

The Courtauld

Safeguarding Children and Adults at Risk

Sensitivity	Public
Effective date	1 August 2025
Policy area	Governance
Responsible officer	Director of Governance
Approved by	SMT 22 July 2025
Consultation	People Services JCNC Learning team SAS Short courses Accommodation Gallery & CVE team
External references	• Health and Safety at Work Act 1974 • Safeguarding Vulnerable Groups Act 2006 • Care Act 2014 • Mental Capacity Act 2005 • Counter-Terrorism Act 2015 • Children Act 1989 and 2004 • Working Together to Safeguard Children 2023 Keeping Children Safe in Education 2023 • Sexual Offences Act 2003
Internal references	• Student Crisis Protocols • Health and Safety Policy • EDI Policy • Whistleblowing Policy • Personal Relationships Policy • Prevention of Harassment, Bullying & Sexual Misconduct Policy • Staff Disciplinary Policy • Student Complaints Policy • Student Code of Conduct Policy • Admission of Students under the age of 18
Version history	V5
Supersedes	2016
Review date	June 2026

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1. Introduction

1.1 This policy sets out The Courtauld's framework to provide a safe environment for children and adults at risk.

1.2 Safeguarding is to:

- protect the safety of children and adults at risk from abuse or neglect
- promote their welfare
- address and stop all incidents of harm and abuse of children and adults at risk.

1.3 The majority of students' health and wellbeing concerns do not meet the threshold for safeguarding concerns and are best directed to our [Student Wellbeing Team](#). Crisis protocols are provided as Appendix 1.

1.4 The Courtauld has responsibility under the Counter Terrorism and Security Act 2015 and related guidance to have due regard to 'the need to prevent people from becoming terrorists or supporting terrorism'. Through this Policy, The Courtauld seeks to safeguard and support people who may be susceptible to radicalisation which may lead to the harm of self, others, or property.

2. Purpose and Scope

2.1 This policy sets out The Courtauld's duty to safeguard children and adults at risk who engage with our activities.

2.2 This policy applies to:

- All staff, students, volunteers, contractors and any individuals representing The Courtauld
- Any activity organised and/or delivered by The Courtauld, regardless of where the activity takes place
- Any visitors to The Courtauld's premises (for example, those attending organised events through our Research Forum or visiting the Gallery).

2.3 A whole institution approach is taken to our policy and practice, embedding a culture of Safeguarding in everything we do to ensure the welfare of children, adults at risk, and all our students and Gallery visitors.

2.4 This policy should be read in conjunction with the institutional policies listed on page 1. The policy is also supplemented by contextual guidance relating to specific activities, with key guidance provided in appendices to this policy.

2.5 Definitions to aid understanding of the policy are provided in appendix 2.

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3 Legislative Context

3.3 This policy and related procedures are informed by a range of legislation and guidance on the protection of Children and Adults at Risk. This includes, but is not limited to:

- Children Act 1989 and 2004
- Working together to Safeguard Children 2023
- Safeguarding Vulnerable Groups Act 2006
- Sexual Offences Act 2003
- Equality Act 2010
- Protection of Freedoms Act 2012
- General Data Protection Regulation 2018
- Health and Safety at Work Act 1974
- Counter-Terrorism Act 2015

3.4 The Courtauld does not act *in loco parentis* for any student or staff member. The Courtauld nevertheless recognises the legal duty to safeguard the welfare of Children and Adults at Risk, as defined in the Safeguarding Vulnerable Groups Act 2006.

4 Roles and Responsibilities

4.1 Full details of current role holders and details for trusted contacts are provided in appendix 3.

4.2 The Courtauld's **Designated Safeguarding Lead (DSL)** is the Director of Governance and Student Services. The DSL is responsible for leadership and oversight of safeguarding arrangements. A full role specification is provided as appendix 4.

4.3 In addition, a number of key staff are **Designated Safeguarding Officers (DSO)**. DSOs are responsible for:

- Ensuring appropriate local procedures are in place.
- Providing first line support and advice on safeguarding issues.
- Ensuring appropriate information in age-appropriate language is provided to people for whom The Courtauld is responsible.
- Supporting the whole institution response to safeguarding.
- Deputising in the absence of the DSL.

Responsibilities may be delegated to other members of staff as appropriate locally but responsibility remains with the Designated Safeguarding Officer.

