

Procedures for the Safeguarding of Children, Young People and Vulnerable Adults

1 Safeguarding policy Statement

TWAM aims to provide safe environments and services for everyone the procedures in this policy set out the particular actions and systems that have been established to protect children, young people and vulnerable adults

These procedures apply and will be issued to **all** staff, volunteers and others working for Tyne & Wear Archives & Museums (TWAM) on any basis, either on TWAM premises or on behalf of TWAM at any other venue and should be read prior to commencing any work for TWAM. It should be read in conjunction with the Safeguarding Policy Statement, Code of Good Practice and Appendices.

TWAM recognises that other organisations may have their own procedures in relation to the safeguarding of children and vulnerable adults.

However, the procedures in this policy will take precedence in all circumstances occurring on TWAM premises, except incidents involving specific organised groups such as schools, residential homes, social care managed groups etc. With respect to these incidents a TWAM record will be kept and TWAM expects to be kept informed of any resultant actions and/or investigations.

TWAM is committed to practice which protects children, young people and vulnerable adults from harm. All children, young people and vulnerable adults have a right to protection. We accept and recognise our responsibilities to develop awareness of the issues which cause harm to children, young people and vulnerable adults. As part of this commitment we have allocated additional responsibilities to three senior managers to act as Designated Protection Officers (see guidance note on the role of Designated Protection Officers. Appendix 4)

The welfare of the child is the paramount consideration.

All children regardless of their age, disability, gender, racial or ethnic origin, beliefs and sexual orientation have a right to protection from harm.

We are also committed to develop awareness within our staff about requirements of individual children and vulnerable adults. We recognise these needs reflecting cultural or religious requirements, social and/or economic experiences or disabilities.

A child is defined as anyone up to the age of 18. The term 'young person' has no legal definition, but is used here to acknowledge that individuals aged 16 or 17, for example, may not think of themselves as children. Vulnerable adults are people who are or may be in need of community care services because of disability, age or illness.

A vulnerable person is defined as someone who, through circumstances, lack of skills or by his or her own intention or that of others is inadequately cared for or is at risk of harm or exploitation.

All children, young people and vulnerable adults have individual needs, which must be considered to safeguard their welfare. Some people have particular needs, including disability and membership of minority communities, that can further disadvantage them and these must also be considered.

This policy is to be applied in conjunction with TWAM policies on Access and Learning and Newcastle City Council Equality and Dignity at Work Policies, as well as all relevant legislation and government guidance, including Working Together to Safeguard Children, Newcastle Safeguarding Adults Committee inter-agency policy,

2 What is Abuse?

2.1 Children and Young People

It is important for all staff and volunteers to know how to recognise abuse. It is equally important to remember that this does not mean you are responsible for deciding whether or not abuse has occurred. It is your responsibility to act if you have a concern.

To feel confident in recognising and responding to abuse, it is useful to have an understanding of what it is and the possible signs that a child or young person is suffering from or is at risk of abuse.

Abuse occurs when a person in a position of trust and / or authority misuses this power over a child or young person and causes emotional and / or physical harm. This may be by an adult or adults, or another child or children. Adult behaviour towards a child may be a cause for concern e.g. hitting a child, shouting at them, bullying or frightening them, showing them inappropriate materials or use of internet technologies to facilitate abuse.

- 2.2 It is generally accepted that the main forms of abuse in relation to children and young people are as follows:

Physical Abuse
Emotional Abuse
Sexual Abuse
Neglect

- 2.3 In all forms of abuse there are elements of emotional abuse and some people are subjected to more than one type of abuse at any one time.

2.4 Other sources of stress, such as social exclusion, domestic violence, racism, the mental illness of a parent or carer or substance abuse can have a negative impact on a child or young person. If it is felt that a child or young person is being adversely affected by any of these areas, the same procedures should be followed.

2.6 **Vulnerable Adults**

It is important for all staff and volunteers to know how to recognise abuse. It is equally important to remember that this does not mean you are responsible for deciding whether or not abuse has occurred. It is your responsibility to act if you have a concern.

To feel confident in recognising and responding to abuse, it is useful to have an understanding of what it is and the possible signs that a vulnerable adult is suffering from or is at risk of abuse.

Abuse occurs when a person in a position of trust and / or authority misuses this power over a vulnerable adult and causes emotional and / or physical harm. This may be by an adult or adults, children or young people or other vulnerable adults.

2.7 It is generally accepted that the main forms of abuse in relation to vulnerable adults are as follows:

Physical Abuse

Emotional Abuse

Neglect

Discrimination

Financial abuse

2.8 Further clarification on the definitions of abuse can be found in appendix 1.

3 **How to Recognise Abuse**

3.1 Recognising abuse is not easy, particularly in the museum environment when contact with any individual may be limited. It is not your responsibility to decide whether or not abuse has taken place or if a child, young person or vulnerable adult is at risk. You do, however, have a responsibility to act if you have a concern. Reporting concerns about the possibility of abuse can be difficult. Saying or doing nothing is not an option and TWAM will support anyone, who in good faith reports his or her concerns that a child has been or maybe being abused, even if those concerns subsequently prove to be unfounded.

