

Dear Sir / Madam

Health & Safety at the Royal Armouries Museum

Please find enclosed an information pack detailing aspects of Health and Safety here at the Royal Armouries Museum.

The pack includes: -

1. A copy of the Museum Regulations.
2. A copy of the Museum Risk Assessment.
3. The Accident statistics for the Year 2006/2007
4. Child Protection Policy
5. Child Protection Procedures

In addition to the above, the Museum has further control measures in place to ensure all risks to both Visitors and Staff are kept to a minimum.

These include: -

- An annual Health and Safety Audit carried out by British Safety Council.
- A continuous Risk Assessment program covering all areas / activities throughout the Museum.
- Emergency Procedures.
- Briefings by the Duty Manager or Team Leader to groups on arrival.

I hope this information covers any concerns you may have, however please do not hesitate to contact me should you require any further information.

I can be contacted on Leeds 0113 220 1817

May I take this opportunity to wish you a safe and enjoyable visit.

Yours faithfully

**Mrs C M Shaw**  
**Health & Safety Coordinator**

## Royal Armouries Visitor Regulations

The Royal Armouries welcomes visitors to the national collection of arms and armour. To ensure that all visitors enjoy their day, we request that the following regulations be adhered to. Any person who fails to comply with these regulations may be asked to leave our premises.

### **Children**

Visitors under the age of 16 must be accompanied by an appropriate adult at all times.

### **Security**

- Visitors are admitted to the museum subject to the condition that, if requested, they allow themselves to be searched by a member of the security staff.
- Admission tickets/visitor passes must be retained for inspection throughout your visit.

### **Food and Drink**

No food or drink is to be consumed within the Galleries. Museum staff will be pleased to direct you to the various catering areas.

### **Photography**

- The use of cameras (still and video) is permitted within the Galleries, providing the images are solely for personal/private use.
- Images are not to be used in any commercial endeavour.
- Images uploaded onto personal webpages may be allowed provided that the Royal Armouries museum is acknowledged.
- Use of flash photography is prohibited for conservation reasons.
- No tripods or photographic lighting is to be used.
- For copyright reasons, no photography (still or video) is permitted within the cinemas.
- No photography, filming or audio recording of Live Interpretations is permitted. Any persons wishing to take images, or make sound recordings for commercial use, or public distribution should inquire at the reception desk.

### **Weapons and offensive articles**

- Offensive weapons of any nature are NOT permitted in the museum.
- Any persons carrying weapons into the museum for examination must report immediately upon arrival to the Information Desk.

### **Dogs**

No animals other than Guide and/or Hearing dogs are permitted in the museum.

### **Mobile phones**

- The use of mobile phones is permitted in the museum, however please respect other visitors.
- When viewing the Interpretations please turn mobile phones OFF.

## Royal Armouries Visitor Regulations

### **Safety**

- It is essential that visitors to the museum take care to safeguard their personal possessions.
- The museum is not liable for any loss or damage for personal items.
- In the event of an accident please report it immediately to a member of staff.

### **Alcohol, drugs and smoking**

- The consumption of intoxicating liquors or beverages is permitted in authorised areas in accordance with the Control of Alcohol Act 1985.
- Intoxicating liquor is not permitted in any of the museum galleries.
- Any persons found to be in possession or under the influence of alcohol, or other intoxicating substance will be refused admission.
- Smoking is not permitted in any of the museums galleries, buildings or public areas. There are designated smoking areas.

**The Royal Armouries will ensure that as many public areas of the museum as possible are open, however the museum reserves the right to close areas, and alter or cancel the programme of events, if necessary.**

