if model under 16).....