National Galleries of Scotland

Policy for the Protection of Children, Young People and Adults at Risk of Harm 2023

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<tr>
<th>EIA Completed</th>
<th>1 August 2022</th>
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<tr>
<td>Date of LT Approval</td>
<td>18 May 2022</td>
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<tr>
<td>Date of Trustees Approval</td>
<td>13 June 2022</td>
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<td>Review Date</td>
<td>June 2023, Dec 2024</td>
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Scope of Policy

This policy applies to all people working for National Galleries of Scotland in whatever capacity (employee, worker, volunteer (including trustees), student, freelancer, agency worker or contractor), including those working for catering providers. NGS believes that everyone has a responsibility to promote the welfare of all children/adults at risk to keep them safe from harm and practice in a way that protects them, their welfare is paramount in all the work we do and in all the decisions we take. Throughout the rest of this document, these individuals will be referred to, for ease and simplicity, as ‘NGS staff and volunteers’.

This policy should be read alongside other NGS policies including:

- Social Media
- Discipline Policy & Procedure
- Data Protection Policy
- Whistleblowing Policy
- Employee code of conduct
- IT Use Policy
- HR Recruitment Policy

Contractual: Yes

This policy came into force on ........June 2022.........................................................(date)

This policy and accompanying procedures were last reviewed on........Dec 2023.............(date)

Signed: ............

Date: ......12/12/23..........................................................
Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children/adults in Scotland.

Children and Young People

- Children Act (Scotland) 1995.
- Getting it right for Every Child (GIRFEC) 2005
- The Protection of Vulnerable Groups (Scotland) Act 2007
- Child and Young People (Scotland) Act 2014
- National Guidance for Child Protection Scotland (2014)
- UNCRC
- Children’s Hearings (Scotland) Act 2011
- Creating Safety - Child Protection Guidelines for Scotland’s Arts, Screen and Creative Industries

Adults at Risk of Harm

- The Adult Support and Protection (Scotland) Act 2007
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care and Treatment) (Scotland) Act 2002

Other legislation

- Human Rights Act 1998
- The Data Protection Act 2018 (GDPR)
- Disclosure Scotland Act 2020
- Equality Act 2010

Review

This policy will be kept under review and will be formally addressed annually. Revisions may be required in the interim in the light of NGS policy and procedures as directed by legislation and national guidance or by external factors/incidents.

Meetings will also take place between the Child and Adult Protection Officer and Head of Operations any time there is a referral.

The policy and procedures will be monitored as part of the Health and Safety Committee and will be reported to the board of Trustees quarterly.
List of appendices/procedures:
Photography and moving image consent form – Photo Consent Form.
Photography and moving image consent form – Project Photo Consent Form.
Event Photography/Documentation.
Child/Adult Protection Referral Form.
Lost/Found Children Procedure.
Visitor Requiring assistance in Toilet Procedure.
Key Contact Details.
Digital Guidelines.

Notes: This policy will be made available on the Intranet and at NGS Child and Adult Protection Policy 2023 and a notice will be displayed in the gallery informing visitors where they can find the policy.

A physical copy will be placed in every learning room, information desk and control room for reference.

Schools and group bookings will be directed to this policy at the point of booking.

The term photography includes still and moving images (film).
Protection of Children, Young People and Adults at Risk Policy

Aim

The National Galleries of Scotland aims to engage, inform and inspire the broadest possible public. This policy sets out the steps we will take to ensure the safety and wellbeing of children, young people and adults at risk of harm (hereafter referred to as adults at risk) when visiting the Galleries or involved in any National Galleries of Scotland’s offsite or online activities.

The Scottish Government has set a clear vision that all people in Scotland have the right to live in safer and stronger communities - where we live, work and play - in which we all take responsibility for our actions and how they affect others. This personal responsibility is particularly important when it concerns children, young people and adults at risk.

The National Galleries of Scotland are committed to the wellbeing of all children, young people and adults at risk by protecting them from abuse and harm. No one should ever experience abuse of any kind through the actions of NGS. All people, without exception, have the right to protection from abuse regardless of gender, race, age, ethnicity, disability, sexual orientation, gender reassignment, religion, belief or on the basis of pregnancy, maternity or marital status (as outlined in the Equality Act (2010)).

Definition of individuals covered by this policy

For the purposes of this policy the definition of a ‘child’ or ‘young person’ is anyone aged under 18 years of age as supported by the Children and Young Person Act (2014) (Scotland). Where a young person in Scotland aged 16-18 requires protection it must be noted that the Adult Support and Protection (Scotland) Act 2007 legislation may apply.

An adult at risk is defined by the Adult Support and Protection (Scotland) Act 2007 as a person aged 16 or over who:

- are unable to safeguard their own well-being, property, rights or other interests;
- are at risk of harm; and
- are more vulnerable because they are affected by disability, mental disorder, illness or physical or mental infirmity.

For an adult to be at risk of harm, in terms of the Adult Support and Protection (Scotland) Act 2007, the adult must meet all three of the criteria above.

Principles

The key principles that underlie this policy are:

- The safety of the child, young person or adult at risk must always be the primary consideration.
- All children, young people and adults at risk should be treated fairly and with dignity and respect.
• All children, young people and adults at risk have the right to protection from all forms of harm, abuse, neglect and exploitation and recognises that those from minority ethnic groups or with disabilities may have additional needs, for example with communication or the impact of discrimination.
• All children, young people and adults at risk have the right to express their views on matters that affect them.
• Issues around protection of children, young people and adults at risk should be included in all risk assessments for activities, events and projects.
• Supporting children and young people within GIRFEC (Getting it Right for Every Child) framework and SHANARRI indicators where it is recognised that every child and young person has a right to be Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included
• Working in partnership with children, young people, adults at risk, their parents, carers and other agencies is essential in promoting their welfare.

This policy and guidance follows the 4Rs of Protection

- **Recognise** any concerns for a young person/adult at risk that you are working with, this may be welfare/wellbeing or child/adult protection.
- **Respond** appropriately to any concerns about a child/young person/adult at risk within this policy and procedures.
- **Refer** – this will be the responsibility of the Duty Manager/Supervisor and Child and Adult Protection Officer following discussion. This may include calling Police Scotland – 999 if an emergency and 101 if not time critical.
- **Record** – once you have discussed any concerns with the Duty Manager/Supervisor you must record this information using the recording form (appendix 5).

If you have concerns, you MUST ACT – it may be the final piece of the jigsaw that is needed to protect that child, young person or adult at risk, or we may prevent others from being hurt.

