

SAFEGUARDING POLICY:
Safeguarding Children, Young People and Vulnerable Adults

First written: July 2020

Updated: July 2024

Next assessment due: July 2025

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| Audience | Staff, Volunteers, Public, Parents, Carers, Trustees, Funders |
| Date for renewal/updates/reviews | July 2023, annually thereafter |
| Designated Safeguarding Lead | Rob Allerston |
| Deputy designated Safeguarding Lead | Rachel Jackson |

Updated by *Operations Manager*
Date: Thursday, 15 August 2024

Approved by The Board
Date: 9th July 2024

POLICY STATEMENT

Phoenix Arts is committed to a practice which protects children, young people and vulnerable adults from harm. This Policy details organisational behaviour and best practice, which is applicable to all Phoenix Arts staff and volunteers, including those who work with Phoenix Arts on a freelance basis.

Safeguarding is a matter of attitudes as much as policies, and Phoenix Arts is committed to an attitude that allows for client friendly practice as much as client safe practice. We will do all we can to limit risk, whilst maximising the engagement of our staff with our client group. Our safeguarding responsibilities apply to children, young adults and vulnerable persons.

For the purposes of this policy, a **child** is defined as anyone under the age of 18.

For the purposes of this policy, **staff** is defined as anyone engaged in full time, part time or freelance employment or volunteers.

According to the Department of Health, a Vulnerable Person can be anyone:

- Who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

We will safeguard children, young people and vulnerable adults by:

- Adopting child protection guidelines through a code of behaviour for staff and volunteers.
- Sharing information about child protection and good practice with children, parents, staff and volunteers.
- Sharing information about concerns with relevant agencies who need to know and involving parents and children appropriately and doing so in a swift and appropriate manner.
- Following carefully the procedures for safer recruitment and selection of staff, volunteers and any freelancers.
- Providing effective management for staff and volunteers through supervision, support and training.
- This Policy will be made readily available to all staff and volunteers and will also sit on the Phoenix Arts website.
- Reviewing our policy annually and reflecting on any reports made, reviewing the effectiveness of the reporting process every quarter.
- The Policy is fully supported by the CEO, Board of Trustees and all members of Phoenix Arts staff.

This policy is accompanied by four appendices. Appendix A is an Incident Report Form, Appendix B details definitions of abuse, Appendix C Use of social media, Appendix D Vulnerable Adults.

By signing this page, I confirm I have read and understood Phoenix Arts Safeguarding Policy and will abide by its content at all times.

| | |
|------------------|--|
| Name | |
| Signature | |
| Date | |

ROLE OF THE DESIGNATED PERSON FOR CHILD PROTECTION

The Designated Safeguarding Lead is responsible for:

- Providing the 'first port of call' and offering advice and support to all staff regarding safeguarding issues.
- Making referrals as necessary.
- Keeping up to date with changes and developments in safeguarding.
- Disseminating policy and good practice to all staff, in particular:
 1. Ensuring that staff understand their responsibilities for being alert to the signs of abuse and for referring any concerns to the designated person responsible for child protection.
 2. Ensuring that all staff have read, and are aware of the specific Phoenix Arts Policies and Procedures
- Ensuring that new staff receive induction about safeguarding procedures and existing staff receive training as required.
- Organising information relating to safeguarding so that this is accessible to all staff.

In the absence of the Designated Safeguarding Lead, the Deputy Safeguarding Lead will assume the responsibilities of this role. In the absence of all of these people, or in respect to a complaint about either of these persons, immediate referral must be made to regional safeguarding authorities.

The Designated Safeguarding Lead and the Deputy Safeguarding Lead should attend Level 2 Safeguarding Training.

CODES OF BEHAVIOUR - STATEMENT OF INTENT

It is the policy of Phoenix Arts to safeguard the welfare of all children, young people and vulnerable adults by protecting them from all forms of abuse including physical, emotional and sexual harm.