| Assessor – Cath Shaw  |  |  |   | Control measures already in place   | 1 Minor Injury<br>2 Major Injury<br>3 Single Death<br>4 Multiple Death | 1 Very unlikely<br>2 Unlikely<br>3 Likely<br>4 Very likely | Score of 9 or above further assessment required | Is a specific assessment required i.e. COSHH/ DSE/ Manual Handling | Additional controls that can be put in place to reduce risk further  | REVISED RISK RATING TAKING INTO ACCOUNT ADDITIONAL CONTROLS |
|---|--|--|---|---|--|--|---|--|--|---|
| Location of risk assessment –Generic Museum Building Risk Assessment. Individual assessment completed for fire / shows / events/ Interpretations. |  |  |   |   |  |  |   |  |  |   |
| Date assessment completed - 020507  |  |  |   |   |  |  |   |  |  |   |
| HAZARD<br>What is it that's causing the problem? e.g. Trailing Wire   | WHO will be affected? i.e. staff/public children | HOW would the hazard cause injury? e.g. wire would cause - trip/fall | ACCIDENT<br>What would the injury be? e.g. cut/bruise | Examples of controls already in place <ul style="list-style-type: none"> <li>Staff trained &amp; experienced to do job</li> <li>PPE in use</li> <li>PAT in place</li> <li>Signage warning of hazard</li> </ul>  | SEVERITY<br><br>S  | LIKELIHOOD OF HAZARD OCCURRING<br><br>L                    | RISK SCORE<br><br>S x L = R                     | YES/NO   | Example <ul style="list-style-type: none"> <li>Additional staff req</li> <li>Visual inspections of equipment prior to use</li> </ul> | S X L = R<br>NEW SCORE                                      |
| <u>EXTERNAL OF MUSEUM</u>   |  |  |   |   |  |  |   |  |  |   |
| <b>Coach park</b>   | Public   | Road traffic accident  | Fractures   | <b>Clear signage on display for both public / vehicles.</b><br><br><b>Road markings clear and visible to all.</b><br><br><b>Speed signs on display 10mph. Speed ramps in place reducing speed entering coach park.</b><br><br><b>Public walkways clear and without obstruction.</b><br><br><b>Information issued to school and groups by booking department explaining the drop off / pick up routes. School and groups to then ensure the coach drivers know the system.</b> | 2  | 2  | 4   | No   |  |   |
| Coaches   | Children   |  | Death   |   | 3  | 1  | 3   |  |  |   |
| Cars  |  |  |   |   |  |  |   |  |  |   |
| Contractor / Delivery vehicles  |  |  |   |   |  |  |   |  |  |   |

|   |                        |                                       |  |  |                              |                              |                              |     |  |  |
|---|------------------------|---------------------------------------|--|--|------------------------------|------------------------------|------------------------------|-----|--|--|
| Uneven pathway around back and side of museum   | Public                 | Trip / Fall                           | Cut / bruise<br><br>Sprain / Fracture                                      | <p><b>Area checked by British Waterways who carry out repairs accordingly.</b></p> <p><b>Area adequately lit.</b></p> <p><b>Alternative route more readily available using level tarmac surface.</b></p>   | 1<br><br>2                   | 2<br><br>2                   | 2<br><br>4                   | No  |  |  |
| <p><b>Armouries Square –</b></p> <p>Paving / objects within square</p> <p>Delivery vehicles</p> | Public                 | Fall<br><br><br>Road traffic accident | <p>Cut / bruise</p> <p>Sprain / Fracture</p> <p>Fractures</p> <p>Death</p> | <p><b>Outdoor area available to all ages to use.</b></p> <p><b>Paving checked weekly and repaired / segregated accordingly.</b></p> <p><b>Bollards allow access to vehicles only between the hours of 5am – 10am 4pm – 8pm</b></p> <p><b>2 areas only designated for loading / unloading.</b></p> <p><b>Area covered on CCTV / 24 hr security.</b></p> | 1<br><br>2<br><br>2<br><br>3 | 3<br><br>2<br><br>2<br><br>1 | 3<br><br>4<br><br>4<br><br>3 | Yes | See individual assessments for events in this area |  |
| Queuing visitors on roadways waiting for show   | Public<br><br>Children | Road traffic accident                 | <p>Fractures</p> <p>Death</p>  | <p><b>Staff to ensure prior to a tiltyard show that the public is directed to queue down the pedestrian walkway and not across the road.</b></p> <p><b>On busy days, the gates to the tiltyard are opened earlier to reduce the length of queues.</b></p> <p><b>See above regarding speed restrictions for vehicles</b></p>                            | 2<br><br>3                   | 2<br><br>1                   | 4<br><br>3                   | No  |  |  |
| Bikes / Motorbikes parked on pedestrian's walkway   | Public<br>Staff        | Trip / fall                           | <p>Bruise</p> <p>Fractures</p>   | <p><b>Bikes are clearly visible or easily felt if visually impaired using a stick for aid.</b></p>   | 1<br><br>2                   | 2<br><br>1                   | 2<br><br>2                   | No  |  |  |

