

Safeguarding Children & Young People Policy & Procedures

Version Control

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1 List of Abbreviations

B

BSC Board Safeguarding Champion

C

CSE Child Sexual Exploitation

CYP Children & Young People

D

DBS Disclosure & Barring Service

DSL Designated Safeguarding Lead

DDSL Deputy Designated Safeguarding Lead

F

FGM Female genital mutilation

FOH Front of House

H

H&S Health & Safety

L

LA Local Authority

LADO Local Authority Designated Officer

N

NS Northern Stage

S

SCB Safeguarding Children Board

V

VA Vulnerable Adult

2 Safeguarding Statement

Northern Stage (NS) is fully committed to safeguarding the welfare of all Children and Young People by taking all reasonable steps to protect them from neglect, physical, sexual, or emotional harm.

Safeguarding CYP is the responsibility of everyone including full time, part-time, casual, and freelance staff, and volunteers. It is primarily the responsibility of the Board of Trustees to ensure that Safeguarding policy and procedures are current, relevant, and adhered to.

The Board of Trustees understand that it is not acceptable for them to say that they have delegated their safeguarding role to the managers, staff, and volunteers they have recruited. Whilst these officers undoubtedly have a vital role to play in keeping children and young people safe, the trustee board itself takes active responsibility for this too – NS Board of Trustees have appointed a Board Champion to work alongside appointed Safeguarding staff.

The Board Safeguarding Champion (BSC) is Jane Kingston.

Northern Stage provides safe, positive, and empowering environments for all young people who engage in projects, programmes and events organised directly by it or in partnership with other organisations. This includes CYP who attend NS as audience members.

NS's work with CYP aims to be fun, informative, and inspirational. This can only be achieved in an atmosphere of trust and respect.

NS recognises that there are a variety of approaches required to ensure an effective prevention from harm strategy which includes: creating the right environment, developing practice standards, empowering young people paid staff and volunteers, sharing information (Appendix 1) and developing its monitoring role.

Safe recruitment and selection guidance (See Appendix 4) sits alongside NS's recruitment policy. In addition, the Disclosure and Barring Service (DBS) is used by NS to ensure safe recruitment decisions are made and to prevent unsuitable people from working with vulnerable groups.

NS will provide in-house annual Safeguarding Awareness training for all staff and volunteers including the Board of Trustees. NS will also provide the resources for regular external training of its DSL, DDSL's and Safeguarding team members in conjunction with Newcastle's SCB recommendations.

NS staff and volunteers must always show respect for and understanding of the rights, safety and welfare of our users and conduct themselves in a way that reflects this.

NS takes concerns or suspicions seriously. Full support will be given to individuals who raise concerns.

Dissemination

All staff and volunteers will be made aware of this policy as part of their induction and asked to sign a declaration that they have read and understood their responsibilities towards safeguarding CYP.

Visiting Companies working with CYP will also be asked to adhere to NS safeguarding policy and procedures. NS will request a copy of the visiting company's policy and procedure in advance of their arrival and a member of the safeguarding team will meet with the visiting company for a briefing meeting upon their arrival.

The policy will be made available to NS participants and their parent/carers via the NS website.

Review Date

This policy and procedure will be reviewed every year by the Board of Trustees Safeguarding Champion and the Team of Participation with the advice of experts if necessary.

This document was created in January 2018 and approved by the Board in March 2018 and is reviewed annually.

NS Safeguarding team will review any incidents during the year and take appropriate action to resolve them, adapting policies and procedures immediately if so required.

3 Definitions

Children/Young People/Person

All safeguarding and child protection legislation and guidance recognises a child or young person as young people ages 0 to 25. Some organisations will differentiate age boundaries when using the terms 'children and young people.' NS prefers to use the term young person/people when referring to all.

NS works with young people ages 0-25. Some aspects of this policy, such as the Staff and Volunteers Code of Conduct, are in place to protect all of the young people we work with regardless of their age.

NS Staff and Volunteers

This includes all full time, part time, casual, freelance, contracted staff, volunteers, and trustees.

Designated Safeguarding Lead (DSL)

The DSL is a designated employee who will lead the Safeguarding team in the dissemination and implementation of NS's safeguarding procedures.

Deputy Designated Safeguarding Leads (DDSL)

Designated employees from production, FoH and participation to take a departmental lead in disseminating and implementing NS's safeguarding procedures.

DDSLs are Bethan Kitchen, Peter Robson and Colin Holman.

Board Safeguarding Champion (BSC)

Designated Board member taking responsibility to monitor safeguarding policy and procedure and reporting regularly to the Board of Trustees. The Board Safeguarding Champion is tbc as of October 2025.

Safeguarding Team

The safeguarding team is the collective term for the DSL, DDSLs and the BSC. At least one member of the Safeguarding Team will also be part of the H&S committee. Members of the Safeguarding Team will:

- Be specifically trained to carry out their roles. DSL and DDSL will be trained to Level 3 and the other members of the Safeguarding Team will be trained to Level 2.
- Be familiar with and have an understanding of legislation and guidance relating to safeguarding and child protection.
- Receive information from staff, volunteers, CYP parents, carers and others about safeguarding and child protection concerns.
- Assess information promptly and take appropriate action (usually within 24 hours)

- Maintain secure, confidential records of any child protection or other safeguarding concerns raised, action taken, and follow-up required.
- Provide support during and after incidents involving child protection.
- Know how to contact and establish links with the Local Safeguarding Children Boards and the relevant departments within Local Authorities and police and be familiar with local referral procedures.
- Assess the safeguarding and child protection learning and development needs of all staff and volunteers and coordinate the training.
- Promote safeguarding across the organisation and keep all staff and volunteers informed on good practice and new legislation and guidance.
- Monitor the overall trend of safeguarding concerns, keep records of their disposal and feed back to the organisation on the quality of their safeguarding work.