4.4 The **Prevent Lead** is the Academic Registrar. The Prevent Lead is responsible for:

- Compliance with the Prevent Duty
- Liaising with the DfE Prevent Co-ordinator and seeking advice as required on individual cases
- Receiving disclosures relating to the prevention of radicalisation and offering first line advice
- compliance with OfS reporting requirements for Prevent.

4.5 **Line managers** must identify roles where specific safeguarding requirements apply and are responsible for ensuring that appropriate DBS certificates are obtained for staff or volunteers

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working in 'regulated activity'. Line managers are also responsible for ensuring staff have access to appropriate training to fulfil their role. The level of DBS check (basic, standard or enhanced) will be applied according to the requirements of the role. Repeat checks must be carried out every three years.

4.6 The **Head of People Services** is responsible for overseeing the DBS process and maintenance of appropriate records for Courtauld staff.

4.7 **All staff** are expected to:

- Be aware of, and comply with, this policy and the associated procedures, including any local safeguarding protocols relating to the specific activities of their department or team;
- Be aware of and understand how to respond to concerns under the Prevent Duty;
- Undertake and maintain safeguarding training required for their role;
- Fully reflect safeguarding responsibilities in event planning and risk assessments for Courtauld activities in accordance with Health and Safety procedures. This includes all activity that sits outside regular teaching and learning programmes and which involves children or adults at risk;
- Report any concerns, suspicions or disclosures to their local DSO or to the DSL (see appendix 3);
- Maintain confidentiality about any suspected or actual safeguarding incidents;
- Co-operate fully with internal or external investigations carried out into reported concerns.

Contractors' Staff Working on Courtauld Premises

4.8 It is the responsibility of the **contractor** who is the employer of any **contract staff** working on The Courtauld's premises to ensure that each individual has been recruited appropriately to the role they are undertaking, and that Disclosure and Barring Service (DBS) checks have been acquired for all appropriate roles in accordance with the eligibility criteria.

4.9 Any staff of a contractor whose role involves them having contact with Children or Adults at Risk in the course of their duties for The Courtauld must abide by this Safeguarding Policy and associated procedural guidance and may be required to attend appropriate training.

5 Our Activities

5.1 Managers responsible for activities involving children and adults at risk must complete a risk assessment taking account of relevant safeguarding risks in the context of this policy. Additional guidance is available in appendix 5.

Students (including short course students)

5.2 For all students aged under 18 at the point of enrolment, parental/guardian consent will be sought and must be forthcoming before enrolment can be permitted. Such parental consent will not negate the student's right to privacy under Data Protection laws.

5.3 In some cases, we may require a parent or guardian to act as guarantor to any contractual or other arrangements entered into by a student who will be aged under 18 at the point of admission.

5.4 The Courtauld will put in place a range of additional measures to safeguarding students under the age of 18. However, it does not act *in loco parentis* and parents/guardians should consider the

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suitability of arrangements before giving consent. In general, our short courses and degree programmes are aimed at students aged 18+.

5.5 Programme leaders and tutors are responsible for ensuring that safeguarding procedures are observed for individual students who meet the definition of a child or adult at risk. A separate policy on the Admission of under 18s is available, alongside requirements for the enrolment of under 18s on short courses.

Public Activities and volunteering

5.6 The Courtauld offers a range of activities for young people, community groups and volunteers. Staff leading activities will be subject to safer recruit practices where relevant to their roles. Safeguarding arrangements in place will be clarified at the point of booking and/or acceptance onto the volunteer programme. Relevant risk assessments will be completed (see appendix 5).

5.7 Where activities are conducted under the supervision of another organisation (e.g., a school or another charity), Courtauld staff will ensure that they are familiar with any reporting requirements under the relevant safeguarding policy and procedures should a safeguarding incident occur.

Gallery visitors

5.8 Leaders bringing groups including children and/or adults at risk to the Gallery are responsible for safeguarding those individuals. Relevant additional guidance, including an example risk assessment, required ratios and relevant insurance is available on request from the Head of Visitor and Commercial Operations.

5.9 Visitors bringing children and/or adults at risk to the Gallery are responsible for safeguarding those individuals.

5.10 Unaccompanied children under the age of 12 are not permitted in the Gallery.

5.11 Additional safeguarding procedures for the Gallery are set out in appendix 6.

Outreach, student recruitment and widening participation

5.12 Staff engaged in outreach, student recruitment and widening participation activity frequently come into contact with under 18s. In person and online events will have due regard for safeguarding expectations and event guidance will set out relevant expectations for all parties and protocols for reporting concerns.

