

Northern Stage

Safeguarding Adults Policy and Procedures

Version History

Version	Status	Purpose/Change	Author	Date Completed
1.0	Draft	New policy created	S. Maughan	27 Nov 2023
1.0	Approved	Approved by Trustees at Board Meeting	K. Denby	6 Dec 2023
1.1	Approved	Annual review. Update of contact details following staff change	S. Maughan	9 Dec 2024
1.2	Approved	Annual review. • Merging of Adult Safeguarding Procedures document into this policy document. • Amendment of wording from DSO to DSL. • Update of Trustee Safeguarding Champion. • Amendment of 'Executive Director' to 'Chief Executive'. • Change from paper incident form to online form. • Removal of appendix Code of Conduct to be held separately. • Removal of appendix 'Internet Use' and 'Online Working Procedures' due to creation of new policy 'Online Safety'. • Removal of appendix 'Use of Photographs or Recorded Images' due to creation of new policy 'Photography and Filming Policy'. • Addition of section 'Related Policies'	S. Maughan	8 Dec 2025

Safeguarding contacts

	Name	Contact number	Email
Designated Safeguarding Lead	Peter Robson	07903758468	probson@northernstage.co.uk
Deputy Designated Safeguarding Lead	Colin Holman	0191 2427211	cholman@northernstage.co.uk
Local Authority Designated Officer	Melanie Scott	0191 2116730	Melanie.scott@newcastle.gov.uk
Local Safeguarding Children Board Co-Ordinator	Sue Kirkley	0191 2777426	
Board of Trustees Safeguarding Champion	Jane Kingston	07803515432	Janehelenkingston@gmail.com

CONTENTS

Version History	1
Safeguarding contacts	1
Section 1: Safeguarding Adults Policy	4
Introduction	4
Policy Statement.....	4
Purpose	4
Scope.....	5
Commitments	5
Implementation	5
Safeguarding Team	6
Supporting Information	7
Key Points	7
Safeguarding Adults Legislation.....	7
Definition of an Adult at Risk.....	8
Abuse and Neglect.....	9
Signs and Indicators of Abuse and Neglect	10
Wellbeing Principle	10
Person Centred Safeguarding/ Making Safeguarding Personal	11
The Principles of Adult Safeguarding	11
Mental Capacity and Decision Making	12
Recording and Information Sharing	13
Multi-Agency Working.....	14
Duty of Care.....	15
Section 2: Safeguarding Adults Procedures	17
Introduction.....	17
Glossary	17
Reporting Concerns (for everyone).....	18
Reporting concerns about yourself.....	18
Reporting concerns about others flowchart	19
Reporting concerns about others	20
Responding to a Direct Disclosure	20
Record Keeping	21

What Happens Next (Safeguarding Lead and organisational response).....	22
Procedure for Safeguarding Lead Flowchart	22
Immediate Response	24
Taking Action	25
Safe recruitment and DBS Safe Recruitment and selection	27
Staff Working Directly with adults at risk.....	27
Managing Staff who work with adults at risk.....	27
DBS Checks and Northern Stage Staff Positions Working Indirectly with adults at risk	27
Arrival & departure procedures	28
Late Collections Procedure:.....	28
Offsite & Residential	28
Lost Adult at Risk procedure.....	29
Related Northern Stage policies.....	31
Section 3: Appendices	32
Appendix 1 – Incident Report Form.....	32
Appendix 2 - Role Description: Designated Safeguarding Lead (DSL)	33
In the DSL’s absence, the Deputy Designated Safeguarding Lead (DDSL) will take on the above duties.	33
Appendix 3 – Sources of Information and Support.....	34

Section 1: Safeguarding Adults Policy

Introduction

Northern Stage is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines.

We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

Northern Stage is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Northern Stage is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect.

Policy Statement

Northern Stage believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

Northern Stage is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Northern Stage acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

Northern Stage recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

Northern Stage recognises that there is a legal framework within which organisations need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by Northern Stage will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

Purpose

The purpose of this policy is to demonstrate the commitment of Northern Stage to safeguarding adults and to ensure that everyone involved in Northern Stage is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Scope

This safeguarding adult policy and associated procedures apply to all individuals involved in Northern Stage including Board members, staff, volunteers, freelancers, contractors and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

We expect our partner organisations, including for example, partner theatres, visiting companies, schools and colleges, community organisations, suppliers and sponsors to adopt and demonstrate their commitment to the principles and practice as set out in this Safeguarding Adults Policy and associated procedures.

