
THE WALLACE COLLECTION
SAFEGUARDING POLICY
AND PROCEDURES

VERSION CONTROL		
Date of Revision	Revised by	Updates
21/05/2026	Will Graham, Head of Learning and Participation	<ul style="list-style-type: none"> – Safeguarding contacts updated to reflect staff changes.
02/01/2025	Andrew Nelson, Head of Digital and Audiences	<ul style="list-style-type: none"> – Safeguarding contacts updated to reflect staff changes and addition of Safeguarding Trustee Champion.
07/02/2024	Melanie Newlands, Director of Finance and Resources	<ul style="list-style-type: none"> – Policy approved by the Trustees of the Wallace Collection on 6 February 2024. Next review no later than 2026. – Signed by the Wallace Collection Safeguarding Lead, Melanie Newlands.
06/10/2023	Andrew Nelson, Head of Digital and Audiences	<ul style="list-style-type: none"> – Reflected <i>Working Together to Safeguard Children</i> (2018) statutory guidance. – Incorporated Categories of Abuse or Concern as Appendix II. – Safeguarding contacts incorporated into main policy. – Expanded guidance on managing allegations against staff and volunteers and the three possible types of investigation that may occur. – Clarified roles and responsibilities; added Senior Lead for Safeguarding. – Added guidance on reporting non-recent abuse. – Expanded guidance on further action and escalation of concerns. – Added guidance on consent, confidentiality and data retention. – Clarified that policy and procedures apply to all work onsite and offsite. – Clarified where support services are needed rather than child protection. – Added guidance on when to refer.

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1. SAFEGUARDING POLICY STATEMENT

This policy statement applies to our visitors and participants, as well as anyone working on behalf of the Wallace Collection including senior managers and directors, trustees, employees, contractors and volunteers.

The Wallace Collection works with children, young people, families and adults at risk as part of its activities. These include age-specific learning sessions onsite at the museum, online, and through outreach in the community.

The Wallace Collection Safeguarding Policy and procedures always apply and must be followed for activities taking place off site at other venues, as well as in incidences of working in partnership with external partners.

THE PURPOSE OF THIS POLICY

- Protect children and adults at risk who receive the Wallace Collection's services, which includes the accompanying children of adults who use our services;
- Provide parents, staff and carers with the overarching principles that guide our approach to protecting children and adults at risk.

WHAT WE BELIEVE

- Children and adults at risk should never experience abuse or harm of any kind;
- We have a responsibility to promote the welfare of all children and adults at risk, to keep them safe and to practise in a way that protects them.

WHAT WE RECOGNISE

- The welfare of children and adults at risk is paramount;
- Everyone regardless of age, disability, gender, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse;
- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Children and adults at risk can use our services but that specific safeguards need to be in place;
- We have a duty of care to protect children and adults at risk from potential harm.

WHAT WE WILL DO TO KEEP CHILDREN AND ADULTS AT RISK SAFE

- Value, respect and listen to them;
- Appoint a Designated Safeguarding Lead and Safeguarding Deputy;
- Develop safeguarding policies and procedures which reflect best practice;
- Use our safeguarding reporting procedures to share concerns and relevant information with agencies who need to know, as well as involving children and adults at risk, parents, families and carers appropriately;
- Not undertake regulated activities (see page 10) with children except by personnel who have current Enhanced DBS check status;
- Not undertake regulated activities with adults at risk;
- Undertake appropriate DBS checks for all employees, contractors and volunteers who work with children or adults at risk, and keep appropriate records;

- Create and maintain an anti-bullying environment and ensure that we have procedures to help us deal effectively with any bullying that does arise;
- Implement an effective Online Safeguarding Policy and related guidance;
- Recruit staff and volunteers safely, ensuring all necessary checks are made;
- Provide effective management through supervision, support and training;
- Implement a code of conduct for staff and volunteers;
- Ensure that we have effective complaints and whistleblowing measures in place;
- Ensure that we provide a safe physical environment for children and adults at risk, staff, freelancers and volunteers, by applying health and safety measures in accordance with the law and regulations;
- Record and store information professionally and securely and in accordance with GDPR and data retention policy.
- Have a minimum age for independent visitors, which is age 13 and over.
- Review this Policy and its procedures every two years and/or in accordance with changes to legislation and best practice in safeguarding.