4 Information to parents and carers

Parents and carers must be provided with event information for any NS activity involving a person under the age of 18 years. The information provided must include – date, times, location, travel arrangements, refreshments, money, clothing, or equipment needed and contact information should a parent or carer wish to contact the member of NS staff in charge of the activity.

Parents will also receive information from NS about safe arrival and departure procedures. **(See Appendix 6 for more information)**

Consent of parent or carer

Consent must be obtained from a CYP parent or carer for participation in any NS activity. The registration form will be used for this purpose.

During activities, copies of registration forms will be available to relevant staff present, in case of an emergency and the need to contact a parent or carer. During sessions, emergency information will be kept on a password protected Northern Stage device. Personal data will be kept in a place which is only accessible to staff and the location of the forms will be known by all staff participating in the event. Any paper forms will be destroyed when an activity or events ends, provided that there are no legal reasons to keep the information for a longer period, if so, then the information will be stored and archived securely. For long-term members, the forms will be stored securely for the duration of the membership and parents/carers will be given an annual opportunity to update information.

Original copies of consent forms will be filed in a safe, accessible only to those who need to fulfil their duties.

Copies of consent forms and CYP personal information must not be taken offsite without permission of the DSL who will only give permission if offsite safe storage is available.

Offsite Safe practice

When working with young people at NS or at events or rehearsals offsite or on residential trips (See Appendix 7 – P33). It will sometimes be necessary for activities such as workshops, rehearsals, and performances to take place offsite. NS recognises that it is important that CYP 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 CYP being dropped off or collected to/from the wrong place.

Information about the change of venue and/or offsite working should be given to CYP and their parent/carers at

the earliest possible notice to the change taking place. This gives staff an opportunity to issue a reminder beforehand and to inform non-attenders via email.

Partnership Working and Working in Association With

When working in partnership or association with other organisations, where Northern Stage is the accountable body and another organisation is delivering work, all such organisations must confirm in writing that they have an up-to-date Safeguarding Policy and that they have read and understood our policy.

5 Staff to CYP ratios

Regular Activity

NS believes it good practice to have at least two members of adult staff present throughout the duration of any trip or activity. Wherever possible the presence of staff which reflect the genders of those participating is required.

However, if this is not possible, the activity or trip can go ahead at the discretion of the DSL.

Regular activity for CYP under the age of 8 years will have one adult member of staff for every 8 children. NS will restrict group size to 16 for activities with CYP under the age of 8 years.

For regular activities taking place at Northern Stage with people over 8 years old, the recommended staffing levels are one adult to 10 CYP.

It is recognised that some CYP with disabilities or who are particularly vulnerable may require one to one or even two to one care. Each situation is assessed according to need. These ratios will be considered in the risk assessment for each activity or event.

Trips or activities outside of NS

The Children's Legal Centre recommends staffing levels, for trips outside of the regular activity of the following:

- One adult to 10-15 CYP aged 8-11 years and one adult to 15-20 CYP aged 11+ for lower risk activities.
- One adult to 10 CYP for residential trips, trips abroad or for water adventure sports
- One adult to 6 CYP when there are CYP between the ages of 3 and 8 years, or where a group is made up of mixed ages some of whom are under 8 years.
- One adult to 4 CYP when the children are aged under 3 years.

It is recognised that some CYP with disabilities or who are particularly vulnerable may require one to one or even two to one care. Each situation is assessed according to need. These ratios will be considered in the risk assessment for each activity or event.

Visiting parents or Carers

Visiting parents and carers should not be exempt from the child protection policy and procedures that our staff and volunteers follow. For example, NS will never leave a child unsupervised with another parent or carer.

6 CYP as Audience members

NS recommends that CYP under the age of 11 years should be accompanied by an adult when visiting the theatre as an audience member/restaurant and FoH user.

Lost/found CYP

NS has a lock down policy and procedure for any CYP reported missing by an accompanying adult. There is also a policy and procedure in place for CYP who has lost their accompanying adult. (See Appendix 8)

7 Risk Assessment

Risk Assessments will be completed before any activity begins. Following the completion of the risk assessment an appropriate response to specific care needs and the minimization of risk should be produced and shared and agreed with staff and volunteers. Assessment of risk is ongoing throughout the event/activity.

NS uses the Health and Safety Executive Five Steps to Risk Assessment as a basis for risk assessing. When carrying out risk assessments the following are considered but not limited to:

- The type of activity and level of difficulty at which it is being undertaken.
- Appropriate separate sleeping and washing arrangements.
- The location of the activity
- Weather conditions if the activity takes place outdoors.
- The competence, qualifications and experience of paid staff and volunteers and any on-site staff if the activity is taking place in a different location.
- The age, competence, fitness, and experience of the participants
- What will happen if one of the leaders gets hurt or becomes ill, has to take a child/young person to the hospital
- Visa requirements
- Vaccinations
- Driving regulations
- Cultural and religious differences
- Language
- Appropriate transport arrangements, e.g., use of a minibus ensuring it is correctly licensed, taxed and insured and driven by a suitably qualified individual, seatbelts are worn, first aid kit, etc.

