

# M&S ARCHIVE



## Safeguarding Children Policy

This policy is relevant to all employees who are involved in activities at work with children and young people (0-18 years of age)

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  - a. you are concerned about a child
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## Procedure to follow if you are concerned about a child

If you have a concern about the safety/welfare of a child;

1. **RECORD** your concern using the SG1 form. Blank copies are stored in the Safeguarding file.
2. **SHARE** your concern with the M&S Archive Designated Safeguarding Lead (DSL).  
Contact details below.
3. The DSL will contact the appropriate agency.
4. **If the child is at IMMEDIATE risk of SIGNIFICANT harm contact Leeds Children's Social Work Services or the Police immediately.**

M&S Archive DSL: Caroline Bunce, 0203 934 1533 or 07976076819

email: [caroline.bunce@mands.com](mailto:caroline.bunce@mands.com)

Leeds Children's Social Work Services: 0113 222 4403

West Yorkshire Police 101 (in an emergency dial 999)

If you are unsure what to do, or would prefer to speak to someone anonymously please contact the NSPCC Helpline on 0808 800 5000.

This is a quick reference guide only; full details of M&S Archive Safeguarding procedure are given in our Safeguarding Policy below.

## Procedure to follow if a child tells you they are being abused

If a child discloses that they are being abused or are fearful for their own safety;

1. React in a calm but concerned way.
2. Tell the child that they are right to share what has happened; and that they are not responsible for what has happened.
3. Keep questions to an absolute minimum only to clarify what the child is saying; not to interrogate.
4. Remember it is not your role to investigate, in asking leading questions you may hinder any legal process.
5. Allow the child to freely recall events.
6. Do not push the child to tell you more than they want to.
7. RECORD the conversation as soon as possible using the SG1 form.
  - Record time, date, location and names of other people present
  - Use the child's own words where possible
  - Use quotation marks to indicate child's own words where you are sure of accuracy
  - Do not include assumptions or opinions of others.
8. Tell the child you will have to share the information they have given you with people who need to know in order to help.
9. Sign the SG1 form and hand to the M&S Archive Designated Safeguarding Lead (DSL). Contact details below.
10. The DSL will contact the appropriate agency.

11. If the child is at IMMEDIATE risk of SIGNIFICANT harm contact Leeds City Council  
Child Protection Team immediately.

M&S Company Archive DSL: Caroline Bunce, 0203 934 1533 or 07976076819 email:  
[caroline.bunce@mands.com](mailto:caroline.bunce@mands.com)

Leeds Children's Social Work Services: 0113 222 4403

This is a quick reference guide only; full details of M&S Archive Safeguarding procedure are  
given in our Safeguarding Policy below.

# Safeguarding Policy Statement

## M&S Archive

It is imperative that we are equipped with the knowledge and awareness that will enable us to detect any abuse or ill treatment of children. This policy document therefore aims to be a reference for all members of staff and volunteers.

### In implementing this safeguarding policy M&S Archive will:

- Ensure that all employees and volunteers understand their legal and moral responsibility to protect children and young people from harm, abuse and exploitation;
- Ensure that all employees and volunteers understand their responsibility to work to the standards that are detailed in the organisation's *Safeguarding Procedures* and work at all times towards maintaining high standards of practice;
- Ensure that all employees and volunteers are aware of Leeds Safeguarding Children Partnership (LSCP) interagency safeguarding procedures and are confident in how to work within these guidelines.
- Ensure that all employees and volunteers understand their duty to report concerns that arise about a child, young person or an employee or volunteer's conduct towards a child or young person, to the organisation's named person for safeguarding;
- Ensure that the named person understands their responsibility to refer any safeguarding concerns to the statutory child protection agencies (i.e. Police and/or Children and Children's Social Work Services);
- Ensure that any procedures relating to the conduct of employees and volunteers are implemented in a consistent and equitable manner;
- Provide opportunities for all employees and volunteers to develop their skills and knowledge, particularly in relation to the welfare and protection of children and young people;
- Ensure that children and young people are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's *Complaints Procedure*;
- Ensure that parents/carers have access to all guidelines and procedures on request;
- Endeavour to keep up-to-date with national developments relating to the welfare and protection of children and young people.

# Safeguarding Code of Conduct for Employees and Volunteers

## M&S Archive

These guidelines are intended to create an environment in which children can feel safe, and are intended to help protect employees and volunteers by promoting good practice.

It is your responsibility to ensure that:

- Your behaviour is appropriate at all times
- You observe the rules established for the safety and security of children
- You recognise the position of trust in which you have been placed

If you are involved in an activity with children you must understand and follow this Code of Conduct.

