

The Lanman Museum

Safeguarding Policy for Children and Adults at Risk of Harm

Approved by the Trustees: June 2023

Review date: June 2026

1. Who we are:

The Lanman Museum is housed in a room in Framlingham Castle which is managed by English Heritage. It is a museum of local history which is open when the castle is open and stewarded by volunteers over part of the time when the castle is open. This policy must be seen in the light of the English Heritage Safeguarding policy, a copy of which is available in the folder in the stewards' desk. The policy applies to all who work in the museum be they volunteers or contractors.

2. Why safeguarding is important.

We take the safeguarding of both our visitors and our volunteers very seriously. It is important that the best experience is delivered in a safe and welcoming environment.

All children/ adults, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse. In this context a child is defined as a person under the age of 18.

There are four main areas identified by Working Together to Safeguard Children 2018.

- Physical Abuse
- Emotional Abuse
- Child Sexual Abuse
- Neglect

As well as the above, for adults at risk of harm the following categories under the Care Act 2014 have been identified:

- Domestic violence or abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Self-neglect

3. What to do if somebody discloses or makes an accusation

- Remain calm and in control – don't panic.
- Listen carefully to what is being said – you need to remember as much as you can.
- Don't give your own view or opinions – remain silent during the disclosure, if possible, it is often helpful to nod or make sounds to show you understand what is being said.
- Only ask questions if you don't understand what is being said. Perhaps they said something very quietly, perhaps you didn't understand a word they used (people quite often use a range of words you may not be familiar with to describe sexual acts of parts of their body). Do not ask leading questions.
- Don't promise to keep a secret – Let them know that you can't keep this secret and you will have to pass it on to the lead child/adult protection person.
- Be mindful of where any discussions occur- Someone may disclose to you whilst you are on your own. Ideally try to make sure the door of the room you are in is not shut or make sure that you can be seen by others.
- Be prepared- People may also make disclosures with others present. Be prepared and think about how you might handle this sensitively should it happen.
- Try to reassure them that they have done the right thing. You could say something like, "I'm glad you have told me this."
- Even if what they are saying is shocking to you try not to show this.
- Make notes straight after your meeting with the child/adult. Try to use their words. Write it up as clearly as possible. Sign and date the disclosure.
- Remember that it is not your job to prove if this information is true or not – nor is it up to you to notify the police or social services. You must get as accurate a record as possible of the disclosure to the lead child/adult protection person as quickly as you can.

The safeguarding lead for Framlingham Castle is Elaine Ellis (on-site) and you must contact her in the first place, as soon as possible.

From English Heritage

Report any incidents to Elaine Ellis or anyone can email her at any time.

(Elaine.Ellis@english-heritage.org.uk) . We (English Heritage) use PRIME to record any incidents, we also have CARE First who can offer advice and trained Mental Health First Aiders if that person needs someone to speak to

The DSL for the museum is Alison Bowman (alisonpickup@btinternet.com 01728685489) who should also be notified.

4. Training

It is the Trustees intention to provide safeguarding training for volunteers on a regular basis, ideally annually depending on availability of suitable courses.

5. Key Legislation

Working Together to Safeguard Children 2018

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

The Care Act 2014 <https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>