

# **Safeguarding Policy for the Protection of Children, Young People and Vulnerable Adults**

May 2023

# Table of Contents

<b>Introduction</b>	<b>3</b>
<i>Safeguarding Principles</i>	<b>3</b>
<b>Legislation and Guidance</b>	<b>4</b>
<b>Key Definitions Used in this Policy</b>	<b>5</b>
<b>Safeguarding Roles and Responsibilities</b>	<b>6</b>
<i>Play to the Crowd's Safeguarding Team</i>	<b>6</b>
<i>Responsibilities</i>	<b>6</b>
<b>Creating a Safe Environment</b>	<b>8</b>
<b>Safer Recruitment</b>	<b>10</b>
<b>Identifying and Reporting Concerns</b>	<b>11</b>
<i>Recognising abuse</i>	<b>11</b>
<i>Definitions of abuse</i>	<b>11</b>
<i>Disclosures</i>	<b>11</b>
<i>Internally Reporting Concerns</i>	<b>13</b>
<i>Escalating of Reports</i>	<b>13</b>
<b>Communication With Children, Young People and Vulnerable Adults</b>	<b>15</b>
<i>Telephone</i>	<b>15</b>
<i>Email</i>	<b>15</b>
<i>Social Media</i>	<b>15</b>
<b>Use of Photography, Video and Audio Recording</b>	<b>16</b>
<b>Child Performance Licensing</b>	<b>17</b>
<i>Requiring and Obtaining a License</i>	<b>17</b>
<b>Appendix</b>	<b>18</b>
<i>i) Indicators of Abuse</i>	<b>18</b>
<i>ii) Play to the Crowd Safeguarding Incident Report Form</i>	<b>18</b>

## Introduction

Play to the Crowd is an arts and education charity in Winchester, Hampshire. Our family comprises Theatre Royal Winchester, Hat Fair and Playmakers.

Play to the Crowd has a duty of care to safeguard from harm all children, young people and vulnerable adults with whom it works with. We strongly believe that everyone has the right to be treated fairly, justly and have the right to freedom from abuse and harm.

This safeguarding policy details the legal requirements, organisational procedures and best practice adhered to by Play to the Crowd. This policy applies to all Play to the Crowd staff, including those who work on a volunteer and freelance basis as well as our Board of Trustees.

## Safeguarding Principles

We believe that:

- The welfare of every child, young person and vulnerable adult is paramount;
- All children, young people and vulnerable adults, whatever their age, culture, disability, gender identity, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse;
- All suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately;
- All persons connected with the work of Play to the Crowd - be them paid, unpaid or volunteering - should be clear on how to respond appropriately to any concerns for the welfare of any children, young people and vulnerable adults we work with;
- 'Safeguard' means prevention as well as protection;
- A protective culture puts the interests of all children, young people and vulnerable adults first. All children, young people and vulnerable adults must feel confident that if they have concerns that someone will listen and take them seriously.

## Legislation and Guidance

This Play to the Crowd *Safeguarding Policy for the Protection of Children, Young People and Vulnerable Adults* has been created with direct reference to the following legislation, guidance, advice and examples:

### **Department for Education's (DfE)**

[Child performance and activities licensing legislation in England \(February 2015\)](#)

[Keeping children safe in out-of-school settings: code of practice \(April 2022\)](#)

[Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children \(July 2022\)](#)

### **Hampshire County Council**

[Child Employment and Children in Entertainment](#)

### **MENCAP**

[Safeguarding Adults Policy and Procedure \(July 2022\)](#)

### **National Youth Theatre of Great Britain's (NYT)**

[Safeguarding Policy and Operational Procedures \(August 2020\)](#)

### **NSPCC's**

[Writing safeguarding policies and procedures \(February 2022\)](#)

## Key Definitions Used in this Policy

### Child

In England a child is defined as anyone who has not yet reached their 18th birthday. Child protection guidance points out that even if a child has reached 16 years of age and is:

- living independently
- in further education
- a member of the armed forces
- in hospital; or
- in custody in the secure estate

They are still legally children and should be given the same protection and entitlements as any other child (*Department for Education, 2018a*).