Definitions of Abuse and Risk of Harm

**What is Child Abuse?**

Child abuse and neglect is the maltreatment of a child in any form. An individual may abuse or neglect a child or adult at risk of harm directly, or may be responsible for abuse or neglect because they fail to prevent significant harm by another person. ‘Significant Harm’ is circumstances where a child or young person’s basic needs are not being met in a manner which is appropriate to their individual needs and stages of development. It can occur within a relationship of trust and can happen to a child/adult regardless of their age, gender, race, disability or ability, sexual orientation, religion or socio-economic status.

The main types of abuse are: **physical, emotional, sexual and neglect**.
Children/young people and adults at risk of harm may be abused in a family or in residential care or in the community, including artistic and sporting activities by any individual known to them or by a stranger.

Children with disabilities are at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse has occurred.

The lists below must **not be used as a checklist** but will give some guidance on how to recognise child abuse and neglect. Different types of abuse may overlap or co-exist.

**Physical Abuse** - is the causing of physical harm to a child or young person and may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after (this is known as fabricated or induces illness).

**Emotional Abuse** - is persistent emotional neglect or ill treatment that has severe and persistent adverse effects on a child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may involve the imposition of age or developmentally inappropriate expectations on a child. It may involve causing children to feel frightened or in danger or exploiting or corrupting children. Some level of emotional abuse is present in all types of ill treatment of a child; it can also occur independently of other forms of abuse.

**Sexual Abuse** - is any act that involves the child in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, 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, or in the production of, pornographic material or in watching sexual activities, using sexual language towards a child or encouraging children to behave in sexually inappropriate ways. Child sexual exploitation involves a young person under the age of 18 being manipulated, forced, pressurised or coerced into taking part in a sexual act in exchange for something.

**Neglect** - persistent failure to meet a child’s basic physical and/or 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, to protect a child from physical harm or danger, or to ensure access to appropriate medical care or treatment. It may also include neglect of, or failure to respond to a child’s basic emotional needs. In its extreme form children can be at serious risk from the effects of malnutrition, lack of nurturing and stimulation.

**Other areas to be aware of:**

**Bullying or Cyber-Bullying** - Cyberbullying, is often the same type of behaviour as other bullying, for example name-calling, spreading rumours and leaving people out, but it takes
place online, on social networking sites, in chatrooms, and via mobile technologies, gaming and instant messaging platforms. The impact of this is as hurtful and damaging as other forms of bullying behaviour. Advances in technology are simply providing an alternative means of reaching people – where malicious messages were once written on school books or toilet walls, they can now be sent via mobile phone or the internet, making their reach greater, more immediate and much harder to remove or erase.

**Child Sexual exploitation**

Child sexual exploitation is a form of child sexual abuse in which a person(s), of any age takes advantage of a power imbalance to force or entice a child into engaging in sexual activity in return for something received by the child and/or those perpetrating or facilitating the abuse. As with other forms of child sexual abuse, the presence of perceived consent does not undermine the abusive nature of the act of children or young people, and victims can be boys or girls. For more information [https://www.csetheesigns.scot.uk](https://www.csetheesigns.scot.uk)

**Adult Protection**

An adult at risk of harm is a person (aged 16 years or over) who: is unable to safeguard their own well-being, property, rights or other interests. is at risk of harm. is more vulnerable because they are affected by disability, mental disorder, illness or physical or mental infirmity.

What is harm?

Harm includes all harmful conduct and includes:

- conduct which causes physical harm
- conduct which causes psychological harm, for example, causing fear, alarm or distress
- unlawful conduct which appropriates or adversely affects property, rights or interests – for example, theft, fraud, embezzlement or extortion
- conduct which causes self-harm

As with child protection, abuse of adults includes physical, emotional, neglect (and acts of omission) and sexual abuse. Further categories include financial or material.

**Responsibilities**

**Responsibility for this Policy.**

All NGS staff and volunteers have a responsibility for the protection of children, young people and adults at risk by complying and following this policy. In addition, there are several specific roles within NGS which support, advise and make referrals regarding child
and adult protection as necessary. The Child and Adult Protection Officer, Leadership Team and Trustees are responsible for ensuring this policy is embedded and implemented. Charity trustees have a collective responsibility for protection.

All NGS staff and volunteers are expected to report any breaches of this policy by any others working for or on behalf of the NGS. Breaches of the policy will be taken seriously and may require disciplinary procedures to be applied and/or a referral to the police or other statutory authority.

NGS Child and Adult Protection Officer (CAPO) is:
Siobhan McConnachie, Head of Learning and Engagement.
Contact details: Tel - 0131 624 6424; e-mail - smcconnachie@nationalgalleries.org

NGS Deputy Child and Adult Protection Officer is:
Stuart Craik, Head of Security.
Contact details: Tel 0131 624 6549, mobile 07970 447556
e-mail – scraik@nationalgalleries.org

5.1 Responsibilities of all staff and volunteers

- Strictly observe and follow this policy.
- Treat all children, young people and adults at risk with dignity and respect.
- Take all reasonable steps to protect the wellbeing of children, young people and adults at risk who are engaging with NGS as per this policy.
- Take appropriate action if an incident occurs as per this policy.
- Report any incident or suspicion of harm/abuse to a senior manager.
- Ensure all incidents are recorded in detail following discussion with operations manager /CAPO within 24 hours. [Appendix 5.]
- Ensure photographs of persons are not taken without the consent of the individual, young person, and if a child or adult at risk, from their parent, guardian or carer. [See section 8 in guidance.]
- Be aware of the possibility that children, young people and adults at risk may have complicated and/or traumatic backgrounds which could make them sensitive to certain issues
- Staff should watch out for each other and consider if colleagues being drawn into situations that could be misinterpreted. How colleagues’ view each other’s practice will be how outsiders will view it including parents/carers
- Wherever possible avoid spending time with young people unobserved. If a member of staff is in a situation where they are alone with a child, young person or adult at risk, they should make sure they can be clearly seen or observed by other members of staff or CCTV.

5.1 Responsibilities of all Managers

- Ensure that themselves and the staff and volunteers that they are responsible for are aware, understand and follow this policy and its procedures.
- Advise HR of any roles that will have regular or unsupervised contact with children, young people or adults at risk.
• Ensure that people who will have contact with children, young people or adults at risk are informed of the requirement for appropriate checks and also ensure that no such person is permitted contact with children, young people or adults at risk until the checking process is satisfactorily completed.
• To ensure any contractors, freelancers, agency staff etc have the appropriate level of Disclosure and comply with this policy.
• Support staff and volunteers after they have shared their concerns about a child/adult protection matter.
• Support a culture of embedding child/adult protection across NGS.

Responsibilities of Operations Managers
• Act as first point of contact for all staff and volunteers for any concerns about the safety and welfare of a child, young person or adult at risk of harm.
• Receive notification of child/adult protection concern and follow due process as per Section 13.
• Advise and support their team members on child and adult protection issues.

