



## The London Library Safeguarding Children and Vulnerable Adults Policy

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**Date of policy:** 22 February 2024

**Review date:** 23 February 2025 (no later than)

## **1. Purpose and Scope**

- 1.1** The Safeguarding Children and Vulnerable Adults Policy (the 'Safeguarding Policy') is provided as guidance for London Library staff when interacting with any children or vulnerable adults including members, other visitors, or those engaged with activities connected with the Library. The purpose is to protect children and vulnerable adults from abuse when they interact with The London Library and to engender a safe and welcoming environment for visitors and members.
- 1.2** We are committed to reviewing our policy and good practice regularly. This policy will be reviewed by the board of trustees at least annually or when an incident occurs that highlights a need for change – whichever occurs first.

## **2. Statement**

- 2.1** *Our staff and Trustees are committed to safeguarding the welfare of children and vulnerable adults visiting The London Library or undertaking any activity connected with the Library. All children and vulnerable adults are entitled to protection from harm and have the right to visit or take part in activities at, or connected with, The London Library within a safe, positive and enjoyable environment.*
- 2.2** The London Library provides open access to members and invited visitors. We are bound by a legal and moral duty to safeguard all visitors. This policy aims to ensure the highest levels of care are provided to those who are most vulnerable. We will provide training, support and information to our staff to implement this policy effectively.
- 2.3** The welfare of children and vulnerable adults is of paramount importance, and all have a right to be protected from abuse regardless of their gender, race, disability, sexual orientation, religion, belief or age. Through the application of policies and procedures, the London Library promotes the safety, welfare and well-being of all children and vulnerable adults enabling them to participate in the use of the Library and its events, in an enjoyable, safe and inclusive environment.

## **3. Responsibility**

- 3.1** All employees, workers, volunteers (including Trustees), contractors and any other person engaged in work at the London Library are required to adhere to the Safeguarding Policy. Line managers are responsible for ensuring that this policy is applied within their own area. Any queries on the application or interpretation of the policy must be discussed with the Designated Safeguarding Officer.
- 3.2** Breaches of this policy by Library staff will be treated seriously and will be treated as a potential cause for disciplinary action (in the case of employees of the Library) or termination of the relationship by other means. Breaches by Trustees may result in the termination of their trusteeship.

**3.3** Most Library staff are unlikely to undertake unaccompanied care or supervision of children or vulnerable adults. However, the following categories of employee have a marginally higher likelihood of this must familiarise themselves with this policy and the appropriate procedures relating to safeguarding, and may receive additional training where appropriate:

- First Aiders
- Members of the Buildings and Facilities team
- Members of the Programmes team
- Members of the Member Services team
- Members of the Membership team
- Members of the Fundraising team
- HR Manager
- All members of the Executive
- Any employee whose work brings them regularly into contact with children or vulnerable adults.
- Trustees (on the basis of their ultimate responsibility for the Library)

**3.4** The **Trustees** have ultimate responsibility for ensuring that the Library protects from harm all those who come into contact with it. The Trustees have oversight of the Library's safeguarding and linked policies and oversee the Library's handling of safeguarding reports. The Trustees also have responsibility for deciding whether any serious incident reports need to be made to the Charity Commission in relation to safeguarding incidents.<sup>1</sup>

**3.5** The Library also has a **Lead Trustee for Safeguarding** who is the safeguarding point of contact on the trustee board. The Lead Trustee is currently **Philip Broadley**.

**3.6** The Buildings Manager will be the Library's **Designated Safeguarding Officer (DSO)** and has the responsibility for ensuring the maintenance, regular review and updating of this policy. The Head of Member Services and Head of Programmes will be the deputy DSOs.

The **Lead Manager** on duty at any given time will be the designated manager/supervisor on site from member services or the manager/supervisor/organiser for an event/venue or filming hire.

The safeguarding lead on the Executive is the **Director of Finance and Resources**.