8 Use of Internet, mobile telephone, and social networks

Paid staff and volunteers must be aware of and act in accordance with NS's IT Security Policy, Archiving, Retention & Disposal Policy, and Data Protection Policy. It is acceptable to use Northern Stage email accounts, text and internet based social networks to communicate with children and young people however the following safe working practice should be applied:

- Parents or carers must be informed about how NS staff communicates with young people and give their consent.
- Parents or carers of a young person under 18 will always be copied in.
- At registration stage, parents and carers have the option for all correspondence to be sent to them rather than the young person.
- Paid staff and volunteers must only use NS email or mobile telephone to send texts or messages. If social network websites are used there must be a separate NS identity or profile established and any such site subject to regular monitoring by a line manager or the Designated Safeguarding Lead. Such sites must be moderated to ensure the continued safe use and security of young people using the site.
- Staff must never use personal email, mobile telephones, or internet-based social networks to communicate with children or young people.
- All electronic correspondence from NS to a young person must be recorded.

See Appendix 9 for more details.

Use of photographs or recorded images of children and young people

NS may want to take photographs or record the activities undertaken by the young people. NS commits to ensure that all publications and media represent participants appropriately and with due respect.

Northern Stage will ask at registration stage for media consent for all activities and groups we run, with an explanation of how the images may be used and their right to request deletion of these. . Personal information about the individual will not accompany the image. NS receives blanket permission to record our events through film and photography. This permission restricts the use of these images to NS and our project partners own promotional use, e.g., brochures, programmes, and websites.

Individuals and organisations commissioned by us or working in partnership with us cannot use film and photography without the consent of NS. Personal phones, cameras and/or tablets must not be used to photograph or record young people.

Any third party organisers wishing to use photography at their event are responsible for ensuring they gain appropriate media consent.

See also: Appendix 13: Use of photographs or recorded images of CYP/VA

Signage

NS will display signage at events both on and offsite which states:

Please be aware there will be [photography/filming] during [this performance/event details]. Please speak to a member of our team if you do not consent to being [photographed/filmed].

9 Confidentiality

Whilst NS staff will ensure that young people's rights to privacy and confidence is respected, there may be times when this confidence needs to be breached. If a young person discloses information about themselves or another young person, which raises safeguarding concerns about the safety of that young person or others, then these concerns will be reported to the Designated Safeguarding Lead in line with NS reporting concerns procedure which is included in this policy. NS will ensure that the young person is involved, consulted, and kept informed about what action, if any, is to be taken and during each step of the reporting procedure.

Any personal information gathered about a young person regarding a child protection concern will be stored in a secured and confidential place. Only appropriate staff will have access to this information (DSL, DDSL, HR and Project Coordinator). It may be necessary to pass this information on to the relevant Local Authority (LA) and police. When doing so, NS will ensure that the young person is informed and involved in making that decision whenever possible. If a young person is at risk of serious harm a referral can be made without their consent. In this situation the Designated Safeguarding Lead should consult with a member of NS Safeguarding or Executive Team.

NS staff will ensure that any information gained or given will be treated with the strictest of confidence. Young people will be consulted and involved in the decision-making process whenever possible.

10 Children (Performances and Activities) (England) Regulations 2014

These regulations were updated in 2014 when the number of hours CYP are allowed to work and the number of breaks they should have reviewed. The 2014 regulations replace the Children (Performances) Regulations 1968 as they previously applied. The regulations apply only to CYP under the age of 16. Full

11 Definitions of Abuse

Child abuse occurs when a CYP has suffered from, or is at significant risk of suffering from, ill-treatment or impairment of development, by any person who knowingly colludes with or fails to prevent the ill-treatment of the child or young person by not ensuring reasonable standards of care and protection.

All paid staff and volunteers should be aware that abusers are not just strangers. They can include parents, carers, family members, friends, and people in positions of trust and authority, other CYP, or anyone who has contact with CYP. CYP who are abused are often abused by an adult they know and trust.

Disabled CYP are more vulnerable to abuse; they are more dependent on intimate care and occasionally they may be less able to tell or escape from abusive situations.

Misunderstandings and misinterpretations of different cultural and religious beliefs and practices often mean that children and young people from these communities and families may be more vulnerable to abuse going undetected and often statutory services fail to meet the needs or deliver appropriate services to CYP.

It is important to remember that all genders could abuse, and that abusers come from all social and ethnic backgrounds, races, classes, and professions.

Four categories of abuse have been defined and are generally accepted, although it is important to remember that abuse will often fall into more than one category at any one time.

Neglect – the persistent or severe neglect and failure to meet the CYP basic physical and or psychological needs, i.e., food, warmth, shelter, clothing, care, and protection.

Physical – any form of non-accidental injury or failure to protect against injury to a CYP. This may involve hitting, shaking, poisoning, throwing, suffocating, burning, and scalding. Physical harm may also be caused when a parent or carer puts on the symptoms of, or deliberately causes, ill health to a CYP under their care.

Emotional – severe or persistent rejection or emotional ill-treatment of the CYP which would negatively affect their emotional or behavioural development.

Sexual – the actual, or likely, sexual exploitation of the child or young person by any person, whether or not that child or young person is aware of what is happening. This would include physical contact (penetrative or non-penetrative) and non-physical contact (looking at pornographic materials, watching sexual activities, or encouraging children/young people to behave in sexually inappropriate ways).