3.2 **Physical abuse** is often indicated by bruises or injuries which are unexplained or where they appear on parts of the body where accidental injuries are unlikely, such as cheeks or thighs. A delay in seeking medical treatment where it is obviously necessary is also a cause for concern. Bruising may be

more or less noticeable on people with different skin tones or from different racial groups and specialist advice may be needed.

- 3.3 **Emotional abuse** can be difficult to measure, particularly in a museum setting where the child, young person or vulnerable adult spends only a short amount of time. Emotional abuse includes being taunted, put down or belittled. Physical signs may include sudden speech disorders and developmental delay. Behavioural signs include fear of making mistakes and self harm.
- 3.4 **Sexual abuse** is usually indicated by behaviour, although there may be physical signs including stomach pains and discomfort walking or sitting. Behavioural signs include fear of being left with a specific person, not being allowed to have friends or having sexual knowledge beyond the child, young person or vulnerable adult's developmental level.
- 3.5 **Neglect** is difficult to recognise, but may be noticed in someone who is constantly dirty, inappropriately dressed for the weather, has few friends or mentions being alone a lot of the time.
- 3.6 The above list is not definitive but is meant to assist you. It is important to remember that many children, young people and vulnerable adults will exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring.
- 3.7 Some people have particular needs, including disability and membership of minority communities, that can further disadvantage them and these must also be considered.

4 Responding to an Urgent Incident

- 4.1 Any member of staff or volunteer who witnesses an urgent incident taking place within a venue, such as the physical abuse of a child, must immediately contact a senior member of the front of house team who will call the police if appropriate. The protection policy documentation must be completed in these cases and discussed with the relevant Designated Protection Officer (DPO).

5 Responding to signs or suspicions of Abuse

- 5.1 Any member of staff or volunteer who has concerns about a child, young person or vulnerable adult, or who has concern reported to them by a visitor, should report those concerns to TWAM's Designated Protection Officer (DPO) in their district within the same working day. (see appendix 5 for DPO role). If the DPO for their district is not available, one of the others should be contacted instead. If a DPO post becomes vacant the remaining DPOs will provide support and cover until a replacement DPO is appointed. If the vacant DPO is the lead DPO the most experienced remaining DPO will act as lead, until the new lead DPO is decided.
- 5.2 The Designated Protection Officers are:
Newcastle Morag MacPherson Tel: 0191 277 2333 or

Gateshead	Helen White	Tel: 0191 553 2323 or 07867 728787
Sunderland	Helen White	Tel: 0191 553 2323 or 07867 728787
North Tyneside	Ian Thilthorpe*	Tel: 0191 236 9347 or 07990 791676
South Tyneside	Ian Thilthorpe*	Tel: 0191 236 9347 or 07990 791676

(* TWAM lead DPO)

- 5.3 Issues raised at weekends that do require urgent action should be reported as in 5.1 above, if none of the DPOs' are available then staff should contact; Iain Watson (Assistant Director) on 07876390980 or Alec Coles (Director) on 07901918153
- 5.4 The DPO will ensure that the concerns are recorded (using the checklist included in these procedures) and that any necessary action is taken. If after seeking appropriate guidance the DPO considers the concerns justify further action they will report concerns to the relevant Children's Social Care or Adult Protection Co-ordinator within one working day and follow up the referral to them in writing within 48 hours. Children's Social Care should report back to the DPO about their intended action within 3 working days of receipt of referral. The DPO will follow this up with Children's Social Care if they have not heard anything after 3 days of making the referral.
- 5.5 The reporting structure for children and young people is shown in Diagram 1; the reporting structure for vulnerable adults is shown in Diagram 2

6 Responding to Allegations of Abuse against Staff

- 6.1 Any member of staff or volunteer who has concerns about the behaviour of another member of staff or volunteer should report those concerns to their line manager in the first instance. Any concerns about another person such as a parent or carer or any visitor, including concerns about children's behaviour towards other children must be reported directly to one of the DPOs. If a concern relating to this policy is about a member of staff is made directly to that member of staff or volunteer they should report this to their line manager. Line managers must contact the DPO and record the concerns appropriately using the checklist included in these procedures.

If the concerns relate to a line manager, they should be reported directly to the DPO. If the concerns relate to a DPO, then one of the other officers and the Assistant Director should be contacted.

- 6.2 The responsible DPO will report the issue to the Local Authority Designated Officer who will ensure that any necessary action is taken in accordance with the Newcastle Local Safeguarding policies and procedures,. This process may include action under the TWAM disciplinary procedures if appropriate. If any

concerns raised prove to be unfounded the DPO and TWAM management may consider other action to be required to prevent any future incidents.

6.3 The reporting structure for concerns about staff or volunteers is shown in Diagram 3

7 Responding to a Child, Young Person or Vulnerable Adult disclosing Abuse

7.1 Very occasionally a child, young person or vulnerable adult might disclose information about abuse they allege to have suffered / are suffering to a member of TWAM staff or volunteer. In this instance, it is very important to remember that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred.