This organisation is committed to creating a safe environment in which children, young people and vulnerable adults can feel comfortable and secure while engaged in any of Phoenix Arts' programmes, workshops or other activities. Personnel should, at all times, show respect and understanding for individual's rights, safety and welfare, and conduct themselves in a way that reflects the ethos and principles of Phoenix Arts

ATTITUDES

Guidelines for all Phoenix Arts staff:

- Staff should be committed to treating children, young people and vulnerable persons with respect and dignity.
- Always listening to what a participant is saying
- Valuing each participant
- Recognising the unique contribution each individual can make
- Encouraging and praising each participant

STAFF CONDUCT

Staff should:

- Endeavour to provide an example which we would wish others to follow
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person or child or an adult working with young people.
- Respect a young person's right to privacy
- Always dress professionally and appropriately at all times
- Be aware that someone might misinterpret our actions no matter how well intentioned
- Never draw any conclusions about others without checking the facts
- Never allow themselves to enter or become embroiled in inappropriate situations, including tantrums or crushes
- Never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about, or to a child, young person or vulnerable adult

CONTACT WITH CHILDREN, YOUNG ADULTS AND VULNERABLE ADULTS

Staff should:

- Should actively avoid spending any time alone with children or vulnerable persons or adults, away from others.
- In the event of having to meet with an individual child or vulnerable person this meeting must be as open as possible, and other Phoenix Arts staff members will be informed of the location and approximate length of the meeting. If no adult is available as company to the meeting, the young person will be encouraged to bring a friend.

Physical Contact

- Staff and volunteers should never engage in any type of physical contact with any young person or vulnerable adult without first asking permission.
- Phoenix Arts will always require a responsible adult to accompany any vulnerable adults or groups of vulnerable adults. The responsible adult will never be a member of Phoenix Arts staff.
- If a child or vulnerable adult is reliant upon an adult for any aspects of personal care, e.g. toileting or assistance of movement, Phoenix Arts will engage the responsible adult, which will never be a member of Phoenix Arts staff if a vulnerable child or adult attends without a carer.
- Staff should never allow inappropriate touching of any kind.

Online Contact (Appendix C)

- Phoenix Arts will only contact a child directly via email, telephone or designated, private Facebook or Social Media pages with multiple users (where relevant) in reference to workshops, performances or related Phoenix Arts work.
- Where possible, all contact with children will be conducted via schools, or relevant and responsible adults.
- Phoenix Arts will not contact a child directly in regard to non-professional or personal matters.
- Phoenix Arts staff will never issue or accept "friend requests" or equivalent from social networking sites from a child.
- Phoenix Arts staff will not take or share photos or video footage of children without confirmation from the Operations Manager that the appropriate permissions have been sought and received.
- The relevant member of staff related to any given project is responsible for distributing and collating photo permission forms and for discussing how best to document projects, and will circulate this information.
- Confidential data that is collected on children including addresses, dietary needs, medical conditions etc. should be treated in confidence and with respect and should be shared between adults only on a need-to-know basis.

- When sharing information, Phoenix Arts personnel will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing.
- All children and vulnerable adults have a right to know the information Phoenix Arts holds on them.

CHILD PERFORMANCE LICENSING

Requirement to licence

All children who perform on stage or in television, films, commercials or who work as models, have their welfare and safety protected by the following children in entertainment legislation:

- Children & Young Persons Act 1933 & 1963
- Children (Performances) Regulations 1968
- The Children (Performance) (Miscellaneous Amendments) Regulations 1998(1)
- The Children (Performance) Amendment Regulations 2000
- The Children (Performance) (Amendment) (No.2) Regulations 2000
- Statutory Instruments: 1968 No. 1728, 1998 No. 1678, 2000 No. 10, & No. 2384

The Children and Young Persons Act 1963 (Section 37) Restriction on persons under 16 taking part in public performances. This includes children who have attained age 16 during the academic year i.e. are still of compulsory school age.

The aforementioned legislation requires licences to be issued by each Local Authority (LA) for children who take part in one of the following categories:

- broadcast performances (films, TV, video) covers performances that will be broadcast;
- non-broadcast performances (theatre, modelling) covers performance that are not broadcast.

It is the responsibility of Phoenix Arts to establish contact with the relevant local authority in which a child resides to obtain instructions as to whether a license is required.

The Children (Performances) Regulations 1968 only apply to actual performances and therefore the following information does not apply to rehearsals or regular workshops. Rehearsals are, however, affected by the Regulations, if they take place during the currency of a licence (between first and last performing day). Rehearsals are then subject to the same restrictions and conditions applicable to that licence.