### Young person

In this document, a young person is used to refer to anyone between the ages of 18 and 25 years who does not come under the definition of a vulnerable adult.

### Vulnerable adult

There is no standard definition of vulnerable adult. For the purposes of the work of Play to the Crowd, we refer to the Mencap's definition which is: *'A vulnerable adult is someone aged 18 or above who may need community care services for reasons like mental health issues, disability, age or illness. They are considered more 'vulnerable' because they may not be able to protect themselves from harm or exploitation.'*

# Safeguarding Roles and Responsibilities

## Play to the Crowd's Safeguarding Team

Chief Executive of Play to the Crowd	Deryck Newland
Designated Safeguarding Lead	Andrew Loretto
Deputy Safeguarding Officer	Shian Hunter
Safeguarding Officer	Holly Whitmore
Lead Trustee for Safeguarding	Lorraine Cheshire

## Responsibilities

The **Designated Safeguarding Lead (DSL)** leads upon policy development and reporting, including:

- Reviewing and updating the organisation's safeguarding policy as necessary, always following a serious incident and at least once a year;
- Leading upon contact with Local Authority Social Services in the event that a child, young person or vulnerable adult is at risk of harm;
- Managing complaints about poor practice and allegations against staff/freelancer/volunteers;
- Referring relevant issues of safeguarding to the Board of Trustees for consideration;
- Collecting monitoring data on all safeguarding activities (including training, courses, etc.) across the organisation;
- Ensuring safer recruitment procedures and promoting safeguarding across the organisation.

The **Deputy Safeguarding Officer (DSO)** leads upon policy implementation, including:

- Acting as a "front-line" point of contact for any persons concerned about the welfare of a child, young person or vulnerable adult involved in Play to the Crowd's work;
- Updating the Designated Safeguarding Lead upon any issues raised/reported during any of Play to the Crowd's work, especially during community engagement sessions;
- Modelling best practice when it comes to safeguarding with all staff/volunteers/freelancers/trustees/participants;

- Contributing to the review and update of the safeguarding policy and procedures;
- Providing guidance to staff/freelancers/volunteers/trustees/participants about any safeguarding concerns they raise;
- Keeping accurate records of concerns about children, young people and vulnerable adults and any actions taken.

**The Safeguarding Officer supports the Designated Safeguarding Lead and Deputy Safeguarding Officer by:**

- Acting as an additional “front-line” point of contact for any persons concerned about the welfare of a child, young person or vulnerable adult involved in Play to the Crowd's work;

The **Lead Trustee for Safeguarding** leads upon policy and procedure oversight, including:

- Ensuring that policy and procedures are fully implemented and followed by all staff, freelancers and volunteers through two meetings per year;
- Being kept informed of all serious safeguarding incident forms and feeding in as necessary;
- Reporting to Trustees upon any observations and/or findings concerning safeguarding.

All Play to the Crowd **staff, freelancers and volunteers** have a responsibility to safeguard children, young people and vulnerable adults from harm including:

- Being vigilant of the signs that may indicate a child, young person or vulnerable adult is experiencing harm or is at risk of harm;
- Report any disclosures or concerns, as soon as possible, to the Designated Safeguarding Lead or the Deputy Safeguarding Officer;
- When taking a disclosure from a child, young person or vulnerable adult remembering not to ask any leading questions.

## Creating a Safe Environment

Play to the Crowd works in many venues across Winchester and District in addition to our own Theatre Royal Winchester spaces. No matter where our activity with children, young people and vulnerable adults takes place, it is non-negotiable that all Play to the Crowd staff, freelancers and volunteers are expected to create a safe environment by:

- ensuring children, young people and vulnerable adults are never left unsupervised;
- making sure working spaces are accessible and well lit;
- maintaining 2 members of staff or freelancers in the working space at all times except in situations where we are working in partnership with organisations who provide at least one member of their own staff;
- operating an open door policy which allows known people to come into the working space subject to the pre-agreement and authorisation of Play to the Crowd;
- ensuring that when lone working by a member of staff or freelancer with individual or groups of children, young people or vulnerable adults is deemed necessary due to the nature of the work, then this will be undertaken:
  - in an area within earshot and sight of the other member of staff or freelancer;
  - by a member of staff/freelancer who holds an Enhanced DBS check;
- ensuring activities, resources and discussions are suitable for all participants - we achieve this by making sure this is the case for the youngest or most vulnerable person (this could be due to age or stage of development);
- avoiding physical contact where possible but ensuring it is appropriate, justifiable, agreed by the child, young person and/or vulnerable adult and approached sensitively when necessary due to the nature of our performing arts activities;
- encouraging children, young people and vulnerable adults to actively share opinions and to speak out about anything that's worrying them;
- ensuring children and vulnerable adults always leave performances, workshops or projects in the care of their parent, carer or other pre-designated adult, or under circumstances agreed in advance with their parent or carer;
- during performances at Theatre Royal Winchester, Hat Fair and partner venues, ensuring appropriate safety procedures are followed as per the Play to the Crowd written Risk Assessments written for each performance (available on request);



- providing appropriate dressing room facilities for those performing as part of a Play to the Crowd production. The requirements are for separate dressing rooms to be assigned as accordingly:

1) Under 16s females 2) Under 16s males 3) Over 16s females 4) Over 16s males

*As and when necessary, Play to the Crowd will also need to provide adequate changing facilities for those people whom would otherwise be best provided for with an option outside of those outlined above.*

- having at least one Play to the Crowd member of staff or freelancer present in the room who is First Aid trained;
- having an appropriate, well-stocked First Aid kit readily available;
- providing separate toilet facilities and changing areas in respect to age and gender identity of the participant (e.g. separate child and adult facilities);
- following health and safety legislation of Play to the Crowd and our host venues;
- having emergency contact details, medical information and accessibility requirement details for all participants available in the room (but securely stored) should they be required during the session or performance;
- gaining permission to securely store details of an emergency contact with legal responsibility for the child, young person or vulnerable adult, prior to the commencement of a workshop/project;
- ensuring risk assessments are carried out before any performance, outreach project or workshop begins, and copies of the risk assessments are kept by the designated Play to the Crowd staff member in charge of the performance/project/ workshop.

It is the responsibility of the Senior Management Team (SMT) of Play to the Crowd to ensure that any external organisations working with children, young people and vulnerable adults as partners or hirers also have appropriate policies and processes in place to ensure this safe environment is maintained.

This includes (but is not limited to) organisations working with children, young people and/or vulnerable adults who are:

- hiring Theatre Royal Winchester for performances, workshops or events;
- leading workshops at any Play to the Crowd event or space;
- working with Play to the Crowd on our Playmakers community engagement work;
- visiting companies programmed by Play to the Crowd.

## Safer Recruitment

The recruitment and selection process for Play to the Crowd staff, freelancers and volunteers who specifically work with children, young people and vulnerable adults will include:

- exploring their experience of working or contact with children, young people and/or vulnerable adults through application form and interview questions;
- ensuring existing Play to the Crowd staff reading applications and conducting interviews themselves have sound experience of working with children, young people and/or vulnerable adults;
- acquiring at least two references from a reputable person who has recent experience of the applicant's work with children, young people and/or vulnerable adults and can comment on their general character and relationships with others;
- undertaking an Enhanced DBS Check and successfully gaining a certificate\*.

All of the above should occur even if a person is transferring from tasks not involving contact with children, young people and/or vulnerable adults to those which do involve working with these groups.

The Senior Management Team (SMT) of Play to the Crowd are responsible for ensuring that all working with and for the organisation are aware of this policy and that it is implemented in accordance with the information and guidelines set out within it.

*\*Any person, who has been officially identified (i.e. by the police or local authority) as a potential 'risk' to children, young people and vulnerable adults, will not be allowed to work with children, young people or vulnerable adults.*

## Identifying and Reporting Concerns

It is important that all staff, freelancers and volunteers working for and with Play to the Crowd, as well as those engaging with our work as participants and audiences, are aware of how to identify concerns and how to report these.

