

SAFEGUARDING POLICY

Website version
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1. Introduction

The National Motor Museum, Collections Centre, Palace House, Beaulieu Abbey, and all areas within the grounds and gardens form part of the Beaulieu Visitor Attraction site. In addition, there is the Buckler's Hard visitor site. This policy is relevant to all areas which will subsequently be referred to as the "Attractions."

The Learning Team also undertake outreach project work away from the Attractions in various off-site locations. Each location will have its own policies in place regarding Safeguarding and Health and Safety, but this policy is also relevant to all staff working off-site. Off-site work will subsequently be referred to as "outreach."

We are visited by a range of children, young people, and vulnerable adults every day to enjoy an entertaining and educational day out. Many visit as part of organised groups or with family and friends. Whilst the primary responsibility for the welfare of a child or vulnerable adult rests with the supervising adult or group leader, we aim to create and maintain the safest possible environment for everyone and safeguard their welfare whilst visiting our sites or engaging with our staff during outreach activities.

The terms 'child' or 'children' refer to any young person up to the age of 18.

The Department of Health defines a vulnerable adult as a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness. A person is also considered vulnerable if they are unable to look after themselves, protect themselves from harm or exploitation or are unable to report abuse.

2. Purpose

The purpose of this document is to outline the procedures that are in place to ensure the safety of all children, young people and vulnerable adults that come into contact with our staff, contractors, and volunteers. Contact with staff, contractors and volunteers may happen through our changing programme of exhibitions or displays, our programme of events and activities throughout the year for the public, and our formal programmes for schools which are delivered by the Learning Team both onsite and through outreach

This document clearly states our commitment to creating and maintaining a safe and secure environment for all who engage with our staff, whilst ensuring staff, contractors and volunteers feel confident in their interaction with children, young people, and vulnerable adults whether at the Attractions or during an outreach project.

To ensure its success we ask for the cooperation of all staff, contractors and volunteers and expect that:

- Formal education students will be supervised at all times during their visit by a member of staff from their school, college, or university, whether in a secure space or in public areas. Guardianship and responsibility for all students remains with the school, college, or university.
- Children, young people, or vulnerable adults participating in outreach activities must be in the care of a responsible adult or group leader at all times. Responsibility for participants remains with the group or group leader. Parental or guardian permission will be sought before any outreach project begins.

- Children, young people, or vulnerable adults participating in activities around the Attractions must be in the care of a responsible adult at all times, whether this is their parent, guardian, or carer.
- Children who are, or we believe to be under the age of 16 will not be permitted entry to the Attraction unaccompanied. Proof of Identity may be requested at entry if required by staff.

3. Context

This policy takes into account relevant government legislation and guidance including most recently [Working Together to Safeguard Children](#). This is regularly updated with the last recorded update at time of writing being June 2025.

Safeguarding and promoting the welfare of children is defined in **Working Together to Safeguard Children** as:

- protecting children from maltreatment.
- preventing impairment of children's health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children to have the best life chances.

Working Together to Safeguard Children requires voluntary sector and private sector organisations to have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children. Employers are responsible for ensuring that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role.

- Public facing staff should be given a mandatory induction, which includes familiarisation with child protection responsibilities and procedures to be followed if anyone has any concerns about a child's safety or welfare.
- Organisations should have clear policies in line with the local authority on dealing with allegations against people who work with children. An allegation may relate to a person who works with children who has:
 - i. behaved in a way that has harmed a child or may have harmed a child.
 - ii. possibly committed a criminal offence against or related to a child.
 - iii. behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

4. Roles and Responsibilities

Anyone who suspects that a child or vulnerable adult is at risk of harm or abuse should take personal responsibility to act (see [Appendix 1](#) for the different types of abuse). Keeping worries or concerns to yourself may put children and vulnerable adults at further risk of harm. It is not our responsibility to investigate a child or adult safeguarding complaint but to refer concerns on to the appropriate body.

Relevant staff, contractors, and volunteers have a responsibility to maintain appropriate standards of behaviour and to report lapses in these standards by others.

Staff should discuss concerns immediately with their Line/Duty Manager depending upon their role in the organisation. Any concerns or reasonable suspicions of abuse should be reported immediately. If your Line/Duty Manager is not available or is part of the cause of your concern, then you should report the matter to the Duty Officer or the Safeguarding Officer. Any safeguarding concerns that are raised should be documented as soon as possible afterwards using the Safeguarding Children and Vulnerable Adults Report Form.