Online safety; photography and video

5.13 Additional guidance to support online safety and managing photography and video where children and/or adults at risk may be involved is provided at appendix 7.

6 Staff recruitment and training

6.1 Safer recruitment procedures and training are key elements of our Safeguarding Policy.

6.2 The requirements below are for staff, student ambassadors and volunteers who have sustained or unsupervised contact with children or adults at risk as part of their role on behalf of The Courtauld. It is the responsibility of line managers to identify such roles.

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6.3 During recruitment and selection, candidates may be asked questions relating to the role requirements that will bring them into contact with these groups and will be asked to declare any relevant convictions.

6.4 References will be obtained and checked prior to all staff appointments where working with children and/or adults at risk is a significant component. References may include questions relating to safeguarding matters.

6.5 All successful applicants to roles as defined above will be asked to complete a standard or enhanced DBS application. Where an outcome is not received prior to an individual commencing in role, appropriate alternative arrangements will be put in place (e.g., restricted or supervised duties). "Letters of good conduct" and embassy references may be requested for appointees who have spent time working or studying outside the UK.

6.6 Further guidance is available from People Services.

Training

6.7 Training is a key underpinning of our Safeguarding Policy and culture.

6.8 Training requirements are set out in the table below.

Designated Safeguarding Lead	DSL training every two years
Designated Safeguarding Officers	Specialist training every two years
All staff (recommended) – on appointment	Online safeguarding training (iHasco)
Staff and volunteers in specified roles – on appointment	Online safeguarding training (iHasco; compulsory) Specialist training – role dependent (compulsory) (every two years)

6.9 Staff and volunteers in contact with children or adults at risk may have their activities monitored and evaluated by line managers as part of established review procedures. Additional training will be provided to meet individual needs. Where required, advice will be sought from Designated Safeguarding Officers or the Designated Safeguarding Lead.

7 Reporting concerns

7.1 In any case where there is an immediate risk of significant harm, the emergency services should be contacted without delay by telephoning 999.

7.2 Safeguarding concerns should be reported as soon as possible to the relevant Designated Safeguarding Officer or the Designated Safeguarding Lead. A factual record of the incident should be complete to support the reported concern with as much information as possible (see appendix 8).

7.3 Where a concern relates to the prevention of radicalisation, the Prevent Lead should be informed as soon as possible.

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7.4 The Designated Safeguarding Lead will oversee the management of concerns according to agreed protocols, depending on the nature of the concern and who is involved. Where the concern relates to Prevent, the Prevent Lead will oversee the management of concerns.

7.5 Other than in emergency situations, only the Designated Safeguarding Lead is authorised to refer a safeguarding concern to an external agency. Designated Safeguarding Officers or other staff who believe that external reporting is necessary should contact the Designated Safeguarding Lead.

7.6 In relation to concerns about radicalisation, advice will be sought from the Regional Prevent Co-ordinator regarding potential for Channel referral through the relevant panel.

8 Allegations relating to Courtauld staff

8.1 The Courtauld will seek to protect any child or adult at risk who makes an allegation against a staff member. Where a crime is suspected, the police will be informed immediately. Our Policy and procedures are also designed to protect staff by setting out clearly our requirements to safeguard children and adults at risk.

8.2 Allegations against members of staff will be considered in accordance with staff disciplinary procedures.

8.3 The Courtauld recognises that being the subject of a safeguarding allegation is extremely stressful. It acknowledges that any allegation of abuse must therefore be dealt with fairly and quickly, whilst providing the necessary protection for the person making the allegation. In the case of serious allegations, a staff member may be suspended, or their duties curtailed, while an investigation is underway.

8.4 Sources of advice, including from trade unions, is available through the [People Services Hub](#).

9 Records and information sharing

9.1 A written log of safeguarding concerns raised and actions taken will be kept by the Designated Safeguarding Lead. Annual data on matters reported under the Safeguarding Policy will be reported to the SMT and the Health, Safety and Wellbeing Committee, alongside an annual review of the Policy.

10 Review

10.1 The Safeguarding Policy will be reviewed annually by SMT. In addition, a significant safeguarding incident will trigger an immediate Policy review.