5.2 Responsibilities of Human Resources Department
• Liaise with managers and Child and Adult Protection Officer on the appropriate levels of Disclosure required for post holders liable to deal with children, young people and adults at risk.
• Check the identity, recent employment history and criminal conviction statement of employees and workers before a person starts work.
• Provide appropriate training on child and adult protection and wellbeing issues to all staff and volunteers within one month of commencing employment and thereafter refresher training should be undertaken by all employees every three years.
• Act as the counter signatory for Disclosure Scotland.

5.3 Responsibilities of Volunteer Programme Coordinator
• Ensure that volunteers having regular contact with children, young people and adults at risk be a member of the PVG (Protection of Vulnerable Groups) scheme.
• Check the identity, recent employment history and criminal conviction statement of volunteers.
• Ensure volunteers are undertaking appropriate child and adult protection training.¹

5.4 Responsibilities of child and adult at risk protection officer and deputy
• Advise on the appropriate levels of Disclosure and PVG required for roles within NGS.
• Receive and advise on child and adult protection concerns and referrals from operations managers/supervisors on any child and adult welfare or safety concerns brought directly to them.

¹ All staff, including volunteers must undertake training on child and adult protection within one month of starting work and thereafter attend refresher training every three years.
• Ensure incidents are dealt with appropriately.
• Manage all referrals, refer all cases of suspected abuse to the appropriate agency either Social Care and/or Police and ensure that appropriate information is available, confirmed in writing under confidential cover as quickly as possible.
• Maintain overview of all child and adult protection concerns and referrals across NGS.
• Collect monitoring data on all protection concerns raised, their management and outcome in order to check compliance and note any lessons learnt.
• Have a working knowledge of the relevant legislation and national guidance in protecting children, young people and adult at risk of harm. ensure that this policy is implemented and followed by all staff and volunteers and is reviewed annually.
• Promote the importance of child and adult protection across the organisation.
• Advise HR on training for all staff and volunteers about their responsibilities to protect and keep safe children, young people and adults at risk.
• Keep leadership team and trustees up to date of any child and adult protection issues on at least a quarterly basis by submitting reports on all activities around the protection of children, young people and adults at risk.

5.5 Responsibilities of trustees

• Ensure child and adult protection policy and procedures are adequate for NGS and its work.
• Ensure the policy and procedures are implemented and appropriate resource is dedicated to it.
• Receive regular child and adult protection reports.
• Receive training in child and adult protection every 3 years.

6. Recruitment, Disclosure and PVG

NGS will apply safer recruitment for all staff ensuring all necessary checks are carried out. All NGS staff and volunteers are required to undergo the Basic Disclosure procedure before being appointed/working on NGS premises/acting as a representative of NGS. Some posts and roles which involve regulated work, as defined under the Protecting Vulnerable Groups (PVG) Scheme, will be required to become PVG Scheme members. [See Section 1 in guidance for more information.]

7. Adult : Child ratios

Programmes for children at NGS or run by NGS will normally be for the children and their parents/carers and as such adult to child ratios will not apply. Organised groups (e.g., schools/nurseries) who are bringing a group of children to NGS are responsible for ensuring the appropriate adult to child ratios is observed. In the event of NGS organising a session or event for children without their parent/carer/teacher accompanying them the following adult to child ratios must be observed.
<table>
<thead>
<tr>
<th>AGE</th>
<th>RATIO (Adult: child)</th>
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<tbody>
<tr>
<td>Under 2</td>
<td>1:3</td>
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<tr>
<td>2 to 3</td>
<td>1:5</td>
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<tr>
<td>3 + (Where children aged 3 and over attend facilities providing day care for a session which is less than a continuous period of four hours in any day the adult: child ratio may be 1:10. providing individual children do not attend more than one session per day)</td>
<td>1:8</td>
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<td>If all children are over 10</td>
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Appendix 1

Child and Adult Protection POLICY GUIDANCE AND PROCEDURES

Guidance for the Policy of the Protection of Children, Young People and Adults at Risk 2021

Sections:
1. Recruitment, Disclosure and PVG
2. Contractors and Sub-contractors
3. Training
4. Physical Contact
5. Bullying or cyber bullying
6. Professional boundaries/safe working practice
7. Lone working.
8. Photographing Children, Young People or Adults at risk
9. Unsupervised/unaccompanied children
10. Lost Children
11. Planning events
12. Working with External Partners.
13. Reports of Child/Adult abuse/harm, Confidentiality and Staff Welfare
14. Report against a member of staff or person working or acting on behalf of NGS
15. Escalation Process
16. Data Protection
17. Online/Digital interaction

1. Recruitment, Disclosure and PVG

NGS will apply safer recruitment for all staff ensuring all necessary checks are carried out.

Posts and roles which involve regulated work defined under the Protecting Vulnerable Groups (PVG) Scheme, e.g. specific posts within the Learning and Engagement Department, will be designated as such by the relevant Head of Department, the Child and Adult Protection Officer and HR. These post holders will be required to become PVG Scheme members.

Any new posts created should be assessed as to whether that post will involve regulated work and will require membership of the PVG scheme or a higher level of Disclosure. This review should be undertaken by the recruiting manager, the Child and Adult Protection Officer and HR.

Anyone who will be undertaking regulated work with children and adults at risk defined by the PVG Scheme is required to be a member of the PVG Scheme. The PVG Scheme is delivered and managed by Disclosure Scotland.
Advice on whether a post should be designated under the PVG Scheme must be sought from the Child and Adult Protection Officer and HR. **IN NO CIRCUMSTANCES** will an applicant be appointed to a post or be allocated work designated under the PVG Scheme until all clearances have been completed.

Employees are already required, as a condition of employment, to disclose any convictions obtained while in employment. This policy restates and emphasises this requirement. Anyone whose post or role is designated under the PVG Scheme and who is charged or convicted of an offence which would preclude them from working with children, young people or adults at risk have a duty to inform their line manager (for employees) or key contact at NGS (for volunteers and other roles), who will ensure that appropriate actions are taken, including the redeployment of staff pending the outcome of the matter. Employees found guilty of such an offence may be charged with gross misconduct and may be dismissed.

**2. Contractors and Sub-contractors**

Contractors must undergo a Disclosure check as stated above in Section 1. Contractors must agree to comply with this policy and follow its procedures and, where reasonable, have their own organisation wide policy for the protection of children, young people and adults at risk and appropriate training programme. Where it is not reasonable to expect them to have a policy or training programme (e.g., Self-employed individuals) support and guidance on the NGS policy will be provided by NGS. These requirements will be included in tender documents, contracts and contractor induction paperwork.

If a situation arises where a contractor does not have a Disclosure certificate within the past year, they must be accompanied by NGS staff at all times.

