

Safeguarding policy

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1. About this policy

1.1 English Touring Opera (the **Company**) believes that it is always unacceptable for a child or vulnerable adult to experience abuse of any kind and recognises its responsibility and duty of care to safeguard and promote the welfare of children and vulnerable adults. The Company is committed to ensuring its safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

1.2 The Company works alongside theatres, schools, colleges, youth groups, day centres, care homes and other organisations and venues (collectively **Partner Organisations**) to devise, organise and deliver projects. Some of these projects involve groups of children or vulnerable adults as participants, particularly (though not exclusively) in respect of the Company's learning and participation activities.

1.3 The Company works with children regularly, including at:

- 1.3.1 in school workshops;
- 1.3.2 in school performances;
- 1.3.3 out of school workshops;
- 1.3.4 out of school performances; and
- 1.3.5 Company productions where children perform roles.

1.4 The purpose of this policy and procedure is to:

1.4.1 provide protection for the children and vulnerable adults who interact with or work with the Company;

1.4.2 provide:

Trustees – an appointed Trustee and director of ETO

Volunteers – an individual engaged with ETO in an unpaid capacity

Employees – a person employed to work for ETO under a contract of employment

Freelancers – an individual hired by ETO as a freelancer, consultant or contractor, either directly or through an agent or company, and other than under a contract of employment

(collectively referred to as **Staff** in this policy)

with guidance on working with and interacting with children and vulnerable adults and procedures they should adopt in the event that they suspect a child or vulnerable adult may be experiencing, or be at risk of, harm; and

1.4.3 ensure and make clear to Staff that this policy covers all individuals working at all levels at the Company.

1.5 This policy applies to all Staff.

2. Designated Company personnel with safeguarding responsibilities

- The CEO and the Board of Trustees have ultimate responsibility for Safeguarding and delegate on a day-to-day basis to the following personnel
- Clarissa Meek is the trustee **with Safeguarding Responsibility** – delegated by the Board of Trustees. Contact details are: clarissameek60@gmail.com
- Bradley Travis is the Company's **Designated Safeguarding Officer**. Contact details are as follows: bradley.travis@englishtouringopera.org.uk, 07976851967
- Maddy Barnes is one of the Company's **Deputy Designated Safeguarding Officers**. Contact details are: maddy.barnes@englishtouringopera.org.uk, 07818612871
- XXX is one of the Company's **Deputy Designated Safeguarding Officers**. Contact details are: xxx.xxx@englishtouringopera.org.uk, XXXXXXXXXXXXX
- The freelance Company Stage Manager is appointed **Child Protection Officer** in respect of productions featuring children. As this is a freelance position this will be reviewed on a case-by-case basis.

3. Responsibility for and review of this policy

3.1 Overall responsibility for this policy and its implementation lies with the Company's Board of Trustees, who have delegated its implementation to the **Head of Learning & Participation** in their capacity as Designated Safeguarding Officer with Safeguarding Responsibilities.

3.2 The Company is committed to reviewing this policy and our practice at least annually. This policy was last reviewed in **July 2024**. The policy will also be reviewed in light of relevant changes to legislation or official guidance or in response to any significant incident or change.

4. Policy statement

4.1 This policy is guided by the Company's belief that:

- 4.1.1 the welfare, dignity and safety of children and vulnerable adults is paramount in all circumstances;
- 4.1.2 all children and vulnerable adults whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual orientation or socio economic background have the right to equal protection from all types of harm or abuse;
- 4.1.3 some children, including disabled children or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare;
- 4.1.4 all suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately;
- 4.1.5 all Staff should be clear on how to respond appropriately; and
- 4.1.6 an attitude of "it could happen here" must be maintained along with support for Staff who raise concerns about the safety and wellbeing of children and vulnerable adults with whom we work.

5. How the Company safeguards children and vulnerable adults

5.1 The Company endeavours to safeguard children and vulnerable adults by:

- 5.1.1 valuing them, listening to and respecting them;
- 5.1.2 adopting the safeguarding guidelines set out in this policy;
- 5.1.3 recruiting Staff with due diligence, ensuring all necessary and appropriate checks are made;
- 5.1.4 sharing information about safeguarding and good practice with children and vulnerable adults with parents, guardians, chaperones, carers and Staff;
- 5.1.5 sharing information about concerns with relevant agencies, involving parents and carers appropriately; and
- 5.1.6 providing effective management for Staff through supervision, support and training.

5.2 As part of the Company's safeguarding policy, the Company will:

- 5.2.1 promote and prioritise the safety and wellbeing of children and vulnerable adults;
- 5.2.2 ensure that everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities and training to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and vulnerable adults;

- 5.2.3 ensure appropriate action is taken in the event of incidents/concerns of abuse and that support is provided to the individual/s who raise or disclose the concern;
- 5.2.4 ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored; and
- 5.2.5 work to prevent the employment/engagement of unsuitable individuals.

Safeguarding procedure

6. Safeguarding Procedure introduction

6.1 The Company has designed these procedures to ensure the welfare and protection of children and vulnerable adults who interact with the Company.

