



**AMGUEDDFA  
CYMRU**

**Safeguarding:  
Children Procedure**



[amgueddfa.cymru](http://amgueddfa.cymru)  
[museum.wales](http://museum.wales)

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Please also see **Safeguarding Policy** and **Safeguarding: Adults Procedure** which are available on our website and Intranet. These documents are available in Welsh and English.

# 1. Introduction and Context

Amgueddfa Cymru - Museum Wales (Amgueddfa Cymru) aims to *inspire learning and enjoyment for everyone through the national collection of Wales*. Our Vision, Commitments and Values include the expectation that we will respect others, act responsibly and safeguard each other's well-being.

The Amgueddfa Cymru Safeguarding Policy states that there is an absolute expectation that everyone working for or with Amgueddfa Cymru will abide by Safeguarding Policy and Procedures, this includes employees, temporary workers, casual staff, volunteers, contractors, community partners and clients.

We recognise that our customer facing staffing team interface with diverse and varied individuals from all across Wales and the world. This includes children who may have additional vulnerabilities or children who are at risk. We recognise that all staff, volunteers and contractors have a duty of care towards the people to whom we provide services and that safeguarding and protecting people is everyone's responsibility<sup>1</sup>.

**Safeguarding children from abuse is everybody's responsibility.** We all have a shared responsibility to ensure the safety and well-being of all children and will act appropriately and report concerns whether these concerns arise within Amgueddfa Cymru property or in the wider community.

These procedures apply across all Amgueddfa Cymru sites, premises or elsewhere.

Abuse, neglect and harm have a devastating impact on children. We may learn about situations or have concerns that a child is being harmed beyond our service or someone may be harmed while involved in an activity or service provided by us. Reporting these concerns using the Amgueddfa Cymru Safeguarding Procedures can result in protecting someone from serious harm.

Anyone having concerns about a child's safety and or wellbeing must act on their concerns using these procedures.

It is not your responsibility to decide whether or not a child has been abused. It is, however, your responsibility to act on any concerns. Doing nothing should not be an option.

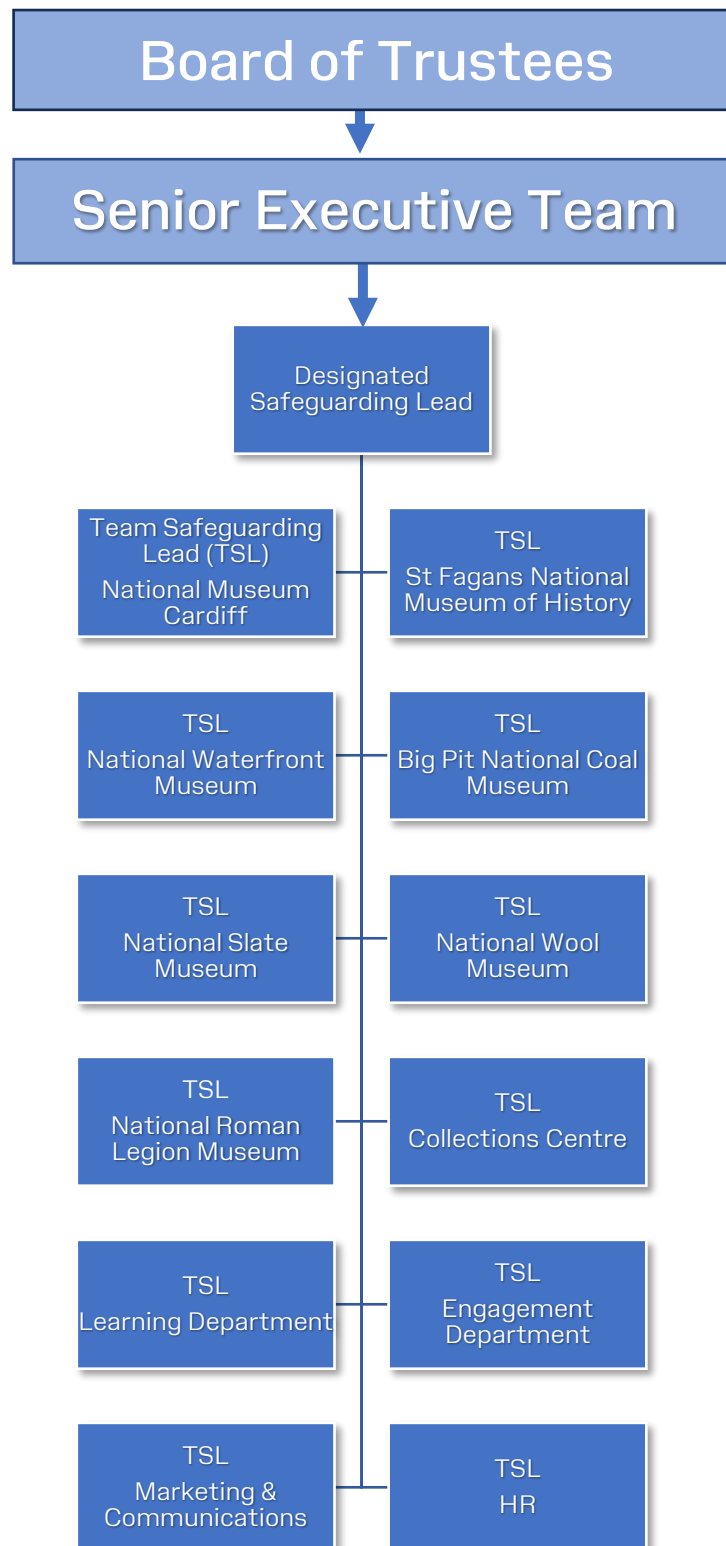
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<sup>1</sup> Social Services and Well-being (Wales) Act 2014: Working Together to Safeguard People; Code of Safeguarding Practice

Amgueddfa Cymru will support those raising safeguarding concerns and will promote the welfare of all.

At Amgueddfa Cymru, we will strive to ensure a child-centred approach to safeguarding, concentrating on the needs of the child at every stage of any safeguarding process. We will listen to what they have to say, inform them of the processes being undertaken and engage them within it, having due regard to their wishes.