Commitments

In order to implement this policy Northern Stage will ensure that:

- Everyone involved with Northern Stage is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with Northern Stage Safeguarding Adults Policy and Procedures.
- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy.
- Northern Stage acts in accordance with best practice advice, for example, from the local authority and relevant organisations, and charities such as NSPCC, Ann Craft Trust
- Northern Stage will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All Board members, staff, freelancers, contractors and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- Northern Stage uses safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation and within the community.
- Northern Stage shares information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/Social Services.
- When planning activities and events Northern Stage includes an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead for that event.
- Actions taken under this policy are reviewed by the Board and senior management team where appropriate.
- This policy, related policies and the Safeguarding Adults Procedures are reviewed on an annual basis and whenever there are changes in relevant legislation and/or government guidance as required by the Local Safeguarding Board or as a result of any other significant change or event.

Implementation

Northern Stage is committed to developing and maintaining its capability to implement this policy and procedures. In order to do so the following will be in place:

- A clear line of accountability within the organisation for the safety and welfare of all adults.

- Access to relevant legal and professional advice.
- Regular management reports to the Board detailing how risks to adult safeguarding are being addressed and how any reports have been addressed.
- Safeguarding adult procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.
- A Safeguarding Lead (see Appendix 1).
- A delegated Safeguarding Lead for events/trips/residentials.
- A standing Safeguarding Team with an appointed Chair and clear Terms of Reference.
- A process for forming a Safeguarding Case Team on a case by case basis.
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- Codes of conduct for Board members, staff, volunteers, freelancers and contractors and other relevant individuals that specify zero tolerance of abuse in any form.
- Risk assessments that specifically include safeguarding of adults.
- Policies and procedures that address the following areas and which are consistent with this Safeguarding Adults policy:
 - Safeguarding Children
 - Dignity at Work
 - Social Media
 - Equal Opportunity
 - Health & Safety Policy / Risk Assessment
 - Code of Conducts
 - Discipline and grievance
 - Whistleblowing
 - Recruitment
 - Information policy, data protection and information sharing

Safeguarding Team

Northern Stage's Safeguarding Team comprise of a number of individuals with identified and relevant skills, knowledge experience and/or status within the organisation and include at least one member with safeguarding adult expertise. The group's role and decision-making powers will be embedded within the organisation's governance structure and be linked to related organisational functions such as codes of conduct, and the disciplinary policy and procedures.

The senior management team and Northern Stage Board should receive regular reports from the Safeguarding Team summarising the cases that have been addressed and their outcomes, as well as any issues that require action by Northern Stage e.g. changes to policy or procedures.

The Safeguarding Team should have clear terms of reference. They should be a standing committee who meet regularly or can be brought together as the need arises.

Safeguarding Team roles include:

- to ratify any actions already taken by Designated Safeguarding Lead (DSL)
- to initially assess and agree immediate response to a safeguarding case (does there appear to be a case to answer?).
- to identify appropriate 'route' for case (e.g. internal/ disciplinary action alone or referral to statutory agencies plus internal/ disciplinary action).
- to decide the level (from local to national) at which the organisation will deal with the concern.
- to consider and recommend to the need for temporary/ interim suspension order if cases relate to concerns about staff employed by Northern Stage
- to review progress of case(s).
- to identify/ communicate learning from cases.

Safeguarding Teams' membership should include:

- A designated Chair
- A secretary
- Managers from relevant parts of the organisation e.g. Participation, Operations/Front of House, Box Office, HR.
- Where applicable, co-opted independent safeguarding expertise (e.g. from another relevant profession such as the Police or Social services).

Supporting Information

Key Points

- There is a legal duty on **Local Authorities** to provide support to 'adults at risk'.
- **Adults at risk** are defined in legislation and the criteria applied differs between each home nation. (see definitions for each home nation on page 12).
- The safeguarding legislation applies **to all forms of abuse** that harm a person's well-being.
- The law provides a framework for good practice in safeguarding that makes the overall **well-being** of the adult at risk a priority of any intervention.
- The law in all four home nations emphasises the importance of **person-centred safeguarding**, (referred to as '**Making Safeguarding Personal**' in England).
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (**Mental Capacity**).
- The law provides a framework for organisations to **share concerns** they have about adults at risk with the local authority.
- The law provides a framework for all organisations to **share information and cooperate** to protect adults at risk.

Safeguarding Adults Legislation

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people

and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- England - The Care Act 2014
Care and Support Statutory Guidance (especially chapter 14) 2014
- Wales - Social Services and Well Being Act 2014
Wales Safeguarding Procedures 2019
- Scotland - Adult Support and Protection Act 2007
Adult Support and Protection (Scotland) Act 2007 Code of Practice 2014
- Northern Ireland - Adult Safeguarding Prevention and Protection in Partnership 2015

Many other pieces of UK and home nation legislation also affect adult safeguarding. These include legislation about different forms of abuse and those that govern information sharing. For example, legislation dealing with:

- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Domestic Abuse/Coercive control
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

- England and Wales - Mental Capacity Act 2005
- Scotland - Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016
- There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment.