If the allegation concerns a visitor or member of the public, the Line/Duty Manager should consider whether there are reasonable grounds for excluding them from the site until an appropriate investigation can be conducted.

Beaulieu, National Motor Museum and Bucklers Hard reserve the right to permanently exclude any individual or group from the Attractions if their behaviour does not align with that of the Safeguarding Policy.

In some cases, the immediate involvement of the Police may be appropriate. For example, if anyone was causing harm to a child or adult in a public place then the involvement of the Police must be sought immediately. In all major incidents, the Duty Officer must also be informed, along with the Public Relations Manager in the event of Media interest or Social Media activity. This will then be dealt with in line with usual Public Relations procedure.

If the child, young person or vulnerable adult involved is part of an organised group, the Line/Duty Manager will consult with the group's leader and make every effort to agree an appropriate course of action.

If a child or a vulnerable adult is unaccompanied the Line/Duty Manager will speak to the child / vulnerable adult and then decide on the appropriate course of action. This may involve contact with an appropriate body such as Children's Services. If the relevant external authorities are contacted, then the Duty manager/Managing Director should be informed.

If the allegation concerns another member of staff, contractor or volunteer, the staff member must raise this matter with their Line/Duty Manager who will consult in confidence with the Personnel Manager or if unavailable the Duty Manager. If a formal investigation is deemed necessary, then this will be conducted by the Duty Manager or other senior manager in accordance with the Disciplinary and Terminations Policy. Depending on the nature of the allegation, involving the appropriate authorities, including the Police, may be required.

Line/Duty Managers will monitor the implementation of the policy for their respective areas as per procedure and will also be responsible for ensuring that staff who raise a concern are provided with the necessary support and complete all required documentation (e.g. Safeguarding Children and Vulnerable Adults Report Form). A central database of all Safeguarding Children and Vulnerable Adults Report Forms will be maintained and monitored by the Safeguarding Officer. Serious concerns involving the conduct of a member of staff, contractor or volunteer must be referred immediately to the Duty Officer.

The Personnel Manager will be responsible for implementing procedures relating to selection, vetting, training, and induction, and for advising on any disciplinary action required.

Any allegations of inappropriate behaviour in direct violation to the Safeguarding Code of Conduct as outlined in this policy by staff, contractors or volunteers must be reported by Line/Duty Managers/ Safeguarding Officer to the Duty Officer, who will liaise with the Police and Social Services as necessary. In these circumstances, the role of the Duty Officer is to:

- Assess information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Consult with the appropriate statutory body depending on the nature of the incident e.g. Police / Local Authority Designated Officer / Children's Services.
- Make a formal referral if required to a statutory child protection agency or the Police.

In order to support Line and Duty Managers, there will be a trained Safeguarding Officer who will work in an advisory capacity. It is the role of the Safeguarding Officer to have a detailed knowledge of this policy and procedure and to support others where necessary on how to deal with operational issues as and when they arise. The Safeguarding Officer will ensure the policy is reviewed annually and that key personnel are aware of any changes in policy with regards to safeguarding.

For a list of key personnel see [Appendix 4](#)

5. Safeguarding Code of Conduct

This applies to all staff, contractors and volunteers who work in any area of the Attraction or on any outreach project.

DO

- Approach any child, young person, or vulnerable adult apparently in distress and ask if you can help.
- Seek assistance from colleagues or supervisors in order to minimise the amount of time you are alone with the person.
- Keep a look-out for apparently unaccompanied children under the age of 16 and follow the Lost Child procedure.
- Ensure that any First Aid that is administered to children and vulnerable adults follows the correct procedure.
- Ensure that wherever possible there is more than one adult present during activities with children, young people, and vulnerable adults. The adults present may be a teacher or parent.
- If a child or vulnerable adult wishes to talk to you in confidence, then try to find a quiet space in a public area where this is possible.
- Be aware of appearances and avoid any situations which might appear compromising.
- Report any allegation (even if this is just a suspicion) of abuse or inappropriate conduct immediately to your Line/Duty Manager.
- Be sensitive in your communication with people so that you avoid over familiarity.
- Be aware of the possible risks and question situations that you find suspicious.
- Keep a look-out for children who may possibly be truant from school (see [Appendix 2](#) for guidelines).