Other specific sources of harm:

NS staff also need to be aware of other specific causes of harm which may include:

Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) comprises all procedures that involve the partial or total removal of external genitalia, or other injury to the female genital organs for non-medical reasons. It is a very traumatic and violent act for the victim and can cause harm in many ways. Practice can cause severe pain and there may be immediate and long-term health consequences, including physical problems, mental health problems, and complications in childbirth. Girls and women who have undergone FGM are at risk of suffering from its complications throughout their lives.

The age at which FGM is carried out varies enormously according to the community. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy.

FGM is a criminal offence; it is child abuse and a form of violence against women and girls, and should, therefore, be treated as such. Cases should be dealt with as part of existing Child Protection and Safeguarding Adults policies and procedures. There are, however, particular characteristics of FGM that front line professionals should be aware of to ensure that they can provide appropriate protection and support to those affected.

FGM is a deeply rooted practice, widely carried out mainly among specific ethnic populations in Africa and parts of the Middle East and Asia. It serves as a complex form of social control of women's sexual and reproductive rights.

Radicalisation

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, go on to participate in terrorist groups.

"Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas" (HM Government Prevent Strategy 2011).

Following publication of the Prevent Strategy, there has been an increased awareness of the specific need to safeguard children, young people, and families from violent extremism. Across the UK there have been attempts to radicalise vulnerable children and young people to develop extreme views including views justifying political, religious, sexist, or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

Keeping children safe from these risks is a safeguarding matter and should be approached in the same way as safeguarding children from other risks. Children need to be protected from messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right/ Neo Nazi/ White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.

Child Sexual Exploitation (CSE)

The 2017 DfE publication Child Sexual Exploitation: Definition and Guide for Practitioners defines Child Sexual Exploitation as follows:

"Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

Children who are sexually exploited should be treated as the victims of child sexual abuse and their needs carefully assessed. They are likely to be in need of welfare services and in many cases protection under the Children Act 1989.

Child Sexual Exploitation can also include children who have been sexually abused through the misuse of technology (see E-Safety: Children Exposed to Abuse through the Digital Media Safeguarding Practice Guidance), coerced into sexual activity by criminal gangs or the victims of trafficking (see Modern Slavery and Child Trafficking Safeguarding Practice Guidance).

Safeguarding and promoting the welfare of children in this context depends on effective joint working between different agencies and professionals. Their full involvement is vital if children are to be effectively supported and action is to be taken against perpetrators of sexual exploitation. Everyone should be alert to the risks of sexual exploitation and be able to take action and work together when an issue is identified.

It is also recognised that there are other sources of stress for CYP and their families, for example social exclusion, domestic violence, mental illness or drug and alcohol misuse.

12 Reporting concerns, suspicions and allegations/Whistle blowing.

NS recommends the approach taken by the Learning and Skills Improvement Service in framing their thinking within the 5Rs i.e., **Recognise, Respond, Report, Record** and **Refer**.

5 Rs of safeguarding children

1. **Recognise** - Signs and symptoms of abuse (See Appendix 2 – P22)
2. **Respond** - An allegation from a child against a member of staff/volunteer, disclosure from a child, suspicions regarding the conduct of other staff member or concerns from a staff member regarding a child.
3. **Report** - To line manager, designated worker, it is their responsibility to make further decisions.
4. **Record** - Exactly what has happened using the words said by the child. This information should be signed, dated, and kept in a secure place as agreed within your confidentiality policy.
5. **Refer** - This will be the role of the DSL who will make all further decisions. The only agencies that can investigate child protection cases are the Police, the Children and families Team and NSPCC.

The one thing a staff member must not do is NOTHING!

Whistle blowing

The revelation of wrongdoing, abuse or unethical behaviour by paid staff or volunteers pushes boundaries beyond acceptable limits within an organisation to those in positions of authority. This should happen where someone feels there has been a breach of the Paid Staff and Volunteers' Code of Conduct, other policies and procedures or other behaviour.

What to do if you have a concern, suspect, or have a disclosure about abuse.

Report any safeguarding concerns (See Appendix 10) to the DSL or DDSL as soon as possible and within 24 hours, and then the staff member's or volunteer's Line Manager. If the concern is regarding one of these people, then it should be raised with the Chair of the Board. Once you have reported concerns about abuse to the DSL the responsibility for taking action lies with them. If a referral is necessary, the DSL should do so within 48 hours. Any concern being reported will be taken seriously. NS will support CYP, paid staff and volunteers in raising any concern or suspicions which will continue whilst concerns are being investigated. Their identity will be kept anonymous wherever possible. NS will think carefully about what confidential information it shares and what support should be given by whom.

NS recognises that it is important to create an environment where paid staff and volunteers trust each other and the organisation and can honestly discuss things in confidence which concern them.

Where an allegation has been made about a member of paid staff or a volunteer, they will receive support throughout the process and thereafter as necessary, as agreed with their Line Manager

Dealing with Allegations against Staff or Volunteers

Any member of staff or volunteer who has concerns about the behaviour or conduct of another individual working within the group or organisation will report the nature of the allegation to NS's DSL immediately. The member of staff who has a concern or to whom an allegation or concern is reported should not question the child or investigate the matter further.

If serious NS's DSL will report the matter to the Local Authority Designated Officer (LADO). Tel: 0191 2787878 In cases where there is an immediate risk to any CYP, the information must be passed to the Local Authority Children's Social Care or the Police, as soon as possible.