WHAT WE EXPECT FROM PARTICIPANTS ENGAGING IN OUR ACTIVITIES

Responsible adults, including teachers, parents, group leaders and carers who book our sessions must:

- Read and agree to our Safeguarding Policy before participating;
- Read any additional guidance pertaining to specific activities before participating;
- Encourage participants to behave responsibly and show respect for others, and address any violent or inappropriate behaviour;
- Provide sufficient supervision at all times by being present throughout activities with children and adults at risk, in the required adult-to-participant ratios;
- Not record or undertake any image capture unless through prior written agreement with all participating persons;
- Ensure that the Wallace Collection is aware of any relevant information that may affect participation in an organised activity, for example religious belief, SEN, disability or health circumstance;
- Undertake a risk assessment prior to visiting;
- Contact Wallace Collection staff immediately in the case of an accident or lost child;
- Follow instructions from Wallace Collection staff in the event of any emergency or incident, including but not restricted to fire, security or health and safety threats.

WHAT WE WILL UNDERTAKE IN THE EVENT OF AN INCIDENT OR CONCERN

- Immediately report the matter to the Wallace Collection Safeguarding Lead or Deputy;
- If the concern involves the Wallace Collection Safeguarding Lead or Deputy, the matter will be reported to the Senior Lead for Safeguarding;
- Robustly follow the process set out in the Wallace Collection's Safeguarding Incident or Concern Reporting Procedure;
- Immediately report very serious allegations to the police and relevant agencies;
- Comply with wider safeguarding policies and procedures where appropriate;
- Treat all matters seriously and keep an open mind.

2. SAFEGUARDING CONTACTS

Below are contact details for the Wallace Collection's safeguarding personnel, together with details for safeguarding contacts in our local borough of Westminster. These should be used in conjunction with Wallace Collection Safeguarding Policy and Incident or Concern Reporting Form.

WALLACE COLLECTION DESIGNATED SAFEGUARDING LEAD

Will Graham, Head of Learning and Participation
Call 24-hour switchboard on 0207 563 9500
will.graham@wallacecollection.org

WALLACE COLLECTION SAFEGUARDING DEPUTY

Alys Knickle, Formal Learning Producer
Call 24-hour switchboard on 0207 563 9500
alys.knickle@wallacecollection.org

WALLACE COLLECTION SENIOR LEAD FOR SAFEGUARDING

Melanie Newlands, Director of Finance and Commerce
Call 24-hour switchboard on 0207 563 9500
melanie.newlands@wallacecollection.org

WALLACE COLLECTION TRUSTEE SAFEGUARDING CHAMPION

Jakyung Moon Lambert, Trustee
Call 24-hour switchboard on 0207 563 9500

To report an immediate concern about a child or young person in Westminster, please contact:

Safeguarding Westminster Team
020 7641 4000
Emergency Duty Team (out of hours) 020 7641 2388 – accesstochildrengovernmentservices@westminster.gov.uk

For further safeguarding advice and training, please contact:

NSPCC Helpline
0808 800 5000 – help@nspcc.org.uk – www.nspcc.org.uk

Local Safeguarding Children Partnership (LSCP) for Kensington and Chelsea, Westminster
07739 315388 / www.rbkc.gov.uk/lscp
Emma Biskupski, LSCP Business Development Manager
07779 348094 / emma.biskupski@rbkc.gov.uk

Multi Agency Safeguarding Hub: Hammersmith and Fulham, Kensington and Chelsea, and Westminster (MASH)
Tri-Borough MASH Team Manager, Catherine Hoy choy@westminster.gov.uk

3. LEGAL FRAMEWORK

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children and adults at risk in England and Wales including The Children Act (1989; 2004), The Children and Families Act (2014) and The Safeguarding Vulnerable Groups Act (2006) and Working Together to Safeguard Children (2018) statutory guidance.

