

Safeguarding Vulnerable Children, Young People and Adults Policy

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The Policy

1. Purpose and Scope

- 1.1. This policy and delivery document is provided for National Library of Wales (the Library) staff as guidance for interacting with any vulnerable children, young people or adults who are either visiting the Library, or participating in activities involving the Library. Its purpose is to foster a safe and welcoming environment and to ensure that all users have a positive experience.
- 1.2. It outlines our policy for safeguarding vulnerable children, young people and adults using the Library's services. It does this by:
 - Providing consistent processes for dealing with potential safeguarding issues.
 - Setting the overall standards expected from staff when engaging with vulnerable children, young people and adults.
 - Providing guidelines for staff welcoming children to the Library as part of an organised visit, or staff delivering outreach activities or online activities.
 - Providing guidance for staff who are supervising or accompanying children undertaking work experience at the Library.
 - Outlining the course of action for staff in response to a safeguarding disclosure, incident or allegation.
 - Identifying the procedures to be followed by our staff when taking and using still or moving images or sound recordings of children and young people.
 - Promoting the safety and well-being of Library staff working with vulnerable children, young people and adults.
- 1.3. This policy will apply to all members of staff employed by the Library. It applies to any activities at the Library, online activities, outreach activities and events at other locations.
- 1.4. The Library will always refer any child protection issues to the relevant agencies. If a matter arises which we believe could lead to criminal proceedings, we will contact the police.

2 Declaration

- 2.1 The Library is committed to safeguarding the welfare of vulnerable children, young people and adults who visit us or participate in any activities involving the Library.
- 2.2 The Library has a legal and moral duty to safeguard all visitors, and to ensure that the highest level of care is provided for those who are most vulnerable.
- 2.3 The Library is a 'Public Building' and is openly accessible to all. As a result, our staff need support and information in order to effectively deliver our policy statement.
- 2.4 The well-being of vulnerable children, young people and adults is paramount, and everyone has the right to be protected from abuse, whatever their age, disability, gender, race, religion or belief or sexuality.
- 2.5 Any allegation or suspicion of abuse will be taken seriously and will be responded to in a relevant way and with immediate effect.
- 2.6 We will ensure that all members of staff, contractors and volunteers understand what constitutes appropriate behaviour and how to respond appropriately, and that they understand that they have a duty to report any concerns to the relevant place.
- 2.7 In applying the policy and taking action, the Library promotes the safety and well-being of all vulnerable children, young people, and adults in order to enable them to participate in any Library activities in a safe, enjoyable and inclusive environment.

3 Definitions

- 3.1 A child can be any young person who has not yet reached their 18th birthday.
- 3.2 A vulnerable adult can be any person aged 18 or over who needs, or may need, community care services as a result of:
- a learning disability or a physical disability;
 - mental health issues;
 - a sensory impairment;
 - substance or alcohol dependency;
 - age or illness and cannot care for themselves; or
 - not being able to protect themselves from substantial harm or serious exploitation.
- 3.4 Abuse can be defined as domestic, neglect, physical, psychological or emotional, financial or material, sexual, self-neglect and slavery.
- 3.5 Possible sources of abuse could include:
- abuse by members of the public;
 - abuse by Library staff;
 - abuse by a spouse, partner or child;
 - abuse by parents;
 - self-harm; or
 - the abuse of peers or bullying. Children are vulnerable to abuse by their peers and abuse of this nature should always be regarded as seriously as abuse by adults. Peer abuse should never be disregarded as usual behaviour between young people.

4 Legislation

- 4.1 The Social Services and Well-being Act (Wales) 2014, that came into effect in April 2016, sets out the legal framework for Social Services provision in Wales. Local Safeguarding Children Boards coordinate and ensure the efficacy of child protection and the promotion of child welfare.
- 4.2 The Disclosure and Barring Service (DBS) assists employers with safer recruitment decisions and supports them to prevent inappropriate individuals from working with vulnerable groups, including vulnerable children, young people or adults.