Responsibilities regarding the reporting process in case of an incident, should be the following chain of communication:

*Lead Manager – DSO or Deputy – Executive Lead – Library Director – Lead Trustee for Safeguarding – Board of Trustees*

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<sup>1</sup> [How to report a serious incident in your charity - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

**3.7** The DSO, with the support of the HR Manager and Executive, will ensure that staff at The London Library are appropriately trained in safeguarding, and specifically that:

- the DSO and deputies attend an appropriate DSO-level training course
- tailored safeguarding training is provided for those staff most closely involved with visiting children. For example:
  - Lead Trustee for Safeguarding
  - Lead Exec for Safeguarding
  - Member Services supervisors
  - Reception team
  - Building Facilities Management team
  - Evening Supervisors
  - Learning and Participation Manager
  - Fundraising representative(s) (for events and venue hire)
- all staff and Trustees complete online safeguarding training (iHasco or similar) for children and vulnerable adults
- all staff read this policy

**3.8** Example training providers

- <https://www.childprotectionuk.co.uk/ bespoke-training.php>
- <https://www.thesafeguardingalliance.org.uk/training/>
- <https://www.bond.org.uk/training/ bespoke-training-for-your-organisation/>
- [Prevent duty training - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/prevent-duty-training)

**3.9** The DSO and HR Manager will also be responsible for managing the process for any **Disclosure and Barring Service (DBS)** checks that are required for Library staff. Enhanced checks will only be carried out where allowed by law. Basic checks will be required for all new recruits. Where a role requires regular, unsupervised contact with children (eg one a week or more or on three or more occasions within a 30 day period), an Enhanced DBS check will be required.

**3.91** The DSO and HR Manager will make the necessary assessments as to which roles may require Enhanced DBS checks, and will maintain appropriate records indicating that checks have been received, and the frequency with which checks will be refreshed.

**3.92** Given the nature of the Library's activities it is not expected that many roles will require Enhanced DBS checks. This will be kept under regular review and will depend on the level of activity undertaken with children and vulnerable adults, particularly school and community groups, and tours, etc for young members. Only three possible roles have currently been identified:

- Head of Member Services
- Head of Programmes
- Learning and Participation Manager

**3.93** A designated safeguarding mailbox has been created:  
**saferguarding@londonlibrary.co.uk**

**3.94** The process for managing safeguarding incidents or concerns is given in  
**Appendix A.**

## **4. Legislation, Guidance and Definitions**

**4.1** The legislative and best practice frameworks that underpin this policy are:

**Childrens Act 1989 & 2004**, which is fundamental to people working with children in the UK

**Care Act 2014**, which sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

**The Prevent Duty Guidance 2023** requires specified authorities, including education, in the exercise of their functions to have due regard to the need to prevent people from being drawn into terrorism.

**Safeguarding for Charities and Trustees 2021 Charity Commission guidance** which sets out a charity's responsibility to keep everyone who comes into contact with the charity safe from harm: this includes volunteers, staff and beneficiaries.

**Working Together to Safeguard Children 2023 statutory guidance** reaffirms safeguarding as everyone's responsibility and the importance of sharing information between agencies.

**Keeping Children Safe in Education 2023 statutory guidance** requires all staff in education to read and understand their responsibilities when working with children.

**Sexual Offences Act 2003** makes it is an offence for a person over 18 (eg a teacher or other member of staff) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full- time education and the person work in the same establishment as the child, even if s/he does not teach the child.

**Safeguarding Vulnerable Groups Act 2006** to prevent unsuitable people engaging in certain types of activity ('regulated activity') with children and vulnerable adults

**General Data Protection Regulation 2018 as implemented into UK law (UK GDPR) and Data Protection Act 2018** – Processing of personal data of individuals.

**Equality Act 2010** – Combines anti-discrimination laws and identifies nine protected characteristics

**Female Genital Mutilation Act 2003** – makes it an offence for any person in England, Wales or Northern Ireland to perform FGM, or to assist a girl to carry out FGM on herself.