10.2 The next date for review is June 2026.

10.3 The policy owner is the Director of Governance.

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Appendices

1	Student crisis protocols
2	Definitions
3	Full list of role holders, names and contact details
4	Role specification for Safeguarding Lead
5	Safeguarding risk assessment
6	Additional safeguarding guidance for the Gallery
7	Online safety, photography and video
8	Advice on receiving safeguarding disclosures and disclosure form

Appendix 1: Student Crisis Protocols: Supporting Students in Distress

Useful things to remember

- If the student poses an immediate risk of harm to themselves or others contact the Emergency Services on 999.
- Nobody expects you to be a mental health professional and The Courtauld is not an emergency service. We are not expected to provide specialist mental health support.
- If a student is displaying concerning behaviors, ask another member of staff to be present with you if possible.
- Always report your concerns to your line manager or the Student Wellbeing Service so that you are not left holding any potential risk.
- Avoid making promises to students that you will keep confidentiality.

What you can do:

- Stay calm and don't feel pressured to do anything that makes you feel uncomfortable.
- Listen and be understanding. Engage with the student but put safety first.
- Refer the student to appropriate support.

What you are not expected to do:

- Solve the students' problems or provide any long-term support
- Take responsibility for the student's behavior or emotions.

Is the situation urgent?
Do they pose a risk of harm to themselves or others? Do they appear in a heightened state of agitation? Are they incoherent or shut down?

Yes

No

1. If the student will accept help:

In office hours:

- If the student is in immediate danger, call 999 to request emergency services and follow any advice given.
- If they are not in immediate danger, ask the student to share their name and student number with you.
- Contact Wellbeing Services on wellbeing@courtauld.ac.uk and if required Security on 020 3947 7757
- Encourage the student to call their GP or NHS 111
- Stay with the person until either a member of the Wellbeing Service, Emergency Services, or their trusted person arrives

Out of office hours:

- The Wellbeing Service operates Monday-Friday 9:00am-5pm. Outside of these hours, follow the above guidance and stay with the person until the Emergency Services, or their trusted person arrives
- Contact the Wellbeing Service the next day to share your concerns.

2. If the student will not accept help:

In office hours:

- If the student is in immediate danger, call 999 to request emergency services.
- If they are not in immediate danger, encourage the student to call their GP or NHS 24 (111)
- Inform the student that you have a responsibility to share your concerns and contact Wellbeing Manager wellbeing@courtauld.ac.uk *

If the situation isn't urgent it may be that the student is feeling low, anxious, homesick, having health problems, academic worries or relationship difficulties

• If the student will accept help:

- Consider speaking to the student in a quiet place if possible.
- Take the student's details and give them the Student Handout information sheet.
- Ask the student if you can contact Student Wellbeing wellbeing@Courtauld.ac.uk
- If at any point the student makes a disclosure which makes you concerned about a risk of harm to themselves or others, follow the urgent pathway

• If the student will not accept help:

- Ask if they have a trusted person you can contact for them. If so, can they contact them while they are with you? Or can you call them on the student's behalf?
- Encourage the student to contact the Student Wellbeing Service wellbeing@courtauld.ac.uk and give them the Student Handout information sheet.
- Discuss with wellbeing for advice if needed *
- If at any point the student makes a disclosure which makes you concerned about a risk of harm to themselves or others, follow the urgent pathway

*You will not be breaking GDPR if you are reporting a risk. If you are unsure you can speak with us on a hypothetical basis to determine if we need to escalate any risk.

Following any incident, please contact security@courtauld.ac.uk who will complete an Incident Report Form

Appendix 2: Definitions

Core definitions

Child or Children: anyone who has not yet reached their 18th birthday.

Adult at risk: is someone who is over the age of 18 **and**

- has needs for care and support **and**
- is experiencing, or is at risk of, abuse or neglect, **and**
- as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Prevent Duty The Prevent duty was established by the Counter-Terrorism and Security Act 2015 and places a duty on specified authorities including education providers to have 'due regard to the need to prevent people from becoming terrorists or supporting terrorism.'

Regulated activity is defined in the Safeguarding Vulnerable Groups Act 2006 (SVGA), amended by the Protection of Freedoms Act 2012 (PoFA). Regulated activity defines the roles for which a DBS check is required and from which an individual can be barred. It relates to the type of role and also the frequency with which the role comes into contact with children or adults at risk. Further information is available on the Government website: [Regulated activity with children in England and Wales - GOV.UK](https://www.gov.uk/guidance/regulated-activity-with-children-in-england-and-wales)

Forms of abuse definitions

Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless appropriate safeguarding arrangements are put in place. The following definitions are taken from the [Office of the Public Guardian](https://www.publicguardian.gov.uk/).

Abuse can fall into the following categories:

Physical

This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone or only letting them do certain things at certain times.