Chaperones

All licensed children need to be chaperoned in law while taking part in a performance. Chaperones act in loco parentis and should exercise the care which a good parent might be reasonably expected to give that child.

Regulations require a ratio of 1 chaperone to 12 children. A chaperone's first priority is always to the child and the chaperone must not take part in any activity that would prevent them from proper supervision and care of the children they are responsible for. A chaperone will have total charge of a child – unless the child is being chaperoned by his/her parent/carer – whilst the child is at the theatre/performance location and is responsible for the child's care and control. If the child has completed his performance and is then handed into the care and control of his parent/guardian

who is outside of the stage performance area, the chaperone will no longer have responsibility for the child.

Chaperones are required by law to keep a record for each child, per performance:

- It is a requirement under the Regulations that these records be kept and made available, together with each child's licence, at every place of performance where a child is present, for inspection by an officer of the Local Authority in whose area the performance takes place.
- Upon completion of the production, the daily record sheet/s should be stored at the Licence Applicant's main company address for a period of not less than 6 months after the final performance date for which the Licence has been granted.

Licensed Chaperones are approved by Local Authorities and will be familiar with the law regarding children in entertainment

PROVIDING EFFECTIVE MANAGEMENT FOR STAFF & VOLUNTEERING THROUGH SUPERVISION, SUPPORT & TRAINING

It is imperative that each member of Phoenix Arts staff is aware of their responsibilities under current safeguarding legislation and has a working knowledge of Phoenix Arts procedures. Each member of staff will receive this Policy when they start work at Phoenix Arts.

GUIDELINES ON RECRUITMENT

All reasonable steps must be taken to ensure unsuitable people are prevented from working with young people and vulnerable adults.

The same recruitment procedure will be adopted whether the company members are paid or unpaid, full, part-time or freelance.

Recruitment procedure

This process will be adhered to for any role at Phoenix Arts that directly relates to working with children, young people or vulnerable adults.

- Advertisements for roles that involve work with children will state that applicants will be expected to have a current DBS check. In most circumstances, company members will have obtained their own check, which should have been undertaken within the last 3 years. In particular circumstances Phoenix Arts may arrange this. They may not work with children until a clean check is received.
- All applicants must submit a CV or application form detailing their experience relevant to the role.
- Successful applicants, including volunteers, will be interviewed to assess suitability for the role.
- Substantial gaps in employment will be queried.

- Two references should be taken up before appointing paid company members.
- For posts in which there will be direct contact with children, one reference should be regarding previous work with children.

On appointment

- An enhanced DBS check must be held by Phoenix Arts staff who will be working directly with children, young people and/or vulnerable adults.
- The DBS check must be cleared before work commences. If this is not possible, the individual must always be accompanied by a DBS checked adult in carrying out their duties in working with children, young people or vulnerable adults.
- Individuals who have a valid DBS check in place on appointment should have had their DBS check issued within the last 3 years and must present a copy of their DBS to the Designated Safeguarding Lead for verification.
- Copies of DBS checks for company members and volunteers will be held in the Phoenix Arts office in a locked filing cabinet.
- As with all staff members, a photocopied evidence of identity (passport or driving licence with photo) will be required and kept in a lockable cupboard at the Phoenix Arts office.

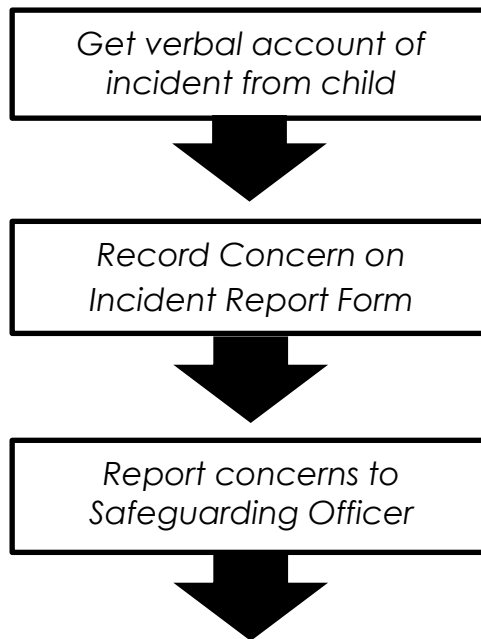
PROCEDURE FOR REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE

In any case where someone has concerns or an allegation is made, a record will be made using a standardised format [Appendix 1]. Details must include:

- Name of Child/ Vulnerable Adult
- Date of Birth of Child/ Vulnerable adult (if available)
- Approximate Age of Child/ Vulnerable adult if Date of Birth is not available
- Name of staff member completing the form
- Date the incident took place
- Time the incident took place
- Location the incident took place
- Names of others involved, or others who witnessed the incident
- Details of the incident as a statement of fact
- Action Taken
- Were the parents/guardian/carer informed?