DO NOT

- Engage in any "rough and tumble" or other horseplay.
- Physically restrain a child, young person or vulnerable adult unless not doing so would place that person or others in harm's way¹
- Make sexually suggestive comments to any visitor.
- Use foul or abusive language to any visitor.
- Physically assault or abuse any visitor.
- Allow or engage in inappropriate touching of any kind.
- Give out personal information, or share private email, personal social media details, or personal mobile phone numbers to any child, young person, or vulnerable adult.
- Do things of a personal nature for children or vulnerable adults that they can do for themselves or that a parent / leader can do for them.

6. Dealing with Disclosure

It is unlikely that a staff member, contractor, or volunteer would be in a position of trust where a child or vulnerable adult might disclose instances of abuse.

If this does happen, however, they must:

- Listen to the child or vulnerable adult and keep an open mind.
- Not interrupt the child and try not to ask questions.
- Reassure the child, but do not encourage them to give you more information if they are not forthcoming.
- Tell the child or vulnerable adult that a procedure must now be followed, do not promise confidentiality – all instances of abuse must be reported.
- Make a note of the discussion as soon as possible afterwards, taking care to record the timing, setting and people present as well as what was said. Try to record the words that were actually spoken and not your own interpretation of them.
- Inform your Line/Duty Manager as soon as possible, who will decide on the course of action that needs to be taken. This may involve informing the adults who are responsible for the child at the Attractions.
- Complete a Safeguarding Children and Vulnerable Adults Report Form in addition to any notes taken from the disclosure and give to your Line/Duty Manager.

¹ For example, when close to the waterfront, monorail or vehicles.

7. Recruitment

We accept that it is our responsibility as an organisation to check that all employees or volunteers with access to children and vulnerable adults have been appropriately vetted. To ensure unsuitable people are prevented from working with children the following steps will be taken when recruiting paid staff or volunteers.

i. Employees

Application:

All applicants for relevant roles must provide the following information:

- Name, address and National Insurance Number– this will confirm identity and right to work.
- Relevant experience, qualifications, and training undertaken.
- Listing of past career or involvement in work with children and young people to confirm experience and identify gaps.
- Any criminal records.
- The names of at least two people (one as most recent employer) willing to provide written references that comment on the applicant's previous experience.
- A statement explaining that failure to disclose information will result in disciplinary action.

Checks and References:

Learning Team staff, Sessional Guides and volunteers working with the Learning Team who deliver educational or outreach programmes to formal education groups, SEN groups and community groups are required to have an appropriate DBS check carried out.

Duty Managers and first aiders dealing with lost children are also required to have an appropriate DBS check. Staff at the Attractions who do not participate in regulated activities with the aforementioned groups unsupervised will only be subject to the standard interview checks. Staff who have a DBS check will then be registered on the [government DBS update service](#).²

Interview:

All applicants for relevant roles will be required to undergo an interview procedure. This will consist of an interview panel of at least two people. At interview prospective employees may be questioned about previous criminal convictions and offences related to children and vulnerable adults. The applicants consent to disclosure and barring checks being undertaken if deemed necessary will also be confirmed at interview.

Induction and Training:

All public facing employees and volunteers will receive safeguarding training from the appropriate Line Manager as part of their induction. During this process they will be given a copy of this policy and asked to sign a declaration that they have read and understood the policy and agree to work within these guidelines. Refresher and update training will be scheduled annually for all public facing employees and volunteers.

² Once registered, the employee or volunteer will give permission for a designated member of the HR team to view the status of their certificate. It is good practice to regularly check the DBS status of employees or volunteers, usually annually. This will be managed by the HR department.

Training will be given where deemed necessary through staff interaction to:

- Work safely and effectively with children and young persons.
- Be assured that their proactive approach to child protection will safeguard them against false allegations.
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Deal with disclosure.

Feedback:

Employees will receive formal feedback through staff interaction or the job chat system. Issues of poor practice can be identified and addressed and training needs related to children or vulnerable adults can be identified and new goals set.

ii. Volunteers

- Every new volunteer must complete an Expression of Interest form.
- We will ask for the name of two referees who are prepared to provide written references.
- Volunteers may be interviewed but this might only consist of one panel member.
- At interview, if appropriate, previous experience of working with children or vulnerable adults will be noted.
- We will ensure that all our volunteers during their induction process are made aware of this policy and those involved in work with children and vulnerable adults have received relevant training and support.
- Volunteers should also receive feedback, which identifies any issues of poor practice and training required.