Domestic

This includes psychological, physical, sexual, financial or emotional abuse. It also covers so-called 'honour' based violence.

Sexual

This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts the adult didn't consent to or was pressured into consenting.

Psychological

This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

Financial or material

This includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits.

Modern slavery

This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.

Discriminatory

This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation or religion.

Organisational

This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes and practices within an organisation.

Neglect and acts of omission

This includes ignoring medical, emotional or physical care needs, failure to provide access to educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.

Self-neglect

This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding.

Appendix 3: Trusted Contacts

If a person is in immediate danger or at risk of harm to themselves or others, do not delay in contacting the emergency services on 999.

Security	Courtauld security team	security@courtauld.ac.uk 020 3947 7757
Accommodation	Any under 18s will be offered accommodation under our arrangement with University of London (see their related policy at Residents under 18s policy). The Trusted Contact in College Hall or Nutford House is the Hall Warden.	
Designated Safeguarding Lead		
Director of Governance and Student Services	Alison Kennell	alison.kennell@courtauld.ac.uk
Designated Safeguarding Officers		
Commercial and visitor experience team	Charlotte Holt	Charlotte.holt@courtauld.ac.uk
Learning team	Helen Higgins	Helen.higgins@courtauld.ac.uk
People Services team	Nuala Conway	Nuala.conway@courtauld.ac.uk
Short courses	Anne Puetz	Anne.puetz@courtauld.ac.uk
Student and Academic Services	Mark Davidson	Mark.davidson@courtauld.ac.uk
Volunteering	Tom Bilson	Tom.bilson@courtauld.ac.uk
External contacts and advice N.B.: Only the Designated Safeguarding Lead or nominated Deputy will make a formal referral. The contact details below provide additional sources of advice and support.		
Local Safeguarding Board	Children's Safeguarding Contacts London – London Safeguarding Children Board	Up-to-date contacts for safeguarding teams within London Boroughs are available through the London Safeguarding Children Partnership website: Londonscb.gov.uk/contacts/safeguarding-contacts
NSPCC:	Key topics NSPCC Learning	Report a Concern: 0808 800 5000 help@nspcc.org.uk
Childline	Childline Free counselling service for kids and young people Childline	0800 1111 (online chat also available)

Appendix 4: Designated Safeguarding Lead role specification

The Designated Safeguarding Lead (DSL) has lead responsibility for safeguarding at The Courtauld, supported by Designated Safeguarding Officers (DSOs).

The general responsibilities of the DSL are to:

- advise and support the senior team in developing and establishing The Courtauld's approach to safeguarding.
- Play a lead role in maintaining and reviewing policies and procedures for safeguarding.
- Direct the distribution of policies, procedures and safeguarding resources throughout your organisation.
- Advise on training needs and development, to be supported by People Services.
- Provide safeguarding advice and support to staff and others as required.
- Manage safeguarding concerns, allegations or incidents reported and ensure that appropriate records of incidents are kept.
- Manage referrals to key safeguarding agencies (eg social services or police) of any incidents or allegations of abuse and harm.

The DSL must undertake appropriate training for the role at least every two years.

The DSL must put in place appropriate procedures for a designated deputy during periods of absence (e.g., during annual leave).

Appendix 5: risk assessment and guidance

Risk Assessment: Supplementary Safeguarding Risk Assessment for activities involving children and adults at risk

This safeguarding risk assessment should be used in conjunction with the general [health and safety risk assessment](#).

Area	Hazard	Risk Score H/M/L	Risk Detail	Existing Control Measures
Physical or online environment	Physical or online security of room and site Limited controls of entry into a shared space (physical or online) with members of the public Space (physical and online) generally designed for adults		Risk of physical injury Missing person risk Emotional harm linked to access to inappropriate material Inappropriate relationship/sexual exploitation	Group must be under the supervision of accompanying responsible adults e.g. teachers, group leaders or carers. Security staff qualified to administer first aid always present on site. Additional information available on particular site hazards for specific locations. Arrangements in place where necessary for children to be accompanied to toilet facilities by relevant responsible adult. Groups briefed on fire safety evacuation as appropriate.
People	Inappropriate vetting and training of those working with children and adults at risk		Additional physical and online risks caused by lack of awareness Sexual exploitation Physical harm	Groups and individuals must always be under the supervision of accompanying responsible adults e.g. teachers, group leaders or carers. Safer Recruitment practices implemented for designated roles.

