



CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS SAFEGUARDING POLICY AND PROCEDURE

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Contents

1. Policy Statement
2. Designated Person
3. Recruitment
4. Training and Induction
5. Responsibility for Children, Young People and Vulnerable Adults
6. Code of Behaviour
7. Types of Abuse
8. When to be Concerned: Recognising Signs of Abuse
9. Reviewing the Policy and Procedures

Child Safeguarding Procedures

1. Introduction
2. Dealing with Disclosure
3. Record Keeping
4. Support
5. Allegations involving a member of staff

Appendix 1: Safeguarding Children, Young People and Vulnerable Adults Handout for Freelancers and Volunteers

1. Policy Statement

20 Stories High believes that everyone - regardless of age, culture, disability, gender, language, racial origin, religious belief and/or sexual orientation - has, at all times and in all situations, a right to feel safe and protected from any situation or practice which results in that child, young person or vulnerable adult being physically, emotionally or psychologically harmed.

It is the duty of all 20 Stories High staff, freelancers and volunteers to prevent the physical or emotional abuse of children, young people and vulnerable adults with whom they come into contact.

Children are defined as people who are under the age of 16; Young People are defined as people between the age of 16 and 25; and Vulnerable Adults are defined as people over 18 who are or may be in need of community care services by reason of disability, age or illness; and are or may be unable to take care of unable to protect him or herself against significant harm or exploitation”.

All suspicions and allegations of abuse will be taken seriously, and responded to swiftly and appropriately.

20 Stories High will meet their commitment to safeguard children, young people and vulnerable adults through the following means:

- Awareness: Ensuring that all staff, freelancers and volunteers are aware of the problem of abuse and risks to the people that we work with.
- Prevention: Ensuring, through awareness and good practice, that staff and others minimise the risk to the people that we work with.
- Reporting: Ensuring that staff and volunteers are clear what steps to take where concerns arise regarding the safety of the people that we work with.
- Responding: Ensuring that action is taken to support and protect children, young people and vulnerable adults where concerns arise regarding possible abuse.

To contribute to an environment of **prevention** of abuse rather than just protection, all staff/freelancers will aim:

- to tackle **any** form of discrimination, such as racism, sexism, homophobia, transphobia, Islamophobia and discrimination against disabled people.
- to eliminate any culture of bullying: by other children, young people and vulnerable adults; and by adult members of staff/freelancers.
- to recognise the importance of working with each other, the public, vulnerable adults, children and young people and their families co-operatively, in partnership and with respect.
- for 20 Stories High staff and freelancers to be positive role-models – the values and attitudes of staff can help to promote the prevention of abuse with children, young people and vulnerable adults, colleagues and others that we work with.

In order that the above standards of reporting and responding are met, 20 Stories High will ensure that they:

- Take seriously any concerns raised.
- Take positive steps to ensure the safeguarding of anyone who is the subject of any concerns.
- Support children, young people, vulnerable adults, staff or other people who raise concerns or who are the subject of concern.
- Act appropriately and effectively in instigating or co-operating with any subsequent process of investigation.

- Listen to and take seriously the views and wishes of the children, young people and vulnerable adults that we are working with.
- Work in partnership with parents/carers and/or other professionals to ensure the safeguarding of children, young people and vulnerable adults.

Staff and freelancers for 20 Stories High work with children, young people and vulnerable adults in a variety of settings. This includes: workshops, work in schools and youth clubs, and in other settings. This policy and procedure is designed to keep children, young people and vulnerable adults safe in all the work we do and works in line with our other company policies including social media and equal opportunities.

2. Designated Person

20 Stories High have a designated person is responsible for safeguarding issues. This designated person is the Participation Manager, who will attend regular training to ensure that his/her safeguarding knowledge remains up to date.

