



Maya Productions Safeguarding Children and Vulnerable Adults Policy & Procedures

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1. Policy Statement

1.1 Purpose and Aim of the Safeguarding Children and Vulnerable Adults Policy and procedures

Maya Productions recognises its responsibility to safeguard and promote the welfare of children within the legal framework of the Children Act 1989 and 2004. According to the Children's Act 1989 a child is considered to be under 18.

The company recognises its duty to prevent impairment and to promote wellbeing for young people and vulnerable adults, and it is committed to putting in safeguarding measures by working together with other agencies and partners.

The purpose of Maya Productions Safeguarding Children and Vulnerable Adults Policy is:

- To inform staff, peer facilitators, freelancers, volunteers and Trustee's about Maya Production's responsibilities and measures for safeguarding children, young people and vulnerable adults (hereafter collectively referred to as 'young people and vulnerable adults').
- To enable everyone to have a clear understanding of how these responsibilities and measures should be carried out.

Definitions

A Vulnerable Person is someone of any age with special needs which may mean they require additional protection. This could include people with disabilities, special care needs or any other condition that makes them vulnerable and covers both staff and patrons.

Many of the same safeguarding concerns apply to both people aged under 18, and to vulnerable people, and therefore the majority of points in this document are applicable to both of these groups.

Safeguarding is defined in this document as the measure to protect young people and vulnerable adults from maltreatment, impairment of health and/or development, to ensure that these groups grow up in the provision of safe and effective care and optimise life chances.

1.2 Policy Framework

Maya Productions uses various safeguarding agencies for advice and guidance, particularly,

- Southwark Safeguarding Children Partnership
- London Safeguarding Children Partnership

The following guidance has been used for this policy:

- LB Hackney Children & Young People's Services', *'Resource Guide for Professionals, Nov 11*
- 'LB Hackney's *'Child Wellbeing Model'* – see *Appendix 1 for extract*
- London Child Protection Procedures – 4th edition, April 2010

Maya Productions also acknowledges, *'Working Together to Safeguard Children'* (DCMS) guidance which states that:

"It is important to emphasise that we all share responsibility for safeguarding and promoting the welfare of children and young people. All members of the community can help to safeguard and promote the welfare of children and young people if they are mindful of their needs, and willing and able to act if they have concerns about a child's welfare."

Maya Productions recognises that different communities may require different approaches to make safeguarding a reality, while still making sure that all young people and vulnerable adults should be supported in a consistent way, regardless of their ethnicity, ability or religion.

1.3 How the Policy will be administered

1.3.1 Designated Safeguarding Officer

All organisations need to identify one person to be responsible for dealing with allegations or suspicions of abuse. This Safeguarding Officer is the informed point of contact to manage and advise on child protection issues. It is not the role of the Safeguarding Officer to decide whether a child has been abused or not. This is the task of Children's Social Services, who have the legal responsibility.

Everyone in the organisation should know who the Safeguarding Officer is and how to contact them.

The designated Safeguarding Officer at Maya Productions is:

Suzanne Gorman, Artistic Director, suzanne@mayaproductions.co.uk
Company Number: 07719780782
Direct Dial 07866891648 (mobile).

It is the role of the Safeguarding Officer at Maya Productions to:-

- Ensure that they receive refresher training at two yearly intervals to keep their knowledge and skills up to date.
- Ensure that appropriate training and support is provided to all staff.
- Ensure that newly appointed staff, and freelancers receive a Safeguarding induction.
- Ensure that temporary staff and volunteers are made aware of Maya Productions arrangements for child protection.
- Ensure that Maya Productions operates within the legislative framework and recommended guidance.
- Develop effective working relationships with other agencies and services.
- Decide whether to take further action about specific concerns (e.g. referrals to the Local Authority).
- Provide guidance to parents, young People and staff about obtaining suitable support.

1.3.2 The Board of Trustees

The Board of Trustees has overall responsibility for ensuring that there are sufficient measures in place to safeguard young people and vulnerable adults whilst at Maya Productions. In particular, the Trustees must ensure:

- Maya Productions Safeguarding Policy and procedures are reviewed annually
- Relevant Safeguarding training for Maya Productions staff, freelancers and volunteers is attended. This information will be reported to the board via the staff team as part of the policy annual review.
- The Trustees nominate suitably trained and experienced Safeguarding Trustee, to be involved in investigating Safeguarding issues and Safeguarding policy reviews.
- The Safeguarding Trustee is responsible in the event of an allegation of abuse being made against the Artistic Director/ Safeguarding Officer
- The Safeguarding Officer is responsible for reporting to the Safeguarding Trustee to ensure:
 - Reviews of any aspect of the company's Safeguarding Policy & Procedure are appropriate
 - Safe management of allegations
 - Deficiencies or weaknesses in Safeguarding arrangements are remedied without delay

1.3.3. Safer Recruitment

Interviews will always be held face to face, with pre-planned questions. Any gaps in employment, frequent changes in employment, vague statements or unfamiliar qualifications will be examined thoroughly.

Interviewees will be required to produce original copies of all qualifications regarding working with young people.

The identity of the employee/volunteer will be checked, via acceptable forms of photographic documentation (e.g. passport, photo driver's licence).

Suitable references will be sought prior to the person starting work.

Following a new appointment or the recruitment of an intern / volunteer, an assessment of the need to obtain a record for this person from the Disclosing and Baring Service (DBS check) will be conducted by the Safeguarding Officer. If a DBS check is required, the Safeguarding Officer will assess what level of check is required using guidance from the DBS and umbrella organisation Mayflower.

An acceptable DBS check will be obtained before the employee/volunteer starts work with any young people.