|                                  |                             |                       |                                     |  |            |            |            |     |  |  |
|----------------------------------|-----------------------------|-----------------------|-------------------------------------|--|------------|------------|------------|-----|--|--|
| Animals in menagerie             | Public<br>Children          | Nip / Bite            | Cut / Bruise<br><br>Infection       | <b>All animals are kept behind barriers.<br/>Signage warning people to be aware.<br/>School supervision required at all times.<br/>Staff on hand at all times while Menagerie open to public.</b>                                      | 1<br><br>2 | 2<br><br>1 | 2<br><br>2 | Yes | <b>See separate risk assessment for more detail of this area</b> |  |
| Tiltyard steps                   | Public<br>Children          | Fall                  | Sprain / Fracture                   | <b>Schools to ensure adequate school supervision at all times to minimize foul play.<br/>Step edges marked for clear visibility.<br/>Egress of shows controlled.</b>   | 2          | 2          | 4          | Yes | <b>See separate risk assessment for more detail of this area</b> |  |
| <b><u>INTERNAL OF MUSEUM</u></b> |                             |                       |                                     |  |            |            |            |     |  |  |
| Fire                             |                             |                       |                                     | <b>See specific Fire Risk Assessment</b>   |            |            |            | Yes |  |  |
| Floor surface                    | Public<br>Staff<br>Children | Fall / slip           | Bruise<br><br>Sprain / fracture     | <b>School supervision required at all times.<br/>Schools to ensure pupils are told how to behave when on site e.g. no running, no playing in the lifts.<br/>All spillages reported to daytime cleaners and cleaned up immediately.</b> | 1<br><br>2 | 3<br><br>1 | 3<br><br>2 | No  |  |  |
| Stairs                           | Public<br>Staff<br>Children | Fall / slip           | Bruise<br><br>Sprain / fracture     | <b>School supervision required at all times.<br/>Schools to ensure pupils are told how to behave when on site e.g. no running.<br/>Areas regularly checked &amp; maintained.</b>   | 1<br><br>2 | 2<br><br>1 | 2<br><br>2 | No  |  |  |
| Glass Panes                      | Public<br>Children          | Walk / run into glass | Bruise                              | <b>All large glass panels have etching marks to break the panels up in accordance with legislation.</b>  | 1          | 2          | 2          | No  |  |  |
| Doors                            | Public<br>Children          | Trap fingers          | Bruise<br><br>Laceration / fracture | <b>Schools to ensure pupils are told how to behave when on site.<br/>Door hinge protectors installed on high risk area doors.</b>  | 1<br><br>1 | 1<br><br>1 | 1<br><br>1 | No  |  |  |

|                              |                    |                       |                       |   |   |   |   |    |  |  |
|------------------------------|--------------------|-----------------------|-----------------------|---|---|---|---|----|--|--|
| Lift Doors                   | Public             | Trap fingers          | Bruise                | <p><b>All lifts are fitted with a sensor preventing closure if something in the way.</b><br/> <b>Schools to ensure pupils are told how to behave when on site .</b><br/> <b>Warning signs on the doors advising keep hands clear from doors.</b></p>          | 1 | 2 | 2 | No |  |  |
|                              | Children           |                       | Laceration / fracture |   | 2 | 1 | 2 |    |  |  |
| Toilets                      | Public             | Slips/Fall            | Bruise                | <p><b>Young children to be supervised.</b><br/> <b>All spills to be reported to a staff member immediately. Toilets checked regularly throughout the day by daytime cleaners.</b><br/> <b>All taps fitted with push button taps to prevent overspill.</b></p> | 1 | 2 | 2 | No |  |  |
|                              | Children           |                       | Sprain / fracture     |   | 2 | 1 | 2 |    |  |  |
| Exhibits / Hands on displays | Public<br>Children | On contact with       | Cut / laceration      | <p><b>All exhibits checked by Curators / Gallery staff for wear and tear.</b><br/> <b>Exhibits not suitable for hands on are either in cases or behind barriers with notices “do not touch”.</b></p>  | 1 | 1 | 1 | No |  |  |
| Objects Dropped From Heights | All                | Hit to the body       | Bruise / laceration   | <p><b>School supervision required at all times of school groups.</b><br/> <b>On-site security &amp; 24hr CCTV in operation.</b><br/> <b>Staff on patrol.</b></p>  | 2 | 1 | 2 | No |  |  |
| Small Items In Shop          | Children           | Swallow of small part | asphyxiation          | <p><b>School supervision required at all times.</b><br/> <b>School party numbers limited in to the shop to ensure adequate supervision.</b><br/> <b>Young children to be accompanied at all times by guardian.</b></p>  | 2 | 2 | 4 | No |  |  |
|                              |                    |                       |                       |   | 3 | 1 | 3 |    |  |  |