The role of the designated person is to:

- Ensure that the company's Child, Young Person and Vulnerable Adult Safeguarding Procedures are followed.
- Ensure all staff and volunteers are aware of these procedures.
- Ensure all staff know to whom they must pass on their concerns.
- Act as a source of expertise, support and advice within the company.
- Liaise with organisations with whom 20 Stories High is working in partnership.
- Develop effective working relationships with other agencies.
- Make appropriate referrals where child abuse is suspected or disclosed.
- Keep up-to date with legislation and interpretation of safeguarding issues.

3. Recruitment

Determined abusers have often managed to gain access to children and young people. 20 Stories High's Child, Young People and Vulnerable Adults Safeguarding policy and procedures are seen as an important first step to stop this happening.

All 20 Stories High volunteers, freelancers and staff, including temporary personnel will be subject to a careful and rigorous selection and vetting process that includes *all* of the following components:

- An enhanced disclosure from the Disclosure & Barring Service (DBS) and sign up to the DBS update service removing the need for regular re-applications, unless they are not working directly with young people.
- In the case of short-term freelance contracts, which might end before the DBS certificate is received, or whilst waiting for completion of the DBS process, or when working with international artists the individual will work with a DBS-checked member of staff, and will not be left unsupervised with young people until their DBS certificate comes through.
- References will be taken up using a standard reference form that asks specific questions about the individual's suitability to work with young people and vulnerable adults.
- New staff, freelancers and volunteers will be interviewed, by at least two people.
- Interviewers will seek to identify reasons for gaps in employment or inconsistencies.

4. Training/Induction

All staff/freelancers working with young people for 20 Stories High will be given a copy of the 20 Stories High Children, Young People and Vulnerable Adults Safeguarding policy and procedures.

The Designated Person will discuss the Policy and Handout (Appendix 1) with all new staff, volunteers and freelancers.

All new staff, freelancers, and volunteers will be asked to sign confirming that they have read and understood the policy and procedures.

5. Responsibility for Children, Young People and Vulnerable Adults

Much of 20 Stories High's work takes place in schools and youth clubs and similar settings (the host organisations). In such settings, the host organisations legally remain *in loco parentis*. No performances or workshops take place without the presence of the teacher/youth worker etc.; this is part of the contract between the host organisation and 20 Stories High.

When 20 Stories High initiates projects with groups of children, young people and vulnerable adults, or works in partnership with organisations where it is appropriate the company should be responsible for the young people, the guidelines for best practice for the safety of staff and participants will be followed:

- There will always be two members of staff working with the groups
- Wherever possible, these members of staff will remain in the same room as each other
- Should the group need to divide into smaller groups and work in different rooms, a single member of staff must work with more than one child, young person or vulnerable adult in a room.
- Physical contact between staff and participants should only be used in a safe and appropriate manner with the consent of the child, young person or vulnerable adult. The purpose of this contact should be made clear.
- Staff should not enter into inappropriate relationships with participants
- Staff should not take lone project participants home in their car. If they have no way of getting home after a workshop, they should be put in a taxi rather than be taken in a staff member's vehicle. If this is not possible, the member of staff must inform the designated person of the situation before leaving. In either case, staff should contact the parents/guardians of the child, young person or vulnerable adult to confirm these arrangements.
- In cases where these guidelines contradict each other (for example, waiting outside a venue late at night with a lone child, young person or vulnerable adult, waiting for their parent who is late to collect them), staff should use their judgement as to the best course of action. Where putting the safety of the child, young person or vulnerable adult first places the member of staff in a vulnerable position s/he should make the environment as safe for themselves as possible (in this case waiting inside the venue with box office staff, or by telephoning the Designated Person to explain what is happening).
- Young People often come to 20 Stories High premises to use the computers. All young people are asked to read, understand and abide by our IT Policy and guidelines regarding internet use. (**Please see IT Handout**)
- If in doubt about anything, contact the Designated Person in the first instance.

6. Code of Behavior

20 Stories High's Code of Behavior applies to all staff, freelancers, volunteers and adults involved in activities with children, young people and vulnerable adults.