1.3.4 Induction & training

All staff, freelancers and volunteers who will be working with young people will be given training on implementing Maya Production's Safeguarding Children Policy and procedures, within 2 weeks of engagement. They will be asked to sign and retain a copy of this document. Staff, freelancers and volunteers are actively encouraged to discuss concerns with their line manager or an appropriate member of staff.

Maya Productions follows an active programme of review. Staff members are required to re-read the Safeguarding Policy and Procedures annually when it is reviewed.

All staff, freelancers and volunteers who work with children or vulnerable adults will be asked to undergo a DBS check. Staff DBS checks will be updated every 3 years. Freelance workers will be asked to supply Maya Productions with an up to date copy of their check of no more than 2 years old.

1.3.5 Working with Schools & Communities

Some of Maya Productions work is delivered within schools and projects involving young people are often run in partnership with other agencies and community groups. Maya Productions is aware that child protection issues often arise in schools and community projects and that it is therefore vital, in advance of the project start, that staff are clear about the exact safeguarding policy and procedures they are to follow.

- Before beginning an extended project in a school or community setting, Maya Productions will find out what other Safeguarding Policies exist, check whether they are robust, and negotiate with other partners whose policy to follow as part of the planning process.
- Schools and other community partners will be asked to supply the name of their own Safeguarding Officer.

- For the purposes of extended (more than 2 sessions) work in schools/community partner venues, Maya Productions will ask for copies of the venue's Visitor's Policy and their Safeguarding policy.
- All Maya Productions project staff (paid and unpaid) will be advised on how to abide by the school's Safeguarding Policy, including how to deal with a disclosure. The schools' Safeguarding Policy will be followed within the school grounds and also in the event that an individual staff member is approached, as a representative of Maya Productions outside the school grounds.
- For the purposes of brief and one-off projects (less than 2 sessions), Maya Productions will inform the school/community partner that its project staff will be adhering to Maya Productions own Safeguarding Policy.
- For the purposes of work in hired community venues, Maya Productions will inform the venue that Maya Productions has a Safeguarding Policy and that this is followed at all times.
- Maya Productions will supply schools and other partners with a copy of this Safeguarding Policy, upon request.

1.3.6 Working Practice

- Maya Productions staff will not work alone with a group of young people, and will always ensure that at least one other worker is present. This may be a teacher or a representative from another organisation, providing they have had a suitable DSB check.
- Where groups are split into smaller groups for particular pieces of work, the group leader will ensure that these small groups are within their sight.
- For the purposes of one to one interactions with young people (e.g. discussions about behaviour), the project leader must approve this course of action and be informed of where this is happening.
- When undertaking one to one work with young people, Maya Productions staff will notify their Line Manager who they are meeting and where, and how they can be contacted. The meeting should happen in a public place and under no circumstances should the meeting happen at the workers home.
- Maya Productions staff will not establish or seek inappropriate written or electronic communication with young people. This includes personal mobile phone texts, chat-rooms, social networking sites (inc. Facebook, twitter etc), email, photographs, etc. If staff are concerned that any such communications have safeguarding issues they must seek advice from the Safeguarding Officer immediately.
- Members of Maya Productions paid or unpaid staff should not arrange to meet a participant outside of the set project times, without the prior knowledge and agreement of their Line Manager.
- Written records of all meetings and discussions with young people must be kept at the office, filed in project folders. Where issues of confidentiality are involved these records must be kept only in the Safeguarding folder, which must be kept in a secure place and accessible only to project leaders and key staff.
- Sessions evaluation forms and one to one de-briefs will include space for discussion of any Safeguarding concerns that staff and volunteers may have. Staff should bear in mind that abuse or neglect includes not only inflicting harm, but also knowingly not preventing harm (Working Together to Safeguard Children, DoH 2010)
- The best practice guide for working with young people, (see Appendix 1) is to be used as a guide for Maya Productions staff and volunteers working with young people.
- Maya Productions will ensure that an appropriate member of staff is identified to support worker throughout.

1.3.7 Data Protection

Everyone's personal information will be securely stored, accessed and managed in line with the Data Protection Act 1998. The principles of the Data Protection Act must be adhered to: personal information is obtained and processed fairly and lawfully; only disclosed in appropriate circumstances; accurate, relevant and not held for longer than necessary; and kept securely. The Act allows for the disclosure of personal information without consent of the subject in certain conditions, including for the purposes of the prevention and detection of a crime, including where there is a Child Protection concern.

When dealing with the data of children and vulnerable people, there are also additional considerations. All children, young people and vulnerable adult's personal data is stored securely on a password protected file/database. Hard copies are stored in the locked Personnel file.

It is best practice to gain verbal or written consent from a child or parent/carer before any personal information relating to them is shared with another organisation (such as Children's Services department). However, you may not need to seek consent to share information if it might be unsafe to seek (for example if seeking consent might increase the risk to the child) or causes an unjustified delay or if it would prejudice the prevention, detection or prosecution of a serious crime. When in doubt advice should always be sought from someone experienced in dealing with these issues, such as a local Children's Services department or the NSPCC Helpline.

In situations where a request is made by another organisation for information about individuals, the relevant manager and designated person must be informed, and their decision (including the reasoning for this decision) should be recorded and stored by the designated person.

In all cases where information is shared the following information should be recorded:

- date and time
- summary of information shared
- who the information was shared with
- whether you are sharing with or without consent
- if sharing without consent, whether the child or family were informed
- how the information was shared and any receipt of it having been received

Photography and use of images

Consent

Images of a child taken and used for any purpose require prior permission from their parent/carer and the child themselves if appropriate. 'Images' could include printed photographs, videos, DVDs, mobile phone photographs, or other forms of digital media.

They may be used in promotional material such as advertisements, leaflets, information packs, flyers and posters, in printed publications such as newspapers, or on the Maya Productions website or external websites.