Definition of an Adult at Risk

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult. In Scotland and Wales, the Local Authority can gain access to an adult to find out if they are at risk of harm for example, if that access is being blocked

by another person.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. A organisation may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

An adult at risk is (as defined in the Care Act 2014)

An **adult at risk** is an individual aged 18 years and over who:

- (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- (b) is experiencing, or at risk of, abuse or neglect, AND;
- (c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place. Safeguarding legislation in each home nation lists categories of abuse differently however, they all include the following types of abuse:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams. Some of these are named specifically within home nation legislations.

Abuse can take place within an organisation and the person causing harm might be any other person. For example: a member of staff, a volunteer, a participant or a member of the public. Some examples of abuse within an organisation include:

- Harassment of a participant because of their (perceived) disability or other protected characteristics.
- Not meeting the needs of the participant e.g. taking part in an activity without a necessary break.
- Someone intentionally striking a member of staff, volunteer or participant.
- Someone who sends unwanted sexually explicit text messages to a participant with learning disabilities.
- A participant threatens another participant with physical harm

Abuse or neglect outside the organisation could be carried out by:

- A spouse, partner or family member
- Neighbours or residents

- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

The Safeguarding Adults Legislation in England (Care Act 2014) defines categories of adult abuse and harm as follows.

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational / Institutional
- Self-neglect
- Domestic Abuse (including coercive control)
- Modern slavery

Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, volunteer or another participant that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant has been missing from sessions and is not responding to reminders from staff.
- Someone losing or gaining weight / an unkempt appearance. This could be a participant whose appearance becomes unkempt, does not wear suitable clothing and there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant whom they greet with a smile.
- Self-harm.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

Wellbeing Principle

The concept of 'well-being' is threaded throughout UK legislation and is part of the law about how health and social

care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of well-being.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby 'What good is it making someone safe when we merely make them miserable?' What Price Dignity? (2010)

For that reason any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

Person Centred Safeguarding/ Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.

Organisations work to support adults to achieve the outcomes they want for themselves.

The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

The Principles of Adult Safeguarding

England (Care Act 2014)

The Act's principles are:

- Empowerment - People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.

- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability – Accountability and transparency in delivering safeguarding.

Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst taking part in an activity will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement with the person who has enrolled the adult in the activity about how different types of decisions will be made on a day to day basis.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when an organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

Recording and Information Sharing

All organisation must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

This does **NOT** automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

Northern Stage may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.
- Provide a safe environment for the adult to continue their sporting activity/ their role in the organisation.

Duty of Care

A duty of care is a legal and professional obligation to safeguard others while they are in your care, using your services or are exposed to your activities. This means always acting in their best interests, not acting – or failing to act – in a way that causes harm and acting within your abilities without taking on anything that lies outside of your competence.

Your duty of care extends to those you support, yourself, your colleagues and anybody else who is present in your work setting.

A duty of care applies in any setting – for example, a business operating in an office block would still have a duty of care towards employees and visitors. Many settings care for those who are ‘vulnerable’, such as children or adults with support needs and duty of care is particularly important in those settings.

Safeguarding and your duty of care go hand in hand. You have a duty to safeguard individuals, promote their wellbeing and ensure that people are kept safe from abuse, harm or injury. You also have a duty to act if you believe that others are not upholding their duty of care – for example, reporting it if somebody you work with is mistreating adults, or whistleblowing if you are concerned about organisational wrongdoing.

Finally, your duty not to work beyond your competencies also closely links to safeguarding. For example, if an individual confides in you that they are being abused by a family member, you have a duty to escalate this and respond to it in accordance with your workplace policies and procedures. However, it would not be your duty to take the matter into your own hands as this lies outside your competencies.

Working in accordance with your duty of care and safeguarding adults will benefit those you care for by helping you to deliver high quality care, reduce workplace incidents and make it a safer environment, and empower people to raise any concerns they have.

Your duty of care should be ingrained in all of your work and must be factored into everything you do. For example, if you are helping an individual to make a decision, you must bear in mind that your duty of care specifies that you need to support independence and their right to make their own choices as much as possible.

Some ways that demonstrate duty of care include:

- Communicating well and in a way that meets individual needs. Individuals may have certain communication needs, and meeting these is essential if you are to comply with your duty of care.
- Addressing any concerns, such as those of abuse, neglect or exploitation. Following your workplace’s policies and agreed ways of working when responding to these concerns is a crucial part of your duty. You must also address any comments or complaints, and respond appropriately to conflicts, as part of your duty of care.