This policy should also be read alongside other organisational policies and documents, including:

- Code of conduct for staff and volunteers;
- Disciplinary and Grievance policies and procedures;
- Anti-bullying procedures;
- Safer recruitment procedures, including DBS procedures;
- Records retention and storage policy;
- Whistleblowing policy;
- Safeguarding incident or concern reporting procedures;
- Procedures for managing allegations against staff and volunteers;
- The role of the Designated Safeguarding Lead and Deputy;
- Adult-to-child supervision ratios adults at risk supervision;
- Photography and image sharing guidance.

4. ONLINE SAFEGUARDING POLICY

This policy aims to ensure safe participation in Wallace Collection online sessions. It applies to all Wallace Collection staff and freelancers, as well as participating children and their teachers, parents and carers, and adults at risk and their carers.

The policy sets out the responsibilities and safeguarding measures to be taken by Wallace Collection staff and freelancers, as well as teachers, group leaders and carers participating with children and adults at risk online.

WHAT WE RECOGNISE

- The welfare of children and adults at risk is paramount when they are online;
- Everyone regardless of age, disability, gender, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse online;
- Some people are additionally vulnerable online because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Children and adults at risk should be able to use the internet for learning but that specific safeguards need to be in place;
- Wallace Collection staff and freelancers have a duty of care to undertake precautions that ensure participants in our online sessions are protected from potential harm.

WHAT WE WILL UNDERTAKE TO KEEP OUR PARTICIPANTS SAFE ONLINE

- Appoint a Safeguarding Lead and Safeguarding Deputy;
- Provide a robust reporting procedure for responding to incidents or concerns of inappropriate behaviour online, whether by hosts or participants;
- Undertake DBS checks for all employees, contractors and volunteers who work with children or adults at risk, and keep appropriate records;
- Provide specific guidance to our staff and freelancers on how to behave and deliver sessions online safely;
- Deliver online sessions with a minimum of two authorised hosts;
- Refuse access to children and adults at risk to online sessions until there is sufficient supervision by at least one responsible teacher, group leader or carer;
- Adhere to the safe use of accounts, logins and passcodes to help ensure only authorised persons can participate in our online sessions;
- Where possible, prevent the ability to record or screengrab online sessions;
- Request that teachers, group leaders and carers read and agree to our online safeguarding policy before participating in our online sessions.

WHAT WE EXPECT FROM PARTICIPANTS IN ONLINE SESSIONS

- Teachers, group leaders and carers who book our online sessions read and agree to our Online Safeguarding Policy before participating;
- Teachers who book our online sessions read How Our Online Sessions Work guidance before participating;
- Teachers, group leaders and carers encourage participants to use the internet responsibly and show respect for others;
- Teachers and group leaders provide sufficient supervision by being present throughout online sessions in schools (minimum one responsible adult per session);
- Participants aged 0-7 years joining an online session from home must be directly supervised by a responsible adult at all times;
- Participants aged 8-13 years joining an online session from home must have a responsible adult within the same social space of their home at all times;
- Participants aged 14-18 years joining an online session must remain within a social space in their home at all times.
- Online sessions are not recorded and any image capture is not undertaken unless through prior agreement with all participating persons.

WHAT WE WILL UNDERTAKE IN THE EVENT OF AN INCIDENT OR CONCERN

- Immediately report the matter to the Wallace Collection Safeguarding Lead or Deputy;
- Robustly follow the process set out in the Wallace Collection's Safeguarding Incident or Concern Reporting Procedure;
- Immediately report very serious allegations to the police and relevant agencies;
- Comply with wider safeguarding policies and procedures where appropriate;
- Treat all matters seriously and keep an open mind.

5. INCIDENT OR CONCERN REPORTING PROCEDURE

The following procedures set out the actions that should be taken in response to safeguarding incidents and concerns relating to children or adults at risk.

