

Security & Safety Management

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Author	Head of Security and Safety Operations
Contributors	Learning Team, Mental Health First Aiders, Human Resource, and Trade Unions
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Safeguarding Children, Young People and Vulnerable Adults Policy [Known as ‘Safeguarding Policy’]

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The Policy

1. Purpose and Scope

1.1 This policy and protocol document is provided as guidance for British Library staff when interacting with any children, young people or vulnerable adults, who are either visiting or engaged with activities connected with the British Library. The purpose is to engender a safe and welcoming environment ensuring a positive experience for all our visitors in line with our Values Statement. **1.2** This policy also supports the safety and security of those working with and who are responsible for activities involving children, young people and vulnerable adults at the British Library, both accompanying adults or guardians, as well as British Library staff.

2. Statement

2.1 Our staff are committed to safeguarding the welfare of children, young people and vulnerable adults visiting or undertaking any activity connected with the British Library. All children, young people and vulnerable adults are entitled to protection from harm and have the right to visit, or take part in activities at or connected with the British Library within a safe, positive and enjoyable environment.

2.2 The British Library is bound by a legal and moral duty to safeguard all visitors. This guidance aims to ensure the highest levels of care are delivered to those who are most vulnerable. The British Library is a 'Public Building' with open access to all. Therefore, our staff require support and information to effectively implement our policy statement.

2.3 The welfare of children, young people and vulnerable adults is of paramount importance and all have a right to be protected from abuse regardless of their gender, race, disability, sexual orientation, religion, belief or age. Through the application of policy and protocol, the British Library promotes the safety, welfare and well-being of all children, young people and vulnerable adults enabling them to participate in any Library activity in an enjoyable, safe and inclusive environment.

3. Responsibility

3.1 All members of permanent staff, contractors and any other person engaged in work at the British Library are required to adhere to the Safeguarding policy. Line managers are responsible for ensuring that this policy is applied within their own area. Any queries on the application or interpretation of the policy or protocol must be discussed with the Head of Security and Safety. Specific relevance for this policy are for staff engaged in the following: Security, Visitor Services, Learning and First Aiders.

Security and Safety have the responsibility for ensuring the maintenance, regular review and updating of this policy. Proposed changes to the policy will follow the process as described in section A: Introduction: paragraph 1.1 of the Staff Handbook

4. Key Terms and Definitions

4.1 Relevant Legislation. [This policy embraces the following legislation but the list is not exhaustive.]

- **Adoption and Children Act 2002** - Allowing unmarried and same sex couples to adopt children.
- **Children Act 1989 & 2004** - The interests of children and young people are paramount in all considerations of welfare and safeguarding and that safeguarding is everyone's responsibility.
- **Offences against the Person Act 1861** – Consolidated legislation that covers assaults.
- **Children and Families Act 2014** - ensures that children, young people and their families are able to access the right support and provision to meet their needs and includes a code of practice supporting children with disabilities or special educational needs.
- **General Data Protection Regulation 2018** – Control of personal data of individuals.
- **Equality Act 2010** – Combines anti-discrimination laws and identifies nine protected characteristics
- **Female Genital Mutilation Act 2003** – Legislation to prevent female genital mutilation, a procedure that is not medically necessary, is extremely painful and carries health risks.
- **Forced Marriage Act 2007** – Provides powers to impose injunctions protecting individuals from being forced to marry another against their will.
- **Human Rights Act 1998** – Sets out the fundamental rights for all individuals.
- **HM Government Information Sharing Guidance for Practitioners 2015** – provides a protocol for the sharing of personal information.
- **HM Government Working Together to Safeguard Children 2015** - Statutory guidance on inter-agency working to safeguard and promote the welfare of children
- **Modern Slavery Act 2015** - Designed to combat modern slavery in the UK and consolidates previous offences relating to trafficking and slavery.
- **Protection of Children Act 1999** – Legislation to ensure that unsuitable persons do not gain access to work with children.
- **Rehabilitation of Offenders Act 1974** – Governs the disclosure of previous convictions of offenders.
- **Safeguarding Vulnerable Groups Act 2006** - Places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance.

• **Disability Discrimination Act 1995** - bans disability discrimination by employers against disabled job seekers and employees and by service providers against disabled service users. Largely superseded by the Equality Act.