The responsibility for employees of contractors, and sub-contractors remains with the main contractor who must make all reasonable efforts to ensure they comply with this policy and must ensure that they are informed about their responsibility to report any concerns directly to them in the first instance and/or to a Operations manager/supervisor or Child Adult Protection Officer in line with this policy and procedure.

**3. Training**

**All NGS staff and volunteers** will receive training on protecting children, young people and adults at risk to the level required to enable them to confidently carry out their protection

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2 The Age of Criminal Responsibility (Scotland) Act 2019 says that a child under the age of 12 cannot be responsible for committing an offence. The new law means that some people do not have to disclose information about how they behaved before they were 12. It affects: people with convictions obtained before they were 12 people with certain behaviours from before they were 12 some of Disclosure Scotland's processes what Disclosure Scotland may disclose about people.

It means that information about the way you behaved before you were 12 will not appear on a basic disclosure or a standard disclosure. However, Disclosure Scotland may include it on an enhanced disclosure or a Protecting Vulnerable Groups (PVG) scheme record.
duties and protect those they are working with. Following the initial training there will be refresher training every three years.

4. Physical Contact

Any physical contact between staff and children, young people or adults at risk is strongly discouraged. However, it is acknowledged that some children, young people and adults at risk may make contact spontaneously or may need help to put on aprons during workshops, for example. If physical contact must take place, ensure another staff member is present and tell the child, young person or adult at risk what you’re going to do and why.

It is acknowledged that physical contact may be necessary to prevent children, young people and adults at risk hurting themselves or damaging NGS property. These situations, if they occur, should be noted and reported to a line manager.

Mobility assistance for people with physical impairments should only be provided by the responsible adults accompanying the group or individual, however staff should be prepared to provide assistance where requested. In the case of an adult at risk who requires assistance (e.g. a person with a visual impairment, learning difficulties or co-ordination issues) then the nature of the contact should be explained and agreed before it takes place. Responsible adults accompanying groups or individuals should take responsibility for pushing wheelchairs or guiding mobility devices, with the exception of emergency situations where the wheelchair user would be in danger. In these cases, permission should be obtained from the child/young person/ adult at risk and their carer where possible. [See Appendix 7 - Visitor requires assistance in toilet procedure.]

If a child, young person or adult at risk requires first-aid this should be administered by a qualified first aider. A first aider can be contacted by asking a member of Security and Visitor Engagement (SVE) Staff to call for assistance.

Staff must never search children, young people or adults at risk or their property. A responsible adult (parent, guardian or group leader) should carry out necessary searches, unless the situation dictates that the police should be called.

5. Bullying or Cyber-Bullying

Cyberbullying, is often the same type of behaviour as other bullying, for example name-calling, spreading rumours and leaving people out, but it takes place online, on social networking sites, in chatrooms, and via mobile technologies, gaming and instant messaging platforms. The impact of this is as hurtful and damaging as other forms of bullying behaviour.

NGS will not condone bullying inflicted on or by children, young people or adults at risk of harm.
Any physical violence, any sexist, racist or other derogatory remarks by children on their peers during activities at NGS should be stopped immediately. NGS staff member will raise their concerns with the supporting adult who will in turn address the issue directly with those involved.

Where bullying outside the activity is highlighted by a child or participant as an issue, NGS staff member will discuss the issue with the supporting adult to explore possible action.

NGS staff have a responsibility to take the necessary steps to stop and report all incidents of harm against children witnessed on our premises. Staff should report any concerns to the operations manager/supervisor and CAPO to agree appropriate action to take.

6. Professional boundaries

NGS expects high standards of conduct and integrity from all staff. It is important when working or engaging with children, young people or adults at risk to maintain appropriate professional boundaries. Staff and volunteers must always remember they are in a position of trust and act in a professional manner, they must always listen to and respect children, avoid favouritism and respect diversity. Staff and volunteers must ensure that relationships with children, young people and adults at risk are appropriate to their age and understanding and staff should take care that language or conduct does not give rise to comment or speculation. Attitudes, demeanour and language all require care and thought. The use of swear words in the presence of children, even if not directed at them, is never appropriate. Never make sexually suggestive remarks or discriminatory comments, in front of children, young people or adults at risk.

Ensure that the focus of relationships with a child, young person or adult at risk, who was met through work, is always work. The aim should never be to develop the relationship or allow it to become a long-term friendship. Staff must never invite, or allow a child, young person or adult at risk or their families/carers etc, met through work, to contact them outside of work. Staff and volunteers must never give out personal details or contact children via social networks.

7. Lone working

Staff and those covered by the scope of this policy should not be alone with a child, young person or adult at risk and staff should remain in a public space with other people around. If a situation does arise whereby a staff member is alone with a child or adult at risk, they should make sure they can be clearly seen by other staff members, e.g., by ensuring a door remains open and staying in view or can be clearly seen by CCTV. A second person should be requested to be with them if possible.

8. Photographing Children, Young People or Adults at risk
NGS will exercise care and control over the photographing of children, young people or adults at risk.

Photographs may be taken by NGS staff (or photographers acting on our behalf) in order to record an activity or event, or for promotional use in press and marketing campaigns, annual reviews and other publications, on our website and social media channels. These may also be shared with and used by project partners.

It is important to consider potential risks of direct or indirect identification of a child, young person or adult at risk of harm, who may attend and be photographed at NGS events and activities, and to take an appropriate and proportionate approach to protect them from any harm which may arise.

In general, NGS will not print any additional identifying personal details (e.g. a child/adult at risk of harm’s name) when publishing photographs. However, there may be situations in which it is relevant and beneficial to do so, e.g. a competition winner, in which case this will be clearly stated in terms and conditions of entry. The following sets out the different contexts in which photographs of children, young people and adults at risk or harm may be taken, and the measures that need to be put in place.

Most photography featuring people will fall into one of the following two scenarios:

1. Individuals or posed/small groups where an individual is identifiable by their image.
2. Large groups or crowds where the focus is the event or activity and any individuals image is incidental detail.

**Individuals or posed/small groups** – In this context whenever an individual can be identified by their image in a photograph or film then consent must be obtained, this includes a child, young person or adult at risk. If the person is under 18, consent must be obtained from the parent/guardian.

   Persons over the age of 18 are required to sign consent forms themselves*.

   When an adult at risk is unable to give their permission, due to capacity issues, then consent must be obtained from their carer/responsible person.

If there is any disagreement between the person to be photographed and the parent/guardian/carer as to whether the photograph should be taken or not, the photographer will not take the photograph.

A standard photo permission form for this purpose is attached to this policy. *Appendix 2.*

Additional forms may be created for specific projects where additional information or permissions are required. *Appendix 3.*

If the individual is part of a group, the group leader is responsible for ensuring appropriate consents for photography are in place. This should be confirmed in writing to the NGS employee or representative leading the session.
Large groups or crowds
A notice (example provided in Appendix 4) must be displayed prominently at the entrance to an event, e.g. exhibition openings, family events, prize ceremonies, where an official photographer is present, and the photographs taken are general shots of the event itself rather than any individuals. The photographer should verbally alert people in the foreground of these shots who are within earshot of the photographer and give them the opportunity to move away if they wish.