## 2. Safeguarding Structure



### 3. Named Responsible Staff and Contact Details

Designated Safeguarding Lead		
Nigel Williams	(029) 2057 3253	<a href="mailto:nigel.williams@museumwales.ac.uk">nigel.williams@museumwales.ac.uk</a>
Strategic Safeguarding Lead		
Steph Burge	(029) 2057 3394	<a href="mailto:stephanie.burge@museumwales.ac.uk">stephanie.burge@museumwales.ac.uk</a>
National Museum Cardiff: Team Safeguarding Leads		
Kelsey Brown	(029) 2057 3209	<a href="mailto:kelsey.brown@museumwales.ac.uk">kelsey.brown@museumwales.ac.uk</a>
Jade Fox	(029) 2057 3300	<a href="mailto:jade.fox@museumwales.ac.uk">jade.fox@museumwales.ac.uk</a>
Stuart Jenkins		<a href="mailto:stuart.jenkins@museumwales.ac.uk">stuart.jenkins@museumwales.ac.uk</a>
St Fagans National Museum of History: Team Safeguarding Leads		
Rhiannon Thomas	(029) 2057 3469	<a href="mailto:rhiannon.thomas@museumwales.ac.uk">rhiannon.thomas@museumwales.ac.uk</a>
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National Waterfront Museum: Team Safeguarding Leads		
Leighton Sault Jones	(029) 2057 3607	<a href="mailto:leighton.sault-jones@museumwales.ac.uk">leighton.sault-jones@museumwales.ac.uk</a>
Sarah Hixson	(029) 2057 3618 (029) 2057 3627 (029) 2057 3623	<a href="mailto:sarah.hixson@museumwales.ac.uk">sarah.hixson@museumwales.ac.uk</a>
Big Pit National Coal Museum: Team Safeguarding Leads		
Benjamin Price	(029) 2057 3663	<a href="mailto:benjamin.price@museumwales.ac.uk">benjamin.price@museumwales.ac.uk</a>
Dai Powell	(029) 2057 3675	<a href="mailto:david.powell@museumwales.ac.uk">david.powell@museumwales.ac.uk</a>
National Slate Museum: Team Safeguarding Leads		
Chloe Ward	(029) 2057 3727	<a href="mailto:chloe.ward@museumwales.ac.uk">chloe.ward@museumwales.ac.uk</a>
Lowri Ifor	(029) 2057 3719	<a href="mailto:lowri.ifor@museumwales.ac.uk">lowri.ifor@museumwales.ac.uk</a>
National Wool Museum: Team Safeguarding Leads		
Non Mitchell	(029) 2057 3081	<a href="mailto:non.mitchell@museumwales.ac.uk">non.mitchell@museumwales.ac.uk</a>
James Whittall		<a href="mailto:james.whittall@museumwales.ac.uk">james.whittall@museumwales.ac.uk</a>
National Roman Legion Museum: Team Safeguarding Leads		
Verdun Howells	(029) 2057 3555	<a href="mailto:verdun.howells@museumwales.ac.uk">verdun.howells@museumwales.ac.uk</a>
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National Collection Centre: Team Safeguarding Leads		
Nigel Williams	(029) 2057 3253	<a href="mailto:nigel.williams@museumwales.ac.uk">nigel.williams@museumwales.ac.uk</a>
Learning Department: Team Safeguarding Leads		
Lowri Ifor	(029) 2057 3719	<a href="mailto:lowri.ifor@museumwales.ac.uk">lowri.ifor@museumwales.ac.uk</a>
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Chloe Ward	(029) 2057 3727	<a href="mailto:chloe.ward@museumwales.ac.uk">chloe.ward@museumwales.ac.uk</a>
Marketing & Communications: Team Safeguarding Lead		
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Rachel Bowyer		<a href="mailto:rachel.bowyer@museumwales.ac.uk">rachel.bowyer@museumwales.ac.uk</a>
HR: Team Safeguarding Lead		
Elizabeth Connolly	(029) 2057 3125	<a href="mailto:elizabeth.connolly@museumwales.ac.uk">elizabeth.connolly@museumwales.ac.uk</a>
Elizabeth Wylie	(029) 2057 3389	<a href="mailto:elizabeth.wylie@museumwales.ac.uk">elizabeth.wylie@museumwales.ac.uk</a>

## 4. Recognising and Defining Children at Risk

Anyone under the age of 18 years is a child in law.<sup>2</sup>

The Children Act of 1989 mandates that the welfare of the child should be the paramount consideration. This is reinforced by the Wales Safeguarding procedures which requires each practitioner and organisation to play their part and contribute to safeguarding and promoting the well-being of the child.

The Social Services and Wellbeing (Wales) Act 2014 defines a Child at Risk<sup>3</sup> as an individual under the age of 18 years who:

**Is experiencing or is at risk of abuse, neglect or other kinds of harm**

**AND**

**Has needs for care and support**

**(whether or not the authority is meeting any of those needs)**

Neglect is where there is a failure to meet a child's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of their well-being, health or development.

Where a child is at risk, The Social Services and Wellbeing (Wales) Act 2014 requires the Local Authority to make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare.

All children, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation or gender status have the right to be protected from abuse and poor practice and to live in an enjoyable and safe environment.

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<sup>2</sup> Children Act 1989/2004, Article 1 UN Human Rights Act and Section 3 of the SSWBA 2014

<sup>3</sup> s130 of the Social Services and Well-being (Wales) Act 2014

## 5. Categories of Child Abuse

Abuse is a violation of an individual's human and civil rights by another person or persons.

Abuse can occur in many different ways. Some may be easily identifiable, often abuse is hidden and not disclosed or visible. It is for this reason that where concerns are identified they are acted upon, support is provided and where appropriate others are notified.

Abuse can take place upon any individual in any setting. Abuse may for example take place in a home environment but be reported or become visible in any other environment.

There are five defined Categories of Child Abuse<sup>4</sup>:

- Physical
- Sexual
- Financial
- Emotional
- Psychological

**Physical** – This includes hitting, slapping, misuse of medication, undue restraint or inappropriate sanctions.

**Sexual** – This includes rape and sexual assault or sexual acts to which the child has not or could not consent and / or was pressured into consenting.