Area	Hazard	Risk Score H/M/L	Risk Detail	Existing Control Measures
			Neglect of duties to safeguard those at risk Inability to identify signs of risk or harm Inappropriate or inadequate response to disclosure	DBS checks performed and kept up-to-date where required in relation to designated roles that involve working directly with children or adults at risk. Appropriate training for all those likely to engage with children and adults at risk, including volunteers and casual workers.
Activity	Inadequate consideration of appropriate activities and/or inadequate planning could place children and adults at risk at greater danger of harm.		Risk of physical injury linked to equipment under use (e.g., sharp or heavy objects) or in relation to particular surroundings (e.g., physical activities that could result in objects being knocked over).	Group always under adult supervision and pupil conduct agreed with school. Activities planned in advance and safeguarding risk assessment completed relevant to specific group in question. Guidance provided on correct use of equipment and handling of objects. Security staff First aider always present on site.
External safeguarding risks	Inadequate consideration and/or awareness of wider safeguarding risks leads to a greater risk of harm.		Interaction with the general public. Risk of self-harm or dangerous behaviour. Risk of abuse in environments beyond The Courtauld (e.g., home environment).	Group must always be under supervision of the responsible adults. Pupil code of conduct agreed in relation to school groups. Groups briefed on areas where general public present and are never left unsupervised. Planning of activities will take account of any specific risks relating to individuals within the group shared by schools.

Appendix 5

Area	Hazard	Risk Score H/M/L	Risk Detail	Existing Control Measures
				Staff working with children and adults at risk are aware of possible signs of abuse and mechanisms for reporting concerns. Clear expectations of Gallery visitors and pro-active security team. CCTV of site available if needed.

Appendix 6: Additional Gallery guidance

Useful things to remember

- **If the child, young person or adult at risk poses an immediate risk of harm to themselves or others contact the Emergency Services on 999. Calls should always be made via the Duty Manager.**
- The Courtauld is not an emergency service and we are not expected to provide specialist support.
- Always report your concerns to the Duty Manager or Safeguarding Officer so that you are not left holding any potential risk. The Duty Manager or Safeguarding Officer are responsible for ensuring the Safeguarding Lead is informed and the reports have been shared and securely stored.
- The Duty Manager phone number is **07380736755**.
- When supporting someone, it's always best to support whenever possible in twos. One person may have to talk to the emergency service and the other can help support the person.
- Avoid making promises that you will keep confidentiality. Tell the child, young person or adult at risk you will only share information with people who need to know and can help.

What you can do:

- Stay calm and don't feel pressured to do anything that makes you feel uncomfortable.
- Listen carefully

What you are not expected to do:

- Solve problems or provide any long-term support
- Take responsibility for behavior or emotions.

Is the situation urgent?
Do they pose a risk of harm to themselves or others? Has the child, young person or adult at risk made a disclosure to you?

Yes

No

If the situation is urgent ask for the Duty Manager or Security Lead to contact the Police on 999. Calls should always be made via the Duty Manager.

If a disclosure is made or you have an immediate safeguarding concern:

- Listen carefully and let the child, young person or adult at risk tell you what happened at their own pace.
- Ask questions for clarification only and avoid leading questions or interpreting information.
- Call for assistance and encourage the child, young person or adult at risk to remain calm and with you.
- Reassure them that they did the right thing in telling you.
- Report concern to the Duty Manager or a Safeguarding Officer.
- Duty Manager and Security Lead to contact the relevant authority and the Safeguarding Lead.
- Complete an incident report form, including a reference or referral number where applicable.

If the child, young person or adult at risk will not accept help:

- Discuss with Duty Manager or Safeguarding Officer for advice and guidance. The Duty Manager will advise on the best course of action which may be calling the Emergency services or reporting through the non-emergency hotline.
- Stay with the person, if it's safe to do so and continue to keep calm.

Out of office hours:

- The Safeguarding Lead is available Monday-Friday 9:00am-5:pm. Outside of these hours, follow the above guidance and stay with the person until the Emergency Services, or their trusted person arrives

If the situation isn't urgent follow the process below.

If you have suspicions or concerns relating to a child, young person or adult at risk:

- Always report your concerns.
- Call for assistance from the Duty Manager or Safeguarding Officer to provide support and guidance.
- Make a note of key information, including the time, location, witnesses and any other pertinent details.
- The Duty Manager or Safeguarding Officer will determine if there is a risk which needs to be referred and either contact the non-emergency line, or contact Westminster Children's Services on 020 7641 4000 or Westminster Safeguarding Adults Helpline on 020 7641 2176
- Complete an incident report form, including a reference or referral number where applicable.
- **If at any point the child, young person or adult at risk makes a disclosure or you have concerns about a risk of harm to themselves or others, follow the urgent pathway.**

If the child, young person or adult leaves the Gallery:

- Do not try to force them to stay.
- Call for assistance from the Duty Manager or a Safeguarding Officer.