5 Responsibilities

- 5.1 The Library's Human Resources Unit is responsible for the administrative procedures involved with the recruitment, selection and induction of staff, and for advising on any disciplinary action.
- 5.2 Line managers will monitor the policy in practice and take appropriate action should the policy be breached within their area of responsibility.

- 5.3 The Library's Head of Learning and Engagement and Human Resources Manager (Safeguarding Officers) are responsible for overseeing this policy and for taking the following action should there be any safeguarding disclosures, incidents or allegations:
- assess the information promptly and with due care, requesting further clarification or information on the matter as appropriate;
 - consult with a statutory child protection agency in the first instance, such as the local social services department, the Local Health Board, or the NSPCC's helpline in order to weigh-up any doubts or uncertainties surrounding the concerns;
 - refer the issue formally to a statutory child protection agency or the police.
- 5.4 In the absence of the Safeguarding Officers, the Manager of the Education Service and Lifelong Learning Manager will deputise on their behalf (Deputies).
- 5.5 All members of staff are responsible for maintaining appropriate standards of behaviour and recording any incidents that breach the expected conduct. The Safeguarding Officer or Deputy should be informed of any reasonable concerns or suspicions.
- 5.7 It is not up to Library staff to decide whether or not abuse has occurred. This is the role of the social services department with legal responsibility, or the police. The NSPCC also has powers to investigate any child protection concerns.

Delivery

6 Standards of conduct expected from Library staff

- 6.1 You should act in the following way:
- if a vulnerable child, young person or adult seems to be in distress, approach them and ask if they need help;
 - ask for the support of a colleague or supervisor where appropriate;
 - be aware of the possible risks and any suspicious situations;
 - keep an eye out for vulnerable children, young people or adults who appear to be alone - inform Reception or the security desk near the Main Hall of any lost or missing persons;
 - keep any lost person in a public and visible place;
 - act professionally at all times;
 - be aware of the possible perception of the situation, and try to avoid any situations that could appear to be suspicious;
 - challenge any visitors that you see taking any images or recordings of children, other than their own children, and ask them to stop unless they have the permission of the parent or school to do so;
 - immediately inform the Safeguarding Officer or Deputy of any allegation (or suspicion) of abuse or inappropriate behaviour.
- 6.2 You should not, under any circumstances, do any of the following:
- engage in physical games or horseplay,

- restrain or hold back any person physically, other than in extreme circumstances (e.g., to prevent injury or damage to property or to the collections, or to prevent a theft) and even then, use as little force as possible;
- make sexually suggestive comments to any visitor;
- use indecent or abusive language;
- physically attack or abuse any visitor;
- touch any one in an inappropriate way nor allow that to happen;
- do anything of a personal nature for children if they are able to do it themselves or if a parent / leader is able to do it for them;
- share personal information including email addresses, social media account details or phone numbers with any child or young person;

6.3 Unless there is an emergency, we strongly recommend that staff do not do any of the following:

- go to the toilet with a child unless there another adult (including a parent, teacher or group leader) is present or gives permission for you to do so
- spend time with a vulnerable child, young person or adult who is alone. If you are alone with a vulnerable child, young person or adult ensure that you are clearly visible to others. You should avoid being alone in a vehicle with vulnerable children, young people and adults wherever possible although this will not always be practical e.g., when escorting young people on work experience.

6.4 Staff are expected to maintain these standards of behaviour at all times when engaging with vulnerable children, young people or adults at the Library, in outreach activities or in online activities.

7 If there is suspicion or an allegation of abuse

Staff suspecting that a vulnerable child, young person or adult has been abused must adhere to the following.

7.1 Confidentiality cannot be guaranteed to the member of staff nor vulnerable child, young person or adult in a situation of this nature, although our overall rules on the protection of sensitive data will apply. As outlined below, any information collected when working with children or families should only be shared on a need-to-know basis.