### Recognising abuse

It is part of everyone's role at Play to the Crowd to do everything possible to keep children, young people and vulnerable adults safe from abuse. Most suspicions of abuse come about from observation of changes in a person's behaviour, appearance, attitude or relationship with others. Concerns could relate to witnessing actual or alleged harm of a child, young person or vulnerable adult or alternatively a child, young person or vulnerable adult we are working with may disclose abuse directly to you.

### Definitions of abuse

HM Government's Working *Together to Safeguard Children* (DfE, Dec 2020) defines abuse as:

*"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. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children."*

There are four major types of abuse:

- Physical abuse;
- Emotional abuse;
- Sexual abuse;
- Neglect.

There are other types of abuse that fit into these categories and are key areas for children, young people and vulnerable adults in the UK. These include but are not restricted to Child Sexual Exploitation (CSE), Female Genital Mutilation (FGM), Extremism, contextual safeguarding, mental health, domestic abuse and homelessness (*Working Together to Safeguard Children, DfE Dec 2020*).

*Further details on these indicators of abuse can be found via the link in the appendix i.*

### Disclosures

There might be times where safeguarding concerns are not identified by Play to the Crowd's staff, freelancers or volunteers but might be disclosed to them by a child, young person or

vulnerable adult. In these situations where information is disclosed they might say or indicate that they are being abused, or disclose information regarding others in the group who might be.

When disclosures are made, Play to the Crowd's staff, freelancers or volunteers should always follow the below guidance:

### During the Disclosure

1. Show you care, help them open up by:
  - Giving your full attention
  - Keeping your body language open and encouraging
  - Being compassionate and understanding
  - Reassuring them their feelings are important
2. Take your time by:
  - Allowing them to go at their own pace
  - Respecting pauses
  - Not interrupting
  - Knowing that it may take more than one conversation for them to share what's happened to them
3. Show you understand by:
  - Reflecting back what they've said to check your understanding
  - Using their language to show it's their experience
  - Reassuring them they have done the right thing by telling you

Refer to this [useful poster from NSPCC](#) to help you when a disclosure is being made.

During the disclosure you should also:

- Let the person disclosing do the bulk of the talking;
- Do not ask leading questions e.g. 'What did they do?';
- Do not take notes - this can distance you from the 'here and now';

### Following the Disclosure

Once the child, young person or vulnerable adult has finished their disclosure, you must inform them what you have to do next (see below).

You should then contact the primary contact/responsible adult of the child, young person or vulnerable adult *if the disclosure does not implicate them* to request they collect the person. If the disclosure does implicate the primary contact/responsible adult, then contact the Designated Safeguarding Lead and/or Deputy Safeguarding Officer for further guidance.

### **Internally Reporting Concerns**

It is not the responsibility of anyone working with or for Play to the Crowd to decide whether or not a child, young person or vulnerable adult is being abused or might be abused. However, there is a responsibility to act on concerns to protect children, young people and vulnerable adults in order that appropriate agencies can then make enquiries and take any necessary action to protect them.

If you become aware of any allegation, suspicion or concern relating to the welfare or wellbeing of children, young people and vulnerable adults then you should:

- Complete a *Play to the Crowd Safeguarding Incident Report Form* to ensure all the required information is recorded before leaving work and report immediately as per the reporting procedures;
- Be specific and factual in your reporting - do not make assumptions when noting the words used by the child, young person or vulnerable adult;
- Immediately report the concern to the Designated Safeguarding Lead or the Deputy Safeguarding Officer\*;

*\*Where the reported concern regards either the Designated Safeguarding Lead or the Deputy Safeguarding Officer then concerns must be reported to the Chief Executive of Play to the Crowd, Lead Trustee for Safeguarding and Safeguarding Officer*

### **Escalating of Reports**

Once the Designated Safeguarding Lead or the Deputy Safeguarding Officer (or Chief Executive of Play to the Crowd, Lead Trustee and for Safeguarding Officer in necessary circumstances) has met with the Play to the Crowd member of staff, freelancer or volunteer reporting the concern they will:

- review the *Play to the Crowd Safeguarding Incident Report Form*;
- ensure due process has been followed;

- be in touch with the person whom is taking care of the child, young person or vulnerable adult to ensure their safety;
- coordinate appropriate actions in accordance with our *Safeguarding Policy for the Protection of Children, Young People and Vulnerable Adults* and liaising with all relevant internal all Play to the Crowd Safeguarding personnel *except* those whom allegations have been made against (when necessary).