You should never:

- Engage in rough, physical or sexually provocative games such as horseplay.
- Share a room with a child or invite or allow children to stay with you at your home.
- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive comments to children, even in fun
- Give, lend or borrow money or property. If you do give or lend money to a young person (for example to ensure they have something to eat) you must notify the Designated Person immediately, and preferably obtain a receipt of some sort and claim the money back from 20 Stories High.
- Share their personal mobile phone number with a young person or child.
- Accept friend requests to their personal accounts, pages or profiles on any social media platform from a young person. Any contact/messaging with a young person through a social media platform should always be through an official 20 Stories High account and another member of staff copied in. Although the following list is not exhaustive, it is intended to demonstrate the range of sites that are included within the term social media:
 - Facebook
 - Flickr
 - LinkedIn
 - MySpace
 - Twitter
 - Instagram
- Allow a child, young person or vulnerable adult to use 20 Stories High's IT equipment inappropriately. They must make the child, young person or vulnerable adult aware of 20 Stories High's IT Policy and guidelines and, if they become aware of young people acting inappropriately, they will address the situation and inform the Designated Person and the Executive Director immediately.
- Store photographs or films from activities on your phone long-term. If you use your own camera or phone to take photographs during a session, they must be downloaded/saved onto a 20 Stories High computer and then deleted from your personal camera/phone.
- Allow allegations made by a child, young person or vulnerable adult to go unchallenged, unrecorded, or not acted upon.
- Do things of a personal nature for children, young people or vulnerable adults that they can do for themselves. It may be necessary for staff, freelancers and volunteers to do things of a personal nature for a child, young person or vulnerable adult (e.g. dressing and undressing, lifting), particularly if they are young or disabled. These tasks must only be carried out with full parental consent. Be responsive to the child, young person or vulnerable adult's reactions. If they are fully dependant on you, talk about what you are doing and give choices where possible. Avoid taking on tasks that you are not appropriately trained for.

Be an excellent role model:

This includes not smoking, drinking alcohol, taking illegal drugs or using inappropriate language in the company of children, young people or vulnerable adults. Respect all children, young people and vulnerable adults verbally, physically and emotionally.

Action:

If any of the following occurs, staff, freelancers and volunteers should report immediately to another colleague or the Designated Person and record the incident. The parents of the child must also be informed.

- You accidentally hurt a child, young person or vulnerable adult
- A child, young person or vulnerable adult seems distressed in any manner
- A child, young person or vulnerable adult appears to be sexually aroused by your actions
- A child, young person or vulnerable adult misunderstands or misinterprets something you have done.

7. Types of abuse

The following definitions of abuse have been taken from the multi-agency code of practice 'Working together to Safeguard Children' and from guidance available from the NSPCC.

1. Physical Abuse - actual or physical injury to a child, young person or vulnerable adult, which may involve hitting, shaking, throwing, poisoning, burning or scalding, suffocating, drowning, or otherwise causing physical harm. It may also be caused when a parent or carer deliberately causes ill health to a child, young person or vulnerable adult whom they are looking after. (This situation is now referred to as 'induced or fabricated' illness.)

2. Emotional Abuse – the persistent emotional ill-treatment of a child, young person or vulnerable adult such as to cause severe and persistent adverse effects on that person's emotional development. It may involve conveying to children, young people and vulnerable adults that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve causing a child, young person or vulnerable adult to feel often frightened or in danger, or the exploitation or corruption of children, young people or vulnerable adults. Some level of emotional abuse is involved in all types of ill treatment of a child, young person or vulnerable adult, though it may occur alone.

3. Sexual Abuse - forcing or inciting a child, young person or vulnerable adult to take part in sexual activities, whether or not the child, young person or vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children, young people or vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children, young people or vulnerable adults to behave in sexually inappropriate ways.

4. Neglect – is the persistent failure to meet a child, young person or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child, young person or vulnerable adult from physical harm or danger, or the failure to ensure access to 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.

Other specific areas of abuse can include:

- sexual exploitation
- organised abuse
- female genital mutilation
- forced marriage
- bullying
- begging
- domestic abuse

In addition staff and volunteers should be aware of the possibility of the radicalisation of children, young people and vulnerable adults.