An allegation is defined as where:

It is alleged that a person who works with CYP has:

- Behaved in a way that has harmed a CYP or may have harmed them.
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

If a child or young person confides in you, you must do the following:

- Stay calm and approachable. Do not let your shock show.
- Listen very carefully to what is being said using empathic listening skills without interruption.
- Explain at an appropriate time as early as possible that the information being given by the child or young person will need to be shared and passed on to others –but stress only to those who need to know. Do not in any circumstances promise to keep it a secret.
- Make it clear that you are taking the child or young person seriously and acknowledge how difficult this must be. Reassure them that they have done the right thing.
- Allow the child or young person to speak at their own pace.
- Reassure the child or young person that they are doing the right thing in telling you.
- If you need to ask questions, then only ask questions for clarification, avoid asking questions that suggest particular answers, avoid asking probing questions – you do not need to know all the details, that is the job of the experts. Keep your questions open.
 - Let the child or young person know what will happen next, who you will report the information to, what will happen once it has been reported.
- Record all the details of what was said immediately after on the NS.
- Incident/Disclosure Form - CONFIDENTIAL. Use the child or young person's exact wording – do not try to interpret any of the information yourself unless necessary and if you do, identify which part is your interpretation. **See Appendix 3 – P24.**
- Record details such as names mentioned, dates, times, who the information went to and what action was taken next. Do not forget to sign and date the form. Share this information with the designated person and/or line manager as soon as practical.
- Act immediately – do not delay.

Action to be taken by the Designated Safeguarding Lead

- Act immediately – do not delay.
- Consider whether the child or young person is in immediate danger. If they are, contact the police, LA, Local SCB or parents or carers (if appropriate)
- If the child/young person is not in immediate danger and you are with the young person, listen to what they want to share with you about the incident. Do not ask leading or interrogating questions, just questions for clarification only.
- If allegations have been made about a member of staff or a volunteer, report the matter to someone higher within the organisation. The organisation's disciplinary procedure should be followed.
- Contact your local services team and discuss any future action with them,
- e.g., if an allegation against a member of staff or a volunteer contact the Local SCB, LADO, if regarding a young person contact Children's Services and if regarding a vulnerable adult contact Adult Services, etc.
- Agree with the Local SCB team ongoing support for the child or young person. When considering and taking any action, the young person's welfare must be paramount.

Information for Children's Social Care or the Police about suspected abuse

To ensure that this information is as helpful as possible, a clear, accurate and detailed record should always be made at the time of the disclosure/concern (or within 24 hours) on the NS Incident Disclosure Form - CONFIDENTIAL. This should include details of the young person's:

- Name, age, date of birth, home address and telephone number
- Whether or not the person making the report is expressing their own concerns or those of someone else
- The nature of the allegation. Include dates, times, any special factors, and other relevant information.
- Make a clear distinction between what is fact, opinion, or hearsay.
- A description of any visible bruising or other injuries. Also, any indirect signs, such as unusual or distinctive behaviour
- Details of witnesses to the incidents
- The young person's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- If the parents have been contacted and if so, what has been said?
- If anyone else has been consulted? If so, record details
- If the young person was not the person who reported the incident, has the young person been spoken to? If so, what was said?
- Has anyone been alleged to be the abuser? Record details

Where possible telephone referral to the Police or appropriate LA Services should be confirmed in writing within 48 hours and the name of the contact who took the referral should be recorded.

Referral is the responsibility of the DSL. The DSL should include on the NS Incident/Disclosure Form what action they have taken and any feedback as a result of the referral.

Appendix 1 – Sharing information

Seven Golden rules of information sharing

[Information Sharing - Advice for Practitioners Providing Safeguarding Services to Children, Young People and Carers \(Department for Education March 2015\)](#) has been produced to support practitioners in the decisions they take when sharing information to reduce the risk of harm to children and young people.

Below are the 7 golden rules of information sharing that this guidance recommends.

1. *Remember that the Data Protection Act 1998 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately.*
2. *Be open and honest with the individual(and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.*
3. *Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.*
4. *Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.*
5. *Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.*
6. *Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).*
7. *Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.*

Considerations when Contacting another Agency/Service

Effective Communication between Agencies

Effective communication requires a culture of listening to and engaging in dialogue within and across agencies. It is essential that all communication is as accurate and complete as possible and clearly recorded.

Accuracy is key; without its effective decisions cannot be made. Equally, inaccurate accounts can lead to children remaining unsafe, or to the possibility of wrongful actions being taken that affect children.

Before contacting another agency, think about why you are doing it, is it to:

- **Share Information**

To share information is the term used to describe the situation where practitioners use their professional judgement and experience on a case-by-case basis to decide whether and what personal information to share with other practitioners in order to meet the needs of a child or young person. Decisions to request and share information must be considered in terms of whether they are necessary and proportionate.

- **Signpost to Another Service**

The definition of signpost is to indicate direction towards. It is an informal process whereby a professional or a

family is shown in the direction of a service. If someone is signposted to a service it is because accessing the service may enhance the family's quality of life, but there would be no increased risk to the child or young person should the service not be accessed. No agency is responsible for the monitoring or recording of signposting.

- **Seek Advice and Guidance**

Seeking advice and guidance at any time, making a general query, or perhaps consulting with a specialist colleague within your own organisation (or from another agency) may enhance the work that you are doing with a child, young person or family at any stage. It could be that you want further information about services available or that you want some specialist advice or perhaps need to consult about a particular issue or query, for instance to ask if making a referral is appropriate. The name of the child and family should be anonymised at this stage unless agreement to share the information has already been obtained.

It is vital that you record that you have sought information and advice in your own records. The agency you are contacting may not record this information, particularly if the case is not open or active with them. It should be agreed between agencies in this situation as to who records what information.