Where possible, a warning that an event will be photographed or recorded should be included in any registration documents or programmes etc, along with details of how individuals can ‘opt out’ of being photographed or recorded at the event. A record should be kept of the information/ warnings provided to attendees at a particular event for future reference.

Photography by other visitors
All staff should be aware of members of the public taking photographs of individuals covered by this policy. If someone is seen taking photographs and it is suspected that they do not have a valid and obvious reason for doing so (i.e. they are not part of the group/organised activity) staff should ask them to stop and request that they delete any images they have taken. If necessary, staff can point them to this policy, a copy of which will be held in every Learning Room, Information Desk and Control Room.

Example response: ‘It is National Galleries of Scotland policy not to allow photography/filming of children/young people/adults at risk/groups by members of the public unless specific permission has been sought/notification has been made. Can you please delete the images you have taken and please do not take anymore.’

*Some local authorities have different photography policies. The policy of the lead project partner is dominant.

9. Unsupervised/unaccompanied children

Care and supervision of children is the legal responsibility of their parents or carer. NGS do not have a minimum age requirement for unsupervised or unaccompanied children, however very young children who are unsupervised or unaccompanied would always be considered a cause for concern. If there are concerns about unaccompanied children in the gallery, staff may need to make a judgement as to whether there is a cause for concern in terms of their age, behaviour and potential risk to themselves. If there is concern, staff should attempt to find the responsible adults, if no adult can be located then they should contact the Operations Manager/supervisor who may contact the Police.

10. Lost Children

NGS has an approved procedure for reuniting lost children and their parents/carers which should be followed. Appendix 6.

11. Planning events

When planning an event or programme for children, young people and/or adults at risk
of harm, child and adult protection must be considered within any risk assessment.

12. Working with External Partners

Where NGS is working with an external organisation and has a formal partnership agreement, there must be a clause in the agreement that requires the partner to have appropriate child and adult protection policies and practices in place. It is the responsibility of the NGS signatory of the agreement to ensure this is in place.

Where work is being carried out with or by an external organisation that will involve children, young people or adults at risk and there is no formal agreement in place, the key NGS contact must liaise with the NGS child and adult protection officer to ensure that NGS: is satisfied that appropriate protection policies and procedures are in place and would be implemented; that the NGS staff working there is aware of them and knows who the child and adult protection officer is in the event of having to report a matter to them.

13. Reports of Child/Adult abuse/harm, Confidentiality and Staff Welfare

Adults don’t always recognise, understand or react appropriately when a child/young person or adult starts to tell them about experiences of abuse and this can mean that they don’t get the support they need. If a child/adult discloses abuse, remember that this may be the beginning of a legal process, as well as of a process of recovery. Legal action against a perpetrator can be seriously damaged by any suggestion that the child/adult has been led in any way.

The following guidance should be followed as far as possible:

- Show them you care, help them OPEN UP. Give them your full attention and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important.
- Take your time SLOW DOWN. Respect pauses and don’t interrupt them – let them go at their own pace. Recognise and respond to their body language.
- Show you understand. Make it clear you’re interested in what they’re telling you. Check your understanding of what they have said – and use their language.
- Staff should not take any action beyond that in this policy and guidance.
- Staff cannot promise a child/adult complete confidentiality – they must explain that they may need to pass information to other professionals to help keep the child or other children safe.

If a child, young person or adult at risk reports to staff that they are suffering or are likely to suffer some form of abuse or harm, or if abuse or harm is witnessed or suspected by a member of staff, or if a member of staff observes/has reported to them unusual behaviour that causes concern, this will be referred to the Operations Manager/Supervisor without
delay who will take appropriate action and will be recorded on the NGS Child and Adult Protection Referral form in as much detail as possible. Any concerns must be recorded within 24 hours by the individual who identified it or to whom the disclosure was made regardless of whether or not it will be ultimately passed on to the statutory authorities. On no account speak with the parent/carer about what has happened until the NGS Child and Adult Protection Officer has advised on the next step. The Operations Manager/supervisor will progress any actions required. The Operations Manager/supervisor receiving a report as above will contact the NGS Child and Adult Protection Officer without delay and make them aware of the circumstances. Further actions may include consultation with the statutory services, e.g. Social Services or Police, as appropriate and liaison with the school/group/institution involved. The NGS Child and Adult Protection Officer will make the decision to refer to statutory agencies with timescales, with the option to consult with others. Any disclosure of information to non-statutory organisations must be authorised by the Director of Operations, or above.

If a child, young person or adult at risk reports abuse or harm, staff should take this report seriously, listen to the person and accept what is being said. They should not express shock, ask leading questions or make promises they are unable to keep (e.g., to keep the information confidential or to stop the abuse happening). They should inform the person at the beginning of the report that the matter will need to be referred to the Operations Manager/Supervisor. It is vitally important that staff record the information reported in the person’s own words where possible and refer the matter to the Operations Manager/Supervisor without delay. Staff should not engage in any investigation of the incident other than to note the report. Appendix 5.

If the child/adult decides to withdraw at this stage, staff should stress that they can have further discussions in the future. However, the child/adult should also be told that their current concerns will be passed on – if there is suspected harm to the child/adult this matter should be reported to Operations Manager/Supervisor for further escalation if appropriate. They should also be given alternative sources of support such as the telephone number of ChildLine – 0800 11 11.

Where a member of staff believes that a child, young person or adult at risk is in imminent danger they must contact Police Scotland on 999 or 101, dependant on the speed of response required and inform an Operations Manager/supervisor immediately.

If there is a medical emergency where abuse is suspected, staff should call an ambulance. If an ambulance is not required a taxi should be called and two members of NGS staff should accompany the person to the Accident and Emergency Department and notify the parent/carer and Police Scotland. If a parent/carer refuses the required medical care in a way that is deemed unreasonable and suspicious, staff must call Police Scotland on 999 immediately and inform an Operations Manager/Supervisor.

The primary concern at all times must be the welfare and safety of the child, young person or adult at risk.
Where a member of staff has been involved in a child or adult protection incident their manager will ensure that they are debriefed and a welfare check carried out. It must be borne in mind that reports of child/adult abuse or involvement in investigations can be stressful and traumatic therefore managers must ensure that appropriate advice and support is provided, where needed.

14. Report against a member of staff or person working or acting on behalf of NGS

Where a report is made against or that involves a member of NGS staff or someone working or acting on behalf of NGS the same procedure as stated in Section 13 should be followed. The Child and Adult Protection officer and Director of HR should also be notified without delay. If the report is made against the Child and Adult Protection Officer, the Deputy Child and Adult Protection Officer should be notified. NGS staff conduct and disciplinary procedures will be followed, in due course, as appropriate.