8. When to be concerned: Recognising Signs of Abuse

It is not always easy to spot when children, young people or vulnerable adults have been abused. However, some of the more typical symptoms which should trigger suspicions would include:

Physical Abuse

- Unexplained or untreated injuries
- Injuries on unlikely or unusual parts of the body.
- Cigarette burns, bites or belt marks, scalds.
- Fear of parents being contacted, going home or receiving medical attention.
- Flinching when touched, refusal to discuss injury.
- Covering arms or legs.
- Aggressive or withdrawn.
- Fear of one person.

Emotional Abuse

- Over-reaction to mistakes.
- Sudden speech disorders.
- Extremes of emotions.
- Self-mutilation.
- Lack of/ change in appetite.
- Poor personal hygiene.

Sexual Abuse

- Pain, itching, bruising or bleeding to genital areas.
- Stomach pains.
- Discomfort when walking.
- Unexplained source of money/ belongings.
- Inappropriate sexual drawings/language/behaviour.
- Unexplained change in clothing/ dress

Abuse by Neglect

- Constantly hungry.
- Inappropriate clothing or dress.
- Constantly tired, lonely, no friends.
- Under weight.
- Poor personal hygiene.
- No parental support of interest.
- Dishevelled appearance.

Radicalisation can be really difficult to spot. Signs that may indicate a child, young person or vulnerable adult is being radicalised include:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use

Children, young people or vulnerable adults who are at risk of radicalisation may have low self-esteem, or be victims of bullying or discrimination. Extremists might target them and tell them they can be part of something special, later brainwashing them into cutting themselves off from their friends and family.

However, these signs don't necessarily mean a child, young person or vulnerable adult is being radicalised – it may be normal teenage behaviour or a sign that something else is wrong. If you notice any change in a child, young person or vulnerable adult's behaviour and you're worried, you can call the NSPCC helpline on 0808 800 5000.

Sexual exploitation can be very difficult to identify. Warning signs can easily be mistaken for 'normal' teenage behaviour.

Children, young people and vulnerable adults who are being sexually exploited may:

- go missing from home, care or education.
- be involved in abusive relationships, intimidated and fearful of certain people or situations
- hang out with groups of older people, or antisocial groups, or with other vulnerable peers
- associate with other children, young people or vulnerable adults involved in sexual exploitation
- get involved in gangs, gang fights, gang membership
- have older boyfriends or girlfriends
- spend time at places of concern, such as hotels or known brothels
- not know where they are, because they have been moved around the country
- be involved in petty crime such as shoplifting
- have unexplained physical injuries
- have a changed physical appearance, for example lost weight.

They may also show signs of sexual abuse or grooming.

A girl at immediate risk of **FGM** may not know what's going to happen. But she might talk about or you may become aware of:

- a long holiday abroad or going 'home' to visit family
- relative or cutter visiting from abroad
- a special occasion or ceremony to 'become a woman' or get ready for marriage
- a female relative being cut – a sister, cousin, or an older female relative such as a mother or aunt.

9. Reviewing the Policy

20 Stories High recognises that the law in the area of Child, Young Person and Vulnerable Adult Safeguarding is under constant review. The interpretation of the law and professional guidance is likewise subject to continual change. In common with all of 20 Stories High's policies, this policy will be reviewed every annually, led by the Designated Person. We realise our obligation to keep abreast of developments in this complex area and the need to pass on information to staff. The training, guidance and supervision of staff is key to the successful operation of a sound Child, Young Person and Vulnerable Adult Safeguarding Policy.