|                                |                    |  |                    |  |   |   |   |     |  |  |
|--------------------------------|--------------------|--|--------------------|--|---|---|---|-----|--|--|
| Coffee Shops-<br>Food / drinks | Public<br>Children | Slip / fall<br>due to<br>spillages                       | Bruise /<br>sprain | <b>School supervision required at all times.<br/>Schools to ensure pupils are told how to behave when on site e.g. no running.<br/>Catering staff are trained in how to operate around children / clean spillages up immediately</b> | 1 | 2 | 2 | No  |  |  |
|                                |                    | Collision<br>whilst<br>carrying<br>hot food /<br>liquids | Burn /<br>scald    |  | 1 | 2 | 2 |     |  |  |
| Handling<br>sessions           |                    |  |                    | <b>See specific handling sessions assessments</b>  |   |   |   | Yes |  |  |
| Contractor work<br>on site     |                    |  |                    | <b>See specific work assessment.<br/>All work is appropriately assessed in accordance to legislation before work proceeds during Museum opening hours.</b>   |   |   |   | Yes |  |  |

**I as Line Manager sign to say I have reviewed the hazards & risks and agree with the controls in place. .... Date .....**

Signed by Assessor ..... Date ..... Signed by H&S Co-ordinator ..... Date .....  
Date of review .....

**Royal Armouries Museum, Leeds**  
**Accident statistics for the year 1<sup>st</sup> April 2007 to 31<sup>st</sup> March 2008**

The museum strives to be a safe and accessible place for all. Accidents are recorded to enable us to monitor particular trends and to make improvements where required to minimise the risk of a repeat accident.

We enclose the figures for the last year, which show an excellent ratio of accidents to number of visitors, to the museum.

|                               | <b>April</b> | <b>May</b>  | <b>June</b>  | <b>July</b>  | <b>August</b> | <b>September</b> |
|-------------------------------|--------------|-------------|--------------|--------------|---------------|------------------|
| <b><u>Visitors</u></b>        |              |             |              |              |               |                  |
| <b>Adults</b>                 | <b>14131</b> | <b>9538</b> | <b>16358</b> | <b>19734</b> | <b>30083</b>  | <b>18640</b>     |
| <b>Children</b>               | <b>8561</b>  | <b>4415</b> | <b>7913</b>  | <b>10284</b> | <b>22078</b>  | <b>7706</b>      |
| <b><u>Accidents</u></b>       |              |             |              |              |               |                  |
| <b>Adults    Minor</b>        | <b>1</b>     | <b>-</b>    | <b>-</b>     | <b>-</b>     | <b>-</b>      | <b>-</b>         |
| <b>                 Major</b> | <b>-</b>     | <b>-</b>    | <b>-</b>     | <b>-</b>     | <b>-</b>      | <b>-</b>         |
| <b>Children    Minor</b>      | <b>1</b>     | <b>2</b>    | <b>-</b>     | <b>1</b>     | <b>4</b>      | <b>1</b>         |
| <b>                 Major</b> | <b>-</b>     | <b>-</b>    | <b>-</b>     | <b>-</b>     | <b>-</b>      | <b>-</b>         |