The consent form should specify how the image is going to be used. There is a potential for an image to be used repeatedly over a number of years, so it is important that parents/carers and children realise that Soho Theatre may want to securely store and use the image indefinitely. A sample consent form is included with this policy as Appendix 3.

Digital images must be stored securely on a password-protected database and must not be shared with other organisations without consent. Due to the nature of online media, it is not possible to realistically guarantee how images may be used or downloaded once they have been uploaded on to a web page. Parents/carers and children should be made aware of this so that they can give informed consent.

It is important to discuss these issues with schools and other organisations in the early stages of a project and ask them to ensure that teachers, parents/carers and children are aware of Maya Productions policy regarding images of children.

Identifying information

If photographs of children are accompanied by detailed personal information, they can be used to identify a child, for example “this is Jane, a pupil at Hillside primary school in Colchester. She is a member of the swimming club and likes hip hop”. This information can make a child vulnerable to any individual wishing to start ‘grooming’ that child for abuse, since they already have detailed information as a basis for making contact. It may also be possible to use or adapt the content of the photo for inappropriate use. There is evidence of this adapted material appearing on websites consisting of child abuse images. Therefore the following guidelines should be strictly adhered to:

- Do not use children’s surnames in any public-facing documents. There may be exceptions to this rule where surnames are required for programmes, legal or credibility purposes. In this case first names and surnames should not be published alongside photos or any other information that could aid in locating the child.
- Do not use a child’s first name and specific location (village, area of town/city or school) alongside their photograph.
- If it is desirable or unavoidable to name the child and the location (for example, where school uniforms are clearly visible, or to acknowledge competition winners from a school or local project) use only the child’s first name, and do not supply any additional information that could be used for grooming purposes (interests and hobbies etc.). If possible, use group photographs where it may not be obvious which child is which.
- Combinations of information that are acceptable to publish in interviews, alongside a photo, quotation or piece of work include: _first name (for example Jane took part in a songwriting project) first name and city/regional location (for example Tom from Birmingham or Cara from the South West) location only (for example children from the anti-bullying project in Camden, London) any of the above alongside the child’s age.

In the case of child actors, their full names may be displayed alongside their photographs in programmes or in marketing material. In these cases, parents should be advised how these details will be used and their express written permission must be obtained.

2 What to do if you are worried about a child

If you suspect a child or young person to be in immediate danger or is at immediate risk of harm, you should contact the police by calling 999 without delay.

Any staff with safeguarding concerns should, share these as soon as possible with the senior member of staff on site or with the Designated Safeguarding Officer/ Deputy if they are present. They in turn must pass this information on to the Designated Safeguarding Officer within 24 hours or sooner should the matter need urgent response.

Records should be made of these concerns using the Disclosure / child protection incident reporting form, (Appendix 3) including providing illustrations of physical harm, Records should include any decisions to share these concerns, stating who they were shared with, when and why, following the procedures itemised in Sections 7 and 8 below.

Important contact details:

- MASH – 020 7525 1921/ mash@southwark.gov.uk
- Children's Services Southwark: 020 7525 5000
- RAD: 020 7525 1921 / RAD@southwark.gov.uk

You can also seek advice from the NSPCC helpline (help@nspcc.org.uk / 0808 800 5000)

You should not: attempt to deal with the situation yourself, make assumptions, keep the information to yourself or promise confidentiality, take an action that might undermine any future investigation or disciplinary procedure.

Please note that all non-recent (historical) allegations should be responded to in the same way as contemporary concerns

3 Categories of Abuse

Abuse and neglect are forms of maltreatment of a child, young person or vulnerable adult. 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 a stranger. They may be abused by an adult or adults, or another child or children.

All staff and volunteers should be aware that the main categories of abuse are:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

Details of categories of abuse

- **Physical abuse:**
- May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child, young person or vulnerable adult.
- Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child, young person or vulnerable adult.
- **Emotional abuse:**
- Persistent emotional maltreatment of a child, young person or vulnerable adult, such as to cause severe effects on their emotional development
- May involve conveying to the child, young person or vulnerable adult they are worthless, unloved, inadequate, or valued only in so far as they meet the needs of another person
- It may include not giving the child, young person or vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- It may feature: age or developmentally inappropriate expectations imposed on the child, young person or vulnerable adult's developmental capability
- Over protection, limitation of expectation and learning or preventing the child, young person or vulnerable adult participating in normal social interaction
- The exploitation or corruption of children
- Seeing or hearing the ill-treatment of another; domestic abuse
- Serious bullying (including cyber-bullying)
- Causing children to frequently feel frightened /in danger, or exploitation and corruption of children.
- Some level of emotional abuse is involved in child maltreatment

Sexual abuse:

- Involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening
- Activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing
- It may also include non-contact activities, e.g. involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (incl. via the internet)
- Sexual abuse is not solely perpetrated by adult males; women can commit acts of sexual abuse, as can other children

Neglect:

A persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect can occur during pregnancy and as a result of maternal substance abuse.

- Once a child is born it could involve a parent or carer failing to:
- Provide adequate food, clothing, shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (incl. the use of inadequate care-givers)
- Access appropriate medical care or treatment
- it may also include neglect of, or unresponsiveness to, a child, young person or vulnerable adult's basic emotional needs

4 How to Recognise the signs of Abuse

It can often be difficult to recognise abuse. However, it is important to know what could indicate that abuse is taking or has taken place, and to be alert to the need to consult further.

All staff, peer facilitators, freelancers and volunteers should be concerned about a child, young person or vulnerable adult if he or she presents with indicators of possible significant harm.