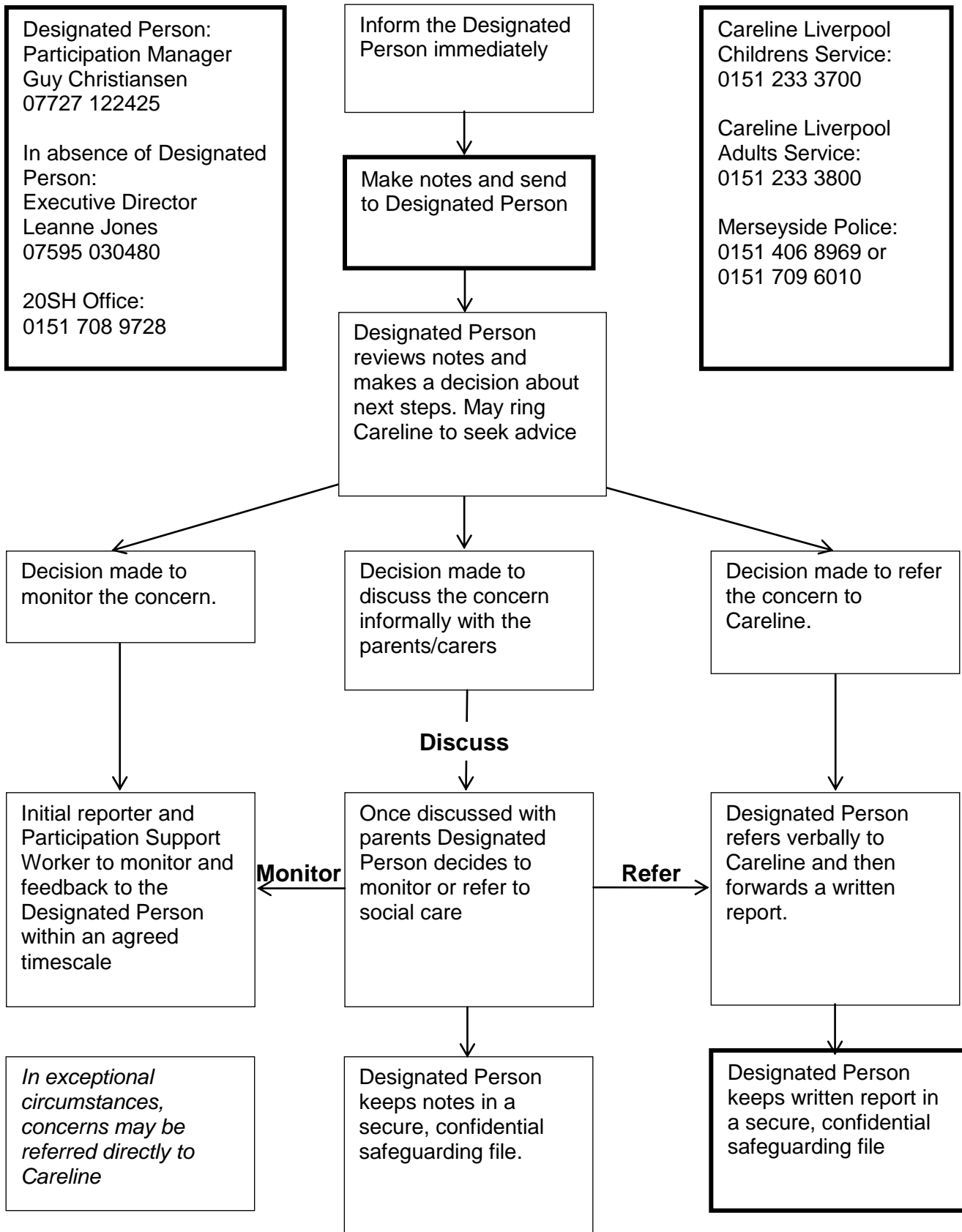
Child, Young Person and Vulnerable Adult Protection Procedures:

1. Introduction

All staff are issued with a copy of the Child, Young Person and Vulnerable Adult Protection Policy, in addition to this a handout has been produced for reference when dealing with a disclosure (see below).