WHEN THESE PROCEDURES APPLY

- When a child or adult at risk discloses an allegation of harm;
- When there is an allegation that any person who works with children or adults at risk, whether employed, voluntary, or who is visiting the museum has:
 - Behaved in a way that has harmed a child or adult at risk, or may have harmed a child or adult at risk;
 - Possibly committed a criminal offence against or related to a child or adult at risk;
 - Behaved towards a child or adult at risk in a way that indicates they may pose a risk of harm to children or adults at risk.
- If a child or adult at risk is in immediate danger, call the emergency services on 999 without delay.
- If a child or adult at risk is in need of immediate medical attention or protection, call the emergency services on 999 without delay. Immediate medical attention may be required from a registered First Aider. If feasible, the child or adult at risk should be cared for in a secure and quiet environment until the police or medics arrive, ensuring that appropriate supervision is in place e.g. a Safeguarding Lead or Deputy.

INITIAL ACTION WHEN RECEIVING OR IDENTIFYING AN ALLEGATION OR CONCERN

- The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should not:
 - Investigate or ask leading questions;
 - Make assumptions or offer alternative explanations;
 - Promise confidentiality.
- The person to whom an allegation or concern is first reported should complete the Safeguarding Incident or Concern Reporting Form, creating a full record of the information being disclosed or witnessed. This includes:
 - Recording the information in the child/adult's own words;
 - Signing and dating the written record;
 - Immediately reporting the matter to the Wallace Collection Safeguarding Lead, or a Deputy in their absence;
 - Or where the Safeguarding Lead is the subject of the allegation, report to the Deputy or other appropriate senior manager.
- Very serious allegations should be reported to the police or NSPCC immediately.
- At any time, the Westminster child protection services (see Contacts) can be contacted for advice to ensure that the allegations or concerns are being responded to appropriately.
- If the allegation is against someone not employed directly by the Wallace Collection, the organisation they work or volunteer for should be involved in any investigation.

ALLEGATIONS MADE AGAINST WALLACE COLLECTION STAFF OR VOLUNTEERS

- Any allegation or concern that an employee, worker, volunteer or freelancer has behaved in a way that has harmed, or may have harmed, a child or adult at risk must be taken seriously and dealt with sensitively and promptly, regardless of where the alleged incident took place. This Policy and its procedures should be followed at all times.
- Depending on the situation, an appropriate response may involve:
 - the police investigating a possible criminal offence;
 - local child protection services or other agencies making enquiries and/or assessing whether a child or adult at risk is in need of support;
 - the Wallace Collection following relevant disciplinary procedures with individuals concerned.
- Safeguarding allegations or concerns about an employee, worker, volunteer or freelancer will also be managed in accordance with the Wallace Collection Disciplinary Policy; priority will be given to the Safeguarding Policy and procedures and any resulting investigation and action; following the outcome, it may also be appropriate for the Wallace Collection Disciplinary Policy and procedures to be invoked.
- An employee may be suspended on full pay while a safeguarding incident or concern is investigated. This is not a disciplinary measure in itself and suspension may be necessary where it is not appropriate for the individual to remain in the workplace while an incident or concern is being investigated, or where the individual's presence in the workplace may interfere with or prejudice an investigation.

FURTHER ACTION

- The Wallace Collection Safeguarding Lead or Deputy will continue to gather factual information about the incident or allegation. If appropriate, they will also notify the Westminster Safeguarding Children Board and/or Police. The NSPCC can also be contacted for advice.
- The Wallace Collection Safeguarding Lead will consider how best to support the child or adult at risk involved, their parents or carers, and individuals who have had an allegation made against them. This includes:
 - telling parents or carers and the employee or volunteer concerned about the allegation as soon as possible (as long as this does not place anyone at further risk of harm);
 - telling them how the Wallace Collection will manage the allegation e.g. referrals and internal processes;
 - keeping everyone informed about the progress and outcomes of a case.
- The Designated Safeguarding Lead will discuss individual concerns with Children's Social Services where support services may be required as opposed to child protection.

ESCALATION OF CONCERNS

- Where an unsatisfactory response has been received about concerns or allegations, whether from social services, the police or the Wallace Collection itself, individuals may escalate their concern to the NSPCC Whistleblowing Advice Line on 0800 028 0285 or by emailing help@NSPCC.org.uk.