7.2 When responding to an allegation of abuse, you **MUST**:

- stay calm
- listen carefully to what is said
- find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others. **DO NOT PROMISE TO KEEP SECRETS**
- allow the child, young person or vulnerable adult to continue at their own pace
- ask questions for clarification only and avoid questions that suggest a particular answer
- reassure the child, young person or vulnerable adult that they have done the right thing in telling you
- tell them what you will do next and with whom the information will be shared
- record in writing as soon as possible referring to the checklist included in these procedures, but using the child, young person or vulnerable adult's own words– note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated

7.3 Contact the appropriate Designated Protection Officer immediately after a disclosure has been made. Do not discuss it with anyone else. The Designated Protection Officer holds contact details for all the relevant local staff in social care and the police (Appendix 5) and will make a referral if necessary.

8 Use of Computers and the Internet

8.1 All use of computers and the internet and email by staff, volunteers and the public is governed by Newcastle City Council's Acceptable Use Guidelines.

8.2 Any public access to the internet on TWAM premises is monitored and controlled by TWAM staff. Conditions and restrictions for accessing the

internet are clearly stated at each access point. All internet access will be controlled through Newcastle City Council's (NCC) firewall and Surf Watch facilities. TWAM will regularly update NCC staff of new sites or issues.

9 Recording Information

- 9.1 All information regarding allegations or disclosures must be recorded, dated and signed. The person(s) making the disclosure should be informed that there will be a record, its purpose and how it will be used and shared. All records are kept securely by the relevant Protection Officer (see 5.2 & 9.6). Do not keep records or copies of records anywhere else.
- 9.2 The Designated Protection Officer should be contacted within the same working day of any disclosure or allegation being made. In turn the Designated Protection Officer should consider and record all the factors of the case and then consult with relevant Social Care Departments if concerns have not been allayed internally.
- 9.3 In line with Newcastle City Council's disciplinary procedure information regarding concerns about staff will be dealt with as follows:

"Spent warnings for misconduct relating to children and other vulnerable people will be retained, indefinitely, upon a separate confidential file held by a senior manager. A note will be added to the employee's personal file indicating that a confidential record is held by a named officer: the employee may have access to this record on service of reasonable notice. Records of spent warnings in relation to conduct involving children and other vulnerable people may be used in relation to any subsequent disciplinary or child protection investigation involving allegations in relation to children or vulnerable people. Such records may also be referred to in references provided in relation to appointments with substantial access to children".

The same procedure is in place for volunteers, except that all documentation is held by the Volunteers Co-ordinator.

9.4 Retention of records relating to allegations concerning staff and volunteers

Records will be kept for 6 years after employment ceases. If the incident was referred to relevant Social Care or the police and resulted in action by relevant Social Care or the police the records will be kept until the person reaches retirement age or ten years which ever is the longer.

9.5 Retention of records relating to allegations concerning children, young people and vulnerable adults

Records that were not referred to relevant Social Care or the police will be destroyed after one year unless the child or adult continues to participate in TWAM activities.

Records of incidents referred to relevant Social Care or the police will be kept for 6 years.

9.6 **Storage and access to records**

All records relating to child protection issues will be kept securely and safely. For ongoing incidents each DPO will keep all relevant documentation for incidents reported directly to them in locked cabinet at their location. Records of closed incidents will be stored at the central storage facility at Discovery Museum. Access to these records will be controlled by the DPOs.

9.7 **Disposal of records**

At the appropriate time (see 9.4 & 9.5 above) all paper records kept as part of these procedures will be shredded prior to disposal and any linked electronic files purged in line with TWAM policy on confidential records.

10 **Confidentiality**

- 10.1 The legal principle that the 'welfare of the child is paramount' means that the considerations of confidentiality which might apply to other situations should not be allowed to over-ride the right of children and young people to be protected from harm. However, every effort should be made to ensure that confidentiality is maintained for all concerned when an allegation has been made and is being investigated. A disclosure made by a child or vulnerable adult could be shared with the parent or carer where it is reasonable to do so but only if this would not increase the risk of harm. Any decision to share information **must** be based on prior consultation with the Police and/or Social Care officers
- 10.2 If a complaint is made against a member of staff, he or she should be made aware of his or her rights under employment law and NCC disciplinary procedures by HR staff.

These procedures will be reviewed in April each year or sooner if changes in legislation or procedure requires.