**Forced Marriage Act 2007** – Provides powers to impose injunctions protecting individuals from being forced to marry another against their will.

**Modern Slavery Act 2015** – Designed to combat modern slavery in the UK and consolidates previous offences relating to trafficking and slavery.

## 4.2 Guidance and Advice

The Library has had due regard to the Charity Commission guidance on safeguarding:

- [Safeguarding for charities and trustees](#)
- [Safeguarding and protecting people for charities and trustees](#)

The Library has also sought advice from safeguarding professionals and legal advisors regarding safeguarding and will continue to do so in future.

## 4.3 Definitions

### 4.3.1 Safeguarding children:

- Protecting children from abuse, which may include neglect or physical, sexual or emotional abuse.
- Preventing impairment of children’s physical and mental health and development
- Ensuring children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

### 4.3.2 Child or Young Person:

- A “child” or “young person” is used to refer to anyone under the age of 18
- “Parent” is used as a generic term to represent parents, carers, and guardians

### 4.3.3 Vulnerable Adult

Refers to anyone who is 18 or over and:

- Is or may be in need of social care services by reason of mental or other disability, age or illness;
- Is or may be unable to take care of themselves; and
- As a result of those needs is unable to protect themselves against significant harm or serious exploitation

## 5. Safe Recruitment of Staff

- 5.1** The London Library operates safe recruitment and employment practices and is committed to providing a safe environment for those who work at the Library as well as those who come into contact with the Library as members, visitors, participants in Library activities, on site or online. The safe recruitment of those who undertake work on behalf of the Library is the first step to ensuring that we are fulfilling this commitment and that all staff engaged in working with children and vulnerable adults are safe to do so.
- 5.2** The following checks form part of that process;
- Access to a satisfactory *Basic* DBS certificate for all staff
  - Access to a satisfactory *enhanced* DBS certificate, where eligible, for staff whose work involves frequent contact with children and/or vulnerable adults;
  - seeking and verifying references covering previous employment/volunteering
  - documentary evidence of stated educational and/or professional qualifications

## **6. Safeguarding Allegations against Staff**

- 6.1** The London Library expects all staff to behave in a professional and appropriate manner.
- 6.2** Following an allegation against a member of staff, The London Library will conduct an investigation. The primary concern in the event of an allegation is to ensure the safety of the child or vulnerable adult. In all cases, action will be taken quickly, confidentially and professionally, with all parties clear that investigation (and any suspension as part of the process) is not an indicator of guilt, but a required part of the process.
- 6.3** As part of this investigation, information regarding the complaint and parties involved may be passed to external agencies, legal advisors and/or consultants for review.
- 6.4** In the event that a member of staff suspects any other member of staff of abusing a child or vulnerable adult, it is their responsibility to report these concerns to the Designated Safeguarding Officer except when the DSO is the person against whom the allegation is being made. In this instance the report should go to the Executive Lead.

## **7. Record Keeping and Data Protection**

- 7.1** The London Library understands that a key part of good safeguarding practice is accurate and timely reporting and record keeping.
- 7.2** A Safeguarding Reporting Log will be maintained and held by the Designated Safeguarding Officer, with information passed to other safeguarding stakeholders as appropriate. All records will be held securely.

- 7.3** Appropriate records will be kept relating to any DBS Checks required for Library staff, Including the date at which the check must be renewed.
- 7.4** The Library complies with the principles of UK GDPR and the Data Protection Act 2018 in the way it collects, holds and disposes of personal information. Please see the Data Protection Policy for more details.

## **8. Managing Risk**

### **8.1 Risk Assessment**

All pre-planned activities at the London Library are subject to a risk assessment. The responsibility for completion lies with the sponsoring department. Care must be taken to make provision for children and vulnerable adults in its composition. Particular care must also be made to protect those who have special educational needs and/or disabilities due to their increased vulnerability to abuse and neglect as well as barriers they may face, in particular communication.