**Financial** – Financial abuse includes theft, fraud, pressure about money, misuse of money.

**Emotional** – The ongoing emotional maltreatment of a child. Emotional abuse can involve deliberately trying to scare or humiliate a child, isolating, neglecting or ignoring them. Children suffering Emotional abuse are often suffering from other categories of abuse or neglect at the same time.

**Psychological** – This includes threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks; coercive control is an act or pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish or frighten the victim.

Additionally, it is important to be aware of additional behaviours which fall within the above categories, but are specific forms of abuse in their own right:

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<sup>4</sup> Section 197 Social Services and Wellbeing (Wales) Act 2014

**Extremism and Radicalisation** – Extremism is defined in the 2011 Prevent strategy as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas. Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Children with disturbed or troubled backgrounds are frequently targeted and particularly vulnerable to exploitation.

**Female Genital Mutilation** – FGM comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. There is a specific legal duty to report all FGM concerns.

**Modern Slavery**– Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour.

**Criminal Exploitation** – Criminal exploitation is a form of modern slavery that sees victims being forced to work under the control of highly organised criminals in illegal activities such as forced begging, shoplifting and pickpocketing, cannabis cultivation, drug dealing and financial exploitation.

**Remember, it is not your responsibility to decide whether or not a child has been abused. It is, however, your responsibility to act on any concerns. Doing nothing should not be an option.**

## 6. Signs and Indicators of Abuse and Neglect

Abuse can take place in any context and by all manner of perpetrator. It is important to recognise that abuse may have occurred within Amgueddfa Cymru premises or elsewhere.

There are many signs and indicators that may suggest someone is being abused or neglected. These include but are not limited to:

- Frequent or unexplained bruises or injuries or incompatible explanation.
- Denial of injury or lack of medical attention when an injury is present.
- Multiple or recurrent injuries.
- Poor hygiene, clothing.
- Stealing or hiding food.
- A significant change in the behaviour or confidence of a person
- Obvious or apparent anxiety when with others or particular individuals.
- Self-harm.
- They may have a fear of a particular group of people or individual.
- Age inappropriate sexual language.
- A disclosure of abuse.

The presence of one or more of these signs does not necessarily mean that abuse or neglect is occurring, but it should prompt further action, not least speaking to an Amgueddfa Cymru Team Safeguarding Lead or the Designated Safeguarding Lead (see Section 7 – ‘What to do if you have a Concern’).

## 7. What to do if you have a Concern

It is not the responsibility of any Amgueddfa Cymru employees, temporary workers, casual staff, volunteers, contractors, community partners and clients to determine whether abuse or neglect is actually taking place.

It is the responsibility of any Amgueddfa Cymru employees, temporary workers, casual staff, volunteers, contractors, community partners and clients to **Respond, Record and Report** concerns in accordance with the Amgueddfa Cymru Safeguarding Policy. See **Appendix 3** for more information on **Safeguarding Guidance Children: Respond, Record and Report**.

Amgueddfa Cymru will support all employees, temporary workers, casual staff, volunteers, contractors, community partners and clients raising safeguarding concerns.

Any individual having a concern for a child should take action, doing nothing should not be an option. Concerns may be in relation to a visitor, a staff member or anyone attending our premises – these procedures apply to everyone.

Initially, assess the situation, is there an imminent risk, are emergency services required – if so, take necessary and appropriate immediate action by dialling 999.

Actions to manage immediate risk are likely to include:

- Contacting emergency services.
- Protecting the safety and wellbeing of the child.
- What would the child like to happen?
- Ensuring the safety and wellbeing of others (including yourself).
- If there is a possibility of a crime having occurred, secure any evidence (where possible leave items in situ and guard their presence until instructed otherwise by emergency services).

As soon as possible after the urgent action has been completed, try to identify another staff member or adult to be with you.

Inform your Team Safeguarding Officer or the Designated Safeguarding Lead. If they are not available, inform a senior supervisor. See **Appendix 1** for flowchart of actions to take. See **Appendix 2** for the Safeguarding Form that you should complete as soon as possible using the notes you made

If there is no immediate risk or, once the immediacy has abated, speak with the child concerned. Tell them what is happening and reassure them that all that can be done is being done to help them.

If you have concerns and need advice consider contacting NSPCC Helpline on 08088 005000 or by e mail on [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk). Alternatively phone the local authority's social services duty team.

Recognise that individuals involved may have different languages and benefit from the use of [LanguageLine] to help resolve and clarify concerns.

Where statutory agencies are involved, work collaboratively and collectively in a multi-disciplinary approach. The Police should be allowed to have primacy with support and resources provided as necessary.

Ensure the wishes of the child subject to the concern have been heard and that they have been involved in decision making where possible.

All documentation/details of the incident or concern together with the completed Safeguarding Form should be handed to the Team Safeguarding Lead or the Designated Safeguarding Lead.

Confidentiality must be maintained, and documentation securely stored, with no details shared outside the reporting process documented within this procedure. The Designated Safeguarding Lead will be responsible for such storage in accordance with Amgueddfa Cymru Data Protection Procedures.

When sharing information, remember these golden rules:

- If concerned, always seek advice.
- Be transparent – The Data Protection Act (DPA) is not a barrier to sharing information provided personal data is shared appropriately and where necessary,
- Consider the public interest – Base all decisions to share information on the safety and well-being of that person or others who may be affected by their actions. The Welfare of the child shall always be paramount.
- Share with consent of the child where appropriate. You may still share information without consent, if this is in the child's interest.
- Keep a record – Record your decision and reasons to share or not share information.
- Accurate, necessary, proportionate, relevant and secure – Ensure all information shared is accurate, up-to-date, necessary. Share only the information that needs to be shared and share with only those who need to receive it.

## 8. Photography and Video

With digital still and video technology now readily available, the capturing of still and moving images within Amgueddfa Cymru premises by visitors/attendees will occur regularly. There must however be appropriate measures in place to safeguard and protect children on our premises.

There will be occasions where image capture is not permitted, for example to protect copyright, for conservation of exhibits or for specific events (which will be clearly publicised as 'No Photography').