Concerns about a member of staff may fall into any of the following three categories where someone has;

• Behaved in a way that has harmed the child/adult or may have harmed a child/adult
• Possibly committed a criminal offence against or related to a child/adult
• Behaved towards a child/adult in a way that indicates they may pose a risk of harm and as a member of staff is unsuitable to work with children/adult at risk

NGS will ensure effective support is provided for anyone facing an allegation and provide the employee with a named contact if they are suspended. Suspension will be carefully considered and is not automatic and options to avoid suspension should be considered prior to taking that step. Any allegations will be dealt with very quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

Where it is clear that an investigation by the police is unnecessary e.g. behaviour is considered inappropriate but not harmful, the Child and Adult Protection Officer should be consulted without delay to discuss the next steps with HR including: Consider whether other NGS policies should be followed e.g. Disciplinary and Grievance

Where appropriate, reporting the circumstances to Police Scotland to ascertain if the member of staff represents a risk to children/young people/adults at risk at NGS sites and activities, or wider sections of society

If NGS removes an individual (paid or unpaid) from work such as looking after children or adults (or would have, had the person not left first) because the person poses a risk of harm to children or adults, NGS must make a referral to Disclosure Scotland. It is an offence to fail to make a referral without good reason.

15. Escalation process – what to do if concerns are not being appropriately acted upon.

Escalating is the course of action that should be taken when there are concerns that a child’s/adult's safety is compromised and the current action of either NGS or other external
agencies do not support the protection of a child or adult at risk of harm. This also applies if NGS has concerns that an external agency is not acting on concerns appropriately.

If you have concerns about the safety or welfare of a child/adult and feel they are not being acted upon by the Operations Manager/ Supervisor or Child Adult Protection Officer you can take further advice from social care yourself, contact the NSPCC Helpline, however in the first instance, the aim should be to resolve the disagreement at the lowest level between those involved. If this fails, the matter will be raised with NGS for further discussion and agreed course of action. A record of all conversations and actions must be kept.

NGS acknowledge that:

- Problem resolution is an integral part of professional co-operation and joint working to protect children/adults.
- Professional disagreement requires resolution in a constructive and timely fashion.
- At no time must professional disagreement distract from ensuring the child/adult is safe.
- The aim must be to resolve a professional disagreement at the earliest possible stage.

16. Data Protection

Any processing of personal data under this policy must comply with the NGS Data Protection Policy and applicable data protection legislation, recognising that some of the data may fall into the special categories defined in the General Data Protection Regulation and require additional protection.

Data processing in relation to disclosures and PVG status is covered in:

- the privacy notice for employees, and
- the privacy notice for secondees, contractors, freelancers and agency workers.

As these relate to criminal convictions and offences data, we have in place an appropriate policy document, as required by the Data Protection Act 2018 which sets out the legal basis and conditions for processing.

The data provided on photography consent forms and any photographs or other recording of identifiable individuals will be held securely, used only for the purposes stated and covered by relevant privacy notices.

Completed referral forms, or any other record of suspected harm etc, covered by this policy, will be treated with utmost care, shared securely and only as absolutely necessary. Records should always be stored in a secure and confidential place. For records stored electronically, care should be taken to ensure network or cloud storage is secure and access is restricted. Referral records should only be retained for one year and destroyed in line with the NGS’ Data Protection Policy and Retention Schedule. Collection, sharing and any other processing of special categories data as part of referrals made under this policy are also covered by the appropriate policy document referred to above.

The Data Protection Act 2018 allows for the disclosure (in other words, sharing) of personal information without consent of the subject in certain conditions, including for the purposes
of the prevention and detection of a crime, for example where there is a child protection concern. It is best practice to gain verbal or written consent from a parent/carer/guardian before any personal contact data relating to them is sharing with another organisation (such as Social Care Direct). However, you may not need to seek consent to share information if it might be unsafe to seek (e.g. seeking consent might increase the risk to the child) or causes an unjustified delay or if it would prejudice the prevention, detection or prosecution of a serious crime. The most important consideration is whether the child/adult needs to be protected. If in doubt about whether to share information with parents about this, advice should be sought from Social Care direct.

When information is requested by other organisations this must be passed to the Child Adult Protection Officer and the Data Protection Officer for consideration. A decision to share information or not must be recorded and stored appropriately.

A data sharing agreement will be put in place in any situation where personal data is disclosed with or between external partners. If one is acting as a data processor for the other/others, a data processing agreement will be put in place.

17. Online/Digital interaction

Digital Guidelines is provided in Appendix 9.

In addition, if staff identify online concerns – e.g., illegal content or suspicious behaviour by another person online - the same procedure as stated in Section 13 should be followed.

The NGS photography consent process must be strictly followed when posting any images of people on social media. Children, young people and adults at risk should not be encouraged or invited to identify themselves in any way or disclose their location or give personal details on NGS social media channels or projects in which NGS is involved. For example, by posting images of themselves or stating their name in a way that could result in them being identified.
EXAMPLE PHOTO CONSENT FORM
Appendix 2

Photography and Moving Image Consent Form

Photographs are taken during events and other activities at NGS as a record and for promotional use in press and marketing campaigns, annual reviews and other publications, on our website and social media channels.

NGS is committed to the protection of children, young people and adults at risk. In accordance with our policy guidance, where individual or posed/small group photographs are taken, and an individual can be identified by their image shots we require consent. NGS will take all reasonable measures to ensure that these images are used solely for the purposes for which they are intended. If you become aware these images are being used inappropriately, please inform a member of staff immediately.

NGS reserves the right at all times to prohibit the use of photography, film or video of children, young people and adults at risk at any activity with which it is associated.

<table>
<thead>
<tr>
<th>Event(s) / Project</th>
<th>Venue(s)</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To be completed by NGS

**Person 18 and over**
I consent to my involvement in the above event(s)/project being photographed and/or (please delete as appropriate) filmed for the reasons stated above.

<table>
<thead>
<tr>
<th>Signature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Print name</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

Parent/guardian/carer (of all children/young people under 18 and adults at risk.)
I consent to NGS photographing and/or (please delete as appropriate) filming the involvement of above-named child/young person/ adult at risk in the above event for the reasons stated above.

<table>
<thead>
<tr>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print name</td>
</tr>
<tr>
<td>Relationship to child/young person/ adult at risk of harm</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

In some instances, NGS would like to share these images with relevant third parties e.g., organisations who have funded the event/project.

Please tick if you give your consent for this to happen.