### **8.2 Safe Working Practices**

London Library personnel who are not subject to Enhanced DBS checks should not supervise a child/group of children on their own unless approved by their departmental director which will only be in exceptional circumstances. This applies to employees, workers, contractors, interns, agency staff and volunteers who may come into unsupervised contact with children or vulnerable adults.

Staff should adopt safe working practices to avoid being in unaccompanied supervision of children or vulnerable adults e.g.:

Example 1 – New member tour of a child should not be arranged on a one-to-one basis.

Example 3 – A group of children touring the Library (e.g. a school group) should always be supervised by the external group lead.

Note that a child member (i.e. a Library member aged between 16 and 18) is allowed to use the library on their own as per Library Rules. These children are not in supervision but all staff will be trained in safeguarding so they are aware of the issues that could arise.

## **9. Photography and filming**

- 9.1** London Library staff must seek consent for the taking and use of any images (still or moving) on any media, of children within or on the Library premises, or off site during the course of their work.
- 9.2** The London Library uses photography permission forms for all children. The taking and use of an image for a child under the age of thirteen must have



parental permission. An image of a child over thirteen and under eighteen years of age, must have the consent of the parent and the child.

- 9.3** An image of a child that is used on any publicity, posters or website should not have their name published under any circumstances.
- 9.4** In all cases, permission granted by parents is limited to that specific use only. Staff must clearly label and date images and note the agreed use. If the member of staff wants to reuse an image for a different purpose, it is necessary to gain new permission.

## **10. Online activity**

- 10.1** The Library provides free internet access via Wi-Fi and kiosk PCs in public areas where children and vulnerable adults can obtain access. This access is subject to the Library's online safety and Internet Acceptable Use Policy. Internet access provided by the Library is filtered to block access to material that could be considered offensive, harmful, or illegal.

## **11. Outreach Programme and Off-Site Visits**

- 11.1** When a member of staff visits another organisation, e.g. a school, the following provisions apply:
- The supervision of the children remains the responsibility of the organisation being visited.
  - At least one member of staff from that organisation should be present at all times.
  - Staff should take identification (staff passes) with them and be prepared to comply with any security or safeguarding procedures the organisation has in place, e.g. signing in and out and wearing a visitor's badge.
  - Staff should request to view any policy on visitors to ensure compliance.
- 11.2** Any concerns a member of staff has about child protection issues whilst on an outreach visit should be reported to the Designated Safeguarding Officer (or Designated Safeguarding Lead if at an educational establishment) at that venue, who will undertake the necessary response. A note should be made and advice sought from the Library DSO upon the staff member's return.
- 11.3** When an organisation, e.g. a school, visits the library, the responsibility to safeguard its children remains with the school staff. However, if a member of Library staff has a concern about a visiting child or, if a child makes a disclosure to a member of Library staff, the matter should be reported to the DSO or one of the deputies who will liaise with the school regarding further action.

## The Procedure for Managing Concerns and Disclosures

Any incident or disclosure **concerning** a child, or vulnerable adult must reported to the Designated Safeguarding Officer (DSO) or one of the Deputy DSOs. The purpose of accurately recording such occurrences aids decision making, reduces the possibility of further harm to the victim and provides evidence to other agencies if appropriate.

The recommended actions for handling a concern or a disclosure **from** a child or vulnerable adult are similar. However, the approach needs to be adjusted depending on circumstances. At all times staff should ensure that they are not alone with a child or vulnerable adult and should not go into a private room unless accompanied by a parent or another adult.

### Actions to be taken:

Find a suitable location to discuss eg an office.