4.2 Definitions.

4.2.1 Safeguarding children:

- Protecting children from maltreatment
- Preventing impairment of children's health and development
- Ensuring children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

4.2.2 Reference – Child or Young Person:

- A “child” or “young person” is used to refer to anyone under the age of 18
- “Parent” is used as a generic term to represent parents, carers, and guardians
- “Groups” is a generic term to represent children, young people and vulnerable adults
- ICO - Abbreviation for Incident Control Officer
- STM – Abbreviation for Security Team Manager
- D.O. - Designated Officer. Person with overall responsibility for delivery of this policy

4.2.3 Reference - ‘Vulnerable Adult’ refers to anyone who is 18 or over and has anyone of the following characteristics:

- Is or may be in need of community care services by reason of mental or other disability, age or illness
- Is or may be unable to take care of themselves
- Is unable to protect themselves against significant harm or serious exploitation

5. Managing Risk

5.1 Risk Assessment

All pre-planned activities at the British Library will be subject to a Risk Assessment. The responsibility for completion lies with the sponsoring department. Care must be taken to make provision for children, young people and vulnerable adults in its composition. Particular care must also be made to protect those who are deaf or disabled due to their increased vulnerability to abuse and neglect as well as barriers they may face, in particular communication.

5.2 Personnel Security

British Library personnel are subject to pre-employment disclosure screening and reference checks. This applies to permanent staff, contractors, interns, agency staff and volunteers who may come into unsupervised contact with children, young people or vulnerable adults.

The Protocol

The following sections form the **Standard Operating Procedure** for managing incidents, or disclosure from a child, young person or vulnerable adult. Any incident or disclosure concerning a child, young person or vulnerable adult must be recorded as a 'Security Incident.' The purpose of accurately recording such occurrences aids decision making, reduces the possibility of further harm to the victim and provides evidence to other agencies if appropriate. It also reduces any possibility of reputational harm to British Library and its staff.

6. Managing Disclosure

6.1 The recommended actions for handling a disclosure from a child, young person or vulnerable adult are similar. However the approach needs to be adjusted depending on circumstances. At all times staff should ensure that they are never alone with a child, young person or vulnerable adult and should not go into a private room unless accompanied by a parent or another member of staff.

6.2 Actions to be taken:

- Find a suitable location to discuss
- Listen carefully, take seriously what is being said, let the child, young person or vulnerable adult describe what happened at their own pace, only asking questions for clarification
- Remain calm and caring and avoid interpreting information
- Reassure but do not make promises of confidentiality or secrecy. Tell the child, vulnerable adult there will be a need to share this information but make it clear that only people who need to know and who can help will be told. Reassure them that they did the right thing in telling you
- Keep appropriate confidentiality (e.g. not to share or discuss with colleagues)
- Using the child's, vulnerable adult's own words, make a note of what was said on a Security Incident - Report Form (available from the intranet or the Control Room or Gatehouse) as soon as possible after the disclosing conversation and sign and date this record.
- As soon as possible, inform the I.C.O. who may turn contact the D.O. for guidance.

6.3 Actions to avoid:

- Do not dismiss the concerns, or allow any shock or distaste to show
- Do not probe, over pressure or attempt to conduct an inquiry into what has happened
- Avoid cross-questioning, excessive or leading questions
- Do not speculate, make assumptions or make negative comments about the allegation or promise confidentiality
- Do not suggest any actions that may be undertaken in response to the disclosure

6.4 Place of Safety

Where a matter appears urgent and you believe that it is in the best interests for the child, young person or vulnerable adult to receive specialist and immediate support, the Police and local Councils have the power to impose that the person be taken to a 'place of safety.' The D.O. can advise on this but if not available, contact should be made with the local council's Safeguarding Team without delay.

St Pancras site – Phone Camden Council switchboard during the day 020 7974 3317. Out of hours, please call 020 7974 4444 for the emergency duty team and request support for Safeguarding.

Boston Spa site: Leeds City Council switchboard during the day 0113 222 4403. Out of hours, please call 0113 240 9536 for the Social care emergency duty team and request Safeguarding.

7. Unaccompanied or Lost Children

7.1 Until a child reaches 18, they are the legal responsibility of their parents or guardians. Most children and young people visit the Library with family, friends or as part of an organised school or youth group and primary responsibility for their welfare rests with the supervising adult[s.] Children entering the British Library without direct supervision are welcome to do so. They will be subject to, along with all visitors to the British Library, the Terms and Conditions for Use and Entry.