Following these steps, a decision will be reached as to whether the concern should be referred to Social Services. If it becomes necessary to do so, they will then:

- refer the allegation to the Social Services Department who may notify the police;
- contact the person whom is taking care of the child, young person or vulnerable adult following any specific advice given by the Social Services Department;
- report the matter directly to the police where the notification to Social Services is made outside office hours;
- confirm any referral to the police or the social services department in writing within 24 hours of the verbal notification;
- record full details of the allegation and the name(s) of the individual(s) to whom the matter has been referred in the relevant areas of the *Play to the Crowd Safeguarding Incident Report Form*.

All *Play to the Crowd Safeguarding Incident Report Forms* are to be securely stored in a restricted and protected Google Drive folder. Any forms will be made available to relevant agencies such as Social Services, Hampshire County Council and Hampshire Police where absolutely necessary. These will remain with the organisation until a time where it is appropriate to safely dispose of them.

# Communication With Children, Young People and Vulnerable Adults

As part of our work, there will be times where members of Play to the Crowd staff will need to communicate with children, young people and vulnerable adults via telephone, email and social media. At all times, this should be conducted in a formal manner to avoid any misunderstanding on the part of the recipient.

## Telephone

Staff must not use their personal phones (mobile or home) to make or receive calls or texts from any child, young person or vulnerable adult. Play to the Crowd staff members should, where possible, make any calls in an open office environment where conversations can be witnessed by other members of staff.

## Email

Staff must not use their personal email address to contact any child, young person or vulnerable adult. All Play to the Crowd staff have their own *name@playtothecrowd.co.uk* email address to be used for all communications including with any child, young person or vulnerable adult. Personal details are securely stored on the Playmakers Google account where (if provided) email addresses can be found.

## Social Media

Play to the Crowd recognises that many of those who engage with our work including children, young people and vulnerable adults, use social media as a primary medium of communicating with others. Staff must not use their personal social media accounts to contact any child, young person or vulnerable adult. Play to the Crowd have our own social media accounts used to promote, engage and communicate with our community and only these accounts should be used when responding to contact made directly to Play to the Crowd by members of the public including any child, young person or vulnerable adult. All Play to the Crowd social media accounts will have at least two members of staff as account moderators who will communicate with those who get in touch.

Staff members who have concerns regarding content of any telephone call, text message, email or social media message that they receive from a child, young person or vulnerable adult should consult the Designated Safeguarding Lead or Deputy Safeguarding Officer for guidance.



## Use of Photography, Video and Audio Recording

Play to the Crowd takes great pride in the work we do with all those who engage with us and we are dedicated to documenting this through the capturing of photographs, filming of videos and audio recordings. We use this to share our work via our online channels, in the press and when undertaking reports to our supporters.

To keep those children, young people and vulnerable adults we work with safe, Play to the Crowd staff and freelancers will:

- always request consent from a child, young person and vulnerable adult and (where appropriate) their parents or carers before taking and using any photo, video or audio recording;
- always explaining what photos, videos or audio recordings will be used for, how they will be stored and what potential risks are associated;
- make it clear that consent can be withdrawn at any time;
- make it clear that although consent can be withdrawn for the taking of photos, videos and audio recordings, it may not be possible to delete images that have already been shared or published;
- when asked, make sure all children, young people and vulnerable adults and (where appropriate) their parents or carers understand how images of children, young people and vulnerable adults will be securely stored and for how long (including how we will control access to the images and their associated information);
- only take photos, videos and audio recordings of the work they undertake with Play to the Crowd;
- ensure photos, videos and audio recordings are taken are deleted from the devices they have been taken on as soon as they have been transferred to a safe and secure place