REFERRALS FOLLOWING AN ALLEGATION OR CONCERN

- A referral must be made to the DBS in England and Wales or Disclosure Scotland if evidence has been found that an employee, freelancer or volunteer:
 - harmed or poses a risk of harm to a child or adult at risk;
 - accessed or have been in possession of sexual abuse material relating to children;
 - accessed or have been in possession of sexually explicit images depicting violence against someone;
 - sexually abused a child or adult at risk;
 - or have received a caution or conviction for a relevant offence.
- A referral can be made if none of this conduct has taken place but it is still believed that a person may harm, or put at risk of harm, a child or adult at risk.

CONSENT, CONFIDENTIALITY AND DATA SHARING AND RETENTION

- Every effort should be made to maintain the confidentiality of all parties while an allegation or concern is being investigated.
- Consent to share information about a child or adult at risk should always be sought from parents/carers, particularly in relation to referrals to external agencies. If consent is not given, information may still be shared with relevant professionals under certain circumstances, for example protecting a child from significant harm.
- The Designated Safeguarding Lead or Senior Lead for Safeguarding will decide when personal information should be shared in cases where consent has not been given. Information sharing without consent must only occur when the safety and wellbeing of a child or adult at risk is in jeopardy by not sharing information, and must be necessary, proportionate, relevant, timely and secure. A written record of the decision to share information without consent will be retained on secure HR file.
- Safeguarding documentation including Incident or Concern Reporting Forms and all other documentation containing personal information will be stored in confidential HR files on restricted-access digital drives, and retained in accordance with the Wallace Collection's data retention schedule.
- The Data Protection Act 2018 and GDPR do not prevent, or limit, the sharing of information for the purposes of keeping children and adults at risk safe. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare and protect the safety of children and adults at risk.

GUIDANCE FOR RESPONDING TO A DISCLOSURE

- When a child or adult at risk reports an allegation, the initial response from all professionals should be limited to listening carefully to what the child says.
- Show you care, help them open up:
 - Give your full attention and keep your body language open and encouraging;
 - Be compassionate and reassure them their feelings are important;
 - Phrases such as 'you've shown such courage today' help.

- Take your time, slow down:
 - Respect pauses and don't interrupt – let them go at their own pace;
 - Recognise and respond to their body language.
- Show you understand, reflect back:
 - Make it clear you're interested in what they are telling you.
 - Reflect back what they've said to check your understanding – and use their language to show it's their experience.
- Never promise that you will keep the things being disclosed a secret. Explain that you need to share what you are being told with someone who will be able to help.
- It is important when recording statements to distinguish between what is fact, hearsay and opinion. Opinions expressed should be relevant to the situation and respectful in tone.

REPORTING NON-RECENT ABUSE

It is never too late to report abuse. Adults can report abuse to the police no matter how long ago it happened to them. They can start by calling the police on 101 and briefly explaining what they are calling about; the 101 call receiver will ensure they are put through to the right team who can support them.

It is normal to be anxious about reporting non-recent abuse and people may worry about what might happen. If someone does not feel comfortable contacting the police, or if they want to find out more about their options, they can also contact the NSPCC for advice.

6. ROLES AND RESPONSIBILITIES

It is the responsibility of all Wallace Collection employees, contractors and volunteers to be aware of their obligations in ensuring the safety of children and adults at risk.

The Wallace Collection Senior Lead for Safeguarding and Designated Safeguarding Lead are responsible for the strategic development and implementation of the safeguarding framework at the Wallace Collection. They manage and review the Safeguarding Policy and procedures.

The Senior Lead for Safeguarding, together with the Wallace Collection HR team, are responsible for ensuring employees, workers, volunteers and freelancers undertake appropriate safeguarding awareness training.