DIAGRAM 1: HOW TO REPORT YOUR CONCERNS
ABOUT A CHILD OR YOUNG PERSON

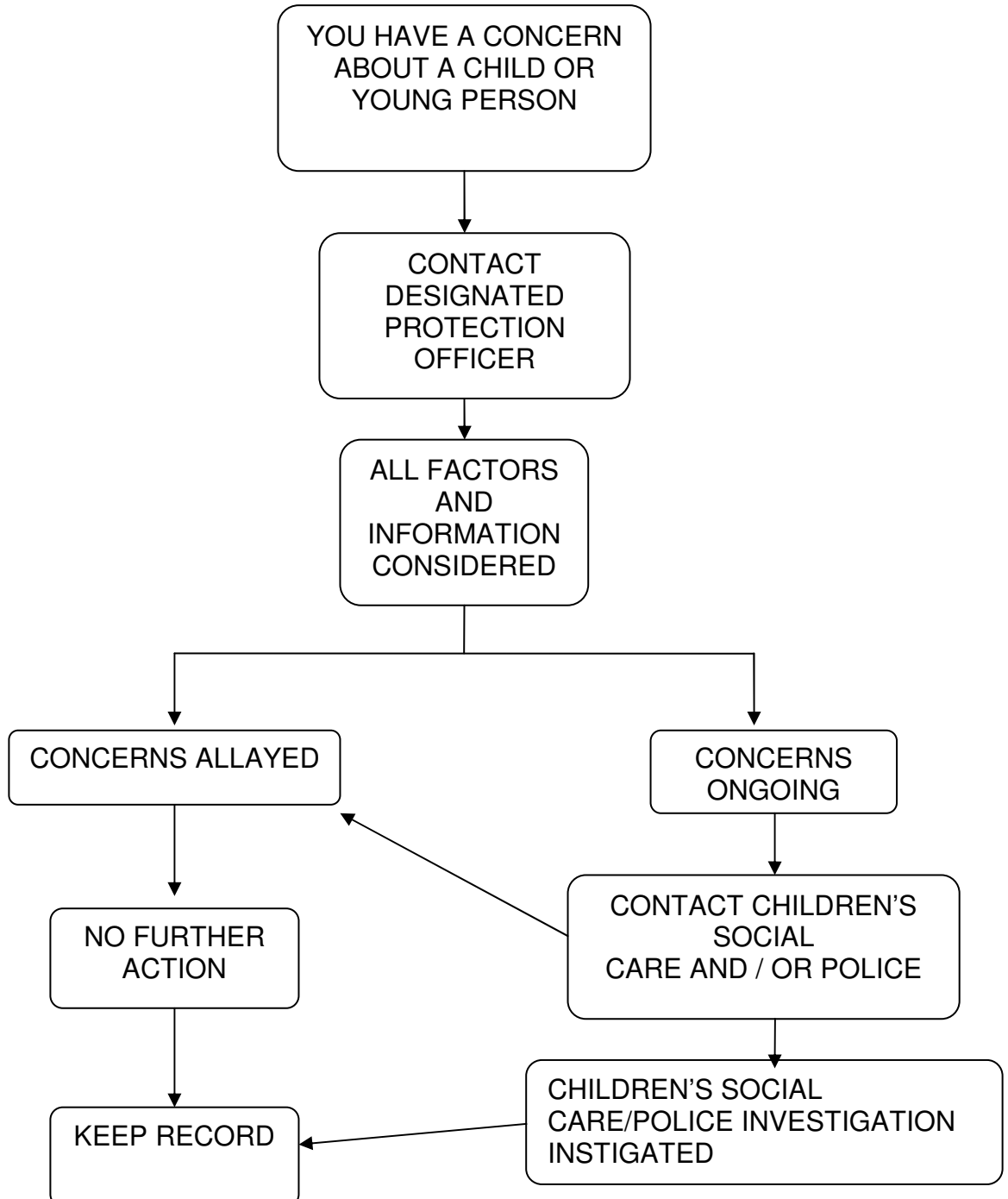


DIAGRAM 2: HOW TO REPORT YOUR CONCERNS
ABOUT A VULNERABLE ADULT

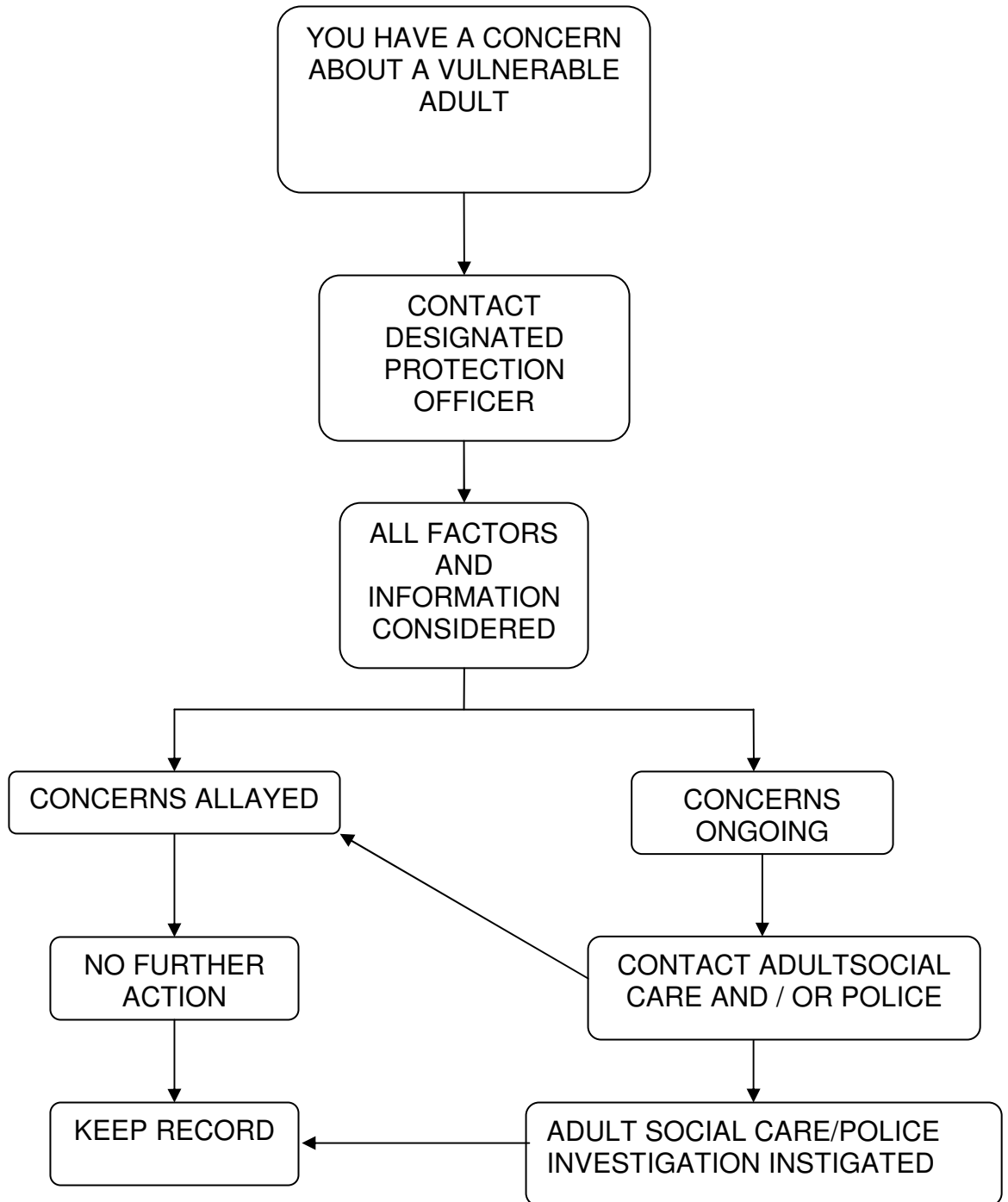
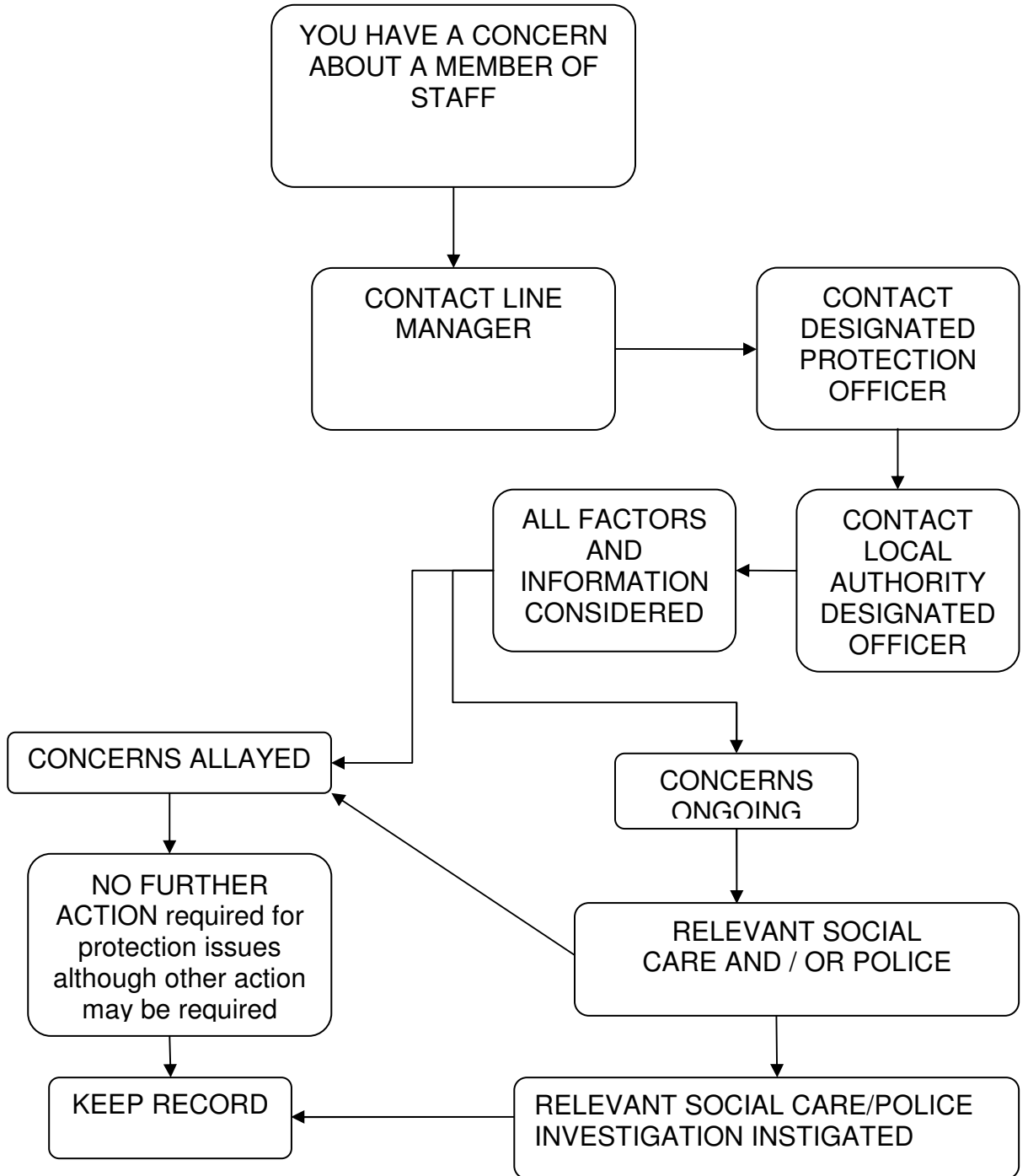



DIAGRAM 3: HOW TO REPORT YOUR CONCERNS
ABOUT A MEMBER OF STAFF/VOLUNTEER



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Checklist for reporting all Safeguarding Incidents

Name of child, young person or vulnerable adult	
Age	Ethnicity
Religion	First Language
Disability	Any Special Factors
Name of parent / carer	
Home Address and Phone Number	

Are you reporting your own concerns or passing on those of someone else? Give details.