7.2 A member of staff should immediately report to a Safeguarding Officer or Deputy in the following instances:

- they suspect that a vulnerable child, young person or adult has been abused or is at risk of abuse;
- they receive information about abuse;
- they receive a complaint from a member of the public about issues involving the protection of vulnerable children, young people and adults at the Library;
- there is a direct allegation against them.

7.3 A Safeguarding Officer or Deputy will conduct an initial assessment and immediately take the necessary action to protect the child, young person or adult at risk. This can include informing the relevant authorities immediately or in due course.

- 7.4 The member of staff must not in any way investigate the matter themselves.
- 7.5 If a member of staff has a direct allegation against them, they will be removed from those duties until the issue has been investigated according to the Library's Disciplinary Policy and Procedure. The member of staff will be offered support and will be encouraged to contact a trade union representative if they are a union member.
- 7.6 If the allegation involves another member of staff, the Human Resources Manager will launch an investigation, according to the Library's Disciplinary Policy and Procedure.
- 7.7 If the allegation involves a visitor or member of the public, the Safeguarding Officer or Deputy will consider whether or not there are reasonable grounds for prohibiting the visitor from visiting the Library until an appropriate investigation can be conducted. In some cases, direct police involvement can be appropriate or necessary.
- 7.8 If the vulnerable child, young person or adult involved is a member of an organised group, a Safeguarding Officer or Deputy will advise the group's designated leader and make every effort to agree on the appropriate action.
- 7.9 If the vulnerable child, young person or adult involved is with a family member or other responsible adult, the Safeguarding Officer or Deputy will consult with that individual and make every effort to agree on the appropriate action, unless that person is implicated in the disclosure. In these circumstances, the police and / or Social Services will be informed.

8 If there is a safeguarding disclosure

- 8.1 If a member of staff is informed by a vulnerable child, young person or adult that they, or another child, young person or adult, are being abused, they should:
- Listen actively to the child, young person or adult and assure them that what they have said will be taken seriously.
 - Encourage them to talk, without exhorting them or asking leading questions.
 - Allow the child, young person or adult to speak Welsh if this is more comfortable for them. If the member of staff cannot hold the conversation in Welsh, they should explain that and offer to get another colleague who can do so.
 - Not interrupt when they are recalling incidents.
 - Not make them repeat their account of what happened.
 - Explain the steps that have to be taken in a way that is appropriate to the age and understanding of the child or adult.
 - Alert them to the fact that they cannot promise to keep the information disclosed a secret as they need to report it, and that reporting concerns is not a betrayal of their trust.
 - Write down what they have been told, using the child, young person or adult's exact words if possible.
 - Note the date, the time, the location and the people present when the disclosure was made.
 - Report concerns to the Safeguarding Officer or Deputy.

9 A missing vulnerable child, young person or adult

- 9.1 If you are told that a vulnerable child, young person or adult visiting the Library, but not part of a formal visit, is missing, inform Reception or the security desk near the Main Hall immediately, providing as many of the following details as possible:
- the name of the vulnerable child, young person or adult,
 - the age of the vulnerable child, young person or adult,
 - the address of the vulnerable child, young person or adult / name of school or college,
 - a physical description of the vulnerable child, young person or adult (height, hair colour, clothing etc.),
 - where the vulnerable child, young person or adult was last seen,
 - when the vulnerable child, young person or adult was last seen,
- 9.2 If the vulnerable child, young person or adult who is missing has come to the Library as part of a formal visit e.g., Education Service activity, inform the staff of that particular service.
- 9.3 When Library security staff receive information that a vulnerable child, young person or adult is missing, they should:
- circulate the name, description and information about the location where the missing person was last seen, on the security radio.
 - conduct a search of the Library's CCTV system, starting with the last place the missing person was seen.
- 9.4 If the vulnerable child, young person or adult is not found following a thorough search, the Safeguarding Officer or Deputy will contact the Police.
- 9.5 If the vulnerable child, young person or adult themselves tell a staff member that they are lost, the staff member should follow the procedure above and stay with the vulnerable child, young person or adult until they are claimed, or they can be handed over to the event organisers or the police.
- 9.6 If a staff member is alone with the vulnerable child, young person or adult, they should ensure that they remain in a public place where they can be seen and heard.