Abuse can take place within a family, in an institution or community setting, by telephone or on the internet. Generally, in an abusive relationship the child, young person or vulnerable adult may:

- Appear frightened of the parent/s or other household members e.g. siblings or others outside the home
- Act in a way that is inappropriate to his/her age and developmental stage *
- Display insufficient sense of 'boundaries', lack stranger awareness
- Appear wary of adults and display 'frozen watchfulness'

**Full account needs to be taken of different patterns of development, different ethnic groups, various medical and neurodevelopmental disorders (such as ADHD, autism spectrum disorders) and other stressful situations that are not part of child maltreatment (e.g. bereavement or parental separation).*

Possible Signs of Abuse

POSSIBLE SIGNS OF PHYSICAL ABUSE

- Unexplained injuries or burns, particularly if they are recurrent
- Untypical of accidental injury (e.g. finger mark bruises, bites, small round burns)
- Bruising in and around the mouth, back, buttock or rectal area
- Fractures to arms, legs or ribs of a small child
- Large number of bruises or scars in various stages of healing
- Frequent injuries even with apparently reasonable explanations
- Parent/child gives improbable/conflicting explanations for injuries / refusal to discuss
- Admission of punishment which appears excessive
- Fear of parents being contacted
- Puncture marks, swollen areas, bald patches/missing hair
- Withdrawal from physical contact
- Arms and legs kept covered in hot weather
- Fear of returning home; chronic running away
- Fear of medical help / parents not seeking medical help/ inappropriate treatment
- Self-destructive tendencies
- Child withdrawn, shy, passive, compliant, nervous or aggressive, disruptive, destructive
- Frequently absent from school

POSSIBLE SIGNS OF EMOTIONAL ABUSE

Probably the most difficult type of abuse to recognise; an emotionally abused child is often withdrawn, introverted and depressed.

- Admission of punishment which appears excessive
- Excessively clingy or attention-seeking behaviour, too eager to please
- Lack of boundaries with strangers
- Over-reaction to mistakes, low self-esteem, excessive/continual self-criticism
- Depression, withdrawn behaviour, fearfulness
- Sudden speech disorders
- Fear of new situations
- Inappropriate emotional responses to painful situations
- Neurotic behaviour (e.g. rocking, hair twisting, thumb sucking)
- Self-mutilation
- Fear of parents being contacted
- Extremes of passivity or aggression or distress (e.g. inconsolable crying, rages, temper tantrums)
- Drug/solvent abuse
- Chronic running away
- Compulsive stealing
- Scavenging for food or clothes
- Air of detachment – ‘don’t care’ attitude – high criticism, low warmth
- Social isolation – does not join in and has few friends
- Eating problems, including overeating or lack of appetite

POSSIBLE SIGNS OF SEXUAL ABUSE

- Disclosure
- Demonstrating sexual knowledge or behaviour inappropriate to age/stage of development, or that is unusually explicit
- Wetting, or other regressive behaviours e.g. thumb sucking
- Inexplicable changes in behaviour, such as becoming aggressive or withdrawn
- Stopped enjoying previously liked activities
- Being reluctant to undress for PE
- Becoming fearful of, or refuse to see, certain adults for no apparent reason; show dislike of a particular baby-sitter, relative or other adult
- Drawing sexually explicit pictures
- Sexualised behaviour/ play/ language
- Urinary infections, bleeding or soreness in the genital or anal areas
- Soreness or bleeding in the throat
- Chronic ailments, such as stomach pains or headaches
- Taking over the parental role at home; seeming old beyond their years
- Developing eating disorders, such as anorexia or bulimia; obsessive behaviours
- Depression, suicidal thoughts
- Poor self-image, self-harm, self-hatred
- Physical discomfort
- Use of drugs or drink to excess
- Unexplained pregnancy
- Memory loss
- Frequently running away
- Restricted social activities
- Finding excuses not to go home or to a particular place
- Having recurring nightmares/be afraid of the dark
- Being unable to concentrate; seem to be in a world of their own
- Having a 'friend who has a problem' and then tell about the abuse of the friend
- Sudden changes in school work habits, become truant
- Withdrawal, isolation or excessive worrying
- Outbursts of anger or irritability
- Unexplained sums of money

POSSIBLE SIGNS OF NEGLECT

- Inadequate supervision
- Exposure to poisonous substances, drugs
- Constant hunger, stealing food
- Poor personal hygiene; inappropriate clothing, clothing in a poor state of repair
- Frequent lateness or non-attendance at school
- Untreated medical problems, failure to seek medical advice
- Inadequate nutrition, leading to ill-health; emaciation
- Low self-esteem
- Poor social relationships
- Compulsive stealing
- Constant tiredness
- Destructive tendencies.
- Neurotic behaviour (e.g. rocking, hair twisting, thumb sucking)
- Chronic running away
- Scavenging for food or clothes

5 How to respond to signs and suspicions

Any staff with safeguarding concerns should share these as soon as possible with their Line Manager or with the Safeguarding Officer.

Records should be made of these concerns and any decisions to share these, stating who they were shared with, when and why, following the procedures itemised in Sections 7 and 8 below.

6 How to respond to allegations of abuse against a member of staff or volunteer

All allegations against staff members should be dealt with fairly, quickly and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

- Whenever it is alleged that a member of staff, peer facilitator, volunteer or freelancer has:
- Behaved in a way that has harmed, or may have harmed a child, young person or vulnerable adult
- Possibly committed a criminal offence against, or related to, a child, young person or vulnerable adult
- Behaved towards a child, young person or vulnerable adult in a way which indicates s/he is unsuitable to work with children

- Staff member/s receiving the allegation must take it seriously and immediately inform the Safeguarding Officer.