- Ensuring that an individual's privacy and dignity is maintained .
- Conducting risk assessments to make sure that the individual is not in any danger and to prevent them from harm.
- Keeping training up-to-date so that staff understand their responsibilities and are well-placed to notice any safeguarding concerns and act accordingly.

Your duty of care requires you to promote the safety and wellbeing of individuals and prevent them from coming to harm. However, you must also uphold their right to make their own choices, even if you believe it's an unwise choice. Individuals have a right to live as independently as possible and make their own decisions. If they are legally capable (i.e. they have the mental capacity), this must be supported and not taken away from them.

It's likely that you will care for individuals who make decisions that you don't necessarily agree with, but you still have to support their decisions. This is where dilemmas may occur. In a lot of situations, the individual's right to make their own choices (even if they are poor ones) overrides your duty of care.

If you are in a situation where you are faced with a dilemma between your duty of care and an individual's right to make choices, it's important that you tread carefully. Ensure that the individual is informed about their choices and explain what would happen if they make that choice. Look at ways the risk can be reduced, such as by completing a risk assessment, and support them in making the decision and promoting their independence.

The only exception to this is if you believe that abuse is taking place, you have concerns about the individual's ability to understand the implications of their decision, or if serious harm would occur to the individual – or others – if the decision was made.

You have a duty to promote individual wellbeing and act in their best interests, protect them from harm, and always act within your competencies. You may sometimes encounter dilemmas in your duty of care, but it's important you support individuals to make their own decisions, even if you believe the decision is unwise.

Section 2: Safeguarding Adults Procedures

Introduction

Northern Stage is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm. The procedure should be implemented with reference to Northern Stage Safeguarding Adults Policy and supporting information. This procedure details the steps to be taken in responding to any concern that an adult involved in Northern Stage or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary

Adult	A person over the age of 18
Adult at Risk	Definition used in legislation (different in each home nation) for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Case Management Group	A group created by an organisation to ensure the organisation carries out its role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB) (England & Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Reporting Concerns (for everyone)

Reporting concerns about yourself

**If you are experiencing harm within Northern Stage
please contact Peter Robson (DSL)
Contact details on the first page**

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

To report concerns about yourself, please contact the Designated Safeguarding Lead (DSL) **Peter Robson**. If you would prefer, please contact another member of staff who will help you raise the issue to the DSL.

If the DSL is implicated or you think has a conflict of interest, then report to the Chief Executive or Artistic Director.

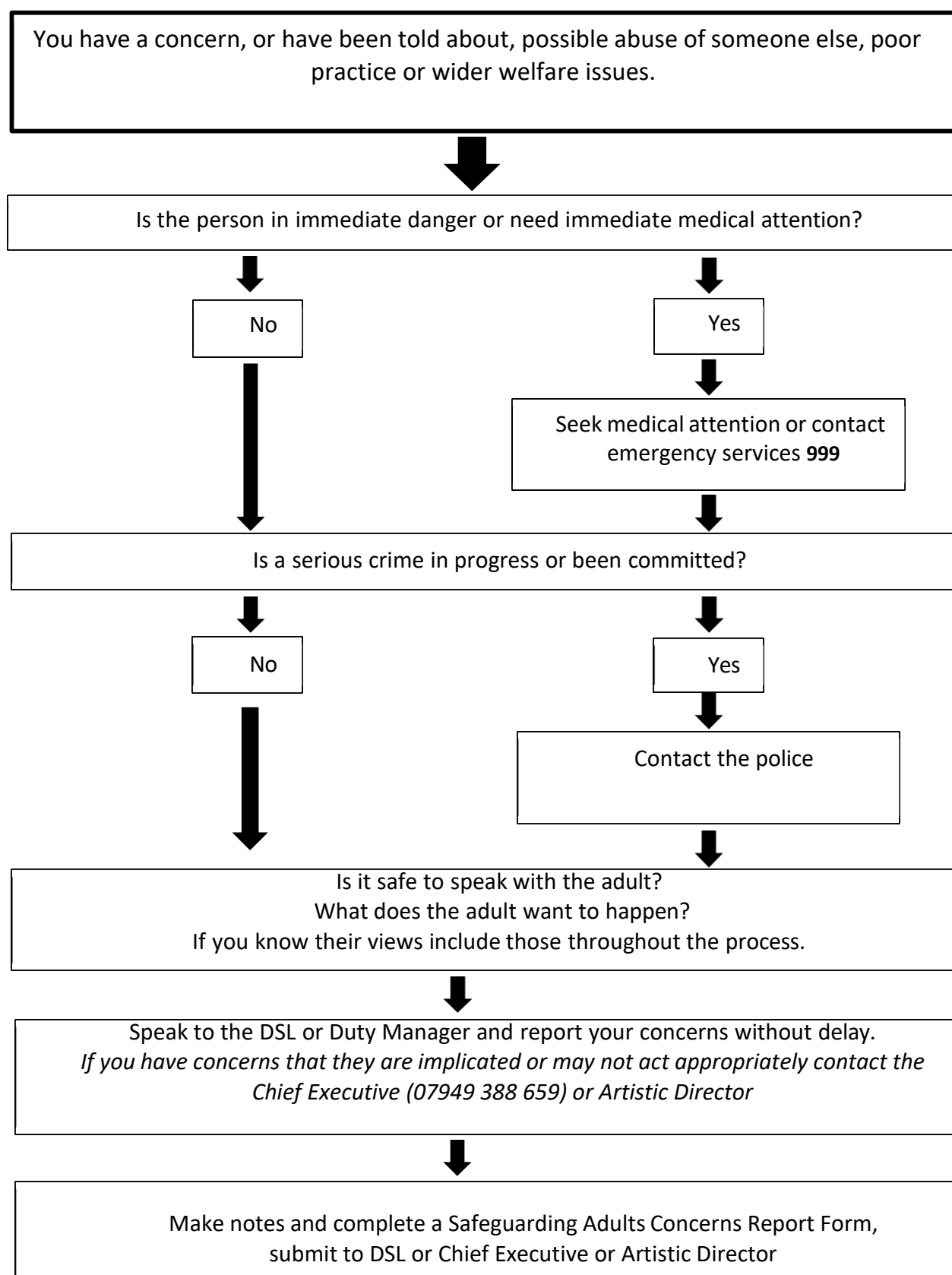
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