7.2 Family activities and school visits organised by the Library are for children to attend with accompanying adult supervision. It is expected that the supervising adults of any children stay with them throughout the visit. They should not leave them unaccompanied or expect British Library staff to attend to children's or young persons' personal needs.

7.3 If a child is reported lost or missing, inform the Control Room, or Gatehouse, immediately either by radio or landline. The ICO will control the response and will require the following information:

- Name and age of the child.
- Physical description of child (height, colour of hair, clothing etc.)
- Where and what time the child was last seen.
- Name, telephone number and address of parent, guardian or teacher.
- Any other relevant information.

7.4 The name, description and where the child was last seen should be circulated by radio and security staff should pay particular attention to the vicinity the child was last seen and to the building exits.

7.5 A sweep via the CCTV system should be conducted by the STM. This should include review on playback from the location the child was last seen.

7.6 If the child is not located within 10 minutes of the report, the ICO will organise a systematic sweep of the public areas of the building, or site at Boston Spa. If there is still no trace of the child, the ICO should instruct the Control Room, or Gatehouse to contact the police on 999.

7.7 The option remains for the ICO to use the building's Public Address system to send out a message. This should only be done as a last resort and should be taken in conjunction with advice from the D.O. or police. It should not include the child's name.

7.8 If a lost child reports to a member of staff, the following action should be taken:

- Obtain the immediate support of another member of staff and remain with the child for several minutes if the location you are in is in the public area and it is safe to do so.
- This allows the member of staff an opportunity to gather some details from the child such as their name, their parents or school details, as well as gaining their confidence. It also gives an opportunity for any parent or guardian to come forward.
- If after several minutes no parent or guardian comes forward, both members of staff should go with the child to the designated 'lost child meeting point.' This is to the left of the Customer Information Desk on the ground floor.
- The two members of staff should stay there with the child and the Security Control Room, or Gatehouse, contacted to create an incident report form and inform the ICO.
- The Control Room will review CCTV footage to identify any possible parent or guardian.
- If the child is not claimed within 30 minutes, or the members of staff are unable to contact or verify the details of parents or guardians, the Control Room, on the authority of the ICO, should contact the police.

Any reports of lost or unaccompanied children or young persons, must be recorded as a 'Security Incident.' The report must be sent to the Control Room for entry on to the Daily Occurrence Log and referred to the D.O.

8. Photography and filming

8.1 British Library staff must seek consent for the taking and use of any images [still or moving] on any media, of children within or on the Library premises, or off site during the course of their work.

8.2 The British Library uses photography permission forms for all children and young persons. The taking and use of an image for a child under the age of thirteen must have parental permission. An image for a child over thirteen and under eighteen years of age, must have the consent of the parent and the child.

8.3 An image of a child that is used on any publicity, posters or website should not have their name published under any circumstances.

8.4 In all cases, permission granted by parents is limited to that specific use only. Staff must clearly label and date images and note the agreed use. If the member of staff wants to reuse an image for a different purpose, it is necessary to gain new permission.

9. Online activity

9.1 The Library provides free Wi-Fi access in public areas where children, young people and vulnerable adults can obtain access. This access is subject to web filtering which will remove access to adult content, and extreme violence.

10. Outreach Programme and Off-Site Visits

10.1 When a member of staff visits another organisation, e.g. a school, the following provisions apply:

- The supervision of the children remains the responsibility of the organisation being visited.
- At least one member of staff from that organisation should be present at all times.
- Staff should take identification (staff passes) with them and be prepared to comply with any security procedures the organisation has in place, e.g. signing in and out and wearing a visitor's badge.
- Staff should request to view any policy on visitors to ensure compliance.

Any concerns a member of staff has about child protection issues whilst on an outreach visit should be reported to the designated child protection person at that venue, who will undertake the necessary response. A note should be made and advice sought from the D.O. upon the staff members return.

11. Boston Spa Play-Scheme

11.1 The Boston Spa Play-Scheme will be governed by its own policy and set of procedures for dealing with issues of Safeguarding.

Any questions on the content or application of this policy and protocol should be referred to the Head of Security and Safety Operations at the British Library. The policy has been compiled with reference to HM Government Working Together to Safeguard Children 2015 and the NSPCC guidance to Safeguarding.