The record must then be signed by the completing person and the Designated Safeguarding Lead.

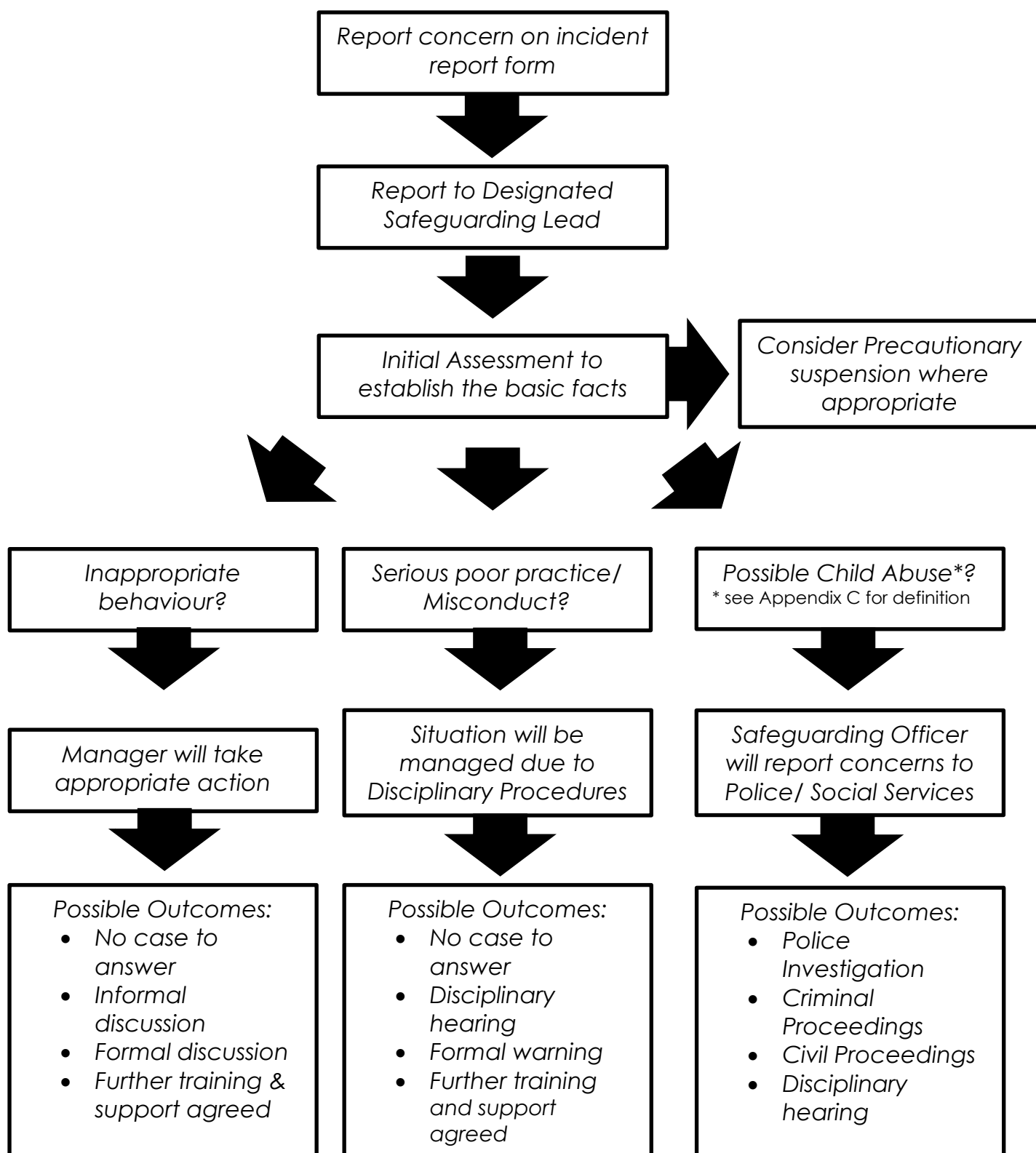
RESPONDING TO CONCERNS MADE BY A CHILD OF SUSPECTED ABUSE



The Safeguarding Officer will then:



RESPONDING TO CONCERNS ABOUT THE CONDUCT OF A MEMBER OF STAFF OR VOLUNTEER



Referral procedure

The Phoenix Arts referral procedure for identified suspicion or concern will be followed at all times. This is outlined below:

Phoenix Arts staff identify a safeguarding concern:

- All safeguarding concerns should first be referred to one of the Designated Safeguarding Leads. No member of staff should act alone.
- Do Not Delay, the concern should be discussed between the referring member of staff and the relevant Designated Safeguarding Lead as soon as possible, other Phoenix Arts staff consulted as appropriate, and a decision made.
- If the concern is deemed of a serious nature, particularly one that warrants a referral to Social Services, the Designated Safeguarding Lead will inform the Deputy Safeguarding Lead.
- Wherever possible an identified concern will be discussed with the social worker or person responsible for the child or adult (if possible) before any further action is taken. Advice from the social work department will be taken and any concerns discussed. The Designated Safeguarding Lead will lead on this but the person who identified the concern will assist.
- The person who identified the concern will be asked to complete a referral form.
- Information sharing needs to be proportional to the level of concern. Relevant Phoenix Arts staff and other agencies involved with the child will only be given information on a need-to-know basis.

Phoenix Arts staff are made aware of a child currently on a child protection plan:

- When a child who is already subject to a Child Protection Plan is involved with Phoenix Arts the Designated Safeguarding Lead will be notified and provided with any relevant information on a need-to-know basis. This information will be shared with other Phoenix Arts staff on a need-to-know basis.

Designated Safeguarding Leads

For reasons of confidentiality the only person(s) who need to know this information are the following Designated Safeguarding Leads:

1 - Rob Allerston
CEO
01420 472664

2 - Rachel Jackson
Operations Manager
01420 472664

Phoenix Arts, Station Road, Bordon, Hampshire GU35 0LR

DISCLOSURE

- Never guarantee absolute confidentiality, as the protection of vulnerable persons will always have precedence over any other issues.
- Ensure you never use closed questioning or leading questions
- Offer him / her reassurance without making promises and take what is said seriously.
- Allow the child to speak without interruption, accept what is said – it is not your role to investigate or question.
- Do not overreact or respond with emotive language.
- Alleviate feelings of guilt and isolation, while passing no judgement
- Advise that you will offer support, but that you must pass the information on.
- Explain what you have to do and whom you have to tell.
- Record the discussion accurately, as soon as possible after the event, use the child's words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.
- Contact one of the Phoenix Arts Designated Safeguarding Leads for advice / guidance.
- The Designated Safeguarding Lead may then discuss the concern / suspicion with the relevant organisation, and, if appropriate, make a direct referral.
- Record any discussions or actions taken as soon as is practicable.

RECORD-KEEPING

- All records, information and confidential notes should be kept in separate files in a locked drawer or filing cabinet.
- Only the Designated Safeguarding Leads will have access to these files.

LOCAL CONTACTS

Multi- Agency Safeguarding Hub (MASH): **(0300) 555 1384**

Multi- Agency Safeguarding Hub (MASH): Emergency Service **(0300) 555 1373.**

Incident Report Form

| | |
|--|---------------------------------------|
| Name of Child/ Vulnerable Beneficiary: Date of Birth/ Approximate Age: | Name of staff member completing form: |
| Date the incident took place: Time: | |
| Where did the incident take place: | |
| Who else was involved/witnessed the incident: | |
| Details- Please provide a statement of fact (continue on a separate sheet if necessary): | |
| Action taken: | Parents/Guardian informed? Yes/No |

Name of staff member reporting incident:

Signature of staff member reporting incident:

Signature of DSL:

Date:

APPENDIX B

WHAT IS ABUSE?