Amgueddfa Cymru will allow appropriate non-flash photography for personal use or study across its premises. The use of tripods, bipods, monopods, or hand-held selfie sticks for personal use/study is not permitted except under strict conditions, which are outlined in a declaration form available from the information desk. This should be completed in advance of using the equipment outlined above. Visitors who have completed a declaration wear a coloured sticker to prove that they have done so.

Commercial or Drone photography is not permitted unless agreed in advance with the Communications Department in liaison with Head of Site and Amgueddfa Cymru Head of Security, Health & Safety.

It should also be remembered that some children may have legal restrictions relating to their care or be specifically at risk from individuals. Amgueddfa Cymru staff are not likely to be aware of individual concerns of this instance, so recognising that these risks may be present generically is good practice.

Anyone who appears to be taking photographs or video footage in inappropriate circumstances should be appropriately challenged where there are reasonable grounds to do so (see 8.7. below). This may include (but is not limited to):

- Images taken of an individual child or a group of children by a stranger.
- An individual not agreeing to cease taking photographs or filming and/or to delete images or video taken of a child/children by mistake. For example, where children have been accidentally photographed or filmed in the background of an image.
- Children changing or using toilet facilities.
- Using a camera at ground level or beneath tables/desks where 'up-skirt' photographs may be taken. Up-skirting is a criminal offence.

Should such a concern (or similar) come to the attention of any staff member, they should challenge the behaviour if they feel safe to do so. They should also immediately notify the Head of Museum, Visitor Services Manager, Mine Manager, or the person on duty and/or responsible for security, as well as the Site Safeguarding Lead, who should also challenge inappropriate behaviour if they feel safe to do so. If they do not feel safe to do so, then in accordance with 8.8 below, immediate referral to the police should be considered.

It should be remembered that it is not an offence to take photographs without consent but depending upon the circumstances it may be an offence to take an indecent image. It is not the responsibility of Amgueddfa Cymru to determine if offences are taking place. However, should any staff member have significant or serious concerns regarding the behaviour of any individual toward a child or if a staff member believes that a criminal offence may have occurred the police should be notified immediately.

### **Photography/Video Capture by Staff**

Unless for pre-planned and pre-authorised occasions, no photography of visitors/attendees to Amgueddfa Cymru premises will take place by staff.

The only exception to this would be where a visitor/attendee asks a staff member to use their device to take a group/individual picture on their behalf. For clarity, the staff member may not use their personal device for such purposes.

Should a visitor/attendee invite an Amgueddfa Cymru staff member to be part of a picture, then it is a matter for the individual if they wish their image to be taken. Staff members must behave appropriately in any such image and take care not to damage the reputation of Amgueddfa Cymru in any way.

Where pre-planned photography is to take place by Amgueddfa Cymru staff or approved contractor then appropriate safeguards must be in place, including:

- Appropriate signage should be displayed to indicate that filming/photography is taking place, with the option for people to identify if they do not want to be filmed/photographed.
- Children should be consulted/informed of the intention to acquire images during their visit and the reasons for doing so.
- Parent/Guardians must be aware of the reason that images will be taken, how the images will be used, how they will be stored and the arrangements for future withdrawal of consent in line with Data Protection regulations.

- Should the intention be to use images for online or printed publications, it should be made clear that it will be very difficult to recall published imagery.
- Parent/Guardian consent **MUST** be obtained in writing in advance. All consent forms to be stored within the Learning Department.

## 9. Lost / Missing Children

### Missing Children Reported

Any reports of a missing child must be considered a high risk with immediate support and resources put in place to locate them.

Following any concern/report of a missing child, staff must immediately inform their Line Manager, the Team Safeguarding Lead and the Site Manager. The Site Manager will have primacy.

Obtain as much detail as possible about the child, including where possible:

- the child's name
- the child's age
- their address/name of school
- next of kin details
- a physical description (height, colour of hair, clothing etc.)
- where they were last seen
- the time they were last seen
- any recent photographs
- if they have a mobile telephone, have attempts been made to contact them?

Undertake an initial sweep/search for the child. If not found, contact the police as soon as possible.

The Site Manager to determine whether public address systems should be utilised to engage the public in searching for the missing child. This is a balance as doing so may cause anxiety creating an unnecessary distraction that would require additional resources and potentially detract from finding the missing child.

In the event that police attend, they will have primacy. Amgueddfa Cymru will afford all support and available resources in collaboration with police enquiries.

A member of staff is to be tasked with remaining with the individual who has reported the child missing. It is recognised that this could be a Parent, Guardian, Teacher or another adult. If the report is provided by any person under 18 years (a child), then two staff members to be tasked to remain with the individual/s. The role of such staff member is to reassure, update and to be the first point of contact and liaison for others.

Dependent upon availability, consider allocating a staff member to review Amgueddfa Cymru CCTV to identify opportunities to locate the missing child.

Once found, the child should be reunited with the individual who has reported the missing child – this is important to ensure that they are definitely the missing child.

Following any event where a child has been missing for an extended period, and particularly where the police have been notified, the Site Manager and Team Safeguarding Lead will review the circumstances and document action taken, involving the Designated Safeguarding Lead where appropriate. Staff members involved should be named in the report. This will identify learning and opportunities for development that may benefit the management of future missing children reports. The outcomes to be communicated to and recorded by the Designated Safeguarding Lead.

### **Found Children**

Staff members locating a lost child should remain with that child in a public place, as soon as possible, identify another staff member to remain with you and the child.

The child may well be upset, try to calm them and reassure them that every effort will be made to quickly return them to their parent/guardian.

Obtain as much detail as possible from the child, including where possible:

- the child's name
- the child's age
- their address/name of school
- next of kin details
- a physical description (height, colour of hair, clothing etc.)
- where they were found
- establish if the child has a mobile phone and ability to contact a responsible adult

Staff will make immediate attempts to reunite the child with parents/guardians/teachers etc. The child should be reunited with the guardian as soon as possible, but care should be taken to ensure they are indeed guardians of that child.

Staff must inform their Line Manager who will determine whether to notify the Team Safeguarding Lead and the Site Manager. In the event that the parent/guardian cannot be located, the Site Manager will have primacy.