- If the concerns are about the Artistic Director/Safeguarding Officer, then the designated Safeguarding Trustee should be contacted:

Safeguarding Trustee, Jo Carter

Email: Jo@immediatetheatre.com or call on 07946631497

If the Safeguarding Officer or Safeguarding Trustee decides that the allegation warrants further action through Safeguarding Procedures she ***must immediately make a referral to Local Authority Designated Officer (LADO)***, in accordance with London Child Protection Procedures (available from www.londonscb.gov.uk/procedures/)

Local Authority Designated Officer (LADO)

The LADO (Local Authority Designated Officer) provides advice and guidance to employers and other individuals/organisations who have concerns relating to an adult who works with children and young people (including volunteers, agency staff and foster carers) or who is in a position of authority and having regular contact with children (for example religious leaders or school governors).

In Southwark the LADO role is based within the Quality Assurance Unit.

Contact numbers:

- QAU duty number 020 7525 3297
- QAU service manager (LADO) 020 7525 3295
- Head of social work improvement and quality assurance 020 7525 0387

Southwark Safeguarding Children Partnership

The SSCP can be consulted for advice and information on safeguarding and child protection issues

sscp@southwark.gov.uk

Tel: **020 7525 1921**

Out of hours: **020 7525 5000**

7 How to respond to a child telling you about abuse

If a child discloses that he or she has been abused in some way, the member of staff/volunteer should:

- React calmly so as not to frighten the child/young person
- Be aware of your non-verbal messages
- Keep responses short, simple, slow and gentle
- Don't stop a child or parent who is talking freely about what happened
- Observe and listen but don't ask for more information
- If you have difficulty in understanding the child or parent's communication method, reassure them that you will find someone who can help
- Tell them they are not to blame
- Tell the child or parent that have done the right thing by telling you
- Never promise a child that what they told you can be kept a secret
- Explain that you have a responsibility for their safety and therefore have to tell someone in authority.
- Let them know there are others who can help them and they are not alone.
- Avoid making comments or judgements about what is shared
- Tell the child or parent about what will happen next, and be honest
- Make a written note of: what is said, who is present and anything else that happens after the child or parent has spoken to you (before they are seen by children's social care or the police)

Details of Do's and Don'ts for working with young people are listed in Appendix 1

Remember:

- Non-action is not an option in child protection. You must act immediately: DO NOT assume someone else will.
- Pass information to the Safeguarding Officer without delay.
- Do not under any circumstances attempt to provide counselling support or arrange to meet the young person or outside of the peer education setting. Explain that you are not an expert in the area of need and that they will need to be put in touch with someone who can support them.

Support for staff

Dealing with a disclosure from a child, and a Safeguarding case in general, is likely to be a stressful experience. The Safeguarding Officer will arrange a de-brief with staff member/s and arrange suitable further support/s.

Making a Referral

Maya Productions Safeguarding Officer is responsible for making referrals to children's social care, unless the allegations involve the Safeguarding Officer, in which case the Safeguarding Trustee is responsible. In the absence of the Safeguarding Officer the worker involved in the case should make a direct referral.

When a referral to has been made the following people will be informed, in strict confidence:

- Key staff working closely with the child (either on a one to one or group basis)
- Maya Productions Safeguarding Trustee

A progress file will be kept, with copies of all emails, telephone calls, verbal/written interactions regarding the referral (to be kept in the Safeguarding Officer's locked files).

If the referral is made over the phone a written referral must be sent within 48 hours. Children's Social Care then have one working day to make a decision as to what action will be taken and will inform the referrer of the outcome.

Children Social Care services (CSC) will advise the Safeguarding Officer on who will inform the parents if this is a case where this has not already been discussed with the parents.

The Safeguarding Officer will work closely with all professionals involved in the case following information sharing protocols.

At all times the Safeguarding Officer will seek advice from the CSC and follow their instructions.

To make a referral contact :
Childrens Services Duty Social Worker
Tel: **020 7525 1921**
Out of hours: **020 7525 5000**
Email: Mash@southwark.gov.uk

8 How information will be recorded

Good record keeping is important. Clear, accurate records ensure that there is documented account of an organisation's staff, volunteers and other children's involvement, if an allegation has been recorded precisely.

This will help when individuals are unavailable, change role/job and provide an essential tool for others who are responding to the incident. Records are a good source of evidence for enquiries and may be used in court proceedings. When a child has made a disclosure – or witnessed an incident - the member of staff, peer facilitator, freelancer or volunteer should:

- Make brief notes as soon as possible after the conversation/incident
- Record statements and observations rather than interpretations or assumptions
- Use clear, straightforward language, be concise, be accurate not only in fact, but in differentiating between opinion and judgement
- Not destroy the original notes in case they are needed by a court
- Record the date, place, time of incident - with child's name and date of birth
- For incidents: record a factual account of what happened, what was seen and heard
- For disclosures: record any noticeable non-verbal behaviour and the words used by the child
- Record who else is present when the disclosure/incident occurs (e.g. witnesses)
- Show actions taken (by who, when and why) and any future plans e.g. monitor and review
- Indicate on a diagram to indicate the position of any bruising or other injury
- Sign and print your name, with job title, on the written record
- All records need to be given to the Safeguarding Officer promptly. No copies should be retained by the member of staff or volunteer.
- Safeguarding Officer to record whether any other agencies are informed
- Findings must be in chronological order
- Records to demonstrate how the process has been managed should be made

A Disclosure Form is available from Maya Productions (see Appendix 2 for an example.)

Record Keeping:

- Safeguarding Records are kept in a locked cabinet in the Safeguarding Officer's office
- Advice must be sought from the LADO before any reference to child protection issues is logged on Maya Productions electronic database (i.e. on a participant's record) and where email is used to convey safeguarding information about specified people
- Parents and young people have the right to request access to safeguarding information, but this request must be made in writing.