Forms will be held by NGS for the length of time that we hold the photograph. You can withdraw the consent given here at any time by notifying the staff member in charge or contacting the Data Protection Officer (DPO). For the DPO’s contact details and further information on how we will use the data provided here, please see our General Privacy Notice
(PROJECT TITLE)
Permission form for photographic recording of events and artwork copyright.
Learning & Engagement Department, National Galleries of Scotland

Parental consent for under 18-year-olds.

I _____________________________ (name of parent/guardian)
give permission for
______________________________ (name of young person - under 18)
to be filmed/photographed as a record of art activities taking place as part of (PROJECT TITLE).

I also give permission for any artworks produced by the above-named person, to be retained by NGS for display purposes. Copyright of artwork produced will be shared between the NGS and (PROJECT PARTNERS) and the producer of the work named here.

The (PROJECT TITLE) is a partnership between NGS and (PROJECT PARTNERS)

I understand that artworks and images created or taken on the project, may be used for display and exhibition, and online at www.nationalgalleries.org or for promotional activities relating to the project.

Signed: ________________________________(parent/guardian)

Date: __________________________

If you require more information please call (PROJECT OFFICER DETAILS)

We would like to invite you to (PROJECT TITLE) exhibition opening and related events please add your contact details below. We will not share your information with any other person or organisation.

Name (print): ______________________

Address: __________________________

Email: ____________________________
Forms will be held by NGS for the length of time that we hold the photograph. You can withdraw the consent given here at any time by notifying the staff member in charge or contacting the Data Protection Officer (DPO). For the DPO’s contact details and further information on how we will use the data provided here, please see our General Privacy Notice.
PLEASE NOTE:

Today’s event is being documented.

This event is being photographed and/or filmed. This will include images of those attending/participating.

If you do not wish your image to be captured please make yourself known to a member of staff and we will do our best to accommodate your wishes.

You may however appear in the background of some shots.

Please see the General Privacy Notice on our website for information on how we use your personal information and the rights you have in relation to that information.
## Appendix 5

### NGS Child Protection or Adult at Risk of Harm Referral Form

<table>
<thead>
<tr>
<th>Details of adult/child suspected or reported to be harmed/at risk of harm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Date of birth/ age</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Person reporting the concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Department/Address if member of the public</td>
</tr>
<tr>
<td>Tel/Mobile:</td>
</tr>
<tr>
<td>E-mail:</td>
</tr>
<tr>
<td>Relationship (e.g., parent, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Person recording details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Department</td>
</tr>
<tr>
<td>Date of concern</td>
</tr>
</tbody>
</table>

**Details of suspected, witnessed or reported concern.**

1. *Who witnessed or reported what, where and when? Use the person’s own words.*
2. *What type of harm is suspected or reported e.g. physical, financial, sexual, emotional, neglect etc.?*
3. *Include location, times and dates.*
4. *Names of witnesses or others affected by the event.*
<table>
<thead>
<tr>
<th>CCTV available?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>
| **What strategies/actions have been put in place to address the issue and/or safeguard the child/young person/adult at risk of harm?**  
  (E.g., removed child to a place of safety.) |

<table>
<thead>
<tr>
<th>Has the concern been shared with anyone else?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any comments/actions from this?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Action taken by Child Adult Protection Officer</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Feedback given to referrer?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>No [If not, why not.]</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td></td>
</tr>
<tr>
<td>Feedback from any referral made to external agency such as police or social work</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Agency</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Details of information provided:</td>
<td></td>
</tr>
<tr>
<td>Child Adult Protection Officer</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 6

NATIONAL GALLERIES OF SCOTLAND
SECURITY AND VISITOR SERVICES DEPARTMENT

From: A. Lawrie
To: SVE Operations Managers & Supervisors
Copy to: Director of Operations/Head of Learning & Engagement Outreach
Subject: LOST/FOUND CHILDREN PROCEDURE
Date: 16/07/19 - reviewed 5/5/2022
- revision to incident report section 3/6/24

Introduction

This procedure provides guidance when dealing with lost/found children and their parent(s)/guardian(s).

Responsibility

The SVE Operations Manager/Supervisor is responsible for this procedure on a day-to-day basis. He/She will ensure that any reports of a lost/found child are treated as an urgent priority and that the search for a child, parent/guardian is coordinated and a log of the incident maintained.

Actions

When a lost/found child is reported to any member of NGS staff, or freelancer or volunteer the matter is to be reported to SVE immediately.

Lost Child

When a child is reported lost the member of SVE staff receiving that report will obtain a full description of the child and circulate this via radio to the relevant control room, who relay this to all SVE staff on site. The following information will be sought from the reporting parent/guardian:

Sex – Male/Female
Age/approximate age
Hair colour
Description of clothing
Other descriptors – glasses, tall, short etc.
Exact location last seen
Any medical conditions etc. that pose a risk to the child, staff or the public
Any other relevant information

**Note – At no time** should the name, address etc. of the child be circulated via the radio until the identities of both parties can be confirmed.

The SVE member of staff reporting the incident will remain with the family member/reporting person until relieved by a supervisor and/or the child is located and returned to their parents, following confirmation of their identities.

**Found Child**

When a child is reported as lost, approaches a member of NGS staff, or is thought to be lost, the child will be taken to a member of SVE who will take charge of the child. The matter will be immediately reported to the relevant control room and the Operations Manager/Supervisor informed. Dependent on the age and stage of development of the child, details of their parent/guardian should be sought and if possible, where they became separated from their parent/guardian. The SVE Operations Manager/Supervisor is to be informed immediately regarding the found child and the same description information, as above is to be transmitted via radio to the site control room and circulated to all SVS staff on site. As above **at no time** should the name, address etc. of the child be circulated via the radio until the identities of both parties can be confirmed.

**Operations Manager/Supervisor**

The Operations Manager/Supervisor will ensure that a coordinated search is carried out for a reported lost child, ensure that a member of SVE staff remains with any found child at all times and that if necessary (child very distraught) the child is accommodated in a safe space e.g. Supervisors office, or other appropriate place. Whilst it is preferable for the child to remain accompanied by SVE in a public area, If the child has to be accommodated in a non-public area two members of staff **must** be present with the child at all times.

Before reuniting a child with their parents, full details of their identity **must** be confirmed e.g. name, address and in the case of a very young child, or child not able to confirm their parent/guardian’s identity proof of relationship (family photographs etc.) should be sought.

In the event of a reported lost child not being found, following a thorough search of the site, or a found child’s parents not being traced the Operations Manager/Supervisor will contact Police Scotland without delay and ensure that all CCTV footage is examined.

The site Operations Manager or Gallery Supervisor will complete a report using the NGS Operations Incident Reporting process.

Adrian Lawrie
Head of Security and Safety/ Child and Adult Protection Officer.
Appendix 7

Protection of Children, Young People and Adults at risk

**Situation:**
Visitor requires assistance in toilet

**Procedure:**
Courtesy towards the visitor and maintaining their dignity is essential at all times. Seek consent from the visitor and ensure they are included in discussions.