|                               | <b>October</b> | <b>November</b> | <b>December</b> | <b>January</b> | <b>February</b> | <b>March</b> |
|-------------------------------|----------------|-----------------|-----------------|----------------|-----------------|--------------|
| <b><u>Visitors</u></b>        |                |                 |                 |                |                 |              |
| <b>Adults</b>                 | <b>13809</b>   | <b>9549</b>     | <b>6774</b>     | <b>8424</b>    | <b>12288</b>    | <b>17348</b> |
| <b>Children</b>               | <b>6831</b>    | <b>4187</b>     | <b>2644</b>     | <b>3541</b>    | <b>6513</b>     | <b>9301</b>  |
| <b><u>Accidents</u></b>       |                |                 |                 |                |                 |              |
| <b>Adults    Minor</b>        | <b>-</b>       | <b>-</b>        | <b>-</b>        | <b>1</b>       | <b>-</b>        | <b>-</b>     |
| <b>                 Major</b> | <b>-</b>       | <b>-</b>        | <b>-</b>        | <b>-</b>       | <b>-</b>        | <b>-</b>     |
| <b>Children    Minor</b>      | <b>2</b>       | <b>-</b>        | <b>-</b>        | <b>2</b>       | <b>2</b>        | <b>2</b>     |
| <b>                 Major</b> | <b>-</b>       | <b>-</b>        | <b>-</b>        | <b>-</b>       | <b>-</b>        | <b>-</b>     |

**Total Number of Visitors -        270650**  
**Total Number of accidents -        19**

(2003-2004    277105 visitors        43 accidents)  
(2004-2005    295086 visitors        40 accidents)  
(2005-2006    244469 visitors        10 accidents aug 05 – mar 06 only)  
(2006-2007    225417 visitors        18 accidents)

## **Royal Armouries Museum Child Protection Policy**

The Royal Armouries Museum encourages children to use its facilities for education and enjoyment, designs activities and programmes to meet the needs of pupils in formal education, children in leisure learning and those with special educational needs. The museum is committed to practices that protect children from harm. Staff recognise and accept our responsibilities to develop awareness of the issues that cause children harm and to provide a happy and safe environment for children, young people and vulnerable adults.

### **We will endeavour to safeguard children by:**

- Treating all children, with respect, regardless of gender, ethnicity, disability, sexual orientation or religion, and in line with our Equal Opportunities Statement
- Adopting child protection guidelines through procedures and a code of conduct for staff
- Providing information to teachers, group leaders and other interested parties about our expectations regarding child protection responsibilities whilst they are visiting the museum
- Sharing information about concerns with agencies who need to know, involving parents and children appropriately
- Adhering to best practice procedures when selecting and recruiting staff
- Delivering child protection training to all new staff and identifying and delivering appropriate levels of training according to job role
- Providing effective management and support for staff through supervision and training
- Reviewing and updating policies and procedures on a regular basis and in line with current legislation and best practice in the field of child protection
- Appointing a Designated Person(s) to be responsible for dealing with any concerns about child protection

### **Terminology Explained**

#### **Child/Children**

For ease of reading, this policy and the child protection guidelines refer to the child or children. This means anyone up to the age of 18 years and vulnerable adults E.G. people with learning, behavioural or communication difficulties.

#### **Staff**

This relates to employees, workers, volunteers and anyone in paid or unpaid work on behalf of the Royal Armouries Museum.

## **Royal Armouries Child Protection Guidelines and Procedures**

**These guidelines have been compiled to help all of us ensure that children, young people and vulnerable adults who use the services of the museum can enjoy the museum in a safe and friendly environment.**

**All staff, volunteers and people undertaking either paid or unpaid work on behalf of the museum are expected to adhere to these guidelines. Failure to do so may result in action being taken under the disciplinary procedure.**

### **Code of Conduct – Working with Children**

#### **You Should:**

- Treat all children and young people with respect
- Provide an example of good conduct you wish others to follow
- Approach any child that is apparently in distress and ask if you can help
- Be aware of the possibility of dangers from others, and question any situations that you find suspicious
- Avoid any situations which might appear compromising
- Be aware that any physical contact with a child can be misinterpreted
- Recognise that special caution is required when discussing sensitive issues with children
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse

#### **You Should Never**

- Allow yourself to be drawn into inappropriate behaviour or make any suggestive or derogatory remarks to or in front of children
- Engage in any “rough and tumble” or horseplay
- Use foul or abusive language
- Physically restrain a child, except in exceptional circumstances, E.G. to prevent injury to themselves or others or to prevent theft. If restraint is absolutely essential, it should be carried out with minimal force, and a member of security, who are trained in restraint procedures, should be called