At the end of the conversation both parties must be clear about the next course of action.

- **Facilitate Access to a Service**

If you think that a family may benefit from a service then directing, signposting, or facilitating is appropriate. For example, a family approaches your service and asks for some advice about leisure activities in the local area. You give them the information and directions to the nearest open access leisure centre.

- **Refer a Child or Family**

If you think that by not accessing a particular service, a child's situation could deteriorate then a referral is appropriate. However, a referral is only the start of the process. You as the referrer have a responsibility to monitor that the service has been taken up and the child's situation has improved.

Sometimes you may need to draw on other support services, for example when an intervention has not achieved the desired outcomes and the child/young person requires more specialist or sustained support. A specific gap in services to meet a need or any level of concern warrants follow-up and monitoring to ensure there is no risk to children.

At the end of the conversation both parties must be clear about the outcome and the next course of action.

Professional Differences

Where there are any professional differences about a particular decision, course of action or lack of action you should consult with a Senior Manager within your own organisation about the next steps.

[Resolving Interagency Disagreements Guidance](#)

Recording

Well-kept records about work with a child and his or her family provide an essential underpinning to good professional practice. Records should be clear, accessible, and comprehensive, with judgements made and decisions and interventions carefully recorded. Where decisions have been taken jointly across agencies, or endorsed by a manager, this should be made clear.

You should record your decision and the reasons for it, whether or not you decide to share information. If the decision is to share, you should record what information was shared and with whom.

You should work within your agency's arrangements for recording information and within any local information sharing procedures in place. These arrangements and procedures must be in accordance with the Data Protection Act 1998.

Appendix 2 – How to recognise abuse.

The following is a guide to help paid staff and volunteers to become more alert to and aware of the signs of possible abuse. These lists are not definitive. Please bear in mind that there may also be other factors within the family that may be the reason for sudden changes in behaviour, for example death, the birth of a new sibling, etc.

Neglect – this can be a difficult form of abuse to recognise and yet it can have some of the most lasting and damaging effects.

The physical signs and changes in behaviour that may indicate neglect may include:

- Constantly hungry, perhaps stealing food from others.
- Constantly dirty or in an unkempt, unwashed state
- Inappropriately dressed for the weather conditions
- A loss of weight or being constantly underweight
- Being tired all the time
- Failure to attend medical appointments or not requesting them.
- Mentioning being left alone or unsupervised.

Physical abuse – It is quite normal for children and young people to get cuts and bruises as part of their daily life. However, some children and young people will have bruising or cuts that could only have been caused non- accidentally.

Important indicators are where on the body the bruises or injuries occur, whether any explanation given, or the lack of explanation, fits the injury and also whether there was a delay in seeking medical treatment when treatment may be quite necessary.

The physical signs and changes in behaviour that may indicate physical abuse may include:

- Injuries on any part of the body that cannot be explained.
- Bruises which reflect hand marks or fingertips from slapping or pinching
- Cigarette burns, bite marks, broken bones, scalds
- A fear of approaching parents for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when touched or approached.
- Depression, withdrawn behaviour.
- Running away from home
- Reluctance to get changed.

Emotional abuse – again this can be very difficult to identify; often those who appear well cared for may be emotionally abused by being put down or belittled. Also, some children and young people may be receiving little or no love, affection and/or attention from their parents or carers. Those not allowed to mix and play with others may also be experiencing emotional abuse.

The physical signs and changes in behaviour that may indicate emotional abuse may include:

- A failure to thrive or glow.
- Sudden speech disorders
- Delayed development, either physically or emotionally
- Exhibiting neurotic behaviour such as hair twisting or rocking
- Reluctance to have their parents or carers contacted or approached regarding their behaviour.
- Exhibiting a lack of confidence or the need for approval or attention
- Fear of making mistakes

- Exhibiting self-harming behaviour

Sexual abuse – adults who exploit their power and use children or young people to gratify their own sexual needs abuse both girls and boys of all ages, cultures, and abilities, including babies, toddlers, and young people. More often than not, the child's or young person's behaviour will cause you to become concerned; however, there are physical signs that highlight concerns. In all cases, children and young people who talk about sexual abuse do so because they want it to stop. Therefore, it is vitally important that they are listened to and taken seriously.

The physical signs and changes in behaviour that may indicate sexual abuse may include:

- Stomach pains, discomfort when walking or sitting down.
- Bruising or injuries to parts of the body that are not normally seen.
- Pregnancy and sexually transmitted infections
- Sudden or unexplained changes in behaviour and/or mood i.e., becoming aggressive or withdrawn.
- Nervousness or fear of being left with specific people or groups.
- Acting in a sexually inappropriate way with peers and or adults
- Sexual knowledge, drawings and language that are beyond the child or young people.
- age or developmental level
- Running away
- Self-harm and mutilation, suicide attempts
- Eating disorders such as bulimia or anorexia
- Indicating that they have secrets that cannot be told to anyone.
- Bedwetting
- Substance abuse (drug and alcohol)

NB These are some typical signs and indicators for each type of abuse, but all could indicate a different type of abuse or another concern. Staff will be trained in recognising abuse.

Appendix 3 – Incident reporting Incident/Disclosure Reporting Form

All allegations, complaints or suspicions of abuse should be recorded as close as possible to the time of the incident and within **48 hours**. Details of incidents should be recorded in as much detail and accurately as possible.

Any disclosures of abuse being made by YP should be a reflection of what was actually said. Do not try and interpret any information. Just record what was said and/or witnessed.