The Wallace Collection Designated Safeguarding Lead and Deputy are responsible for:

- Receiving, recording and escalating safeguarding allegations or concerns;
- Assessing information promptly, clarifying or obtaining more information;
- Following the Wallace Collection's safeguarding reporting procedures;
- If necessary, making a formal referral to a statutory child/adult protection agency;
- Ensuring that policy and procedure is followed on such matters as making a referral; on confidentiality, and on information and data recording and retention;

- Advising on the implementation of necessary safeguards and to review safeguarding policy and procedures.
- Providing advice and support to employees, workers, volunteers and freelancers on matters relating to safeguarding.

It is not the responsibility of Designated Safeguarding Lead and Deputy to determine whether an allegation or disclosure is valid.

7. SAFEGUARDING CODE OF CONDUCT

This safeguarding code of conduct provides further guidance to not only help protect children and adults at risk, but to help individuals identify and avoid any practices that could be mistakenly interpreted, and which could lead to false allegations or concerns.

Adhering to this safeguarding code will help to protect the Wallace Collection by reducing the risk of someone either using their role within the organisation to gain access to children or adults at risk in order to abuse or harm them, or to leaving themselves open to allegations of abuse.

When working on behalf of the Wallace Collection with children or adults at risk, all employees, contractors and volunteers are considered to be acting in a position of trust. It is therefore important that they behave in an appropriate manner at all times and follow this code of conduct.

Employees, contractors or volunteer who breach this code of conduct may be subject to the Wallace Collection's disciplinary procedures or have their engagement terminated. Serious breaches of this code may result in a referral being made to the police or to a statutory child or adult protection agency.

Perceived breaches in the code of conduct should be reported to the Designated Safeguarding Lead or Deputy, or directly to the Wallace Collection HR team. An Incident or Concern Reporting Form should be completed to create a record of the breach. If appropriate, breaches in the code of conduct may result in the Disciplinary Policy and procedure being invoked.

Wallace Collection employees, contractors and volunteers MUST:

- Comply with Safeguarding Policies and all related procedures;
- Listen to and respect children and adults at risk;
- Treat children and adults at risk fairly and without prejudice;
- Ensure materials and equipment are used appropriately;
- Ensure any physical contact is avoided, unless appropriate in relation to the nature of a learning session e.g. movement and dance, or in the case of emergencies;
- Ensure language is appropriate, age-sensitive, not offensive, or discriminatory;
- Challenge unacceptable behaviour and report all allegations or concerns;
- Report any breaches of this code to a Designated Safeguarding Lead or Deputy.

Wallace Collection employees, contractors and volunteers MUST NOT:

- Put any child or adult at risk;
 - Patronise or use inappropriate, offensive or discriminatory language, for example racist, sexist, homophobic or humiliating comments or language;
 - Allow safeguarding allegations or concerns to go unreported;
 - Develop inappropriate relationships with children or adults at risk;
 - Share personal telephone numbers or email addresses, or make contact of a personal nature via social media, with children or adults at risk;
 - Behave in a way that can be perceived as bullying, threatening or intrusive;
 - Exaggerate or trivialise safeguarding issues or concerns;
 - Take photos or film children or adults at risk without express parent or carer permission.
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8. APPENDIX I – DEFINITIONS

- Children are defined as young people under the age of 18;
- Adults at risk are defined as people over the age of 18 who are, or may be in need of, care services because of age, illness, physical or learning disability, or those who are unable to take care of or protect themselves against harm or exploitation, including those for whom English is an additional language;
- Supervising adults are defined as people over the age of 18* who assume responsibility for children or adults at risk, including teachers, parents, carers and group leaders;
- Regulated activity with children is defined as:
 - Teaching, training, instruction, care, supervision or advice without a supervising adult;
 - Work that is carried out in an educational institution, pupil referral unit, nursery education provider, detention centre, children’s home, children’s centre or childcare premises without a supervising adult.
- Regulated activity with adults, which would determine them as at risk, is defined as:
 - the provision of health care or of personal care;
 - the provision of social work;
 - assisting with household matters or with the conduct of an adult’s own affairs;
 - conveying.

*some parents or carers may be under the age of 18 and may be responsible for children or adults at risk.