9 Confidentiality

Safeguarding raises issues of confidentiality that must be clearly understood by all staff and volunteers:

- Legally, you can share information if you are worried about the safety of a child, but sharing information with staff should always be on a need to know basis
- Not everyone needs to know when a concern or worry raised
- It is fine to say that a concern has been raised and it is being dealt with, following the company's Safeguarding procedures
- If a child requests that information about abuse is kept secret, it is important that the member of staff tells the child - in a manner appropriate to the child's age/stage of development - that they cannot promise this and need to pass information to other professionals to help keep the child or other children safe
- Staff who receive information about children and their families in the course of their work should share that information only within appropriate professional contexts (and check with their Line Manager or the Safeguarding Officer / Deputy if they are unsure)
- Confidentiality of child and parent should be maintained, but the welfare of the child is paramount

Keeping Records of confidential information:

- Child Protection information is confidential and must be kept in a secured separate file, available to the Safeguarding Officer
- Files on children must be open to parents
- Third party information is not to be disclosed without the consent of the owner
- Parents may have to make formal requests to see their child's Child Protection File
- Working notes are not subject to disclosure, but must eventually be summarised on file and then destroyed

Seven Golden Rules for Information Sharing

1. Remember that the Data Protection Act 1998 is not a barrier to sharing information (it is a framework to ensuring information is shared appropriately)
2. Be open and honest with families about what information can be shared and in what circumstances
3. Seek advice if you are in any doubt
4. Share information with consent, where appropriate and where possible
5. Consider safety and well being and who may be affected by your sharing of information
6. Necessary, proportionate, relevant, accurate, timely & secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is only shared with people who need to have it, is accurate and up to date, is shared in a timely fashion, and is securely shared
7. Keep a record of your decision and reasons for sharing information

10 Whistle Blowing

You may be the first to recognise that something is wrong but may not feel able to express your concerns out of a feeling that this would be disloyal to colleagues or you may fear harassment or victimisation; these feelings, however natural, must never result in a child or young person continuing to be unnecessarily at risk. Remember it is often the most vulnerable children or young person who is targeted. These children need someone like you to safeguard their welfare:

Don't think what if I'm wrong - think what if I'm right

Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour
- To prevent the problem worsening or widening
- To protect or reduce risks to others
- To prevent becoming implicated yourself

If any member of staff, freelancer or volunteer has reason to suspect that another member of staff, peer facilitator, freelancer or volunteer may have abused a child in a Maya Productions session, or elsewhere, they must immediately inform the Safeguarding officer. They should also make a written record of the allegation using the informant's words; including time, date and place where the alleged incident took place, what was said and anyone else present. This record should be signed and dated and immediately passed on to the Safeguarding Officer.

You may raise your concern by telephone, in person or in writing. The earlier you express your concern, the easier it is to take action. You will need to provide the following information:

- The nature of your concern and why you believe it to be true
- The background and history of the concern (giving relevant dates).

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you are acting in good faith and there are reasonable grounds for your concern.

What happens next?

- You should be given information on the nature and progress of any enquiries
- Your line manager has a responsibility to protect you from harassment or victimisation
- No action will be taken against you if the concern proves to be unfounded and was raised in good faith
- Malicious allegations may be considered a disciplinary offence

Further advice and support

It is recognised that whistle blowing can be difficult and stressful. Advice and support is available from your line manager; you can also seek advice from the Safeguarding Officer or from the NSPCC.

NSPCC Whistleblowing advice line: 0208 028 0285

<https://www.nspcc.org.uk/fighting-for-childhood/news-opinion/new-whistleblowing-advice-line-professionals/>

Self-reporting

There may be occasions when an employee has a personal difficulty, maybe a physical or mental problem, which they know to be impinging on their professional competence. Staff have a responsibility to discuss such a situation with their line manager so professional and personal support can be offered to the member of staff concerned. Confidentiality cannot be guaranteed where personal difficulties realise concerns about the welfare of safety of children but will only be shared on a "need to know" basis.

11 Social Networking Advice

Staff, freelancers and volunteers should at all times maintain a professional relationship with young people in their charge and should not place themselves in a position where they are alone with a pupil or where their actions could be misinterpreted.

It is therefore strongly enforced that staff, freelancers, peer facilitators and volunteers **DO NOT** link with children, young people or vulnerable adults on social networking sites or text messages using their personal mobile phones to conduct friendships.

In the rare occasions that staff, freelancers, or volunteers have established friendships or connections with current Maya Productions participants outside of Maya Productions sessions then it is the responsibility of the member of staff, freelancer, peer facilitator or volunteer to speak to their line manager to look at strategies to mitigate risk.

12 Online Safety

Working online enables us to stay connected to young people outside of face-to-face sessions, but this also brings us straight into the homes of the young people we work with, which may bring new information to light about their home situations. We recognise that when there is a lockdown, children and young people may not be seeing trusted adults at school every day, so it's even more important that we are able to identify any child protection concerns and take appropriate action. There are fewer opportunities for the adults in their lives to spot, identify and respond to child protection concerns and issues.