10 Images, films and sound recordings

- 10.1 If a member of staff wishes to use a still or moving image or sound recording of a child or young person, then they should first obtain the permission of the child or young person's parent or guardian by asking them to fill-in a consent form (Appendix 1).
- 10.2 If the child or young person is visiting as part of a school or group, then we should check with the school or group to ensure that we have obtained the permission of the parent or guardian for the Library to use the image, film or sound recording.
- 10.3 The Library's Education Service maintains a central collection of images, films or recordings of children and young people.
- 10.4 Guidelines on the storage of images, films or sound recordings of children and young people and retaining consent forms, form part of the Library's GDPR processes
<https://www.library.wales/about-nlw/governance/general-data-protection-regulation> .

- 10.5 Images or sound recordings can be used for various purposes, including presentations, reports, promotional materials (e.g., flyers, posters, exhibition panels), the media, on websites and social media channels.
- 10.6 If a consent form is not obtained, any images or sound recordings of the child will be destroyed or deleted.

11 Exhibitions

- 11.1 Some exhibitions at the Library, in external locations or online can include images, text or screen and sound items that are considered inappropriate and unsuitable for children and young people.
- 11.2 Inappropriate or unsuitable content refers to anything that contains information or images that could cause a child or young person distress, e.g.:
- Still or moving images of a sexual nature, sexually explicit language or images of naked people;
 - Inappropriate language;
 - Images or other graphic items that include violence, or descriptions of violence, cruelty or violent behaviour.
- 11.3 If an exhibition contains content that is deemed inappropriate or unsuitable for children and young people, there will be explicit signs to state this in order to warn users;
- 11.4 If the exhibition is a physical exhibition, the Library's Exhibitions Team, or the curators of the exhibition if it is curated by another member of Library staff, will be responsible for drawing attention to this fact;
- 11.5 If an online exhibition has content that is considered inappropriate and unsuitable for children and young people, the person responsible for organising the exhibition will also be responsible for drawing attention to this;
- 11.6 Signs warning the public of content that is considered inappropriate or unsuitable for children and young people can be signs outside the exhibition, signs on the exhibition's web page or a warning in promotional materials.

12 Relevant links and contact details

All Wales Child Protection Guidelines

https://www.childreninwales.org.uk/wp-content/uploads/2013/10/9411.23144.file_eng.pdf

NSPCC

<https://www.nspcc.org.uk/about-us/what-we-do/wales/>

NSPCC Helpline

0808 800 5000

Dyfed-Powys Police

<https://www.dyfed-powys.police.uk/contact/af/contact-us/>

Worried about an Adult or Child (Safeguarding) - Ceredigion County Council

<https://www.ceredigion.gov.uk/resident/social-care-wellbeing/feeling-safe/worried-about-an-adult-or-child-safeguarding/>

Appendix 1: 1 – Photography Consent Forms



LLYFRGELL GENEDLAETHOL CYMRU
THE NATIONAL LIBRARY OF WALES

Consent Form - Child

PERMISSION TO USE IMAGES OF A CHILD

<p>The National Library of Wales recognises the importance of the safety and well-being of the children participating in its activities. In accordance with the Library's Child Safety policy, we will never use images of children participating in Library activities without permission from a parent/guardian.</p>			
Event			
Name of child			
Name of Parent/Guardian			
Contact details		Tel:	Email:
Statement	<p>I hereby give my permission for The National Library of Wales to use images of my child, partly or wholly, as a photograph or as part of a video, for the purposes of recording, marketing and promoting the Library, including printed publications, electronically and online.</p>		
Signed by Parent/Guardian		Date	
Data Protection	<p>Your personal data is collected for use solely by The National Library of Wales. We will process your data based on your permission, and it will not be shared with any third parties. Your personal data and the original copy will be kept for 5 years following the end of the current calendar year, and the Library will archive a small selection of images. For further information, go to https://www.library.wales/about-nlw/governance/general-data-protection-regulation</p>		
<p>The National Library of Wales will take steps to ensure that the use of the images conforms to the conditions listed in the above statement. Should you become aware that these images are being used in inappropriate ways, you should contact the Library immediately.</p>			
Name of NLW member of staff			