The Site Manager to determine whether public address systems should be utilised to engage the public in identifying the parents of the child.

In the unlikely event that a parent/guardian cannot be located, the Site Manager to determine if the police should be notified. In such an event, the police will have primacy. Amgueddfa Cymru will support police enquiries as necessary.

Following any event where a child has been lost/found for an extended period, and particularly where the police have been notified, the Site Manager and Team Safeguarding Lead will review the circumstances and document action taken, involving the Designated Safeguarding Lead where appropriate. Staff members involved should be named in the report. This will identify learning and opportunities for development that may benefit the management of future missing children reports. The outcomes to be communicated to and recorded by the Designated Safeguarding Lead.

## 10. School / Groups Visits

School or group leaders bringing children to Amgueddfa Cymru premises remain responsible for their care and supervision. Any school, group or organisation bringing children to our premises should ensure they have planned, and risk assessed attendance according to the needs of the attendees and our environment.

It is the responsibility of attending organisations that staff supervising children have been recruited in accordance with recommended safe recruitment procedures and that Disclosure and Barring Service checks have been undertaken in advance for any Regulated Activity.

It is the responsibility of attending organisations to ensure that adequate insurance cover is provided for supervisors and children.

Amgueddfa Cymru recognises its duty to safeguard and protect visitors to our premises, and consequently will provide safeguarding expectations to be adhered to by everyone visiting or working within its auspices. To that end, appropriate behaviour must be demonstrated at all times to ensure the safety of the group and others.

There is no minimum age for school/group visits to Amgueddfa Cymru.

Whilst Amgueddfa Cymru has varying sites, we expect children attending planned group/school visits to be supervised according to the expectations stipulated by the National Education Union<sup>5</sup> and agreed by Welsh Government:

- A minimum of two adults must always be present.
- Where possible, female children should have a female adult supervisor, male children a male adult supervisor. Mixed gender groups should have male and female adult supervisors (it is recognised that this is not always possible).
- One adult for every 6 children in school years 1 to 3 (children aged 5-8).
- One adult for every 10 children in school years 4 to 6 (children aged 9-11 years).
- One adult for every 15 children in school years 15 pupils from school year 7 onwards (children aged 12+).
- At least one member of staff should be a qualified first aider and aware of the special medical needs of any member of the party.
- Higher ratios may be appropriate for particular groups of pupils.

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<sup>5</sup> <https://neu.org.uk/media/926/view>

Supervisors must ensure that children are supervised at all times, including during rest or refreshment/meal periods.

In the event of incident or accident, supervisors should contact Amgueddfa Cymru immediately to allow emergency procedures to be undertaken as appropriate.

In the event of a lost child, attending supervisors must contact an Amgueddfa Cymru staff member immediately.

In the event of serious issue, the Site Manager should be notified, and further action can be taken as appropriate. Further action may include asking the group to leave, reporting concerns back to the school/organisation and if necessary, the police. Any such action must be documented and submitted to the Site Learning Manager or the Head of Learning to ensure that there is organisational learning and to prevent where necessary the same group/organisation attending other sites within Amgueddfa Cymru.

## 11. Unaccompanied Child Visitors

In law, a child is defined as any person under the age of 18 years.<sup>6</sup>

Amgueddfa Cymru recognises that children will sometimes visit our museums without adult supervision. This is particularly expected of teenagers/young people. It is recognised that we have a duty of care to people upon our premises, but additionally a duty to safeguard our estate, our staff and our exhibits. As such we will define minimum expectation for the entry of children at our museums.

Any unaccompanied child under 18 years of age attending, does so in the understanding that it is for parents/carers to judge if their child needs to be accompanied, even if the child is older than the age limits below. Parents/carers are responsible for deciding if it is safe and appropriate to allow their unaccompanied child to attend, based on their understanding of their child's general developmental maturity and awareness of the potential risks.

Where unaccompanied children visit our museums, it is reasonable for Amgueddfa Cymru staff to politely question their age where appropriate to do so, particularly where children appear to be visibly under the age of 13 years.

Each of our museums is different and as such they have different potential risks. Age limits for unaccompanied child visitors are as follows:

- National Museum Cardiff: 14
- St Fagans National Museum of History: 14
- National Waterfront Museum: 14
- Big Pit National Coal Museum: General Visit 14 and Underground Tour 16
- National Slate Museum: 14
- National Wool Museum: 14
- National Roman Legion Museum: 14

Amgueddfa Cymru reserves the right to not accept unsupervised groups of children aged 14 to 17 years (subject to paragraph below). Any such decision to be taken by the Team Safeguarding Lead and/or Site Manager.

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<sup>6</sup> United Nations Convention on the Rights of a Child: Part I, Article 1;  
<https://www.ohchr.org/EN/ProfessionalInterest/Pages/CRC.aspx>

Where children of 14 to 17 years have been admitted without adult supervision, Amgueddfa Cymru reserves the right to require individuals to leave if their actions or behaviour are in the view of the Team Safeguarding Lead and/or Site Manager to be unruly, disruptive, dangerous or a risk to any person or property (subject to paragraph below).

Where unaccompanied children attend that are under the age of 14 years, OR where unaccompanied groups aged 14 to 17 years are refused entry, OR where unaccompanied children aged 14 to 17 years behave inappropriately and are required to leave – those children will not ordinarily be required to leave the premises immediately, i.e. turned onto the street without supervision.

The Team Safeguarding Lead and/or Site Manager will determine the required actions dependent upon the circumstances.

At least two staff members should remain with the child or group at all times.

Children are encouraged to contact their parent/carer to arrange collection as soon as possible. Where appropriate, calls to be made on behalf of the child/ren.

Should children wish to leave the venue alone/unaccompanied, no physical attempt should be made to stop them.

In the event of significant risk/concern then immediate referral to the Police via 101 or 999 to be considered.

Team Safeguarding Lead to record details of the incident and submit in good time to the Designated Safeguarding Lead.

Amgueddfa Cymru will ensure clear visibility of these expectations through ticketing/website and points of entry.

## 12. Additional Actions for Safeguarding Leads

Consider all reports/concerns raised, have all actions been completed to manage immediate risk?