Where it is believed that a child is suffering from, or is at risk of significant harm, we will follow the steps in the flow chart below:

FLOW CHART FOR RAISING SAFEGUARDING CONCERNS



2. Dealing with a disclosure

If a child, young person or vulnerable adult discloses that s/he has been abused, the member of staff should:

- Listen carefully to what the child, young person or vulnerable adult says without displaying shock or disbelief.
- Accept what is being said.
- Allow the child, young person or vulnerable adult to talk freely.
- Reassure the child, young person or vulnerable adult but do not make promises which it may not be possible to keep.
- Do not promise confidentiality - it may well be necessary to inform Social Services.
- Reassure the child, young person or vulnerable adult that it is not his or her fault.
- Stress that it is right to tell.
- Listen, do not ask direct or leading questions.
- Do not criticise the perpetrator - the child, young person or vulnerable adult may well still love him or her.
- Explain what you have to do next.
- Thank him or her for confiding in you.

3. Record Keeping

When abuse is disclosed or suspected the member of staff should:

- Make brief notes as soon as possible giving quotes if they can be recalled.
- Dates and times should be recorded.
- Notes should be factual and precise.
- These notes must not be destroyed, even if a more detailed report is later written. They may be needed in court.
- Draw a diagram to indicate any marks or injuries observed.
- All Child, Young Person and Vulnerable Adult Safeguarding files are marked 'Strictly Confidential', and are kept separate from other company records.
- If a child, young person or vulnerable adult making a disclosure wants to see the report from the disclosure, this must be made accessible to them.
- 20 Stories High will keep Safeguarding files for seven years or as long as they are a part of our programme (whichever is longer), after which time records will be shredded or deleted from 20 Stories High's digital archives.

4. Support

Dealing with safeguarding is always difficult and stressful. Members of staff should consider seeking support for themselves, initially from the Designated Person.

5. Allegations involving a member of staff

When an allegation is made against a member of staff, freelancer or volunteer, inform the Designated Person immediately and disciplinary procedures will be instigated.

Should the allegation directly involve the Designated Person, the Executive Director must be informed. For allegations of abuse against Senior Management (Executive Director or Co-Artistic Directors) then the Chair of the Board of Trustees must be informed.

APPENDIX 1

Safeguarding Children, Young People and Vulnerable Adults

Handout for Freelancers and Volunteers

20 Stories High staff adhere to the following when working with Children, Young People and Vulnerable Adults and ask volunteers/ freelancers to do the same:

- There will always be two members of staff working with children, young people and vulnerable adults.
- Wherever possible all staff/ freelancers and volunteers should avoid working alone with one or more child, young person or vulnerable adult. If unavoidable, work should take place in an environment where other persons are present.
- Should the group need to divide into smaller groups and work in different rooms, a single member of staff must work with more than one child, young person or vulnerable adult in a room.
- Physical contact between staff and children, young people and vulnerable adults should only be used in a safe, consensual and appropriate manner and with their consent. The purpose of this contact should be made clear.
- Balanced relationships should be built based on mutual trust which empowers children and vulnerable adults to share in the decision-making process.
- Staff should not enter into inappropriate relationships with children, young people or vulnerable adults.
- Always put the welfare of each child, young person and vulnerable adult first, before creative projects or achieving goals.
- Staff, freelancers or volunteers should not take lone children, young people or vulnerable adults home in their car. If they have no way of getting home after a workshop, staff should put them in a taxi rather than use their own vehicle. If this is not possible due to the child, young person or vulnerable adult needing a higher level of support the member of staff must take someone else with them or inform another person of the situation before leaving. In either case, staff should contact the parent/guardian/carer of the child, young person or vulnerable adult if applicable to confirm arrangements.
- In cases where these guidelines contradict each other (for example, waiting outside a venue late at night with a lone person, waiting for someone who is late to collect them), staff should use their judgement as to the best course of action. Where putting the safety of the child, young person or vulnerable adult first places the member of staff in a vulnerable position s/he should make the environment as safe for themselves as possible (in this case waiting inside the venue with box office staff, or by telephoning another adult to explain what is happening).
- Recognise that special caution is required when discussing sensitive issues with children and vulnerable adults
- Give enthusiastic and constructive feedback rather than negative criticism.
- Children, young people and vulnerable adults often come to 20 Stories High premises to use the computers. All children, young people and vulnerable adults are asked to read, understand and abide by our IT Policy and guidelines regarding internet use. (**Please see IT Handout – Appendix 2)**)