- Always keep other members of staff/volunteers aware of where you are and what you are doing
- Avoid spending time with children unobserved
- Colleagues should look out for each other to ensure that they are not behaving in ways which could be misinterpreted
- Do not have, or be perceived to have, favourites
- Do not develop social relationships with children. If you do come into contact with those you have worked with in a social situation, try to maintain a professional distance.
- Do not arrange meetings with children outside of working hours
- Be aware of any physical contact
- Do not engage in inappropriate behaviour or contact
- Never make suggestive remarks or threats or use any other inappropriate language
- Do not give gifts of any kind
- Take any allegations or concerns about abuse seriously and refer concerns immediately following M&S Archive Safeguarding procedures

## Safeguarding Policy and Procedures: Children

### 1. Introduction

The M&S Archive is committed to the welfare and protection of children in all the activities we undertake. As a publicly accessible exhibition, provider of school workshops and family learning activities we aim to ensure the safety of children.

The purpose of this policy and procedure is to ensure that all concerns and incidents regarding the care and protection of children are effectively managed.

All employees and volunteers, including those who do not work solely with children, are required to implement these procedures.

### 2. Recognising the Signs and Symptoms of Abuse in Children

The M&S Archive will ensure that all employees and volunteers undertake training to gain a basic awareness of the signs and symptoms of child abuse, and awareness of the Leeds Safeguarding Children Partnership's interagency safeguarding procedures.

#### 2.1 What is abuse?

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

The following definitions of abuse and neglect are taken from: Working Together to Safeguard Children (HM Government 2013, Appendix A Glossary, P: 85-86)

**All employees and volunteers must familiarise themselves with these definitions.**

#### Physical abuse

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

#### Indicators of possible physical abuse

- Any injury where a child alleges it has been caused by being hit or assaulted
- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention

- Bruises, bites, burns, fractures, etc which do not have a reasonable explanation
- Inconsistent accounts of the cause of injuries

## **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the 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 include not giving the child 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 on children. These 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 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 maltreatment of a child, though it may occur alone.

### **Indicators of possible emotional abuse**

- Changes or regression in mood or behaviour, depression, aggression or deep anxiety
- Obsessions or phobias
- Sudden underachievement or lack of concentration
- Seeking adult attention, not mixing well with others
- Sleep or speech disorders
- Negative statement about self
- Highly aggressive or cruel to others
- Extreme shyness or passivity
- Running away, stealing or lying

## **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 the child is 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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### **Indicators of possible sexual abuse**

- Any allegations made by a child/vulnerable adult about sexual abuse

- An excessive preoccupation with sexual matters or age-inappropriate knowledge of adult sexual behaviour, or regularly engaging in age-inappropriate sexual play
- Repeated urinary infections or unexplained tummy pains
- Inappropriate bed sharing arrangements at home
- Eating disorders

## **Neglect**

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);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### **Indicators of possible neglect**

- Dirty skin, body smells, uncombed hair, unwashed, untreated lice
- Clothing that is unclean, too small or too large, or inappropriate for the weather conditions
- Being left unsupervised or alone for periods of time
- Frequent diarrhoea
- Untreated illnesses, infected cuts or physical complaints not responded to by a carer

## **3. How allegations of abuse or concerns for safety may come about**

An allegation could come about as a result of the following

- a third party or anonymous allegation is received
- a child's appearance, behaviour, play, drawing or statements cause suspicion of abuse and/or neglect
- a child reports an incident(s) of alleged abuse which occurred some time ago
- a report is made regarding the serious misconduct of an employee or volunteer towards a child

## **4. Designated Safeguarding Lead (DSL)**

The M&S Archive has an appointed individual who is responsible for dealing with any safeguarding concerns. In their absence, a deputy will always be available for workers to consult with. The named persons for safeguarding within the M&S Archive are:

### **4.1 DSL: Caroline Bunce**

- Work telephone number: 0203 934 1533
- Mobile number: 07976076819
- Emergency contact no: 07976076819

#### 4.2 Deputy: Katharine Carter

- Work telephone number: +44 (0)7823374521
- Mobile number: +44 (0)7823374521
- Emergency contact no: +44 (0)7823374521

The role and responsibilities of the DSL are:

- To ensure that all employees and volunteers are aware of what they should do and who they should go to if they are concerned that a child may be subject to abuse or neglect.
- Ensure that any concerns about a child are acted on, clearly recorded, referred on where necessary and followed up to ensure the issues are addressed.
- The DSL will record any reported incidents in relation to a child or breach of safeguarding policies and procedures. This will be kept in a secure place and its contents will be confidential.