6.2 Protecting children and vulnerable adults is everybody's responsibility and all Staff must be alert to the potential for abuse, neglect or mistreatment of children or vulnerable adults working with or otherwise interacting with the Company.

7. Definition of 'children' and 'vulnerable adults'

7.1 References to "*children*" means people up to the age of 18 years.

7.2 References to "*vulnerable adults*" includes anyone over the age of 18 years who may be unable to protect themselves from abuse, harm or exploitation, which may be by reason of illness, mental illness, disability or other types of physical or mental impairment.

8. Company interactions with children and vulnerable adults

8.1 The Company will never assume sole responsibility for a child or vulnerable adult participating in one of the Company's projects.

8.2 Where children are concerned, their parents/ teachers / chaperones/ carers retain overall responsibility for their wellbeing.

8.3 Where vulnerable adults are concerned, the Company will ensure its work with them is supported by an appropriate Partner Organisation, with responsibility for the welfare of the people in its care. This includes any special medical needs. If vulnerable adults join the Company for projects unsupported by an institution or organisation, the Company will ensure it has the support of an individual who is responsible for the vulnerable adults' care.

9. Responsibilities of designated persons

9.1 Designated persons are those individuals designated by the Company to have specific responsibility for ensuring effective safeguarding and protection procedures. All designated persons have received specialist advice and training in child protection and the safeguarding of vulnerable adults.

9.2 The identities and contact information of the Company's designated persons are set out at paragraph 2 above.

9.3 **Head of Learning & Participation.** The Head of Learning & Participation has oversight of this policy and safeguarding at the Company.

9.4 **Designated Safeguarding Officer.** The Designated Safeguarding Officer is responsible for dealing with any child protection concerns or concerns relating to vulnerable adults.

9.4.1 The role of the Designated Safeguarding Officer is to:

- (a) Make sure that this policy is made available to all Staff and ensure that the procedures in this policy are followed.
- (b) Ensure that all Staff are aware of what they should do and who they should go to if they are concerned that a child or vulnerable adult may be subject to abuse or neglect.
- (c) Receive and record information from Staff, children, parents/guardians, chaperones or carers who have child protection concerns or concerns relating to the safeguarding of a vulnerable adult.
- (d) Assess information provided to them properly and carefully, clarifying or obtaining more information about any reported matter or concern as appropriate and consulting with the Associate Artist as appropriate.
- (e) Consult with the appropriate child protection agency or other statutory agency with regard to any doubts or concerns as soon as possible.
- (f) If necessary, to make a formal referral to the appropriate child protection agency or other statutory agency without delay.
- (g) Record any reported incidents in relation to a child or vulnerable adults and ensure that such records are kept in a secure place.

9.5 **Deputy Designated Safeguarding Officer.** The Deputy Designated Safeguarding Officer has responsibility for the Designated Safeguarding Officer's duties when the Designated Safeguarding Officer is not available.

9.6 **Child Protection Officer.** When the Company is staging a production that includes child performers (outside of a school or organised club with its own premises) the Company will appoint a Child Protection Officer. The Child Protection Officer will ensure that all local requirements relating to local authority licences are observed and will be the main point of contact for the parents of child performers and chaperones. The Child Protection Officer will liaise with the Designated Safeguarding Officer in

respect of any concerns that they have about child welfare. Usually the Company's Stage Manager assumes the role of Child Protection Officer for specific performances.

9.7 Specialist advice and training is made available to all designated persons.

10. Chaperones

10.1 Any children engaged by the Company should be accompanied by a licensed local authority approved chaperone at all times, including but not limited to during fittings, rehearsals, performances and press or publicity engagements.

10.2 It is important to be aware of and follow the local council guidance for licence holders and chaperones available from the relevant local authority.

10.3 The role of the approved chaperone is to ensure that proper provision is made to secure a child's health, comfort and wellbeing. The person approved by the local authority will be in charge of the child at all times for the duration of the licence except when the child is in the charge of their parent/guardian/tutor or is performing.

10.4 Each chaperone can legally be responsible for no more than twelve children and for five if on tour, although the Company does not anticipate engaging this number of children at any one time and children do not tour with the Company. More than one chaperone will be provided where appropriate, e.g. groups of different sexes, different age groups or when the group needs to be split into different rehearsals or onto opposite sides of the stage/building.

10.5 Chaperones will ensure that children are only collected by their parent or guardian. Should a child's parent or guardian wish for someone else to collect the child, notification must be given to the chaperone in advance detailing the name of the individual. No child will be permitted to leave alone at the end of a rehearsal or performance.

11. Local authority licences

All children, from babies until they cease to be of compulsory school age, must be licenced under a child performance licence by the local authority for the area in which they live, prior to being engaged to take part in any performance. A child whose 16th birthday falls between 1st September and 31st August remains of compulsory school age until the last Friday in June of the academic year of their 16th birthday. Each child must be licensed to perform with the Company by the appropriate local authority. The conditions of the licence must be observed.