If in doubt about anything, contact the 20 Stories High Designated Person (Guy Christiansen, Participation Manager – 0151 708 9728 or 07727 122425

You should never:

- Engage in rough, physical or sexually provocative games such as horseplay.
- Share a room with a child or invite or allow children to stay with you at your home.
- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive comments to children, even in fun
- Give, lend or borrow money or property.
- Share their personal mobile phone number with a young person or child.
- Accept friend requests to their personal accounts, pages or profiles on any social media platform from a young person.
- Allow a child, young person or vulnerable adult to use 20 Stories High's IT equipment inappropriately.
- Store photographs or films from activities on your phone long-term. If you use your own camera or phone to take photographs during a session, they must be downloaded/ saved onto a 20 Stories High computer and then deleted from your personal camera/phone.
- Allow allegations made by a child, young person or vulnerable adult to go unchallenged, unrecorded, or not acted upon.
- Do things of a personal nature for children, young people or vulnerable adults that they can do for themselves. Avoid taking on tasks that you are not appropriately trained for.
- Take a chance when common sense, policy or practice suggests another more prudent approach

Be an excellent role model:

This includes not smoking, drinking alcohol, taking illegal drugs or swearing in the company of children, young people or vulnerable adults. Respect all children, young people and vulnerable adults verbally, physically and emotionally.

What you should do if a child, young person or vulnerable adult tells you they are being abused?

Always

- Stay calm - ensure they are safe and feel safe.
- Show and tell them that you are taking what s/he says seriously.
- Reassure them and stress that s/he is not to blame.
- Be honest; explain you will have to tell someone else to help stop the alleged abuse.
- Make a note of what they have said as soon as possible after the event. Be factual in your account of what they have said.
- Maintain confidentiality - do not tell anyone who does not need to know.
- Inform the Designated Person of the disclosure immediately (Guy Christiansen) and if he is not available inform Executive Director, Leanne Jones.

Never

- Rush into actions which may be inappropriate
- Make promises you cannot keep.
- Interrogate the child, young person vulnerable adult, or ask them direct or leading questions
- Show shock or disbelief.

APPENDIX 2

Safeguarding Children, Young People and Vulnerable Adults

IT Handout

Members of 20 Stories High's core participation programme in Liverpool – Youth Theatre and Young Actors Company – are able to use the computers in the offices for personal use, e.g. making job applications or checking their own email or social media accounts.

The guidelines for this use are:

- Always use a young people's login to access the computers. 20SH staff can assist you with logging in and providing the relevant password.
- Always check with a member of staff first if you intend to use the internet
- Never use the internet in an unacceptable way (see below)
- Always log out of any personal accounts when you have finished using them
- Do not download large files
- If emailing an external organisation on behalf of 20SH, ensure you copy a staff member into all emails – e.g. emailing agents to attend 20SH shows.

Unacceptable use of the internet includes the following

- visiting internet sites that contain illegal material
- hacking into unauthorised areas
- using the computer to carry out any form of fraud or software, film or music piracy
- using the internet to send offensive or harassing material to other users
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence
- publishing defamatory and/or knowingly false material about 20 Stories High on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format
- revealing confidential information about 20SH in a personal online posting
- using 20SH communications systems to set up personal businesses or send chain letters
- distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal
- distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
- accessing copyrighted information in a way that violates the copyright
- breaking into the 20SH's or another organisation's systems or unauthorised use of a password/mailbox
- broadcasting unsolicited personal views on social, political, religious or other non-business related matters
- transmitting unsolicited commercial or advertising material
- introducing any form of computer virus or malware into 20SH's network

Dealing with Unacceptable Behaviour in relation to IT

Where it is believed that a young person has failed to comply with this handout, the matter will be referred to the Participation Manager in line with the company's Safeguarding Policy.