## 5. Procedures to follow if you are worried about a child

M&S Archive recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of the child should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional's relationship with a family). When worrying changes are observed in a child's behaviour, physical condition or appearance, employees will:

### 5.1 Stage 1

- Initially talk or respond to the child about what they have said/what you have observed. It is okay to ask questions, for example: "I've noticed that you don't appear yourself today, is everything okay?" But never use leading questions.
- Listen carefully to what the child has to say and take it seriously
- Never investigate or take sole responsibility for a situation where a child talks about matters that may be indicative of abuse
- Always explain to children that any information they have given will have to be shared with others, if this indicates they and or others are at risk of harm
- Notify the DSL
- Record what was said as soon as possible after any disclosure
- The person who receives the allegation or has the concern should complete form SGI and ensure it is signed and dated
- Respect confidentiality and file documents securely

### 5.2 Stage 2

The DSL will take immediate action if there is a suspicion that a child has been abused, or is likely to be abused.

In this situation the DSL will contact the police and/or Leeds Children's Social Work Services. If a referral is made direct to the Leeds Children's Social Work Services this must be followed up in writing within 24 hrs.

The DSL can also seek advice and clarity about a situation that is a cause for concern through the NSPCC helpline 0808 800 5000.

## **6. Managing Allegations made against an employee or volunteer**

M&S Archive will ensure that any allegations made against employees and/or volunteers will be dealt with swiftly and in accordance with these procedures.

If an allegation implicates the DSL, then a report should be made to the Company Archivist. If an allegation implicates both the DSL and the Company Archivist, then a report should be made to the Designated Officer (DO who is based within the Child Protection Unit - 0113 247 8652). If the allegation is one of assault by any employee of the M&S Archive then the matter must again be reported to the DO.

### **6.1 Procedure when managing allegations made against an employee or volunteer**

- The employee/volunteer who first received/witnessed the concern must ensure that the child is safe and away from the person against whom the allegation is made.
- They should then make a full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. It is important that the report is an accurate description.
- The DSL (if appropriate) can support employees/volunteers during this process but must not complete the report for the employee/volunteer. This report must be made available on request from the police and/or Leeds Children's Social Work Services.
- The DSL will report the incident or allegation to the DO.
- Regardless of whether a police and/or Leeds Children's Social Work Services investigation follows, the M&S Archive will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. Incidents/concerns should be reported to the Company Archivist. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident.

## **7. Management and supervision of employees and volunteers**

The M&S Archive is committed to the appropriate management and supervision of employees and volunteers working with children, and to ensuring that appropriate lines of accountability are in place with respect to work with children.

## 8. Recording and managing confidential information

The Data Protection Act 1998

Marks & Spencer recognises the importance of respecting the privacy of all employees and volunteers, and the need for appropriate safeguards in relation to the collection, storage and processing of personal data. As employees/volunteers, we all have an expectation that information held about us will be dealt with properly and responsibly. As an employer, Marks & Spencer has a responsibility and a duty of care to ensure that this happens.

If you have access to, process or disclose personal data and are unclear of the data protection principles, or have any query in relation to whether or not a piece of personal data should be processed or disclosed, you must confirm the position with your line manager, who will refer this to the Company's Data Protection Officer, if necessary.

Form SG1 (for recording concerns/allegations of abuse, harm and neglect) is attached to these guidelines and copies can be found in the Safeguarding file. The person who receives the allegation or has the concern should complete the form and hand it to the DSL.

Completed forms will be stored securely and will be accessible internally only to the DSL and Company Archivist. Completed forms will be made available to the relevant agencies. Information regarding allegations, incidents and concerns will be held on file.

Children have the right to confidentiality unless M&S considers there to be a risk of abuse and/or harm to the individual or others. The decision to share information with other agencies or individuals will be made by the DSL and Company Archivist. Information regarding an allegation or concern should not be shared without approval from the DSL and Company Archivist.

## 9. Disseminating/Reviewing Policies and Procedures

This policy will be reviewed annually by the M&S Archive Education and Outreach Officer and signed by Company Archivist.

Changes or amendments to the policy will be circulated to all employees and volunteers.

## 10. Safe recruitment of employees, contractors and volunteers

Although safe working practices are key to the safeguarding of children, recruitment is a crucial part of the process and as such is laid out in detail here.

### **Prospective employees**

The need for a DBS check must be made evident by the recruiting line manager on any relevant job specification. Line managers need to consider carefully the question of whether post holders will have regular access to children.