Northern Stage will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chief Executive/Artistic Director or a member of the Northern Stage Board.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of utmost importance to Northern Stage that you can take part in our activities safely and we will take every step to support you to do that.

Reporting concerns about others flowchart



Reporting concerns about others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Northern Stage DSL as soon as you can. Contact details for the DSL and Deputy DSLs are on the front page.

If the DSL is implicated or you think has a conflict of interest, then report to the Chief Executive or Artistic Director. Contact details are on the front page.

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your DSO. **Do not** contact the adult before talking to your DSO if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with the DSL.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the DSL can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline,

Victim Support -see Appendix 6).

- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

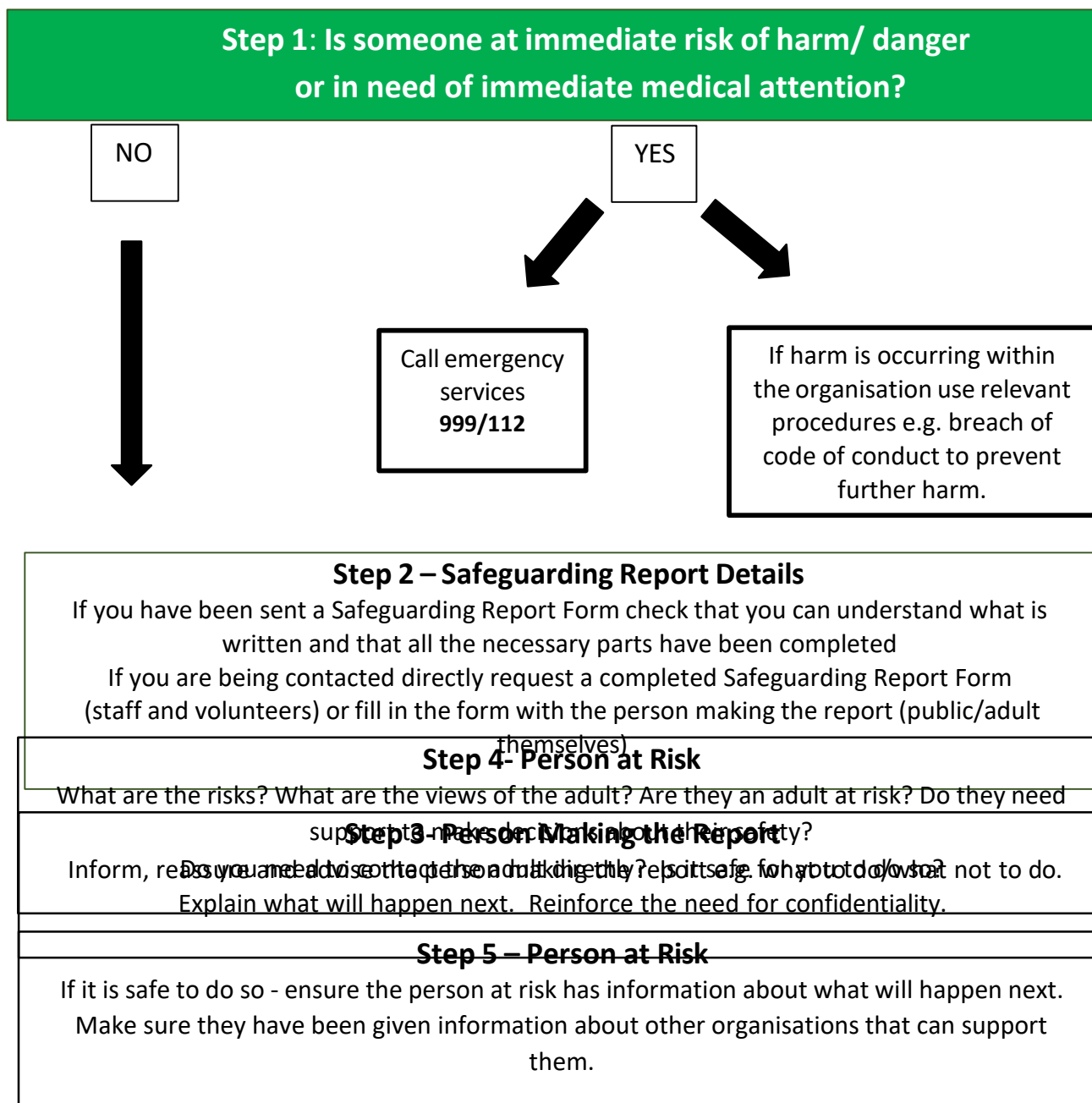
- Complete an Incident Report Form (see Appendix 1) and submit to the Northern Stage DSL without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times