The following definitions are taken from The Department for Children Schools and Families (2013) Working Together to Safeguard Children document.

ABUSE: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

PHYSICAL ABUSE: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

EMOTIONAL ABUSE: The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child 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 being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it alone is still a form of abuse.

SEXUAL ABUSE: Involves forcing or enticing a child or young person 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. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as 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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

NEGLECT: The 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 may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers); or
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs

APPENDIX C

USE OF SOCIAL MEDIA AND CHILD PROTECTION

As an organisation working with young people we acknowledge the impact and involvement that social networking & messenger sites/apps such as Facebook, Twitter (X), Threads, Instagram and Snapchat have on the lives of young people and their role in the ways which young people interact with each other. There is huge potential for these tools to be used by Phoenix Arts to communicate activities with young people beyond face-to-face groups.

At the same time, we acknowledge the dangers and potential risks that these sites can pose to both young people and Phoenix Arts staff and have the potential to be abused as ways of interacting with young people. Therefore, as an organisation any staff member using social networking as part of their ongoing work with young people must abide by the following guidelines to safeguard both staff and young people involved.

Guidelines *Use of messages and communication with individuals*

All social networks allow private messaging to take place between 'friends'. There are times when one-to-one communication is appropriate however we would strongly advise that any one-to-one communication using social media is kept to a minimum and that it is done via a platform that keeps a record of these messages (i.e. Facebook messenger) and is ideally done using a specific work account.

When using social networks to communicate with young people we highly recommend that you:

- Use designated Phoenix Arts Facebook account. This account may be examined by any of the Phoenix Arts Directors and staff members and should be used for Phoenix Arts purposes only and not as a workers personal account.
- Any communication using this Facebook account should be kept public or kept logged. Messages should be saved and kept (both incoming and outgoing).
- All contact with young people using Facebook should be kept appropriate and not use language that could be misunderstood by a parent or guardian.
- It is recommended that staff do not use this account after 10pm in order to maintain a safe boundary between work and personal life.
- All communication with young people on social media can only be done with parental consent.
- If you are concerned about a young person from their posts on a social media network, then you should seek further advice from the Safeguarding Lead and consult the safeguarding policy.

Specific Site Guidelines

Facebook

Young people are only added to a specific work Facebook account with parental consent. Facebook has a function that allows us to download an archive of the profile, this will be done periodically to enable the administrator of said group to have a local copy.

Messaging on Facebook is typically logged which means a record of individual and group messages are automatically kept.

When using group messages another adult will always be part of this message.

Twitter (X)/Threads

The public nature of the majority of Twitter (x) and Threads profiles means that young people can freely choose to 'follow' you on the platform. It also means you can freely choose to 'follow' them back.

If you use a public Twitter (X) or Threads account or one specifically for your youth work you should make sure that your content is appropriate (i.e. a good witness) and only reply to young people when absolutely necessary.

If you use Twitter (x) or Threads we recommend using public communication as much as possible as the direct message feature isn't easy to back up or keep a log of.

Instagram

We recommend using Instagram for the purpose of sharing photos only rather than using messaging features as these are difficult to keep a backup of. Permission will be obtained before sharing photos of young people.

Snapchat

The nature of Snapchat makes it completely inappropriate for use with young people as messages disappear after a designated amount of time. If you use Snapchat as an individual, please ensure that you have to give permission for people to follow you and that you do not add any young people.

APPENDIX D

VULNERABLE ADULTS

Introduction

Having policies and procedures to safeguard vulnerable adults is a legal requirement under the Care Act 2014. The characteristics of adult abuse can take several forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

Aim

The aim is to ensure the safety of vulnerable adults by outlining clear procedures and ensuring that all staff members are clear about their responsibilities. It is designed to promote an approach that concentrates on improving life for the adults concerned when they attend and take part in activities which we provide at The Phoenix Theatre & Arts Centre and other venues.

Definition

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This may include a person who:

- Is elderly and frail.
- Has a mental illness including dementia.
- Has a physical or sensory disability.
- Has a learning disability.
- Has a severe physical illness.
- Is a substance misuser.
- Is homeless.

Contacts

MASH (Multi-Agency Safeguarding Hub): **(0300) 555 1384**

Emergency or out of hours: **(0300) 555 1373**