8. Use of Photographic and Filming Equipment

There is evidence that some people have used children's activities as an opportunity to take inappropriate photographs or video of young and vulnerable people. To take a photograph of and use an image of a child requires the permission of parents/guardians. We will therefore endeavour to ensure that:

- Photographs of school visits will only be taken if prior warning has been given in time for written consent forms to have been issued and collected by the school.
- We gain written parental/guardian consent if children are photographed by employees at the Attraction.
- Visitors should not be permitted to take intentional individual photographs of children, young people, or vulnerable adults with whom they have no association. Staff should be vigilant in this and report any concerns to your Line/Duty Manager or Safeguarding Officer.
- Staff should be aware of the practise of up skirting (see [Appendix 3](#) for more details) and report any suspected cases to their Line/Duty Manager
- Your responsibility as a staff member is to be vigilant at all times in relation to the use of photographic and filming equipment. Any concerns should be reported to your Line/Duty Manager or Safeguarding Officer should they arise.

9. Policy Review

This policy will be reviewed on an annual basis to consider any changes to Government legislation and the Attractions' procedures and guidelines.

10. Contacts

Staff wishing to seek further advice can always contact the **NSPCC Child Protection Helpline**. This is staffed 24 hours a day, seven days a week and the contact number is 0808 800 5000. NSPCC Asian Child protection helpline: 0800 096 7719 (provides advice about child protection in Asian languages. www.nspcc.org.uk

Children's Services Hampshire

Email: childrens.services@hants.gov.uk

Tel: 0300 555 1384 Out of Hours: 0300 555 1373

Local Authority Designated Officer (LADO) Tel: 01962 876364

Childline Tel: 0800 1111 www.childline.org.uk

Police Tel: 101

Appendices

Appendix 1: Defining Abuse

I. Definitions of Abuse

Although the legal context is different for vulnerable adults, much of the following information on types of abuse and neglect for children does apply for vulnerable adults too.

II. Abuse and Neglect - Children

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional setting, or community setting; by those known to them, or more rarely by a stranger. They may be abused by adults, another child, or children.

III. Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness. An important indicator of abuse is where bruises or injuries are unexplained, or the explanation does not fit the injury.

IV. Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. It may involve seeing or hearing the ill treatment of others. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

V. Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

VI. Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter, and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

VII. Bullying

Bullying may come from another young person or an adult. It can be defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of bullying.

1. Physical (e.g. hitting, kicking, slapping).
2. Verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages).
3. Emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group).
4. Sexual (e.g. unwanted physical contact or abusive comments).

VIII. Adult abuse

- A violation of an individual's human and civil rights by any other person or persons.
- Any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights.
- Abuse may be physical, sexual, emotional, financial or through neglect or discrimination.
- Abuse may be perpetrated by an individual, a group, or an organisation.

IX. Modern slavery

This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.

Please note that some of the above may be deemed a crime and warrant investigation by the Police.

Appendix 2: Truancy

If staff become suspicious that a child visiting the Attractions is truanting, they should alert the Duty Manager of their concern. Children that are suspected of being truants should not be asked to leave the venue but their whereabouts within the venue should be discreetly monitored for their own safety. On being advised that there may be a possible truant within the venue the Duty Manager should, in the company of another staff member, approach the child in a non-threatening manner, ask their name and try to establish the reason they are not at school at present, their date of birth and the name of their school. If after consulting with the Safeguarding Officer the Duty Manager has concerns, the following procedures should be followed:

- Complete a **Safeguarding Children and Vulnerable Adults Report Form**.
- If known, contact the school and give details of the child's name and the date they were seen at the museum.
- If the child's name is known but no other details, Children's Services should be contacted:

Children's Services Hampshire

Email: childrens.services@hants.gov.uk

Telephone: 0300 555 1384 Out of Hours: 0300 555 1373

Appendix 3: Up skirting

Upskirting is the term used to describe the act of taking a sexually intrusive photograph up someone's clothing without their permission. It is usually performed in busy public places to avoid detection. Under the Voyeurism (Offences) Act 2019 it became a criminal offence with a potential prison sentence.

Appendix 4: Key Personnel

Chief Executives: Russell Bowman (BEL), Jon Murden (National Motor Museum Trust)

Duty Officers: Russell Bowman, Dean Daniels, Rachel Pearson, Jon Tee, Rachael Goldstraw

Director of Collections & NMMT Deputy CEO: Andrea Bishop

Duty Managers: Richard Simmonds, Louise Gay, Charlotte Mountain, Tina Gates

HR Manager: Lisa Gridley

Safeguarding Officers: Benedick Swann (Head of Learning), Shelley Kimber (Learning Officer)