Brief description of what has prompted the concerns; include dates, times etc. of any specific incidents

Any physical signs? Behavioural signs? Indirect signs?

Have you spoken to the child, young person or vulnerable adult? If so, what was said?

Have you spoken to the parents / carers? If so, what was said?

Has anybody been alleged to be the abuser? If so, give details

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Have you consulted anyone else? Give details.

Your name, job title and venue

To whom reported and date of reporting

Signature _____ Today's Date _____

Admin use only	Date received		DPO responsible				
	Reference number		NT/ST	S/G	N	ADOM	DOM

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DPO Report	Reference number	
Referral		
Yes	No	
Action taken	Action taken	
Signature:		Date:

Admin use only	Date received	DPO responsible				
	Reference number	NT/ST	S/G	N	ADOM	DOM

10 Appendices

Appendix 1 Definitions of Abuse

Children and Young People

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. It may also be caused through omission or the failure to act to protect.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child or young person such as to cause severe and adverse effects on emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment, although it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not they are aware of, or consent to, what is happening. The activities may involve physical contact.

Sexual abuse may also include non-contact activities, such as involving a child or young person in looking at, or in the production of, pornographic material or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's or young person's basic physical and/or psychological needs, likely to result in the serious impairment of health or development. It may involve a carer failing to provide adequate, supervision (including the use of inadequate care givers), food, shelter or clothing or failure to ensure that a child or young person gets appropriate medical care. It may also include neglect of, or unresponsiveness to, a child's or young person's basic emotional needs.

Vulnerable Adults

Physical Abuse

Physical abuse may involve hitting, shaking, slapping or otherwise causing physical harm. It may also be caused through omission or the failure to act to protect.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a vulnerable adult such as to cause severe and adverse effects on emotional wellbeing. Some level of emotional abuse is involved in all types of ill treatment, although it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a vulnerable adult to take part in sexual activities, whether or not they are aware of, or consent to, what is happening.

Sexual abuse may also include non-contact activities, such as involving a vulnerable adult in looking at, or in the production of, pornographic material.

Neglect

Neglect is the persistent failure to meet a vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of health or development. It may involve a carer failing to provide adequate food, shelter or clothing or failure to ensure that a vulnerable adult gets appropriate medical care.

Discrimination

Treating someone less favourably because of their colour, sex, age, disability, sexual orientation, religion, status etc.

Financial abuse

Misuse and or misappropriation of monies, benefits and / or property

Appendix 2: Independent Safeguarding Authority registration and CRB Disclosure

The Safeguarding Vulnerable Groups Act 2006, created the Vetting and Barring scheme to provide a single coherent and simple system for ensuring that people who work with children and vulnerable adults are suitable to do so. The scheme identifies a number of specified places and staff working in these are required to be ISA registered.

In addition the scheme identifies the level of contact time that requires ISA registration; frequent contact is defined as once a week or more, intensive contact is defined as 4 days in one month and/or overnight.

TWAM will implement the requirements of the scheme in line with the following schedule:

- From November 2010 all new employees to designated posts (See 1.10) will need to be ISA registered.
- In January 2011 TWAM will begin a phased process of ISA registering existing staff, starting with those with the oldest CRB clearance and aiming to complete the registration of all required staff by the end of 2011.
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Prior to November 2010 the existing requirements for CRB clearance will remain in operation.

TWAM will pay for the registration of existing staff. TWAM would expect freelance artists and session leaders commissioned to deliver projects that require ISA registration to cover their costs. TWAM staff commissioning this work would need to present a specific case for costs to be covered by TWAM.

When recruiting to post that require ISA registration the following will apply:

- Jobs advertised externally - where ISA is an essential criterion all shortlisted applicant must have proof of existing ISA registration.
- Jobs advertised internally - where ISA is an essential criterion staff must apply and pay for ISA registration before taking up appointment but don't have to have it before application.

- 1.1 Museums, Archives and Art Galleries are not regarded as specified places under the scheme and therefore only specified staff will require ISA registration and enhanced CRB clearance.
All museum & Archives staff whose primary role involves delivering services to children and vulnerable adults must be ISA registered. Other staff would only require registration if they were engaged in programmes specifically aimed at

children and/or vulnerable adults and their contact met the frequent or intensive criteria.