- Listen carefully, take seriously what is being said, let the child or vulnerable adult describe what happened at their own pace, only asking questions for clarification.
- Remain calm and caring and avoid interpreting information.
- Reassure but do not make promises of confidentiality or secrecy. Tell the child or vulnerable adult there will be a need to share this information but make it clear that only people who need to know and who can help will be told.
- Reassure them that they did the right thing in telling you.
- Keep appropriate confidentiality (ie **do not** share or discuss with colleagues).
- Using the child's or vulnerable adult's own words, make a note of what was said using the safeguarding report form as soon as possible after the disclosing conversation and sign and date this record.
- As soon as possible, inform the DSO, deputy DSO(s) or Exec Lead.

### Actions to avoid:

- Do not dismiss the concerns, or allow any shock or distaste to show.
- Do not probe, over pressure or attempt to conduct an inquiry into what has happened.
- Avoid cross-questioning, excessive or leading questions.
- Do not speculate, make assumptions or make negative comments about the allegation or promise confidentiality.
- Do not suggest any actions that may be undertaken in response to the disclosure.

### Concern for Child's Safety

If a member of staff is worried that a child or young person might need help or is being neglected or harmed, it is important that they share their concerns with the DSO immediately. The HR Manager and the staff member's line manager and/or departmental Director will be available to support a member of staff in these circumstances.

**If someone is in immediate danger the staff member concerned must ring 999.**

If you have serious concerns about the safety of a child, contact the Local Authority Children's Services team: **020 7641 4000** (9am to 5pm, M-F) or Emergency Duty Team **020 7641 2388** (outside of these times). The Access team provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child.

### Types of abuse

The following are recognised as types of abuse, although any act which harms a child, or vulnerable adult should also be considered. The London Library understands that certain groups of children and young people may be more vulnerable to abuse and neglect, for example, those with disabilities and differences, children and young people in care, those who have previously experienced abuse and neglect, those seeking asylum, those who have English as a second or other language, those missing from education, those living with their own or parental substance misuse, and/or mental health conditions.

**Physical Abuse** – may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning or suffocating. It may be done deliberately or recklessly, or be the result of a deliberate failure to prevent an injury occurring.

**Neglect** – the persistent or severe failure to meet a child’s, young person’s or vulnerable adult’s physical and/or psychological needs, which may result in serious impairment of their health or development.

**Sexual Abuse** involves a child, young person or vulnerable adult being forced or coerced into participating in or watching sexual activity of any kind. Any apparent consent or awareness is irrelevant.

**Emotional Abuse** – persistent emotional ill treatment or rejection; includes abusive or offensive electronic communications. This causes severe and adverse effects on behaviour and emotional development, resulting in low self-esteem. Some degree of emotional abuse is present in all forms of abuse.

**Financial Abuse** - in intimate or parental relationships is a way of controlling a person’s ability to acquire, use, and maintain their own money and financial resources.

**Organisational Abuse** – neglect and poor care practice within a care setting such as a children’s home or hospital or in relation to care provided in someone’s own home ranging from one-off incidents to ongoing ill-treatment.

**Extremism and Radicalisation** – Extremism is defined as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas.” Radicalisation is defined as “the way in which a person comes to support terrorism and encourages other people to believe in views that support terrorism”.

**Child Sexual Exploitation** - 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.

**Child Criminal Exploitation** - Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of county lines criminal activity: drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.

**Child-on-Child Abuse** - Children can abuse other children. This is generally referred to as child-on-child abuse and can take many forms. This can include (but is not limited to) bullying (including cyberbullying); sexual violence and sexual harassment; physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm; sexting and initiating/hazing type violence and rituals.

**Sexual Harassment and Violence** - sexual harassment and violence and can occur between two learners of any age and sex and can occur in person or on-line. Studio Theatre Salisbury understands its responsibility to take all reports and concerns seriously, challenge inappropriate behaviour and support both the victim and the perpetrator.

**Domestic Abuse** - Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This also includes 'coercive control' which is an act or pattern of acts of assault, threats, humiliation and intimidation or other abuse which is intended to harm, punish or frighten the victim. A child who is living with domestic abuse is at high risk of suffering emotionally and as such is being emotionally abused.