1	Date and Time of incident or disclosure			
	Date:		Time:	
2	Details of person(s) involved			
	Name(s):	1.	4.	
		2.	5.	
		3.	6.	
	Age:		Date of Birth:	
	Address:			
			Post Code:	
	Telephone:			
Any Disabilities/ Access Needs:				
Other:				
3	Parent/Carer Information			
	Name(s):	1.	3.	
		2.	4.	
	Address:			
			Post Code:	
Telephone:				
Relationship to YP/VA:				
4	Witness Information			
	Name:			
	Age:		Date of Birth:	
	Address:			
			Post Code:	
Telephone:				
5	Your Details			

	Name:			
	Role/Position			
	Address:			Post Code:
	Telephone:			
6	Details of what happened or disclosure allegations			
	Are you reporting your own concerns or those reported by someone else?			
	My own concerns		Reported by someone else	
	What Happened?			
	What Action Was Taken?			

	Who Did You Report the incident/disclosure to?	
	In House:	
	Name:	
	Job/Role:	
	Outside Agencies:	
	Parents/Carers:	
8	Are any other YP/VA potentially at risk?	
	Any other information:	
9	Signed:	
	Print Name:	
	Date:	Time:
	This form should be kept in a secure and safe place in compliance with guidance on confidentiality.	

Appendix 4 – Safe recruitment and DBS of Staff Working Directly with YP

- All positions to work with YP will be advertised clearly stating that the position is subject to an Enhanced DBS check.
- All positions to work with YP must have some previous experience of working with YP.
- All applicants for roles with YP 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 YP.
- All interviews being held for staff or volunteers will involve at least two interviewers.

Managing Staff who work with YP.

- NS 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 NS Staff Positions Working Indirectly with YP.

Participation programmes and projects are part of NS's core activity. NS employs a number of staff whose main job role does not involve working directly with YP. However, staff from all departments across the organisation could be required to work with YP in a supporting role. If a member of NS is required to work with YP 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 YP with the ability to establish a working relationship, then an Enhanced DBS is advisable. If a member of staff is coming into contact with YP on a regular basis for short periods of time where the YP are supervised by others, then a standard DBS check will be advisable. Each situation and project will be unique and therefore assessed individually.

If existing employees become added to the children and adults barred lists by either disclosure body, the Company will consider the options for redeployment into any available job roles that do not involve regulated activity/work. All employees who are added to the barred lists are required to inform their line manager of their inclusion on the list at the earliest opportunity. A failure to do so may be deemed a disciplinary matter to be dealt with under the disciplinary procedure. In both cases, if this is not possible, the Company may need to consider dismissal of the employee on the basis of the statutory ban imposed by the disclosure. The Company may be unable to continue to employ the employee in any capacity if the continued association with the employee cannot be maintained, causes reputational damage to the employer or other reasons that harm its position.

Duty of disclosure

The Company is legally required to send information to the Disclosure and Barring Service or Disclosure Scotland if a decision is taken to dismiss an employee or remove them from working in regulated activity/work.

The Company may also be required to inform the Disclosure and Barring Service or Disclosure Scotland if the Company suspends an employee, or an employee resigns in suspicious circumstances, as the referral duty criteria may already be met at that stage.

Appendix 5 – Code of Conduct

Northern Stage Staff and Volunteers’ Code of Conduct

Statement

Northern Stage believes that all members of paid staff and volunteers should have a clear understanding of their responsibilities. The following Code of Conduct clearly outlines what behaviour is expected of paid staff and volunteers whilst undertaking duties for NS.

Dissemination

This code of conduct is communicated to all paid staff and volunteers as part of their induction and assessed as part of supervision meetings. It is made freely available to all NS participation users via our website.

Definition

NS paid staff and volunteers – This includes all full and part time paid staff as well as volunteers, which includes freelance contracted staff and Trustees.

Review date

This Staff and Volunteers Code of Conduct will be monitored and reviewed every year by the CEO, to ensure that the operation of this procedure is satisfactory. This document was created in January 2018. Next review date January 2020.

It is expected that all paid staff and volunteers will:

- Carry out their work in a responsible way with due regard for the safety of themselves and any other parties – including the use of risk assessments (please see Health and Safety Policy)
- Act in accordance with relevant policies and procedures of NS, ensuring the work, values, principles, and mission of NS is positively represented.
- Maintain appropriate professional behaviour, language, and dress.
- When undertaking a project with a new set of people including young people, set out what is expected e.g., ground rules agreement to include expected behaviour etc. and what happens if the agreement is breached.
- Treat everyone equally, with respect and dignity e.g., appropriate use of language (please refer to Diversity and Equality Policy and Procedure)
- Respect and be sensitive to individual beliefs, faiths, and religions e.g., promote a variety of views, be objective and careful about sharing own views (please refer to Diversity and Equality Policy and Procedure)
- Act as an excellent role model e.g., behaving as you would want others to do so.
- Show understanding and sensitivity when dealing with emotional issues.
- Maintain confidentiality as per procedures.
- Respect a person's right to privacy e.g., obtaining photographic consent.
- Keep to scheduled time and length of meetings.
- Commit to further training and keeping up to date as relevant to their area of responsibility.
- Establish supportive, positive environments e.g., giving enthusiastic and constructive feedback (rather than negative criticism) and praise for effort as well as achievement.
- Work collaboratively and consult as appropriate.
- Ensure clear and agreed communication with all parties involved.
- Maintain a positive attitude.
- Be willing to reflect on their own performance e.g., through supervision/appraisal mechanisms.
- Be willing to have their own practice monitored and evaluated.
- Declare any conflict of interest e.g., if you are related to a board or staff member and do not accept individual gifts above 'normal hospitality' e.g., it is fine to accept a cup of tea and a biscuit, but not money for your own personal gain. If you do accept a gift through a work situation it must be declared
- Ask questions, rather than making assumptions.
- Remember that others may misinterpret your behaviour and actions regardless of how well intentioned they may be.