General safeguarding principles stay the same when working online:

- We commit to only using trusted video conferencing systems when working online (<https://www.ncsc.gov.uk/guidance/video-conferencing-services-using-them-securely>)
- We aim to keep children safe online by providing clear and specific instructions to staff and volunteers on how to behave online.
- We aim to encourage young people who use the internet/social media to do so in a way that keeps them safe and shows respect for others
- We aim to support and encourage parents/carers to do what they can to keep their children safe online

- Before the session:
 - Check the chat settings: disable the ability for participants to privately message each other.
 - Enable the waiting room setting and ensure that the session has a private password – this allows the staff to control who has access to the session.
 - Make sure all facilitators and volunteers are made co-hosts and have the ability to mute and switch off others' videos
 - Written consent for children to be involved in online activities (explain exactly what the activity is, why it needs to happen online and what the benefits/risks are)

- During the session:
 - Make sure that at least 1 member of staff is in each breakout room (if they are used)
 - Staff to refrain from private messaging participants
 - If you want to record anything, make sure you have the consent of everyone in the group
 - Webcams and backgrounds: the backgrounds of everyone should be plain and unidentifiable. This helps to prevent cyber-bullying by not revealing the state of your room/house.
 - Mute participants if arguments or bad language can be heard in the background
 - Immediately report to the safeguarding officer if you see/hear anything worrying/dangerous/inappropriate
 - Call 999 if you see anything that means that a young person is in immediate danger

Sources:

- <https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-online-safety>
- <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>
- <https://learning.nspcc.org.uk/news/2020/april/updating-safeguarding-policies-procedures-coronavirus#article-top>
- [https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-](https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-19)

13 Trips and outings

Maya Productions provides trips and outings for young people as a part of their overall theatre education and encouraging access to mainstream activities. It is vital that safeguarding measures are put in place well before the trip takes place:

- A detailed risk assessment will be drawn up by the leader of the trip, assessing all potential risks to young people's safety and putting in measures to deal with these.
- Parents will be informed with exact details of the trip and offered the opportunity to have a copy of the risk assessment.
- Should any key safeguarding measure not be possible at the last minute, the trip will be cancelled.

For more details see '*Risk Assessment procedures for working with groups of Young People*'

14 Supporting Children, Young People & Vulnerable Adults

If a child, young person or vulnerable adult is not at risk of "significant harm or of harming themselves" but is in need of more support around issues such as sex, relationships, drug use, bullying etc. there are a number of organisations which can support them. Staff with concerns should ask Maya Productions Safeguarding Officer for advice on linking with appropriate agencies and information/referral options.

Likewise, sometimes concerns about a child may not be about abuse, but staff may be concerned that a child, young person, vulnerable adult or family need some help in making sure all of the child's needs are met to address a particular problem. Maya Productions works closely with schools, social services, community groups and other agencies to ensure a young person has access to suitable supports. Staff who are concerned about a young person should seek advice from the Safeguarding Officer.

Staff should note that if a person is caring for a young person under 16 (or under 18 if disabled) for more than 28 days and they are not a near relative (father, mother, brother, sister, uncle, aunt, grandparent, step-parent) and do not have parental responsibility for the child, then they have to inform Social Services. It is up to Social Services to assess whether or not it is safe for the child to reside with the carer. If staff members have any concerns about a young person who is residing with someone without official parental responsibility, they should contact the Safeguarding Officer.

15 Bullying

Bullying is not to be tolerated at Maya Productions, and the organisation has a responsibility to do what is needed to make sure the company's anti-bullying and harassment policy is understood and followed by everyone involved with Maya Productions.

Bullying is not always easy to see. Staff and volunteers will be helped to recognise bullying and feel confident to report it.

When bullying is suspected it will be investigated immediately. All complaints and incidents of bullying will be recorded and monitored.

Bullying will be dealt with in a positive manner and in a way that is appropriate to each situation, recognising that there are a variety of reasons for bullying. It will never be dealt with by aggression, humiliation or revenge. In particular, staff should insist that individuals take responsibility for their own actions and should encourage parents to take responsibility for their own children.

Maya Productions will continue to monitor the incidence of bullying via the incident report sheets, other documentation, the surveys, and feed-back forms.

Advice and guidance for staff working with participants

Evidence of Bullying can be:

- **Physical** involving pushing, punching, hitting and kicking
- **Verbal** involving name-calling, teasing, taunting, threatening, insulting families, telephoned abuse, silent calls and rubbishing other peoples' work. It may include comments on colour, ethnicity, culture, beliefs and national origin.
- **Silent** involving isolating the victim, following, menacing stares, excluding the victim from group activities and rude gestures.
- **Written** involving notes, letters, graffiti, e-mail and other computerised messages
- **Images** sometimes referred to as 'cyber-bullying'.
- **Stealing and** the victim's property or taking property without permission - food, etc
- **Damaging** pens/pencils, phones or money for example. It may go as far as extortion
- **Manipulative** manipulates social networks with the intention of excluding, ostracising or marginalising individuals from their friends and normal relationships

Strategies and advice for staff dealing with bullying

1. Provide a good role model. Pick up and deal with small incidents in workshops or rehearsals or workplace, eg "nicking" pens, refusing to work with people, name-calling, or comments relating to appearance or beliefs.
2. Assume that all bullying cases are different.
3. Watch for early signs of distress, eg deteriorating work, spurious illness, isolation, clinging to adults, erratic attendance.
4. All incidents and disclosures should be taken seriously and should be acted on.
5. Listen carefully, record accurately and do not act as a judge.
6. Seek assistance and discuss all stages of action. Do not rush into action, but do not leave the victim at risk or feeling that nothing has been done.

7. Be careful that you do not encourage a participant or colleague to disclose a problem and then have no time to deal with it. Give time to a disclosure and seek support to do this. Do not look for reasons to blame the victim. The victim is not responsible for the bullying.
8. Work at the victim's pace, be supportive and do not force the pace. Allow the victim to explore possible responses to incidents.
9. Do not accept the bully's excuse, e.g. "I was only joking/playing". Point out that it was not funny/not a game for the victim.
10. Make it clear that such behaviour is unacceptable and must not be repeated. Do not deal with bullying by bullying.
11. Encourage all involved to accept responsibility for their own behaviour and the consequences of that behaviour. Consider the appropriateness of Restorative Justice.
12. Encourage all witnesses to accept that they have the responsibility to act against bullying by reporting incidents, by making it clear they do not approve of bullying behaviour and by making sure no one is isolated.
13. Get other students/adults/colleagues to provide support for the victim so they are not alone, and feel supported and safe.
14. Always involve the parents of all students. Always give parents information and avoid looking to apportion blame. In the case of employees, involve the line manager or a nominated friend.
15. If you come across a serious incident remove the victim ASAP.