The above is subject to exemptions and Local Authorities declining to license.

12. Safeguarding code of conduct

12.1 All Staff must:

12.1.1 Treat children and vulnerable adults with respect.

- 12.1.2 Ensure that whenever possible there is more than one other adult present during activities with children or vulnerable adults, or at least that they are within sight or hearing of others.
 - 12.1.3 Respect children and vulnerable adult's right to personal privacy.
 - 12.1.4 Encourage children and vulnerable adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
 - 12.1.5 Remember that someone else might misinterpret actions, no matter how well intentioned they may be.
 - 12.1.6 Be aware that physical contact with a child or vulnerable adult may be misinterpreted.
 - 12.1.7 Recognise that special caution is required when you are discussing sensitive issues with children or vulnerable adults.
 - 12.1.8 Challenge unacceptable behaviour and report all allegations/suspicions of abuse to the Designated Safeguarding Officer.
 - 12.1.9 Staff should give appropriate guidance and support to inexperienced helpers, for example, volunteer assistants who may be working with them temporarily.
- 12.2 Staff must not:
- 12.2.1 Have inappropriate physical or verbal contact with children or vulnerable adults.
 - 12.2.2 Communicate directly with children or vulnerable adults outside of a professional setting or by phone, text, chat. All such communication must be via a parent, guardian, chaperone or carer.
 - 12.2.3 Allow themselves to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of children or vulnerable adults.
 - 12.2.4 Jump to conclusions about others without checking facts.
 - 12.2.5 Either exaggerate or trivialise child abuse issues or abuse of vulnerable adults.
 - 12.2.6 Show favouritism to any child or over other children.
 - 12.2.7 Travel alone with a child or vulnerable adult. If exceptional circumstances require a member of Staff to travel alone with a child or vulnerable adult (for instance an emergency) the approval of the Designated Safeguarding Officer must be sought and a report prepared of the incident.
- 12.3 Staff should avoid being alone with children or vulnerable adults. If during a project a Staff member is alone with a child or vulnerable adult, this should be for the shortest period of time possible, with a chaperone, teacher or member of school staff or member of Partner Organisation Staff close by (within hearing or sight range) and easily accessible.
- 12.4 At Partner Organisation premises, Staff should only use toilets and changing rooms specifically designated for their use.
- 12.5 It is not usually appropriate for Staff to touch children or vulnerable adults during project work. However, there may be limited circumstances where touch is appropriate. Examples might include

explaining a complicated dance movement, demonstrating a singing posture, or helping them into costume. Staff should always seek the permission of the child or vulnerable adult (and their parent or carer, if present) before touching a child. A child's chaperone should always be present.

12.5.1 Freelance staff such as Stage management and costume supervisors are not DBS checked by the company and therefore children will always be accompanied by a licensed chaperone or parent/ guardian.

12.6 Circumstances may arise where a child or vulnerable adult touches a member of Staff. This might occur for a number of reasons, including where participants have learning difficulties or other special needs. In such situations, the member of Staff should seek to minimise physical contact, but this should be done in a sensitive manner, appropriate to the circumstances of the individual child or vulnerable adult.

13. Children attending auditions

Children arriving for an audition will be met by a representative of the Company. There should always be more than one adult present during auditions.

14. Dressing rooms and toilet facilities for children

Separate dressing rooms for children must be provided. If possible these dressing rooms should have their own toilet facilities, and if this is not possible toilets within the theatre should be assigned for children's use only. It is recognised that facilities will differ across venues and that it may not be possible to follow this best practice at all times.

15. Children's schedules, meals, tutoring and education

The guidance at Appendix 5 must be followed with regard to children's schedules, meals, tutoring, and education.

16. Recognising the signs and symptoms of abuse or neglect

It is important that Staff understand the different types of abuse that children and vulnerable adults need to be protected from. See Appendix 1 with definitions of abuse under the headings of Physical Abuse, Sexual Abuse, Emotional Abuse, Neglect, Child Sexual Exploitation and Bullying.

17. Risk assessments

17.1 Risk assessments are used for the Designated Safeguarding Officer to consider:

17.1.1 the practical details of any Company activity or performance in which any child or children or vulnerable adult will be involved;

- 17.1.2 things that could go wrong;
 - 17.1.3 the likelihood of things going wrong; and
 - 17.1.4 the impact of such things going wrong.
- 17.2 Once this is done:
- 17.2.1 measures to reduce the risk can be taken;
 - 17.2.2 decisions can be made around what to do if things go wrong;
 - 17.2.3 roles to monitor and manage child protection and safeguarding of vulnerable adults can be reviewed and properly allocated; and
 - 17.2.4 Associate Artist and Board of Trustees may be involved in safeguarding measures to be taken.
- 17.3 The Company may engage a health and safety specialist to undertake a child or vulnerable adult specific risk assessment for any activity or performance and any concerns will be discussed with and addressed by the Designated Safeguarding Officer.