- Allow or engage in inappropriate touching of any kind
- Do things of a personal nature for a child that they can do for themselves or that a parent/leader can do for them, including taking a child to the toilet
- If you are in a situation where you are alone with a child, make sure you can be clearly seen and observed by others. If privacy is required a door should be left open
- Never travel in a vehicle with an unaccompanied child
- Never invite a child to meet you outside the museum and/or your identified working hours

### **Guidelines for Safe Recruitment and Selection**

1. All job roles will be analysed and placed in 1 of 3 Working with Children Job Categories according to the frequency and nature of contact with children that the job role is likely to entail
2. The job will be defined according to the tasks and skills necessary, and therefore, what kind of person is most suited to the post
3. Key selection criteria will list the essential and desirable qualifications, skills and experience required for the post and applicants will be short listed by comparison with these criteria
4. Vacancies will be circulated internally and through the most appropriate channels, ensuring equal opportunities are given due consideration
5. Applicants will be asked to sign a declaration stating their willingness to undergo vetting procedures appropriate to the job role and that there is no reason they would be considered to be unsuitable for working with children
6. Applicants will be required to supply documentation to confirm their identity. Photographic identity will be the preferred option, but if this is not available other verification of identity will be required
7. Applicants will supply documentary proof of qualifications which they rely on to secure the job
8. A number of selection tools will be used to maximise safe recruitment, including interviews, police checks and the uptake of two references
9. Police and Criminal Records Bureau checks will be undertaken, according to the Working with Children Category the job role comes under as follows:

|                |                         |
|----------------|-------------------------|
| Category One   | CRB Enhanced Disclosure |
| Category Two   | CRB Standard Disclosure |
| Category Three | Police Check            |

11. Seasonal temporary staff will undergo Police Checks and operational management will ensure that they are never required to work unattended with children

10. Police checks and disclosures will be re-applied for every three years

### How to Respond to Suspected or Alleged Child Abuse

| What to do  | What not to do   |
|---|--|
| Stay Calm   | Don't panic. Don't over-react. It's very unlikely that the child is in immediate danger.   |
| Listen, hear and believe  | Don't probe for more information. Questioning the child may affect how the disclosure is viewed at a later date.                     |
| Give the person time to say what they want to   | Don't interrupt, make assumptions or paraphrase. Don't offer alternative explanations.<br>Don't ask the child to repeat their story. |
| Look for opportunities to explain that you will share this information with the Designated Person but only those who need to know will be told. | Never promise to keep secrets or promise that everything will be OK.   |
| Reassure the person they have done the right thing in telling.  | Don't make negative comments about the alleged abuser.   |
| Act immediately in accordance with this policy and tell the Designated Person.  | Delay. Don't try and reach your own conclusions or deal with the disclosure yourself.  |
| Record in writing what was said as soon as possible.  | Delay.   |
| Only discuss the matter with the Designated Person.   | Pass the information on to anyone else.  |

**Due to the nature of our work with children, it is fairly unlikely that a child will make an allegation of abuse to you, as it is more usual for a child to have built a strong relationship with an adult, before they feel able to tell. However, should this happen, you should follow the guidelines below.**

#### Responding to a Child Making an Allegation of Abuse

##### **REMEMBER**

You may feel shocked and angry at the allegation, particularly if the alleged abuser is known to you. Don't worry that you may have been mistaken. It is better to discuss it with somebody who has the experience to make an initial assessment than to take no action

## **Reporting Allegations or Suspicions of Child Abuse**

- Every member of staff has a duty to protect children from harm, so if you are concerned that a child is suffering any form of abuse, it is your duty to report it
- Report your concerns to the Designated Person. They will contact the correct authorities, who will make any decisions about what is to happen next

## **The Role of the Designated Person**

The Royal Armouries has Designated Persons who are responsible for dealing with any concerns about the protection of children. If you have any concerns about issues relating to child protection you should talk to this person first. If your concern relates to the Designated Person at your site, you should talk to the Designated Person at another site.