This information must only be shared with your DSL and others that have a need to know, e.g. to keep the person safe whilst waiting for action to be taken.

What Happens Next (Safeguarding Lead and organisational response)

Procedure for Safeguarding Lead Flowchart



Step 6 – Consult and Decide

As needed consult Safeguarding Team, Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If you believe there is an ‘adult at risk’ make a safeguarding adults report to the Local Authority

Safeguarding adults process led by Local Authority

Step 9

If harm is suspected of being caused within Northern Stage

e.g. by an employee, contracted worker, volunteer or member

Organisation takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, coach, volunteer or member

Step 10

Consult with and inform the adult

Organisation decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from and **coordinate actions** taken by Northern Stage with those of **other agencies**. **Attend and contribute to Safeguarding Adults strategy meetings**

Step 12

Hold Case Management meeting to coordinate actions by Northern Stage

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated – no further action

Possible outcomes e.g.

- LA enquiries triggered
- Adult supported to ‘make safeguarding personal’
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action

Possible Outcomes: e.g.

- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation/sport

Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to the Northern Stage DSL, they will coordinate the Northern Stage Safeguarding Adults Procedure (see Flowchart 2 above).

The DSL will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The DSL, where appropriate, in consultation with the Safeguarding Team, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Incident Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Incident Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the incident report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with Safeguarding Team and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place) If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in Northern Stage in whatever capacity inform the Chief Executive/Artistic Director/HR.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation/their sport.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Northern Stage taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Safeguarding Team meeting** to coordinate actions internally to your organisation:
 - share information about what has happened with those within Northern Stage who have a role in safeguarding the adult.
 - share the views of the adult.
 - share any actions being taken by the Police/Local Authority.
 - agree who will coordinate between Northern Stage and other agencies.
 - decide what actions Northern Stage will take.
 - Coordinate action by Northern Stage.

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will be updated as needed.

13. Safeguarding Team meeting must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to senior management team/ the Board as requested**.

Safe recruitment and DBS Safe Recruitment and selection

Staff Working Directly with adults at risk

All positions to work with adults at risk will be advertised clearly stating that the position is subject to an Enhanced DBS check.

All positions to work with adults at risk must have some previous experience of working with adults at risk.

All applicants for roles with adults at risk must complete an application form which includes address details, relevant qualifications and experience and a declaration of all criminal convictions.

All newly appointed staff must provide an original copy of a current Enhanced DBS check (issued within the last 3 years) prior to the start date of the position OR consent to NS carrying out the check and providing the necessary identification documents in order to do so.

At least two references are taken up before the post is offered. One of these should be from the last employer or an organisation which has knowledge of the applicant's work with adults at risk.

All interviews being held for staff or volunteers will involve at least two interviewers.

Managing Staff who work with adults at risk

Northern Stage will provide a clear Job or role Description which details their responsibilities and highlights all reporting structures and procedures.

All core staff will complete a probationary period with periodical reviews. Reviews must have a positive outcome before appointments are confirmed.

All core staff will receive at least one hour per month of managerial supervision.

Freelance, casual and volunteer work will receive an appropriate level of managerial supervisory support which will be agreed prior to the start date.