18. Recruitment

- 18.1 In recruiting for roles/positions which involve responsibility for children, the Company will ensure:
- 18.1.1 that roles/positions are clearly defined and those necessitating a Disclosure and Barring Service (**DBS**) check or Chaperone Licence are clearly advertised as such;
 - 18.1.2 where appropriate, that any child or vulnerable adult safeguarding responsibilities or requirements are referenced within the job description and shared with any candidate invited to interview;
 - 18.1.3 all applicants for roles/positions which will involve interaction with children will be asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children and will be required to undergo an enhanced DBS check; and
 - 18.1.4 referees for applicants for such roles will be asked specifically about the applicant's suitability to work with children.
- 18.2 Even where Staff do not undertake a 'regulated activity' (because the work they undertake with children or vulnerable adults may not take place on more than three days in a 30-day period), the Company expects that any member of Staff (including for the avoidance of doubt freelance artists) who will interact with or work with children be subject to an enhanced DBS check. The Company will meet the cost of such DBS checks, where the individual does not already have an up-to-date DBS check or subscription to the DBS Update Service.
- 18.3 The Company will monitor the expiry date of all DBS checks and Chaperone Licences of their Staff. Staff in such roles/positions will have signed a contractual agreement stating that their employment/engagement will be contingent on their DBS or Chaperone Licence continuing to be valid and renewed.

18.4 Recruitment of volunteers who will interact with children or vulnerable adults will be subject to the same recruitment procedures as employees.

19. Taking pictures and videos of children and use of pictures and videos of children

19.1 Taking pictures and videos of the achievements and activities of children is a way of capturing a memory and promoting their involvement and engagement in the Company's activities. The Company may also make use of images of children in marketing materials for productions. However, consideration must always be given to who might have access to such images and who gives permission for them being taken and their use. The following rules must be followed with regard to the taking of pictures and videos of children:

- 19.1.1 always seek written consent from the parent/guardian or carer for relevant child BEFORE taking photographs;
- 19.1.2 always be clear about how the image will be used and for how long;
- 19.1.3 make clear the Company's expectations of professional photographers and the press who are invited to any event, in relation to child protection;
- 19.1.4 do not allow photographers unsupervised access to children;
- 19.1.5 do not approve photography sessions outside of the Company's control or at a child's home; and
- 19.1.6 strictly prohibit the taking of any pictures or video in dressing rooms and other inappropriate environments.

19.2 The following rules must be followed with regard to the use of pictures or video:

- 19.2.1 only use images for the purpose for which they were taken and permission was granted;
- 19.2.2 avoid using children's names in photographic captions. If a child is named, avoid using their photograph. If a photograph is used and the child's name is included within the photograph caption, avoid stating the child's surname;
- 19.2.3 only use images of children in suitable dress. Wherever possible images of children should only be in costume as their character;
- 19.2.4 store images and associated consent forms safely and securely in accordance with the Company's Privacy Notice and Data Protection Act 2018;
- 19.2.5 address the use of images of children with external agencies who use images of children in productions in publicity material; and
- 19.2.6 be careful when naming any child and never use the place where they live in conjunction with any photograph.

20. Use of social media

20.1 The Company recognises the risks associated with social media and internet use by children, including sexual exploitation, online grooming and cyber bullying. Most children use the internet positively, but sometimes behave in ways that may place themselves at risk and some risks do not necessarily arise from the technology itself but result from offline contact following interaction on social media.

20.2 The Company will:

20.2.1 ensure that any Company webpage/profile created specifically for a social media site adheres to this policy's guidelines relating to the privacy of personal information and the use of images;

20.2.2 monitor the use of such sites, and comments made on the sites, to ensure that they are appropriate and not abusive; and

20.2.3 provide clear guidance to children and parents and guardians around what they should/should not share or comment on.

20.3 Staff should be aware of the risks that social media can present for children, with specific reference to:

20.3.1 content e.g. exposure to age inappropriate material, inaccurate or misleading information, socially unacceptable material (such as inciting violence, hate or intolerance and illegal material, including images of child abuse);

20.3.2 contact e.g. grooming and using communication technologies leading to inappropriate behaviour or abuse;

20.3.3 commerce e.g. exposure to inappropriate advertising, online gambling, identity theft and financial scams; and

20.3.4 culture e.g. bullying via websites, mobile phones or other communication technologies or inappropriate downloading of copyright material.

20.4 If there is any indication that a child engaged by the Company has age-inappropriate unsupervised/censored access to the internet or is experiencing difficulties in this area – for instance they are spending long periods of time on the internet on their own or seem unnecessarily defensive, secretive or anxious about their internet use – this must be taken seriously and reported to the Designated Safeguarding Officer.

21. Training

21.1 The Company will provide suitable training to all Staff that is relevant to their particular role. This will include:

- 21.1.1 ensuring all Staff are aware of this policy and where to access it;
- 21.1.2 particular skills training for relevant Staff who have responsibility for children; and
- 21.1.3 comprehensive safeguarding training being made available to designated persons.

22. Reporting

22.1 The Company wishes to promote a culture in which Staff may express any concerns that they may have about a colleague's behaviour in relation to child protection or any other child protection related matter.