If a crime has occurred, but the police not yet informed then consider whether there is a need and authority to do so. If necessary, report using 999 or 101. This may include where Amgueddfa Cymru have been the victim of crime or where a crime has been committed on the premises.

Identify relevant staff members present and ask them to record their actions in accordance with (**Record**) in Appendix 3.

Ensure steps are taken to secure and set aside any CCTV recordings of the incident if available.

Securely collate any and all documentation for submission to the Designated Safeguarding Lead who is responsible for confidential storage. The Designated Safeguarding Lead will consider all child protection incidents, deciding where appropriate to review the circumstances and action taken. This will identify learning and opportunities for development that may benefit the management of future incidents or concerns.

The Designated Safeguarding Lead to report confidentially to the Strategic Lead for safeguarding.

### 13. Glossary and Definitions

Abuse	Abuse means physical, sexual, psychological, emotional or financial abuse (and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place), and financial abuse (SSWBA).
ACE	Adverse Childhood Experiences refer to some of the most intensive and frequently occurring sources of stress that children may suffer early in life. It includes for example abuse, neglect, living in a home where there is domestic abuse or substance misuse and has been shown that considerable and prolonged stress in childhood has life-long consequences for a person's health and well-being. It can disrupt early brain development and compromise functioning of the nervous and immune systems. In addition, because of the behaviours adopted by some people who have faced ACEs, such stress can lead to serious problems such as alcoholism, depression, eating disorders [and other significant issues]. (World Health Organisation)
Adult	Anyone over the age of 18 years is an adult in law.
Adult at Risk	An individual over the age of 18 years who:  Is experiencing or is at risk of abuse or neglect AND Has needs for care and support (whether or not the authority is meeting any of those needs) AND as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it
ASB	Meaning of anti-social behaviour: (a)conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, (b)conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or (c)conduct capable of causing housing-related nuisance or annoyance to any person. (Anti-social Behaviour, Crime and Policing Act 2014)

Assault	<p>There are three basic types of assault offence set out in law – common assault, actual bodily harm (ABH) and wounding / grievous bodily harm (GBH). They are primarily defined by the harm caused to the victim – with common assault at the lower end of harm and GBH at the upper end.</p> <p>They cover everything from threatening words to a severe physical attack that leaves the victim permanently disabled.</p>
Bullying	<p>There is no legal definition of bullying. However, it's usually defined as behaviour that is:</p> <ul style="list-style-type: none"> <li>• repeated</li> <li>• intended to hurt someone either physically or emotionally</li> <li>• often aimed at certain groups, for example because of race, religion, gender or sexual orientation</li> </ul> <p>It takes many forms and can include:</p> <ul style="list-style-type: none"> <li>• physical assault</li> <li>• teasing</li> <li>• making threats</li> <li>• name calling</li> <li>• cyberbullying - bullying via mobile phone or online (for example email, social networks and instant messenger)</li> </ul>
Child	Anyone under the age of 18 years is a child in law.
Child at Risk	<p>An individual under the age of 18 years who:</p> <p>Is experiencing or is at risk of abuse, neglect or other kinds of harm</p> <p>AND</p> <p>has needs for care and support (whether or not the authority is meeting any of those needs)</p>
Children Act 1989	Arguably the most important piece of safeguarding legislation for safeguarding children. Mandates that the welfare of children should be the paramount consideration.
Children Act 2004	Builds upon but does not replace the 1989 Act. Includes the duty for all organisations to promote and safeguard the welfare of children.

Emotional Abuse	<p>Emotional abuse is the ongoing emotional maltreatment of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. Children who are emotionally abused are often suffering another type of abuse or neglect at the same time. Emotional abuse includes: humiliating or constantly criticising a child threatening, shouting at a child or calling them names, making the child the subject of jokes, or using sarcasm to hurt a child blaming, scapegoating, making a child perform degrading acts, not recognising a child's own individuality, trying to control their lives, pushing a child too hard or not recognising their limitations, exposing a child to distressing events or interactions such as domestic abuse or drug taking, failing to promote a child's social development, not allowing them to have friends, persistently ignoring them, being absent, manipulating a child, never saying anything kind, expressing positive feelings or congratulating a child on successes, never showing any emotions in interactions with a child, also known as emotional neglect.</p> <p>(Wales Safeguarding Procedures).</p>
Equality Act 2010	<p>Specific legislation that protects people from discrimination in the workplace and wider society. Specifically protects individuals in regard to:</p> <ul style="list-style-type: none"> <li>- Age</li> <li>- Disability</li> <li>- Gender Reassignment</li> <li>- Marriage and Civil Partnership</li> <li>- Pregnancy and Maternity</li> <li>- Race</li> <li>- Religion or Belief</li> <li>- Sex</li> <li>- Sexual Orientation</li> </ul>
Financial Abuse	<p>Includes:</p> <p>(a) having money or other property stolen;</p> <p>(b) being defrauded;</p> <p>(c) being put under pressure in relation to money or other property;</p>

	<p>(d) having money or other property misused;</p> <p>(SSWBA)</p>
FGM	<p>Female Genital Mutilation comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. The FGM mandatory reporting duty is a legal duty provided for in the FGM Act 2003 (as amended by the Serious Crime Act 2015). The legislation requires regulated health and social care professionals and teachers in England and Wales to make a report to the police if they have reason to believe a girl under the age of 18 years has been subject to FGM. (Wales Safeguarding Procedures).</p>
Forced Marriage	<p>You have the right to choose who you marry, when you marry or if you marry at all.</p> <p>Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if you're made to feel like you're bringing shame on your family).</p> <p>Forced marriage is illegal in England and Wales. This includes:</p> <ul style="list-style-type: none"> <li>• taking someone overseas to force them to marry (whether or not the forced marriage takes place)</li> <li>• marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)</li> </ul>
Harm	<p>Harm means abuse or the impairment of (a) physical or mental health, or (b) physical, intellectual, emotional, social or behavioural development. (SSWBA).</p>
Hate Crime	<p>Crimes committed against someone because of their disability, transgender-identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police.</p> <p>Hate crimes can include:</p> <ul style="list-style-type: none"> <li>• threatening behaviour</li> </ul>