16 Information & advice

Southwark Safeguarding Children Partnership

Email: sscp@southwark.gov.uk

Education Safeguarding : Apo Cagirici

0207 525 2715 apo.cagirici@southwark.org.uk

London Safeguarding Children Partnership

<http://www.londonscb.gov.uk/>

Public Concern at Work (whistle blowing charity)

www.pcaw.org.uk

17 Emergency Contacts

Maya Productions Safeguarding Officer

Suzanne Gorman: Artistic Director
Tel: 07866891648

Southwark Children's Services Duty Social Worker

Tel: **020 7525 1921**
Out of hours: **020 7525 5000**
Email: mash@southwark.gov.uk

Local Authority Designated Officer (LADO) at Quality Assurance Unit

QAU duty number 020 7525 3297
QAU service manager (LADO) 020 7525 3295

NSPCC

24 hour Helpline: 0808 800 5000

Child Abuse Investigation Team (CAIT) at Police

Tel: 020 8217 6552 or 101

17 External Policies and Resources

- The Children Act 2004: <https://www.legislation.gov.uk/ukpga/2004/31/contents>
- The Children Act 1989: <https://www.legislation.gov.uk/ukpga/1989/41/contents>
- Working Together to Safeguard Children 2018:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf
- What to do if you're worried a child is being abused:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf
- Information sharing advice for safeguarding practitioners 2018:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf
- Mandatory reporting of FGM:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM_Mandatory_Reporting_-_procedural_information_nov16_FINAL.pdf
- Part B3 of the London Child Protection Procedures:
https://www.londoncp.co.uk/chapters/B_contents.html#b_two

Appendix 1:

Do's & Don'ts - Working with Children, Young People & Vulnerable Adults

Do's...

- **Do** treat everyone equally and with respect.
- **Do** provide an example you would wish others to follow; work in an open and transparent way.
- **Do** plan activities with young people which involve more than one adult being present, or which at least take place within sight and hearing of others.
- **Do** respect a young person's right to personal privacy.
- **Do** provide opportunities for young people to talk about any concerns they may have with a range of adults.
- **Do** encourage young people to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- **Do** avoid situations that compromise your relationship with young people and are unacceptable and illegal within a relationship of trust (such as a sexual relationship between a leader and a young person, whether or not they are above the age of consent)
- **Do** remember that someone else might misinterpret your actions, no matter how well intentioned.
- **Do** recognise that caution is required, even in sensitive moments when you are counselling a young person or over issues such as bullying, bereavement or abuse.
- **Do** dress appropriately for your role.
- **Do** have separate sleeping accommodation for workers and young people.

Don'ts...

- **Don't** permit abusive activities among young people or s (such as initiation ceremonies, ridiculing or bullying).
- **Don't** play physical contact games (such as wrestling, or rough and tumble games) with young people or s.
- **Don't** establish or seek inappropriate written or electronic communication with young people or s (including mobile phone texts, chat-rooms, social networking sites, email, photographs, etc)
- **Don't** establish or seek unprofessional relationships with any participants.
- **Don't** arrange to meet a project participant outside of project time without the prior knowledge and agreement of their Line Manager.
- **Don't** have any unnecessary or inappropriate physical or verbal contact with others.
- **Don't** jump to conclusions about others without checking facts; but remember not to 'investigate' an allegation of abuse about an adult, especially if the issue is alleged sexual abuse.
- **Don't** allow yourself to be drawn into responding at an emotional level to any inappropriate attention-seeking behaviour from young people, such as tantrums or crushes.
- **Don't** show favouritism to any individual.
- **Don't** put yourself in a position where your version of events cannot be independently corroborated.
- **Don't** make suggestive remarks or gestures, even in fun.
- **Don't** let any suspicion, disclosure or allegation of abuse go unrecorded or unreported.
- **Don't** rely on just your good name to protect you &
- **Don't** believe 'it could never happen to me.'

Appendix 2: Disclosure / child protection incident reporting form

Date of Incident		
Time of Incident		
Location Incident		
PEOPLE INVOLVED / WITNESSES		
Name	Contact Details	Involved / Witness
<p>Description of Incident: [This is an OBJECTIVE document so please refrain from using opinions and record what happened only]</p>		
<p>Follow Up actions:</p>		
Referred To		
Contact Name		
Contact Number		

Lead worker involved in follow up work

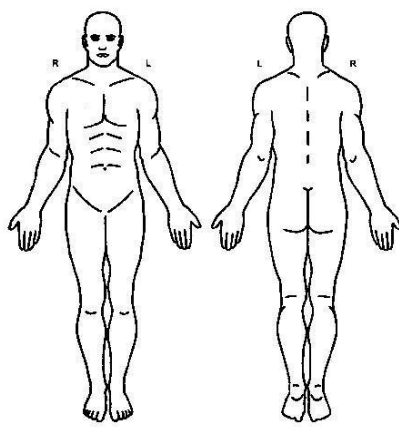
Other workers involved

Signed

Print Name

Date

Appendix:

Participants Record Number <i>(if applicable)</i>	Record Number:
<p>Please mark any injuries or marks you have seen/shown and describe symptoms. Subject does NOT require to undress and no assumptions should be made about injuries all VISIBLE injuries should be recorded.</p> <p>MALE / FEMALE</p> <p>AGE:</p> <div style="text-align: center; margin: 20px 0;"></div>	
<p>SIGNATURE OF PERSON WHO SUSTAINED INJURIES.....</p>	