Gallery Standard Operating Procedure for lost and found

Introduction

The standard operating process provides guidance in the event of a lost, found or unaccompanied child, young person and adult at risk.

The following guidance applies to all employees, contractors, casual workers, agency workers and volunteers and everyone working in front of house positions.

Found child, young person or adult at risk

When a child, young person or adult at risk has become separated from a parent, friend or group you should:

- Reassure the child, young person or adult at risk. Explain that you work for the Courtauld and show them your badge.
- Contact the Duty Manager and inform them of your location.
- Where possible, ask for a colleague or second person to stay with you.
- Ask the child, young person or adult at risk if they have a mobile phone or know an emergency contact number for a parent or carer.

Once a parent, friend or group has been located:

- Bring them to your location. Try to avoid taking the child, young person or adult at risk to another location unless necessary to do so.
- Check the identity of the person they are reunited with.

If a parent, friend or group has not been located:

- In the unlikely event that the child, young person or adult at risk is not reunited, the Duty Manager should contact the Police on 999.

After the event:

- Complete an incident report form and file with Security.

Lost child, young person or adult at risk

When a person reports the loss of a child, young person or adult at risk, contact the Duty Manager.

- Reassure the parent, friend or group that a full search is being conducted, and you will maintain contact with them.
- The Duty Manager will need the following information:
 - Name of the person
 - Age
 - Physical description (height, hair colour, clothing etc.)
 - Where they were last seen
 - What time they were last seen
- The Duty Manager will send a radio message to alert the team to undertake a search across the Gallery, including via CCTV.

Once a child, young person or adult at risk has been located:

- Take the parent, friend or group to the location of the child, young person or adult at risk.
- Reassure the child, young person or adult at risk that you work for the Courtauld, show them your badge and that they will be reunited

If a child, young person or adult at risk has not been located:

- In the unlikely event that the child, young person or adult at risk is not located, the Duty Manager should contact the Police on 999.

After the event:

- Complete an incident report form and file with Security.

Unaccompanied child, young person or adult at risk

If an employee, worker, contractor, agency worker or volunteer sees an unaccompanied child, young person or adult at risk, they should:

- Contact the Duty Manager for guidance and support.
- Approach and explain that you work at the Courtauld and show your badge
- Ask if their parent or carer know they are in the Gallery unaccompanied and if they know how to get home
- Ask if they have a contact number for a parent or carer and the Duty Manager should attempt to make contact
- If attempts to contact a parent or carer fail and/or the Gallery is closing, the Duty Manager should contact the local police station
- Two members of staff should remain with the child, young person or adult at risk until they can be reunited with parent, friend or group.

Appendix 7: Online safety, photography and video

Across the full range of The Courtauld's activities, we seek to keep children and adults at risk safe online and ensure that photography and video are used with appropriate consent and an understanding of safeguarding risks.

Staff leading activities involving children and adults at risk should adhere to the following guidance.

1. Always seek **written consent** from a child and their parents or carers before taking and using **an image** of a child or an adult at risk. Additional guidance on what form that consent should take is available from the Data Protection Officer (dpo@courtauld.ac.uk). The request for consent should include information on how images will be used, stored, for how long and the process for withdrawing consent.
2. **Never publish other personal information** (such as a full name) about an individual child or adult at risk and obscure information that could risk identifying the individual such as a school logo etc.
3. **Always report concerns about the safety** of children and adults at risk, including online and through the inappropriate use of photography or video, using The Courtauld's '**Report a Concern**' approach.
4. **Personal contact information** (e.g., mobile phone numbers, email addresses and social media contact information) **should not be exchanged** with children and adults at risk. All contact should be through formal Courtauld communication channels, making use of generic email boxes where possible as an additional safeguard.
5. **Group emails should use the 'bcc' field** to prevent the disclosure of personal contact information for children and adults at risk. Disclosure of contact information in this context presents an additional safeguarding risk alongside the more general data protection risk as personal information.
6. For **online events**, consideration should be given to relevant measures to safeguard children and adults at risk. A **risk assessment** is required: this could include consideration of privacy settings and how participants are identified. Where sessions are recorded, the recording should be limited to the presenter and presentation and should not include the participants unless prior written consent has been provided.