### **Role**

The role of the Designated Person is to:

- Establish contact with members of social services staff responsible for child protection in the local area
- Provide information and advice on child protection within the organisation
- Advise the museum about child protection training needs
- Monitor compliance with the child protection policy and procedures
- Receive and record information about child protection concerns
- Assess information promptly and clarify and obtain more information as appropriate
- Consult with child protection agencies such as social services Area Child Protection Committee, NSPCC and make formal referral as necessary
- Keep the relevant senior person informed about any referrals and any subsequent actions the museum needs to take

## **Duties and Responsibilities of Group Leaders**

Although the primary responsibility for the welfare of the children in their care rests with parents/carers/teachers/group leaders, everyone at the Royal Armouries wishes to keep children safe from harm. Therefore, we ask that group leaders and teachers also exercise the following responsibilities when visiting the museum and ensure that:

- Parents/Group leaders supervise children at all times
- The conduct of their group does not detract from other people's enjoyment of the museum and its activities
- The museums regulations and health and safety procedures are followed and any instructions issued by museum staff are complied with
- In case of an accident, contact a member of museum staff
- Members of their group do not use dangerous, threatening, abusive, violent or bullying behaviour towards anyone else
- If they feel the conduct or behaviour of a member of museum staff might be harmful to children, to report it to a member of museum management as soon as possible
- If the museum has any concerns about the conduct of the group, it will be reported to the group leader(s) at the time
- If the museum has concerns about the conduct of the group leaders, this will be reported to the group leaders' organisation

### **Keeping Lost/Found Children Safe**

A child that has become separated from his or her parent/group leader is vulnerable to harm. The museum must act quickly and efficiently to reunite children with the parent/group leader. The following procedures will apply:

#### **A Child is Reported Missing**

- Write down the following information and then circulate this via radios
  - Age of child
  - Physical description of child
  - Address/Name of school/group if any
  - Where child was last seen
  - Time child was last seen
- Escort the person reporting the missing child to Information Desk
- Report the missing child to security and the duty manager
- Reassure the person reporting that we will do everything in our power to assist them and keep them informed
- If the child is not found once sufficient check has been made, security will inform the police and the Designated Person

## **A Child is Found**

- Write down the following information and then circulate this via radios
  - Age of child
  - Physical description of child
  - Names of people the child was with
  - Where the child was found
- Unless informed to do so by the Duty Manager **never** use the tannoy to ask the public to help in the search
- If anyone else is with the child, ask them to remain with you until the parent/leader has been located
- If you are on your own with the child, ensure that you are in a public area where you can be seen and heard
- Accompany the child to the Information Desk and wait with them
- Always verify with the child that the parent or leader is who they say they are
- If the child is not reunited with the parents/leader inform the duty manager and security, who will contact the police
- In this situation it is quite likely that the child will be upset and it will probably be your inclination to try and comfort him or her. This is fine, but remember to follow the key points from the Code of Conduct

Avoid any situations which might appear compromising

Be aware that any physical contact with a child can be misinterpreted

The desire to be touched should always be initiated by the child

Touch should always be appropriate to the age and stage of development of the child, for example, it would be appropriate to hold the hand of a young child if they offered it to you

If you are in situation where you are alone with a child, make sure you can be clearly seen and observed by others.

## **Information and Training to Keep Children Safe**

- All new staff will be given introductory information about good practice in child protection as part of their induction programme

- Staff will be given further training in child protection according to how frequently their job role is likely to bring them in to contact with children, and in line with the Working with Children Job Categories
- Designated Persons will be given specific training for their role by an accredited source, E.G, social services, NSPCC etc
- The Designated Persons and the Training Manager will discuss child protection training requirements for the museum annually, and relevant child protection training will be added to the yearly training plan
- As new information, legislation or best practice in the field of child protection becomes available, the Designated Person will circulate this to staff via appropriate means

### **Guidelines for Assisting Children with Armour Handling**

Armour handling activities with children will usually require assistance from a member of staff, as both children and their parent/group leader are unlikely to have the expertise and knowledge to assemble the armour in the correct sequence, manipulate the fittings and control the weight of the armour.

The following guidelines should be applied:

- Only offer to help a child when you can be fully observed by others
- Always ask the child if they require the help and never initiate touch without the child's explicit consent
- Explain that because the armour is heavy you will need the help of their parent/group leader to assist you
- Never dress the child in armour until the parent/group leader is available