TEACHER'S PERMISSION TO USE IMAGES OF SCHOOL PUPILS

<p>The National Library of Wales recognises the importance of the safety and well-being of the children participating in its activities. In accordance with the Library's Child Safety policy, we will never use images of children participating in Library activities without the permission of a parent/guardian.</p>			
Event			
Name of School			
Name of Teacher			
School Contact Details		Tel:	Email:
Statement	<p>I hereby confirm that the school named above has received permission from parents/guardians for their child to appear in a photograph/video, partly or wholly, for the purposes of recording, marketing and promoting the Library, including printed publications, electronically and online.</p>		
Teacher's Signature			Date
Data Protection	<p>Your personal data is collected for use solely by The National Library of Wales. We will process your data based on your permission, and it will not be shared with any third parties. Your personal data and the original copy will be kept for 5 years following the end of the current calendar year, and the Library will archive a small selection of images. For further information, go to https://www.library.wales/about-nlw/governance/general-data-protection-regulation</p>		
<p>The National Library of Wales will take steps to ensure that the use of the images conforms to the conditions listed in the above statement. Should you become aware that these images are being used in inappropriate ways, you should contact the Library immediately.</p>			
Name of NLW member of staff			

Appendix 2 - Information for users of the Education Service

Planning your visit

Before you visit the Library, you will need to contact us to discuss the details of your visit. The National Library of Wales Education Service is responsible for visits by schools, groups of students, colleges, families providing formal education, and lifelong learners.

Email education@library.wales Tel: 01970 632913 / 632988

How to get to NLW

The National Library of Wales is situated on Penglais Hill in Aberystwyth. Our postal address is: The National Library of Wales, Aberystwyth, Ceredigion SY23 3BU. Details of [how to reach the Library](#) by car, train or bus are available on this page. There are dedicated parking spaces for buses in the car park at The National Library of Wales, as well as convenient disabled parking spaces at the side of the Library.

Information for groups

We hope that you enjoy your visit to The National Library of Wales. The following information is for groups visiting the Education Service:

- When arriving at the Library, please come to Reception and tell us that you have arrived.
- The Education Service has a dedicated area where visitors can safely leave their coats and bags.
- Visiting groups can use one of the Education rooms to eat their packed lunch.
- The Library has a shop selling products for all ages.
- If your group intends using the Library cafe, please mention this when organising your visit.
- Pen Dinas Cafe sells all sorts of drinks, hot meals, sandwiches, paninis, jacket potatoes, soup, home-made cakes and other snacks,
- There are toilets in various areas of the building, and this includes the toilets next to the Education rooms.
- Pupils remain the responsibility of the school throughout the visit, including lunch time.
- We recommend that group leaders contact us for a detailed discussion on the visit and to prepare in order to assess any potential risks to the group.

Accessibility

There is [information about accessibility](#) on this page. Should a member of your group require any sort of additional support during your visit, it is worth mentioning this when organising the visit.

Health and Safety

Should there be a fire at the Library, then the alarm will sound. When you hear the alarm, your group should leave the building by following the signs to the nearest fire exit. Education Service staff will explain the fire procedure when you reach the Library.

Should you require First Aid at any time during your visit please advise Education Service staff. Pupils remain the school's responsibility throughout the visit, including lunch time. We kindly ask teachers and other school staff to work with the National Library by supervising the children in their care while at the premises.

Please remember that schools are responsible for undertaking their own risk assessments, and that we cannot fill-in, validate or sign any part of the school's risk assessment forms as we are not responsible for them.

<https://www.library.wales/services/education/visit-us/useful-information>