DBS Checks and Northern Stage Staff Positions Working Indirectly with adults at risk

Participation programmes and projects are part of Northern Stage's core activity. Northern Stage employs a number of staff whose main job role does not involve working directly with adults at risk. However, staff from all departments across the organisation could be required to work with the adults at risk in a supporting role.

If a member of Northern Stage staff is required to work with adults at risk, the DSL will advise on the necessity of a DBS check and the appropriate level.

As a guide, if a member of staff will have regular contact with the same group of adults at risk with the ability to establish a working relationship, then an Enhanced DBS is advisable. If a member of staff is coming into contact with adults at risk on a regular basis for short periods of time where the adults are supervised by others, then a standard DBS check will be advisable. Each situation and project will be unique and therefore assessed individually.

Arrival & departure procedures

We will assume that any participant 18 or over is able to leave Northern Stage unaccompanied, unless there is evidence to believe otherwise. Where there are concerns around capacity, the guidance under 4.1 of this policy will be followed.

If an adult participant has a known parent or carer responsible for their care, Northern Stage will seek consent for the participant to leave Northern Stage unaccompanied. If consent is not given for the above, the adult at risk waits with a member of staff until collected by a parent/carer.

If an adult at risk arrives more than 15 minutes early for their session, parent/carers and all NS staff are all aware that the participant is waiting in a public space unsupervised.

Late Collections Procedure:

Call the parent/carer and find out if someone is on their way to collect the adult at risk. If they are, staff must wait with the participant until they are collected.

If the parent/carer cannot be contacted, then the emergency contact number should be used, and collection of the participant arranged.

If neither of the above results in a satisfactory safe collection of the adult at risk, then one of the Designated Safeguarding Officers must be consulted.

Staff members must never take a participant of any age home in their own car.

Staff members can only arrange for a taxi for an adult at risk if parent/carer consent is sought and recorded prior to the journey.

Offsite & Residential

It will sometimes be necessary for activities such as workshops, rehearsals and performances to take place offsite. Northern Stage recognises that it is important that adults at risk and their parents/carers have as much information about offsite working as possible, especially if regular activity takes place at the same time and place each week and is going to change temporarily.

Failure to provide clear information/communication could lead to an adult at risk being dropped off or collected to/from the wrong place.

Information about the change of venue and/or offsite working should be given to the participant and their parent/carers (if applicable) at least two weeks prior to the change taking place. This gives staff an opportunity to issue a reminder the week before and to inform non-attenders via email.

If the activity is taking place in an unfamiliar setting a visit should be made in advance and NS Risk Assessment procedures should be followed.

Consideration should be given to any necessary temporary changes to the arrival and departures procedures.

An emergency contact back at the 'home' venue should be identified and the information shared with appropriate staff and/or participant/parent/carers.

Residential trips

The DSL should check that the organisations insurance policy covers all aspects of the trip. Parents/carers (if applicable) should be supplied with details of the insurance cover.

Northern Stage will involve participants (and their parent/carers if applicable) in the planning of the activity. Northern Stage will host at least one pre-residential briefing session.

NS should give participants (and their parent/carers if applicable) the opportunity to update medical/access and emergency contact information before the residential.

Northern Stage will provide participants/parent/carers with emergency contact information for Northern Stage staff.

Northern Stage will consider the safety and supervision of participants during sleeping hours and will endeavor to minimise the risks involved during long periods of unsupervised time.

Northern Stage will not take part in residential trips which involve homestays. Staff should make sure they take with them:

- Travel tickets, passports, visas and any other travel documents plus photocopies of all of the group's documents in a sealed waterproof bag.
- A copy of the booking confirmation for the accommodation.
- Consent forms for medical, photographic and activities.
- A contact sheet with all of the names, addresses and telephone details for all of the organisations you'll be working with whilst away.
- Details of insurance.
- Details of the location of the nearest hospital and other local medical services.

It is advisable to agree a code of conduct, working agreement or ground rules with the group before the trip. This should include an 'early return' policy i.e. what will happen if rules are broken and what arrangements or agreements have been made for when a participant has to return early.

Lost Adult at Risk procedure

The purpose of this procedure is to ensure that any person 'lost' or 'missing' at Northern Stage is taken to a place of safety. It is then intended to reunite them with the responsible adult with whom they arrived. To ensure the safety of the person, it is essential the staff are convinced that the right people are matched with each other.

Lost/Found Adult at Risk

If an adult at risk appears to be lost, they should be approached by the nearest member of staff and alert the Duty Manager.