The NSPCC has a wealth of resources on online safety, photography and filming which can be accessed here: [Online safety | Guidance and resources | NSPCC Learning](#)

Appendix 8: Advice on receiving disclosures and form to be used for reporting a concern

If a person is in immediate danger or at risk of harm to themselves or others, do not delay in contacting the emergency services on 999.

Advice on receiving a disclosure

How you react to a disclosure is very important and may be a crucial factor in a child or adult at risk providing information that could stop abuse.

DO:

- ✓ listen carefully and stay calm
- ✓ try to take a written note at the time or immediately afterwards of the main factual points of the conversation including names, times and dates and noting the actual words used where possible
- ✓ reassure the individual that by telling you, they have done the right thing
- ✓ make sure you have understood what is being said, clarifying points in a simple and factual way as far as possible
- ✓ inform the individual in age appropriate language that you must pass on the information now but only to those who need to know
- ✓ contact a local Designated Safeguarding Officer or the Designated Safeguarding Lead (see appendix 3) as soon as possible to report the disclosure
- ✓ Consider your own wellbeing in the situation and seek support if you need it.

DO NOT/TRY NOT TO:

- Keep your own record of the disclosure or try to investigate the matter yourself
- Express shock or embarrassment at the information being provided
- Commit to keeping the information secret
- Ask leading or probing questions about what has happened that could cause additional distress and may lead to a misrepresentation of the situation
- Share the information about the disclosure with anyone other than a Designated Safeguarding Officer, the Designated Safeguarding Lead or a relevant external party (e.g., the Police or Ambulance Service, where it has been necessary to report an emergency)
- Approach a person about whom an allegation has been made regarding the disclosure

Process for reporting a concern

1. If a person is in immediate danger or at risk of harm to themselves or others, **do not delay in contacting the emergency services on 999.**
2. Relevant information about the concern should be written up, using the form provided. Where the concern results from a disclosure, the written record of the disclosure may be provided separately.
3. The concern should be reported to the Designated Safeguarding Lead as soon as possible (see appendix 3). Advice may be sought from a local Designated Safeguarding Officer or the Designated Safeguarding Lead if the appropriate route for reporting the concern is through to a third party (for example, the Designated Lead at the school of a group hosted by The Courtauld).

4. The Designated Safeguarding Lead will hold secure written records of concerns, including within a (suitably anonymised) safeguarding log, which will include brief details of any action taken in response.
5. The Designated Safeguarding Lead is responsible for identifying action required, including reporting matters to an appropriate external agency or to the police.
6. In the event that the Designated Safeguarding Lead is not available, a nominated Designated Safeguarding Officer will act as a deputy.
7. Where the concern relates to a staff member or a student member, the Head of People Services and/or the Academic Registrar as appropriate will be informed. Actions identified will have due regard both to the safety and wellbeing of the person making the disclosure and the person about whom a concern has been raised.
8. On conclusion of an investigation or in the event that it has not been possible to conclude an investigation, consideration will be given to a range of possible actions including whether a disclosure is required to the Disclosure and Barring Service.
9. Where a cause for concern is investigated, on conclusion of the case, reflection on lessons learnt will be led by the Designated Safeguarding Lead, including any policy changes or training requirements.

Safeguarding – form to report a concern	
Section 1: Your details	
Your name and role	
Date on which the form was completed	
Your contact details email and mobile number	
Section 2: the safeguarding concern	
Name and details of the subject of the safeguarding concern	
System where fuller information including contact information is held if relevant e.g., student record system (SITS); other database or shared drive	
Incident details Please provide a detailed factual description of the incident including date, time, where it took place, your role etc. Where some of this information is recorded separately (e.g., in a security report or disclosure record) please append	
Other witnesses/individuals present or who supported the incident Please provide information on others who were present when the incident occurred or may have witnessed important information immediately afterwards	
Please describe any action taken at the time or immediately afterwards Was any action taken at the time, such as reporting the matter to a teacher present with the group or reporting the matter to security?	
Section 3: Reporting to the Designated Safeguarding Lead	
Please send this form to governance@courtauld.ac.uk or directly to the Designated Safeguarding Lead (see appendix 3). You should receive an acknowledgement the same working day. Please note that it is the responsibility of the Safeguarding Lead to decide on next steps, including whether any external agencies should be informed. The Safeguarding Lead may wish to contact you to collect further information on the incident if necessary.	