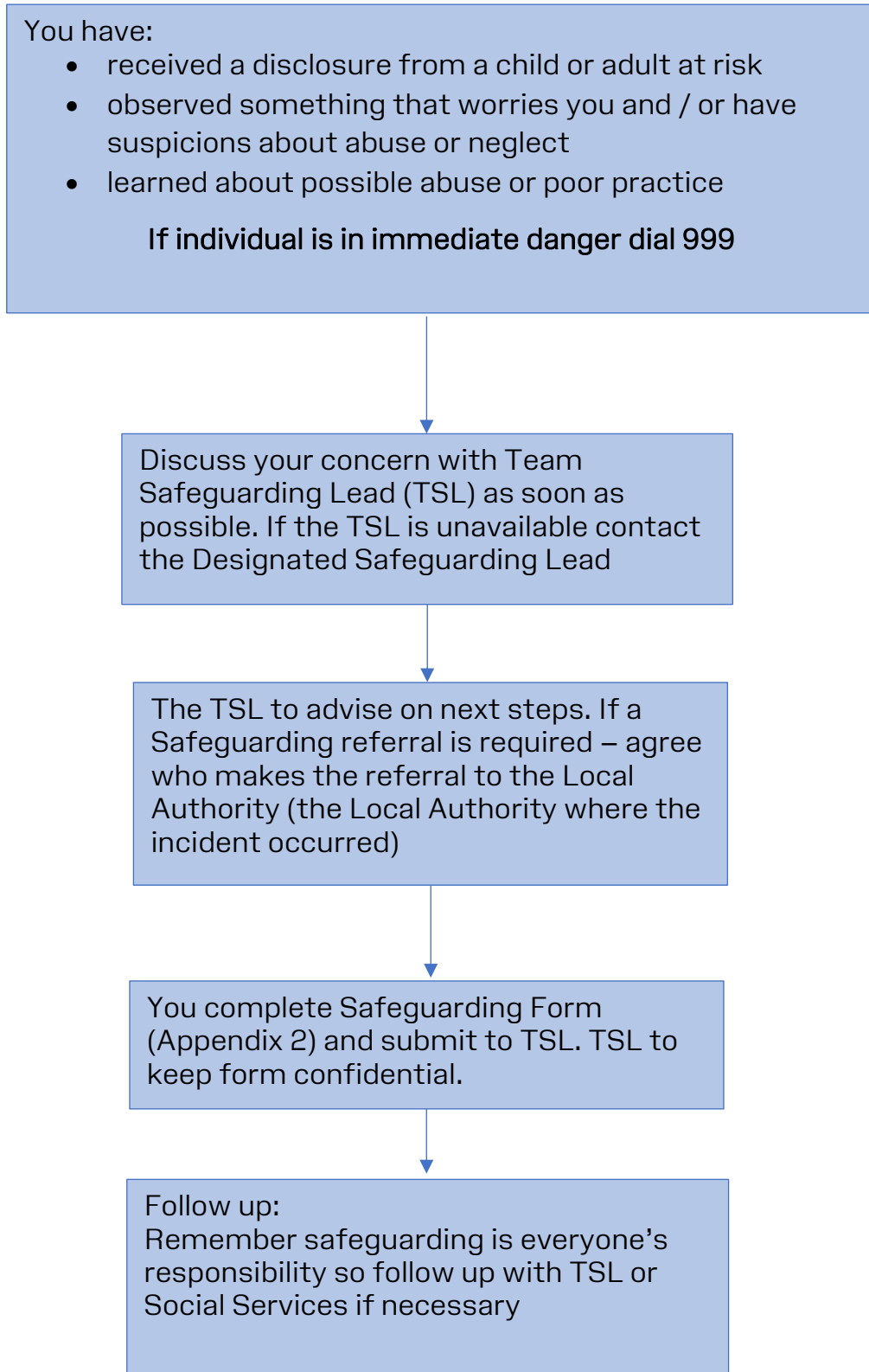
	<ul style="list-style-type: none"> <li>• assault</li> <li>• robbery</li> <li>• damage to property</li> <li>• inciting others to commit hate crimes</li> <li>• harassment</li> </ul>
LAC	A 'Looked After Child' is a child who has been in the care of their local authority for more than 24 hours. Looked after children are also often referred to as children in care, a term which many children and young people prefer. (NSPCC).
LADO	A Local Authority Designated Officer is the nominated person within a Local Authority responsible for managing and monitoring safeguarding allegations in relation to paid and unpaid social care workers. Providing advice, information and guidance to employers and voluntary organisations around safeguarding allegations and concerns.
MAPPA	Multi Agency Public Protection Arrangements MAPPA stands for Multi-Agency Public Protection Arrangements. It is the process through which the Police, Probation and Prison Services work together with other agencies to manage the risks posed by violent and sexual offenders living in the community in order to protect the public.
Mental Capacity Act 2005	<p>Critically important legislation that defines the ability for anyone 16 years or over to make their own decisions. The importance of this Act should not be underestimated. In particular:</p> <ul style="list-style-type: none"> <li>• That each individual has the right to make their own decisions even if others perceive it to be an unwise decision</li> <li>• That an adult must be assumed to have consent</li> </ul> <p>This is particularly important in regard to recognising that adults have the right to make their own decisions. When working with adults, individuals should be placed at the centre of the decision-making process and involved in outcomes.</p>
Modern Day Slavery	Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour.

	(Modern Slavery Act 2015).
National Safeguarding Learning and Development Standards	Standards developed by Social Care Wales in collaboration with practitioners across Wales.
Neglect	Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health or, in the case of a child, an impairment of the child's development). (SSWBA)
Physical Abuse	Adult – This includes hitting, slapping, over or misuse of medication, undue restraint or inappropriate sanctions.  Child – Physical abuse means deliberately hurting a child or young person. It includes physical restraint; such as being tied to a bed, locked in a room, inflicting burns, cutting, slapping, punching, kicking, biting or choking, stabbing or shooting, withholding food or medical attention, drugging, denying sleep, inflicting pain, shaking or hitting babies, fabricating or inducing illness. (Wales Safeguarding Procedures)
Psychological Abuse	See Emotional Abuse (above)
Radicalisation	Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. (Government Prevent Strategy)
Safeguarding	Safeguarding means preventing and protecting children and adults at risk from abuse and neglect and educating those around them to recognise the signs and dangers. (Wales Safeguarding Procedures)
Sexual Abuse	Adult – This includes rape and sexual assault or sexual acts to which the adult has not or could not consent and / or was pressured into consenting.  Child – There are 2 different types of child sexual abuse. These are called contact abuse and non-contact abuse.