- 1.2 Family activities that are of a drop in nature and include both adults and children led by freelance artists would not require the artist to be ISA registered regardless of how often it happened.
- 1.3 Activities specifically for children/vulnerable adults without parents/carers require ISA registration of all staff involved (including volunteers & freelancers) if they meet the frequent or intensive criteria - regardless of whether the same children were attending each session.
- 1.4 Workshops/Activities for schools and pre booked groups with that group's staff attending only require the artist or session leader to be registered if the same participants attend and the contact time meets the frequent or intensive criteria.
- 1.5 All Summer Schools and after school/weekend clubs require staff/freelancers to be ISA registered if their contact with the participants meets the frequent or intensive criteria.
- 1.6 Sleepover events require all staff/volunteers/freelancers to be ISA registered if they are involved throughout the event. An artist who only comes in to deliver a specific activity as part of the event, and then leaves does not require registration under the scheme.
- 1.7 All staff acting as lead person/supervisor for a school placement student needs to be ISA registered. Staff that may come in to contact with the student as part of the placement do not. For example if a student, under 18, is placed with a curator for a week, then the curator must be ISA registered - if the student spent a few hours with a conservator during the placement it would not be necessary for the conservator to be registered.
- 1.8 TWAM will not accept any Disclosure carried out through another agency except Newcastle City Council¹. The process of gaining a Disclosure and ISA registration will be explained to new staff and volunteers by the HR Team and Volunteers' Co-ordinator respectively. Freelancers can receive the same information from the Principal Learning & Communities Officer.
- 1.9 All Disclosures must be repeated every 3 years.
- 1.10 The following list of posts which must always have ISA registration and CRB Disclosure has been prepared for guidance only and any other post which may engage with regulated or controlled activity must also be registered and undergo Disclosure. This decision should be made by the appointing officer and his/her Senior Manager in consultation with the Designated Protection

¹ Newcastle City Council's guidelines portability may apply in some cases – refer to HR & Training for guidance.

Officers DPO). The names of the current DPOs are listed in section 5.2 of the safeguarding procedures.

The following posts must always be registered with the ISA and have enhanced CRB Disclosure and appointment to them is dependent on having a satisfactory Disclosure in place, which will be carried out by TWAM:

- Designated Protection Officers
- Project Manager (Learning/Outreach)
- Project Coordinator (Learning/Outreach)
- Assistant Learning Officer
- Assistant Outreach Officer
- Creative Agent
- Gallery Interpreter
- Hub Learning Manager
- Archives Learning Manager
- Learning Officer
- Outreach Officer
- Principal Learning and Communities Officer
- Project Officer (Outreach or Learning)
- Volunteers' Co-ordinator
- Access Officer

In addition, 2 Senior Managers and HR & Training Manager must have Enhanced Disclosure to allow the countersigning of other ISA and CRB applications.

- 1.12 The Volunteers' Co-ordinator will liaise with the Designated Protection Officers to determine which volunteer roles will require registration and CRB disclosure following the guidance above.

Appendix 3: Unaccompanied Children

- 2.1 Tyne & Wear Museums' venues are openly accessible to all. The only age-limit in place is that children must be 8 or over to attend Holiday Fun activities without an adult.
- 2.2 If staff, volunteers or other visitors have concerns about unaccompanied children, they must follow the procedures laid out in Section 4 above. Each venue must have a recognised place for lost children to report to.
- 2.3 If the behaviour of unaccompanied children or any other visitors is of concern, staff should address this in liaison with their Museum Services staff by first asking for the behaviour to improve, secondly by asking the visitors to leave the premises and finally, in extreme cases, by calling the police.

Appendix 4: One-Off Events


- 3.1 Occasionally events are organised, particularly at Arbeia and Segedunum Roman Forts, which involve large numbers of freelance artists and re-enactors. It is not practicable to arrange CRB Disclosure or ISA registration for large numbers of people for one-off events and this does not constitute "regular and sustained" contact. However, on these occasions, staff must ensure that;
 - freelancers are based in public areas in plain sight
 - staff are aware of who is working where and regularly tour the venue to ensure that no-one is in another location
 - freelancers are aware that there are members of staff nearby

Appendix 5: Role of Tyne & Wear Museums' Designated Protection Officers

The role of the members of staff designated as protection officers is to:

- Act as a point of contact and advice/training for all staff, volunteers and public on matters regarding child protection and referral within TWAM
- Ensure that all staff and volunteers follow the protection policy and procedures
- To keep themselves up to date with any new procedures, guidance and legislation both locally and nationally
- Ensure that Tyne & Wear Archives & Museums' policies and procedures are up to date, regularly reviewed and effective
- To establish and maintain contact with the relevant staff in their district's relevant Social Care team / Children's Trusts and be familiar with local procedures
- To act on information passed to them from staff, volunteers or the public, following the Tyne & Wear Archives & Museums protection procedures, to relevant Social Care and/or the police as required
- To contact and liaise with relevant Social Care and/or the police, following the Tyne & Wear Archives & Museums protection procedures, as required
- To ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover
- To keep an individual case record of any actions taken, liaison with other agencies and the outcome
- To keep the Assistant Director of Tyne & Wear Archives & Museums informed about any action taken and any proposals for further action required, including disciplinary action

The names and contact details of the designated staff are shown in 5.2 of the Procedures document