22.2 In order to achieve this, Staff are encouraged to share any such concerns with the Designated Safeguarding Officer without delay; concerns will be treated seriously and in the strictest confidence.

22.3 Please refer to appendices 2 and 3 for flow charts setting out what to do if you have a concern about a child's welfare or a colleague.

23. Partner Organisation safeguarding policies

Some Company workshops take place at Partner Organisation premises. On such occasions, Staff must abide by any safeguarding policies established by the Partner Organisation and made available to Staff.

24. Breaches of this policy

Breaches of this policy will be treated with the utmost seriousness and may be dealt with under the Company's disciplinary procedure. The contracts of freelancers may be terminated following any breach by a freelancer of this policy. Where appropriate, reports may be made to the police following a breach of this policy.

Responding to a report of potential abuse

25. Responding to a child disclosing alleged abuse

25.1 The following guidance should be followed by Staff members if a child or vulnerable adult reports or alleges abuse (please see Appendix 1 for Definitions of Abuse):

- 25.1.1 Stay calm.
- 25.1.2 Listen carefully to what is said and show that you are taking what is said seriously.
- 25.1.3 Find an appropriately early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- 25.1.4 Allow the child or vulnerable adult to continue at their own pace.
- 25.1.5 Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- 25.1.6 Reassure the child or vulnerable adult that they have ‘done the right thing’ in telling you.
- 25.1.7 Tell the child or vulnerable adult what you will do next and with whom the information will be shared. Inform them that the Designated Safeguarding Officer is the person who needs to know and who should be able to help.
- 25.1.8 As soon as possible after the disclosing conversation, make a note in writing of what was said using the child or vulnerable adult’s own words. Note the date, time, any names that were involved or mentioned, and who you gave the information to. Make sure you sign and date your record.
- 25.1.9 Contact immediately the Designated Safeguarding Officer. Do not delay in taking action. It is the Designated Safeguarding Officer’s responsibility to liaise with the relevant authorities.
- 25.1.10 Unless you are the Designated Safeguarding Officer, never investigate or take sole responsibility for a situation where a child or young person makes a disclosure. You MUST contact the Designated Safeguarding Officer immediately.
- 25.1.11 REMEMBER: the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional child protection agencies following a referral to them of concern about a child.

26. Responding to signs or suspicions of abuse

Please see the flow chart at Appendix 2 for what to do in this situation.

27. Responding to allegations of abuse against another Staff member

Please see Appendix 3 for what to do in this situation.

28. Concerns about any chaperone

If you have any concerns about the behaviour of a chaperone, please report these to the Designated Safeguarding Officer. The Designated Safeguarding Officer will determine if a referral should be made to the relevant child employment officer within the local authority and to the children's services department. Records of such a referral will be kept. Please also see Appendix 3 of a flow chart setting out what to do in this situation.

29. Parents' concerns

Parents must be informed of who they can speak with should they have concerns about the behaviour of a chaperone or anyone else involved with the Company towards their child and they will also be provided with the name and contact details of the Designated Safeguarding Officer and Deputy Designated Safeguarding Officer and Child Protection Officer (if applicable).

30. Concerns held by chaperone

30.1 If a chaperone identifies concerns about a child, they should discuss these with the Designated Safeguarding Officer. All chaperones must be provided with the contact details of the Designated Safeguarding Officer and Deputy Designated Safeguarding Officer.

30.2 Chaperones will be informed by the Company who to contact out of office hours and at the weekends. If a chaperone has concerns about a child or the behaviour of another adult towards a child and is unable to speak with the relevant individuals within the Company, that chaperone should contact the child employment officer and/or the local children's services department for advice. The NSPCC Helpline can also provide advice and is a 24 hour service: Tel 0808 800 5000.

31. Response by Designated Safeguarding Officer following report of allegation of abuse or concern for the welfare of a child

31.1 The Designated Safeguarding Officer will consider any concern raised to them or incident report and take steps, as necessary, to ensure the safety of the child or vulnerable adult in question and any other child who may be at risk.

31.2 The Designated Safeguarding Officer will consider whether any external action needs to take place. If it is or becomes a child protection matter or safeguarding concern, the Designated Safeguarding Officer will refer the allegation to the Multi-Agency Safeguarding Hub (**MASH**), or go directly to the police out of hours and will discuss suspension of any alleged abuser with investigating agencies.

31.3 The Designated Safeguarding Officer will inform the Staff member who submitted the report that the relevant investigating agency (if applicable) has been contacted. The Designated Safeguarding Officer will not discuss the incident any further with the Staff member or any other Staff member other than as is strictly necessary for clarification.

31.4 In conducting their duties, the Designated Safeguarding Officer will abide by the Company's Privacy Notice and the Data Protection Act 2018.

31.5 The parents or guardians or carers will be contacted by the Designated Safeguarding Officer as soon as possible, according to advice from the MASH or other statutory agency.

32. Recording and information sharing

32.1 In all situations, including those in which the cause of concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with a statutory protection agency.