It is best practice for all employees working directly with children to have a DBS check. Anyone who will have *frequent* (i.e. once a month or more) or *intensive* (i.e. 3 or more days in a 30 day period) contact, or will be involved in activities which last overnight, MUST have a DBS check.

This is a legal requirement which M&S can be heavily penalised for if it is not adhered to. If in any doubt at all, Human Resources should be contacted by line managers through the People Policy Service.

Once an individual has been selected for a vacancy requiring a DBS check their status will be checked by their line manager as part of the recruitment procedure. They will also be required to sign the Code of Conduct and undergo Safeguarding training.

### Existing Employees

Individuals who are currently employed by M&S whose roles are deemed to require a DBS check will be checked every 3 years.

**Where an employed individual is about to start an activity which is not part of their contracted duties (i.e. supervising a work experience placement) they will also need to apply for a DBS check and have it cleared before they commence this activity.**

### Contractors and Freelancers

The need for a DBS check must be made evident by the team member contracting services from a freelancer. The team member needs to consider carefully the question of whether the contractor/freelancer will have regular access to children.

Once an individual has been selected for work requiring a DBS check, their status will be checked by their line manager as part of the recruitment procedure. **The individual will not be permitted to commence work until their disclosure is returned and has been approved.**

### Volunteers

It is best practice for all individuals, including volunteers, working directly with children to have a DBS check.

Anyone who will have *frequent* (i.e. once a month or more) or *intensive* (i.e. 3 or more days in a 30 day period) contact or will be involved in activities which last overnight MUST have a check. This is a legal requirement which M&S can be heavily penalised for if it is not adhered to.

Creating a new volunteer role - The need for a DBS check must be made evident when the volunteer role is created. The team member creating the role needs to consider carefully the question of whether the volunteer will have regular access to children.

The need for a DBS check for particular volunteer roles must be made evident to the volunteer before they agree to undertake that role/task. Once that individual has been selected for a volunteer role requiring a DBS check, their status will be checked by their line manager and the relevant paperwork completed where necessary. **The individual will not be permitted to commence work until their disclosure is returned and has been approved. They will also be required to sign the Code of Conduct and undergo Safeguarding training.**

## Useful Contacts/Support Organisations

In Leeds, these are the numbers that you can ring for advice and to make a referral:

**Leeds Children's Social Work Services:** 0113 222 4403

**Designated Officer (DO)** 0113 378 9687

**Child Emergency Duty Team** 0113 376 0469

**West Yorkshire Police** Emergency 999, non-emergency 101

**NSPCC Child Protection Helpline** 0808 800 5000

The NSPCC Child Protection Helpline is a free 24-hour service that provides counselling, information and advice to anyone concerned about a child at risk of abuse. Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## SG1: Pro-forma for recording concerns/allegations of abuse, harm or neglect

To be completed following an allegation, suspicion or report of abuse under the M&S Archive Safeguarding Procedures.

To be completed and forwarded on the day of the concern/allegation.

Form completed by		Date	
Position		Contact telephone number	

### 1. Child

Full name	
Date of birth	
Home address	
Postcode	
Telephone number	
Names of parents/guardians/carers	
Contact details for parents/guardians/carers	

### 2. Person reporting concern allegation of abuse

Full name	
Address	

Postcode	
Telephone number	
Email address	
Does the person wish to remain anonymous?	Yes/No
Does the person's identity need to be protected?	Yes/No

Relationship of the person reporting the concern/allegation to the alleged victim

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**3. Alleged perpetrator(s)**

Name not known	
Person not known	
Full name	
Address/organisation	
Postcode	
Telephone number (if known)	

Relationship of the alleged perpetrator to the alleged victim

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Are others at risk?

Yes		No		Not known	
<p>If yes, please specify. Please include alleged perpetrator's job title and employer if known.</p>					

**4. Details of abuse suspected**

Please give details of the concern/allegation and include the following:

- Context and time
- Sequence of events
- Child's actual words if possible
- Any previous concerns

	<p>Is the concern a one-off incident or are there on-going concerns?</p>	
<p>Is the concern an allegation or suspicion, or is there evidence of abuse? Please specify.</p>		<p>What are the alleged victim's circumstances? (lives at home, in care home, with alleged perpetrator)</p>

Is the alleged victim aware that this information will be shared with other agencies?	
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**Signed by:**

Team member reporting incident \_\_\_\_\_ Date \_\_\_\_\_

M&S Archive DSL \_\_\_\_\_ Date \_\_\_\_\_