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Appendix 6: Useful contacts

Child Protection – Useful Organisations and Contacts Newcastle upon Tyne

Children’s Social Care

Initial contact for advice: 0191 277 2500

Out of hours Duty Team: 0191 232 8520

Duty Worker Children’s Social Care: 0191 295 5535

Local Safeguarding Children Board Co-ordinator: 0191 211 6470

Deputy Manager Children’s safeguarding Standards: 0191 277 2404

Newcastle adult protection team

Initial contact for advice: 0191 277 2555

Out of hours Duty team: 0191 232 8520

Customer Services Gosforth Office 0191 277 2077

Customer Services Newburn Office 0191 277 2555

Police

Police Child Protection Team: 0191 444 1593

Health

Health Promotion: 0191 219 5023

Child & Adolescent Mental Health Service: 0191 223 2830

Youth Offending Team: 0191 261 7377


Education

Team Leader Education Social Work: 0191 277 4401

Senior Learning Support Officer: 0191 277 4678

Child Protection Advisor/Officer: 0191 278 2929

Child and vulnerable Adult Protection– Useful Organisations and Contacts

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Gateshead

Gateshead Children & Young People's Trust: 0191 433 8340
www.gatesheadcyptrust.co.uk

Children's Social Care

Initial contact for advice: 0191 433 8323
Out of hours Duty Team: 0191 433 2650

Head of Service for Children & Families: 0191 433 2704
Young People's Manager: 0191 433 2782

Gateshead Adult Protection Team

Civic Centre, Regent Street, Gateshead NE8 1HH

Initial contact for advice: 0191 433 2345
(Protection of Vulnerable Adults Coordinator)

Out of hours duty Team: 0191 477 0844

Police

Youth Offending Teams Manager: 0191 440 0506

Education

Access & Inclusion Manager: 0191 433 8511

Head of Raising Achievement: 0191 433 8601

Child Protection – Useful Organisations and Contacts Sunderland

Sunderland Area Child Protection Committee: acpc@ssd.sunderland.gov.uk
www.sunderland.gov.uk/acpc

Children's Social Care

Initial contact for advice: 0191 566 1500

Out of hours duty team: 0191 553 1991

Education Social Work Service: 0191 553 5644

www.sunderland.gov.uk/Public/Editable/Themes/Education/ESWS.asp

Adult social Care

Initial contact for advice: 0191 566 2000


Out of hours Duty Team: 0191 553 9110

One stop shop for Social Care advice: 0191 520 5555

Police

Northumbria Police Child Protection Unit: 0191 454 7555
x 66264
x 66265
x 66266

Health

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Children's Services Hospital Social Work Team: 0191 569 9038
hsw@ssd.sunderland.gov.uk

Child & Vulnerable Adult Protection – Useful Organisations and Contacts
North Tyneside

North Tyneside safeguarding children's board : www.northtyneside.gov.uk/lscb

Children's Social Care

Initial contact for advice: 0191 200 8181
Out of hours duty team: 0191 200 6800
Duty Worker Children's Social Care
(First Call Team): 0191 200 6263
0191 200 6262

Police

Child Protection Unit: 0191 200 5713
Support & Protect Teams: 0191 200 5082
0191 200 5711
0191 200 5130

North Tyneside Adult Protection Team

Unicorn House Suez Street North Shields NE30 1BB
Initial contact for advice: 0191 200 8181
Out of hours duty team: 0191 200 6800

Social Worker 0191 200 1777
Senior Social Worker 0191 200 1761
Senior Adult Protection Coordinator 0191 200 1777
Senior Social Worker 0191 200 1761


Child and Vulnerable Adult Protection – Useful Organisations and Contacts
South Tyneside

South Tyneside Safeguarding Children Board
www.stscb.org.uk
General Enquiries 0191 427 1717
customerhelp@southtyneside.gov.uk

Children's Social Care

Initial contact for advice: 0191 424 5010
Out of hours Duty Team,: 0191 456 2093
outofhoursteam@southtyneside.gov.uk

Children's Safeguarding Co-ordinator: 0191 454 5021

	TWAM-Corp001-Safeguarding policy procedures	V2.1 October 2009
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Assistant Head of Service – 0191 424 4632
Safer & Stronger Families:

Fax: 0191 4554946
(Type talk: 0800 5151520)

South Tyneside Adult Protection Team

Social Care and Health Directorate, Hebburn Civic Centre, Campbell Park Road,
NE31 2SW

Initial contact for advice: 0845 1304959

Out of hours Duty Team: 0191 456 2093

Adult Protection Coordinator: 0191 424 4131

Police

Northumbria Police, Child Protection Unit: 0191 454 755
Probation Officer: 0191 455 2294

Health

Named Doctor for Child Protection: Dr Stephen Cronin – Tel: 0191 202 4032
Name Nurse for Child Protection: Carol Drummond – Tel: 0191 283 1379

Education

South Tyneside Early Excellence Centre: 0191 428 7650
Senior Education Welfare Officer Child Protection: 0191 424 9927

Child and vulnerable adult protection useful contacts: General

NSPCC Help lines

Help for children & young people

ChildLine 0800 1111

Help for adults

Help and Advice 0808 800 5000

Criminal Records Bureau
Independent Safeguarding
Authority

<http://www.crb.gov.uk/>
<http://www.isa.gov.org.uk/>