32.2 An accurate note should be made of:

- 32.2.1 the child's or vulnerable adult's name, age, date of birth;
- 32.2.2 the contact information of the Child's parent(s) or guardians or the vulnerable adult's carers;
- 32.2.3 relevant disabilities;
- 32.2.4 whether the person making the report is expressing their own concerns or those of someone else;
- 32.2.5 a description of any visible bruising/injuries;
- 32.2.6 the nature of alleged incident including dates, times and any special factors or relevant information;
- 32.2.7 individuals allegedly involved;
- 32.2.8 details of any witnesses to the alleged incident/s;
- 32.2.9 the dates and time of the disclosure by the relevant child;
- 32.2.10 names of persons reporting and to whom reported;
- 32.2.11 any action taken by the Designated Safeguarding Officer to investigate the matter;
- 32.2.12 any further action by the Company e.g. suspension any Staff member; and
- 32.2.13 details of any referral to the MASH or any other statutory protection agency and, if no referral took place, why.

32.3 The record should be clear and factual as it may be needed by child protection agencies investigating the incident and may, in the future, be used as evidence in court. Keeping such a record may also help protect the Company.

32.4 Please see Appendix 4 for an example checklist for reporting suspected abuse.

33. Confidentiality and document retention

33.1 Records of any abuse allegation or concern will be stored securely and shared only with those who need to know about the incident or allegation.

33.2 As a general rule, all personal information that is acquired or held in the course of working with children should be treated as confidential and stored securely. Particular care should be taken with any sensitive information. The Company and its Staff will never request the personal contact details of an individual child or vulnerable adult, e.g. their personal email address or mobile number, all correspondence regarding or with a child or vulnerable person will be with their parent/guardian, agent or chaperone or carer.

Appendix 1 – DEFINITIONS OF ABUSE

1. What is abuse?

The different categories of abuse are:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect
- Child sexual exploitation
- Bullying

2. What is physical abuse?

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or guardian feigns the symptoms or deliberately causes ill health to a child whom they are looking after.

3. What is sexual abuse?

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Sexual abuse also includes non-contact activities such as involving children or young people in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways. Sexual abuse may be same sex or opposite sex, may be by other children, young people or adults. People from all walks of life may be sexual abusers.

4. What is emotional abuse?

Emotional abuse is the persistent emotional ill-treatment of a person such as to cause severe and persistent adverse effects on that person's emotional development. It may involve making the individual feel or believe that they are worthless, unloved or inadequate. It may also involve causing the person to feel often frightened or in danger. It may involve exploitation or corruption.

5. What is neglect?

Neglect is the persistent failure to meet a child's or young person's basic physical and or/psychological needs, likely to result in the severe impairment of the person's health or development. It may involve a parent or guardian failing to provide adequate food, shelter and clothing, failure to protect a child or young person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.

6. What is child sexual exploitation?

Child sexual exploitation (CSE) is a type of sexual abuse in which children are sexually exploited for money, drugs, alcohol, accommodation or gifts as a result of them performing, and/or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the

child's immediate recognition; for example being persuaded to post sexual images on the internet or mobile phones without immediate payment or gain. Children or young people may be tricked into believing they are in a loving, consensual relationship. Child sexual exploitation is a hidden crime. Young people often trust their abuser and do not understand that they are being abused. They may depend on their abuser or be too scared to tell anyone what is happening. Children who work in entertainment may be sexually exploited in return for offers of TV, film or modelling/photographic work and roles in professional stage productions.