9. APPENDIX II – CATEGORIES OF ABUSE OR CONCERN

This policy defines abuse as the maltreatment of a child or adult at risk. Somebody may abuse or neglect an individual by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others.

Children and adults at risk may be abused in a familial, institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. In particular, children may be abused by an adult or adults, or another child or children.

- Physical abuse is a form of abuse which 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.
- Emotional abuse is the persistent emotional maltreatment of an individual such as to cause severe and persistent adverse effects on emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed. In children, this may include interactions that are beyond a 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 (including cyber bullying), causing individuals frequently to feel frightened or in danger, or exploitation or corruption. Some level of emotional abuse is involved in all types of maltreatment, though it may occur alone.
- Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not they are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

- Neglect is the 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. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment), to protect a child from physical and emotional harm or danger, to ensure adequate supervision (including the use of inadequate caregivers), or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness, to, a child's basic emotional needs.
- Child criminal exploitation occurs when an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.
- Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home. Domestic abuse continues to be a prevalent risk factor identified through children social care assessments for children in need. Domestic abuse has a significant impact on children and young people. Children may experience domestic abuse directly, as victims in their own right, or indirectly due to the impact the abuse has on others such as the non-abusive parent.
- Female Genital Mutilation (FGM) is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting', but has many other names. FGM is a form of child abuse and is a dangerous and a criminal offence in the UK. There are no medical reasons to carry out FGM and it is often performed by someone with no medical training, using instruments such as knives, scalpels, scissors, glass or razor blades. Children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained. FGM is used to control female sexuality and can cause long-lasting damage to physical and emotional health. FGM can happen at different times in a girl or woman's life, including when a baby is new-born, during childhood or as a teenager, just before marriage or during pregnancy.
- Non-recent abuse, sometimes called historical abuse, is when an adult was abused as a child or young person under the age of 18.

10. APPENDIX III – INCIDENT OR CONCERN REPORTING FORM

Date and time of incident /concern	
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YOUR DETAILS

Name			
Role / relationship to the person			
Address			
Email			
Phone number			
Are you reporting your own concerns or responding to concerns raised by someone else?	<input type="checkbox"/>	Reporting my own concerns	
	<input type="checkbox"/>	Responding to concerns raised by someone else	
If you are responding to concerns raised by someone else, please state their name and role/relationship to the person			

DETAILS OF PERSON AND PARENT(S) OR CARER(S)

Name of person			
Gender			
Age and date of birth			
Ethnicity			
Additional needs			
Name of person's parent(s) or carer(s)			
Person's address and address(es) of parent(s)/carer(s)			
Have you informed the person's parent(s) or carer(s)?	<input type="checkbox"/>	Yes	
	<input type="checkbox"/>	No	
If yes, summarise what was discussed			
If no, state the reason for this			

ABOUT THE INCIDENT OR CONCERN

DETAILS OF THE INCIDENT OR CONCERN

Record all relevant information including who was involved, times, dates, description of any injuries, whether information is first-hand or the accounts of others

PERSON'S OWN ACCOUNT OF THE INCIDENT

In addition to the above, if you have spoken directly to the person, record what they said word-for-word

DETAILS OF PERSON(S) ALLEGED TO HAVE CAUSED THE INCIDENT OR TO BE SOURCE OF CONCERN

Please state their name and record any known contact details such as address or phone number

DETAILS OF WITNESS(ES)

Name	
Role / relationship to the person	
Address	
Email	
Phone number	

ACTION TAKEN

Have you informed the Wallace Collection Safeguarding Lead?	Yes
	No
If yes, summarise when this took place and what was discussed	
After discussion, do you still have safeguarding concerns?	Yes
	No

Have you informed external agencies about the incident or concern?	Yes – please record details of external contact below
	No
Name and address of agency contacted	
Name of person you spoke to	
Email	
Phone number	
Detail the action agreed, or advice given, by the external agency	
What has happened since referring to the external agency? Include the date and details of all relevant action and follow-up	

DECLARATION

By signing this form, I certify the information recorded is true and correct to the best of my knowledge.	
Name	
Signature	
Date completed	