Although Play to the Crowd staff and freelancers will capture photos, videos and audio recordings during their work with children, young people and vulnerable adults, much of this capturing requires the expertise of professional freelancers. When they are asked to work on events where children, young people and vulnerable adults are involved we will:

- provide the freelancer with a clear brief about appropriate content and behaviour;
- provide the freelancer with appropriate information regarding consent given by participants;
- ensure the freelancer is clearly introduced and identifiable at all times;
- inform participants and (where appropriate) parents and carers that the freelancer will be at the event and in what capacity.



## Child Performance Licensing

Play to the Crowd is committed to providing children, young people and vulnerable adults experiences which delight and unite our community as well as opportunities to perform to the public. When we programme these opportunities we must ensure that the welfare and safety of the children involved is at the forefront of our planning.

To do this we follow the legislative framework provided by the Department for Education (DfE) which sets out the arrangements that must be made to safeguard children when they take part in certain types of performances. Do note that licenses are not always required for the children we work with, but we will always ensure to check with the appropriate bodies whether a license is required for the performances we present.

### Requiring and Obtaining a License

Licenses are not necessary for every child or for every performance, only for those whom fall under the criteria as outlined in the Department for Education's *Child performance and activities licensing legislation in England (February 2015)*.

It is Play to the Crowd's responsibility to establish contact with the Child Employment Team at Hampshire County Council to obtain instructions as to whether a license is required as our work primarily takes place within their local authority and with children who live within it.

For the purposes of children in entertainment in Hampshire, we are required to seek guidance on the acquiring of licenses for those children who are *'of compulsory school age until the last Friday in June in the school year in which they reach the age of 16 years'* (Hampshire County Council).

When performances take place outside of Hampshire, or with children who live outside the Hampshire Local Authority area, Play to the Crowd will establish contact with the Child Employment Team at the relevant local authority to obtain instructions as to whether a license is required.

You can find out further information on the child performance licensing procedures and options here:

[Department for Education: Child performance and activities licensing legislation in England \(click here\)](#)

[Hampshire County Council: Child Employment and Children in Entertainment | Children and Families \(click here\)](#)

## Appendix

### i) Indicators of Abuse

[Definitions and signs of child abuse: Guidance for professionals who work with children on how to recognise the signs of child abuse \(NSPCC July 2020\)](#) A comprehensive and informative factsheet from NSPCC which sets out the different types of abuse and describes potential indicators that someone is being abused.

### ii) Play to the Crowd Safeguarding Incident Report Form

See next page

## Play to the Crowd Safeguarding Incident Report Form

Thank you for taking the time to complete this form. Please do remember:

- Include as much information as possible
- Be specific with your response
- Do not include your opinion - everything included should be what was said by the child/young person/vulnerable adult or person who disclosed to you
- Immediately send this report to the Designated Safeguarding Lead or the Deputy Safeguarding Officer\*;

*\*Where the reported concern regards either the Designated Safeguarding Lead or the Deputy Safeguarding Officer then concerns must be reported to the Chief Executive of Play to the Crowd, Lead Trustee for Safeguarding and Safeguarding Officer.*

Name of Child/Young Person/Vulnerable Adult		Date of birth	
Name and position of person completing form (please print)		Date & time of incident	
Incident / concern (who what where when)*			

Any other relevant information (witnesses, immediate action taken)*			
Signature:		Date Time	
<p>Action Taken (including reasons for decisions) and Outcomes*</p> <p><b>NB – this section is only to be completed by one of the following:</b></p> <ul style="list-style-type: none"> <li>• Designated Safeguarding Lead</li> <li>• Deputy Safeguarding Officer</li> <li>• Chief Executive of Play to the Crowd</li> <li>• Lead Trustee for Safeguarding</li> <li>• Safeguarding Officer</li> </ul>			
Signature and name of the person completing the Action Taken box		Date Time	
Counter signatory of one other member of the Play to the Crowd Safeguarding Team		Date Time	

\*Continue on a separate sheet if necessary