Identify if the visitor has a carer with them who could assist.
If there is a carer who can assist:
- Direct them to the disabled toilet if available.
- If the general public toilets are used, SVE staff to temporarily restrict general access to the toilets to allow the cubicle door to be open and privacy from the general public to be maintained.
- Protective gloves are available in the First Aid box and should always be worn

If there is no carer available:
- NGS staff, freelancers and volunteers are not required to assist the visitor, but a request should be made for anyone willing to volunteer to assist.
- Two people assisting must be present at all times. Those assisting should be of the same gender as the visitor. If this is not possible consent should be sought from visitor.
- If possible, use the disabled toilet. If the general public toilets are used, temporarily restrict access to the toilets to allow the cubicle door to be open and privacy from the general public to be maintained.
- Protective gloves are available in the First Aid box and must always be worn
- If the visitor was attending as part of an organised group e.g., school/care home, find out the name of the organisation so that they can be informed by the NGS colleague responsible for the session.
- The site Operations Manager or Gallery Supervisor will complete a report using the NGS Operations Incident Reporting process.
## Key contacts

<table>
<thead>
<tr>
<th>Key contact</th>
<th>Name/Agency</th>
<th>Position/Department</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Siobhan McConnachie</td>
<td>Child/Adult Protection Officer, Head of Learning &amp; Engagement</td>
<td>0131 624 6424</td>
</tr>
<tr>
<td></td>
<td>Stuart Craik</td>
<td>Deputy Child/Adult Protection Officer Head of Security</td>
<td>0131 624 6549 07970 447556</td>
</tr>
<tr>
<td></td>
<td>Adrian Hardwicke</td>
<td>Director of Operations</td>
<td>0131 624 6209</td>
</tr>
<tr>
<td></td>
<td>Edinburgh Social Services</td>
<td>Social Care Direct</td>
<td>0131 200 2324</td>
</tr>
<tr>
<td></td>
<td>Police Scotland</td>
<td>Contact Centre</td>
<td>101 or in an emergency 999</td>
</tr>
<tr>
<td></td>
<td>NSPCC</td>
<td></td>
<td>0808 800 5000</td>
</tr>
<tr>
<td></td>
<td>Childline</td>
<td></td>
<td><a href="http://www.childline.org.uk">www.childline.org.uk</a> 0800 1111</td>
</tr>
</tbody>
</table>
Appendix 9

Digital Guidelines for Engagement with Children, Young People and Adults at risk.

These guidelines relate to all online live broadcast, interactive workshop sessions with invited participants, when hosts can see, hear or interact with participants, delivered solely by National Galleries of Scotland or in conjunction with a project partner.

As with all sections of the policy and guidance this will be updated whenever a new development requires it. Due to the pace at which digital channels, apps etc. develop particular attention should be given to whether additional protection measures are required on a more frequent basis and before new online platforms and apps are used.

Prior to delivering online sessions this document will be shared, discussed, amended and agreed with project partners and freelance artists and included in project risk assessments.

This document assumes NGS staff or anyone working for NGS are session hosts, but is applicable in instances when NGS staff, or those working for NGS are invited to sessions hosted by project partners.

Session hosts/freelancers and partner staff

- Will deliver sessions from an appropriate space within the gallery or home. If delivering from home, ensure personal effects, family photos or anything that might be considered inappropriate etc. are not visible.
- Be professionally dressed with cameras kept at head height or onto tabletop activities.
- Create appropriate risk assessment specific to online platform, app.
- Are part of the PVG Scheme.

Session hosts will

- Gain project group/school/parent consent for participants to take part in online activities if under 16.
- Use a NGS account, never a personal account.
- Share the link to online sessions that require advance booking, only with those who have booked.
- Ensure two members of gallery staff/project are present on the call before anyone joins.
- Restrict the chat functions so private conversations between participants are not possible. If this is not possible an alternative platform must be found.
- Use the waiting room function and let people in who have booked.
- Issue a password to the session to those who have booked.
- Endeavour to make session accessible with captioning where possible.
• If using break out rooms ensure an adult is in each room where there are children, young people or adults at risk.
• Join session at least five mins before participants.

Youth workers/teacher/parents/carers who sign up to take part will
• Log in through a National Galleries’hosted account, never a personal account.
• Ensure a partner worker/teacher/parent/carer is always present at the start of and throughout a session.
• Not divulge participant’s personal information to session hosts.
• Ensure participants act in a respectful way towards session hosts.
• Manage participant behavior. Participants will be removed/blocked/muted from the session for inappropriate behaviour.

Session hosts/freelancers and partner staff will not
• Record or share information of participants unless agreed with all participants.
• Share age and stage-inappropriate material.
• Share personal social media accounts/email addresses/addresses/phone numbers/passwords with participants – should project participants ‘find’ you on social media platforms, you will not ‘follow back’ or engage in private messaging. Any such instances must be reported to NGS lead project officer.

Best practice policies and guidance to refer to when developing risk assessment for project activity.

https://www.youthlinkscotland.org/media/4504/safeguarding-checklist-for-online-youth-work.pdf
https://www.creativescotland.com/resources/professional-resources/guidance-and-toolkits/creating-safety
https://www.net-aware.org.uk/
https://www.childnet.com/
Appendix 10 Disclosure/concern for a child, young person or adult at risk of harm

You have a concern or received a disclosure from a child/adult about abuse

If there is immediate danger, contact Police Scotland

Inform Operations Manager and CAPO

If it’s about possible abuse of a child/adult at risk of harm

Discuss and report concerns to Operations Manager and CAPO

Record what the child/adult has said, or what has been seen or reported

CAPO will take forward/follow up on the concern and decide if to make a referral to Police Scotland

CAPO will report to Trustees via Leadership Team

CAPO will support any staff who were involved, maintain records, attend any meetings as required and act as a point of contact for Police Scotland and SW as required
Appendix 11 Allegations Against Staff

You have a concern or allegation in respect of behaviour of a member of staff/ a volunteer/ a contractor towards a child/adult

If it’s about poor practice, or breach of the Policy
Discuss and report your concerns to Operations Manager, CAPO

If it’s about possible abuse of a child/adult at risk of harm
Discuss and report concerns to Operations Manager and CAPO

Record what the child/adult has said, or what has been seen or reported

Line Manager will address behaviour, if the concerns are serious, refer matter to CAPO

CAPO will investigate the allegation, discuss it with HR and will apply disciplinary procedures if appropriate.

CAPO and HR will determine if the allegation needs to be referred to Police Scotland for further investigation/ referral to Disclosure Scotland. Suspension may be applied but disciplinary procedures must await the outcome of any investigation by the police.