The Duty Manager should ask them if they know where their parents/friends/ guardian/carer are. If the person does not know where their responsible adult is, they are classed as 'lost' and the following steps should be taken:

- a) Reassure them and try to keep them calm.
- b) Tell them your name and ask for theirs
- c) Ask them for as much information as possible, including their name, who they are with, their parents/friends/guardians/carers' names, where they last saw them and a description of them.
- d) Lead the person to a suitable holding point (this should be somewhere that isn't visible from the collection point, has access to a phone and you must get another member of staff to accompany you), where they will be encouraged to remain until they have been re - united with a parent or guardian.
- e) If the parent/friend/guardian/carers name is known, then an announcement should be made via the PA

system "This is a public announcement, could (Name of person) please come to the Box office".

- f) No member of staff should transmit the name of the lost adult over the Northern Stage radios. When using a radio only a brief physical description of the adult should be given.

Re-uniting Parent/Personal Assistants with Adults at Risk

When a parent, friend, carer or guardian arrives to collect the 'lost' adult, they should not be able to view the lost adult in advance.

They should be required to provide the details of the adult as follows: Name, age, address, their relationship, a description of the adult's appearance and what they are wearing. This can be done via the phone in the holding space and Box Office 238/206 **ONLY WHEN THE DETAILS MATCH SHOULD THE VA BE BROUGHT FORWARD.**

If an adult at risk is reluctant to go with a collecting adult, then the collecting adult should be asked for proof of ID and their signature. If necessary, the Duty Manager may seek further advice from the Designated Safeguarding Lead (DSL), this can be done on the phone if they are not in the building. The DSL may choose to contact the local safeguarding team or police for further advice before allowing the lost person to leave the premises.

Once an adult has been re-united with their parent/guardian or carer the Duty Manager should carry out a written record of the incident on the incident form (appendix 3) and pass it to the DSL. If the local safeguarding team or police have been contacted, the DSL must confirm with each agency that the incident is resolved.

Lost Adult at Risk Reported Missing

If a lost adult at risk is reported to a staff member, the following procedure must be followed:

- The staff members must contact the Duty Manager and stay with the reporting adult till they arrive.
- The Duty Manager should reassure and try to keep the reporting person calm.
- If there is no immediate sign of the lost person, the duty manager should initiate an immediate lockdown of site by making the following radio announcement on the emergency channel - "Code Blue to all staff, Code Blue to all staff."
- All available staff should position themselves to cover all entrance/exit.
- No staff or visitors should be allowed to leave the site until the lost person has been found.

The Duty Manager must take a description of the lost adult as follows:

- Where last seen
- Gender
- What they were wearing (colours)
- Hair colour
- Glasses or not
- Approx. height
- Name

The Duty Manager will then make a radio call "Code Blue - information as follows" and then provide all of the above information with the exception of the person's name.

All Front of House staff to search their area of the theatre. The member of staff originally alerted by the adult will stay with them and commence the search from where the missing person was last seen.

Once the lost adult has been reunited with their parents/carers/guardian the Duty Manager will make a radio call to all

Front of House staff with “All points – Code Green”.

Lock down of site to be removed. If the situation is not resolved within 15 minutes the Duty Manager should contact the police or other appropriate safeguarding agency. They should also contact the DSL, and both monitor the situation.

Related Northern Stage policies

- Safeguarding Children and Young People policy and procedures
- Photography and Filming Policy
- Online Safety Policy
- Code of Conduct
- Dignity at Work Policy
- Social Media Policy
- Equal Opportunities Policy
- Health & Safety Policy / Risk Assessment
- Discipline and Grievance Policy
- Whistleblowing Policy
- Recruitment Policy
- Information policy, data protection and information sharing policy

Section 3: Appendices

Appendix 1 – Incident Report Form

All incidents at Northern Stage should be reported using the online form, which can be accessed by the QR code below.



Responses to the online form are held securely and are only accessible by the DSL, DDSL and relevant members of SMT.

Copies of report forms are downloaded by the DSL and held in confidential folders on the secure drive.

Appendix 2 - Role Description: Designated Safeguarding Lead (DSL)

The designated person within an organisation has primary responsibility for putting into place procedures to safeguard adults at risk, supporting other safeguarding officers and for managing concerns about adults at risk.

Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment.
- Play a lead role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.
- Coordinate the dissemination of the Safeguarding Adult Policy, procedures and resources throughout the organisation.
- Contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults.
- Advise on the organisation's training needs and the development of its training strategy.
- Receive reports of and manage cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Manage liaison with, and referrals to, external agencies for example adult social-care services and the police.
- Be a central point of contact for internal and external individuals and agencies concerned about the safety of adults within the organisation.
- Provide advice and support to safeguarding officers and play a lead role in their recruitment, selection and training.
- Represent the organisation at external meetings related to safeguarding.

In the DSL's absence, the Deputy Designated Safeguarding Lead (DDSL) will take on the above duties.

Appendix 3 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helpline (England)

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support