	<p>Contact abuse involves: touching activities where an abuser makes physical contact with a child, including penetration, sexual touching of any part of the body whether the child's wearing clothes or not, rape or penetration by putting an object or body part inside a child's mouth, vagina or anus, forcing or encouraging a child to take part in sexual activity, making a child take their clothes off, touch someone else's genitals or masturbate.</p> <p>Non-contact abuse involves: non-touching activities, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing. It includes encouraging a child to watch or hear sexual acts, not taking proper measures to prevent a child being exposed to sexual activities by others, meeting a child following sexual grooming with the intent of abusing them online. Abuse including making, viewing or distributing child abuse images, allowing someone else to make, view or distribute child abuse images, showing pornography to a child sexually exploiting a child for money, power or status. (Wales Safeguarding Procedures)</p>
SSWBA	<p>Social Services and Well-being (Wales) Act 2014</p> <p>An Act of the Welsh Parliament to reform social services law; to make provision about improving the well-being outcomes for people who need care and support and carers who need support; to make provision about co-operation and partnership by public authorities with a view to improving the well-being of people; to make provision about complaints relating to social care and palliative care; and for connected purposes.</p> <p>The SSWBA came into force on the 6 of April 2016.</p>
Violence against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act	<p>The purpose of this Act</p> <p>(1) The purpose of this Act is to improve—</p> <p>(a) arrangements for the prevention of gender-based violence, domestic abuse and sexual violence;</p> <p>(b) arrangements for the protection of victims of gender-based violence, domestic abuse and sexual violence;</p> <p>(c) support for people affected by gender-based violence, domestic abuse and sexual violence.</p>

Vulnerable Adult	Terminology created by the Welsh Assembly Guidance document Safe Hands in the year 2000. The term 'Vulnerable Adult' should no longer be used as it has been replaced by 'Adult at Risk' as defined in the Social Services and Wellbeing (Wales) Act 2014.
Well-being	Well-being is defined in the Social Services and Well-being (Wales) Act 2014. It applies equally to children and adults in relation to any of the following:  (a) physical and mental health and emotional well-being; (b) protection from abuse and neglect; (c) education, training and recreation; (d) domestic, family and personal relationships; (e) contribution made to society; (f) securing rights and entitlements; (g) social and economic well-being; (h) suitability of living accommodation; (i) physical, intellectual, emotional, social and behavioural development.
Wellbeing of Future Generations (Wales) Act 2015	Requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change. To ensure everyone has the opportunity to fulfil their potential no matter what their background or circumstances.
Welsh Language Act 1993	Legally protects people from discrimination in the workplace and wider society in regard to the Welsh Language.

## 14. Appendix 1: Safeguarding Flowchart



## 15. Appendix 2: Safeguarding Form

<b>Safeguarding Form</b>				
<b>Your Information:</b>				
Full name of person raising concern:				
Are you a:				
Staff Member	Volunteer	Trustee	Amgueddfa Cymru Producer (ACP)	Freelancer
Contact Number:				
<b>Location and time:</b>				
Date and time of incident:				
Location of incident				
Date and Time form completed:				
<b>Details of child or adult at risk:</b>				
Name:				
Age:				
Address:				
Contact Number:				
Any other important information about the person at risk (e.g. specific vulnerability, information relating to disability etc.)				
<b>Details of incident and / or disclosure:</b>				

Record details of what was said, using exact words if possible or what was observed:

What are your concerns? (noting the type of abuse, if appropriate):

Was anyone else present (if so, please provide contact details for them if possible):

Any further information:

**To be completed by Team Safeguarding lead (TSL)**

Date and time of discussion with TSL:

Action taken:

## 16. Appendix 3: Safeguarding guidance for Children: Respond, Record and Report

### Respond

When responding to a safeguarding risk involving a child:

- Try to stay cool, calm and collected.
- Try to control your facial expressions; don't show your own fear/horror/shock/disbelief at what is being shared.
- Listen carefully and empathise.
- Do not promise to keep a secret, it may be necessary to share the concerns to protect the child or others.
- Do not challenge or contradict their account, listen and express concern.
- Even if there is doubt regarding the disclosure or concern, treat the concern as truthful.
- Advise the child that their safety and welfare is your primary concern.
- Be honest and explain you will confidentially share the concern with your Team Safeguarding Lead or the Designated Safeguarding Lead in order to help the situation.

### Record

It is important that you document all actions taken.

- Take details of the person involved.
- Make detailed notes of what you saw/witnessed/heard.
- If a specific allegation has been made, try and record that account in as much detail as possible.
- Include actual speech where relevant, if abusive or unpleasant language is used, document the exact language, do not alter, amend or minimise.
- If an individual is injured, write down a description of the injuries as you saw them.
- Document what you did and why. Complete Safeguarding Form (Appendix 2).
- Document the child's wishes – consider a child centred approach.
- Write down who else was present, who else may have overheard or witnessed the issue at hand – take contact details of anyone who is not a staff member.
- Time and date your notes and sign them. If using electronic recording, consider sending your notes to yourself using internal email.

- **Remember** – dependent upon the seriousness of the incident, your notes may be scrutinised by internal or external bodies or even criminal courts. Be factual, be detailed, and do not state opinions.
- **Always** – secure documentation and keep content confidential.

## Report

- In the event of emergency, contact emergency services by dialling 999. Report all concerns to TSL or DSL.
- Complete Safeguarding Form (Appendix 2) as soon as possible.

	When?	By Who?
Reviewed:	February 2026	Stephanie Burge
Next Review:	February 2027	Stephanie Burge

Please also see Safeguarding Policy and Safeguarding: Adults Procedure which are available on our website and Intranet. These documents are available in Welsh and English.