7. What is bullying?

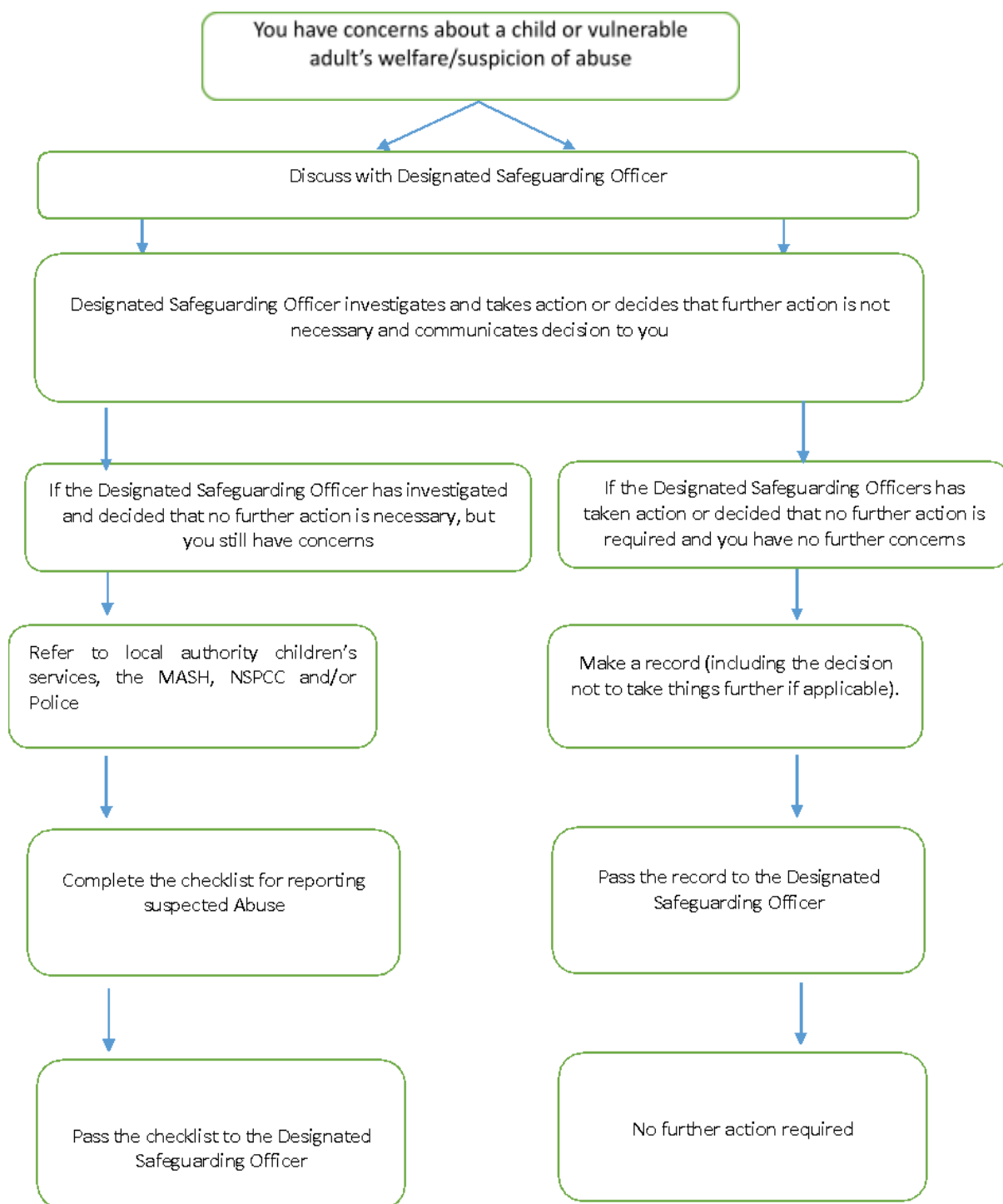
Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks and mobile phones, is often called cyber bullying. A child can feel that there is no escape because it can happen wherever they are, at any time of day or night.

8. Potential indicators of abuse

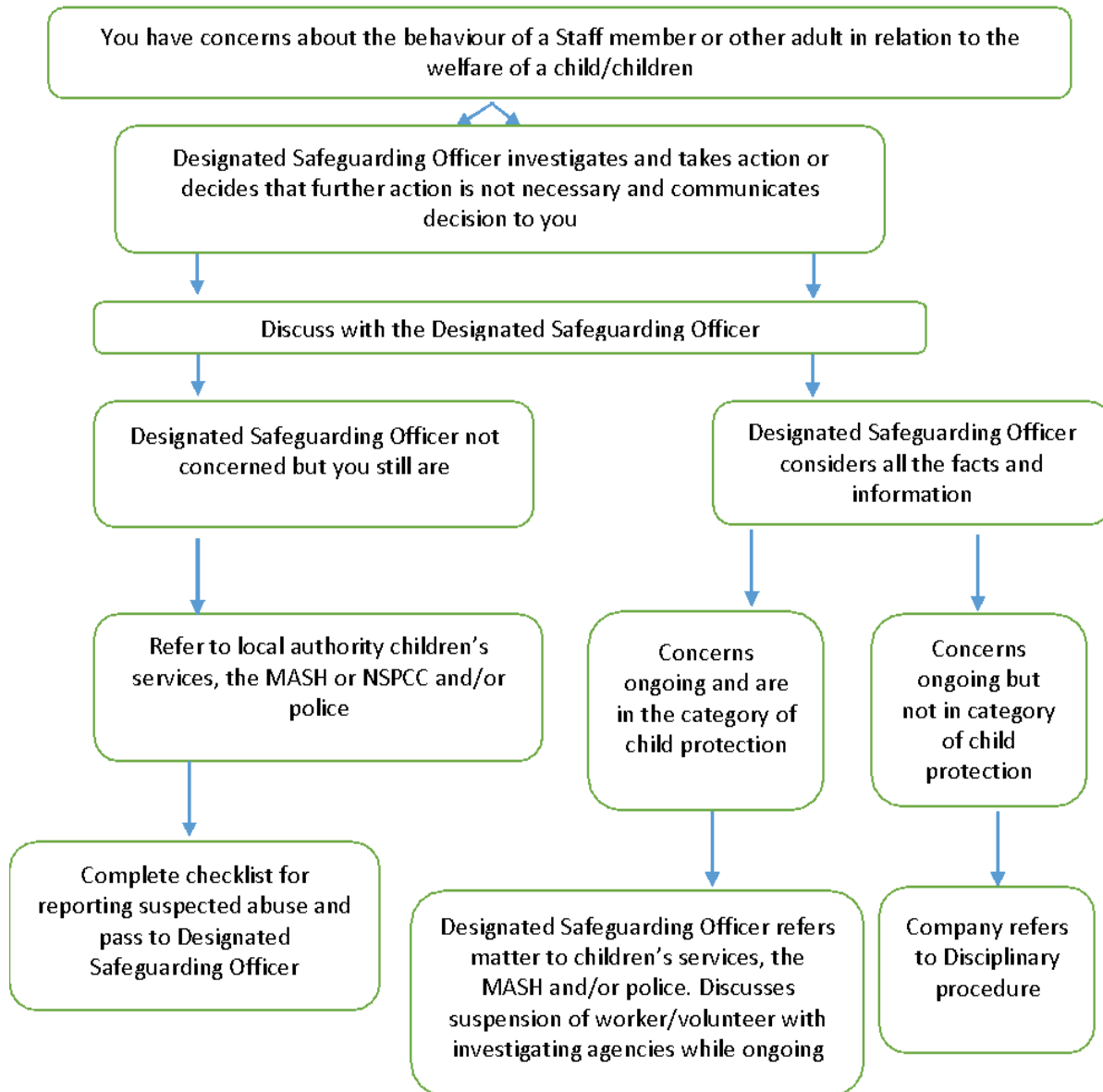
The following are potential indicators of the above forms of abuse:

- Unexplained bruising, marks or injuries on any part of the body
- Bruises which reflect hand marks or fingertips (from slapping or pinching)
- Bite marks
- Broken bones
- Scalds
- Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- Sexual knowledge which is beyond their age or development level
- Sexual drawings or language
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money
- Acting in a sexually explicit way towards adults
- Constant hunger or stealing food from other children
- Constantly dirty or 'smelly'
- Inappropriate dress for the conditions
- Complaining of being tired all the time
- Having few friends
- Mentioning their being left alone or unsupervised

APPENDIX 2 - WHAT TO DO IF YOU HAVE CONCERNS ABOUT A CHILD'S WELFARE



APPENDIX 3 – WHAT TO DO IF YOU HAVE CONCERNS ABOUT A MEMBER OF STAFF OR OTHER ADULT IN RELATION TO CHILD PROTECTION



APPENDIX 4 – CHECKLIST FOR REPORTING SUSPECTED ABUSE

- Name of child or vulnerable adult
- Age and date of birth
- Parents/guardians/carer's name(s)
- Parents' home address and phone number (if available)
- Are you reporting your own concerns or passing on those of somebody else
- Brief description of what has prompted the concerns (include dates, times etc of any specific incidents)
- Detail any physical signs, behavioural signs or indirect signs
- Have you spoken to the child or vulnerable adult? If so, what was said?
- Have you spoken to the parent(s) or carers? If so, what was said?
- Has anybody been alleged to be the abuser? If so, give details
- Have you consulted anybody else? If so, give details
- Your name and position
- To whom reported and date of reporting:
- Signature and date of report

APPENDIX 5 – SCHEDULES FOR CHILDREN, MEALS, and TUTORING,

1. The importance of scheduling

The Company recognises that advanced planning and scheduling of children's activities is of paramount importance to ensuring that children's licencing legislation is adhered to and that appropriate levels of supervision are in place for all rehearsals and performances.

2. Advanced scheduling information

2.1 The Company will ensure that:

2.1.1 A suitable performance schedule will accompany the application for a child's performance licence;

2.1.2 the local authority issuing a child performance licence will be informed of any changes to the performance schedule for the child;

2.1.3 the Company will prepare a detailed weekly schedule of all production activities and it will be clearly noted where children are required and where children will be present within this schedule. This schedule will be shared with the children's parents or guardians;

2.1.4 the Staff responsible for any session where children are present should plan and prepare a detailed programme for the children involved in such session;

2.1.5 appropriate chaperone levels will be put in place for all sessions where children are present;

2.1.6 the chaperone and the Company will be responsible for ensuring that all children have suitable breaks in line with legislation and are not present at a place or rehearsal or performance for more hours than the legislation permits; and

2.1.7 where a child is not required but is present at the place or performance or rehearsal the chaperone will ensure suitable activities are arranged to engage the child(ren).

3. Meals

It is very important that children working with the Company eat suitable meals while undertaking rehearsals or performances. Children will either be asked to bring suitable packed meals from home or the Company will provide meals. Arrangements for meals will be made clear to parents or guardians in advance to ensure children have sufficient food for rehearsal and performances.

4. Tutoring

The Company will ensure that all children receive sufficient tutoring in line with the legislation. If it is not possible for a child to attend their own school for sufficient tutoring hours the Company will employ a tutor to teach the children. The tutor will be a qualified teacher and will hold a Chaperone Licence. A tutor who is also acting as a chaperone is legally permitted to tutor up to 6 children, if there are more children an additional tutor will be employed per 6 children. If a tutor does not have a Chaperone Licence a chaperone will be employed to chaperone the children during tutoring hours.