**Hate Crime** – where a crime is committed against a person specifically because of their gender. Ethnicity. Disability, religious belief or sexual orientation.

**Forced Marriage** – describes a marriage in which one or both of the parties are married without their consent or against their will. Different from an arranged marriage, in which both parties' consent.

**Female Genital Mutilation** - all procedures involving partial or total removal of the external female genitalia for nonmedical reasons. FGM is illegal in England and Wales under the FGM Act (2003).

**Online Abuse** – staff should recognise that many types of abuse take place online and should therefore ensure that all children and young people engaged in theatre activities understand the risks and how to spot the signs that they may be at risk of harm.

**Mental Health** - all staff should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. It is key that staff are aware of how these children's experiences, can impact on their mental health, behaviour and education.



### Unaccompanied or Lost Children

Until a child reaches 18, they are the legal responsibility of their parents or guardians. Most children visit the Library as part of an organised school or community group and primary responsibility for their welfare rests with the supervising adult[s]. Children 16 or over entering The London Library without direct supervision are welcome to do so as a member of the Library. They will be subject to the Library's Rules (along with all visitors to The London Library).

Outreach activities and school visits organised by the Library are for children to attend with accompanying adult supervision. It is expected that the supervising adults of any children stay with them throughout the visit. They should not leave them unaccompanied or expect London Library staff to attend to children's personal needs.

When an escorted group of children visits the Library, the children and accompanying adults should be shown the 'lost child meeting point' (this will usually be the reception desk) at the start of the visit and told how to identify members of staff.

If a child is reported lost or missing, inform the Main reception and the TS Eliot House Reception, immediately, and the Lead Manager on duty. The Lead Manager on duty will control the response and will need to know the following;

- Name and age of the child.
- Physical description of child (height, colour of hair, clothing etc.)
- Where and what time the child was last seen.
- Name, telephone number and address of parent, guardian or teacher.
- Any other relevant information.

An appropriately coded announcement will be made on the PA system to alert relevant staff.

The name, description and where the child was last seen should be circulated, to the Buildings and Facilities team and other staff that are available to help in the initial search without compromising Library security. Staff should pay particular attention to the vicinity the child was last seen and to the building exits.

A sweep via the CCTV system should be conducted by the Buildings and Facilities team to see whether the child has left the Library.

If the child is not located within 10 minutes of the report, the Lead Manager on duty should inform the DSO, deputy DSO(s) and/or Exec Safeguarding Lead. The Lead Manager should organise a more systematic sweep of the building. Police on 999 should be contacted if the child cannot be found during the building sweep.

The option remains for the Lead Manager to use the building's Public Address system to send out a message. This should only be done as a last resort and should be taken in conjunction with advice from the DSO, deputy DSO(s) and/or Exec Safeguarding Lead or police. It should not include the child's name.

**If a lost child reports to a member of staff, the following action should be taken:**

- If possible, obtain the immediate support of another adult and remain with the child for several minutes if the location you are in is in the public area and it is safe to do so.
- This allows the member of staff an opportunity to gather some details from the child such as their name, their parents or school details. It also gives an opportunity for any parent or guardian to come forward.
- If after five minutes no parent or guardian comes forward, both members of staff should go with the child to the designated 'lost child meeting point.' This is adjacent to the reception desk.
- The reception will use the PA system to request the parent or Guardian to the 'lost child meeting point',
- The two members of staff should stay at the 'lost child meeting point' with the child, the Buildings and Facilities team should be contacted (to create an incident report form and review any relevant CCTV footage), and the Lead Manager, DSO, or deputy DSO(s). should be informed.
- If the child is not claimed within 30 minutes, or the members of staff are unable to contact or verify the details of parents or guardians, the Lead Manager, DSO or deputy DSO(s) , should contact the police.