NS is fully committed to safeguarding the welfare of all children and young people. NS believes that all members of its paid staff and volunteers have a clear understanding of the responsibilities and powers their positions of trust carry. In addition to the above code of conduct the below clearly outlines what is acceptable behaviour and what is not and how to behave appropriately when working with young people and as such ensure that the 'position of trust' is not abused. This not only protects those in the positions of trust, but also safeguards those being cared for. Failure to comply with the Code may be deemed a disciplinary matter.

Paid staff and volunteers should always:

- Work in an open environment (e.g., avoiding private or unobserved situations and encourage open communication)
- Put the welfare of children and young people first.
- Strive to build balanced relationships based on mutual trust which empowers children and young people to share in the decision-making process.
- Take seriously any allegations, suspicions, or concerns about abuse that a young person makes (including those made against staff) and report them following appropriate procedures (please see page 14 of the Safeguarding and Child Protection Policy and Procedure regarding if a child or young person confides in you that you must do)
- Provide an opportunity and environment for young people to talk to paid staff and volunteers about any concerns they may have.
- Provide an environment e.g., establishing ground rules/group agreements that encourages young people and adults to feel comfortable and confident in challenging bullying and any attitudes or behaviours that may be discriminatory in any way (e.g., racial, sexual, or homophobic, or in relation to disability or refugee or asylum status, etc.)
- Declare any previous relationships/personal connections to Line Manager

Paid staff and volunteers should never.

- Engage in or permit or accept abusive and discriminatory behaviour or peer-led activities (e.g., initiation ceremonies, bullying, taunting or behaviour that frightens, embarrasses, or demoralises or reduces to tears as a form of control)
- Engage in inappropriate behaviour or contact (e.g., physical, verbal, or sexual, including horseplay)
- Allow or encourage others to engage in inappropriate behaviour and contact.
- Use inappropriate or demeaning language.
- Engage in sexual relationships with young people or personal friendships including outside of the workplace.
- Make sexually suggestive comments to anyone.
- Give or lend personal money to young people.
- Invite young people to individual homes.
- Share a dressing room or a bedroom with a young person.
- Show favouritism to anyone.
- Jump to conclusions without checking facts.
- Use alcohol, drugs, or other substances prior to or when working or buy it for or supply it to young people.
- Deliberately put them self or others in compromising or potentially dangerous situations or situations which could be misinterpreted by young people or others, e.g., when supporting or comforting a young person under distress, make sure it is an open environment whilst also balancing their right to privacy.
- Promote your religious or political ideas or beliefs.
- Rely on just your good name to protect you.

- Allow allegations to go unrecorded or not acted upon
- Give out personal contact details including mobile telephone numbers and email addresses or become friends on social networking sites or gather personal contact details of young people for their own use.

If anyone is unclear on how to achieve the code of conduct points, they must discuss it with their Line Manager. Some activities such as games may involve physical contact amongst participants, paid staff, and volunteers. If it is necessary, this is fine as long as it is carried out appropriately and in an open environment and all parties are consulted and their consent is gained. People must be given the choice not to participate in an activity, should they not wish to.

NS will not tolerate peer abuse, bullying, discrimination, violence, aggression, abusive behaviour and language from paid staff or volunteers or within a working session e.g., with young people. In the event of inappropriate behaviour, the complaints procedure and disciplinary and grievance procedure will be followed. Examples of Gross Misconduct are as follows:

- Theft of NS's property and misuse of the company's funds,
- Malicious damage to NS's property
- Fraud and dishonesty
- Incapacity for work due to being under the influence of alcohol or non-prescribed drugs.
- Supplying non-prescribed drugs
- Physical assault and fighting
- Gross negligence
- Absence without cause
- Sexual assault
- Harassment or misconduct
- Serious breach of safe working practices
- Misuse of IT equipment
- Abusive behaviour including sexist, racist and other oppressive

behaviour. (NB. The above list is not exhaustive).

Appendix 6 – Arrival-Departure procedures

Arrival and Departure Procedures for Young People taking part in NS Activities

Each member is required to complete a Registration Form before starting to work with us which seeks parental consent for:

1. The young person to take part in the activity on a specific day and time.
2. The young person to have photographs taken by Northern Stage staff or contracted photographer which will be used for promotional purposes to promote the work of Northern Stage

3. The young person leaves NS after a workshop/rehearsal unaccompanied by an adult.

If parental consent is not given for 2 above a note is put on the register and core or freelance staff are responsible for making sure that a young person is not filmed or photographed.

If parental consent is not given for the 3 above, the young person waits with a member of staff until collected by a parent/carer.

All young people aged under 8 years will only be handed over to a designated adult. Parent/carers will be asked to provide NS with the names of designated adults authorised to collect their child. A signature will be required.

Children and young people aged 8 and over will be collected from the Stage Three corridor under the supervision of NS staff.

Parent/Carers are informed that a member of staff will be on duty for 15 minutes at the beginning and end of a session.

If young people arrive more than 15 minutes early for their session, parent/carers and all NS staff are all aware that the young people are waiting in a public space unsupervised. NS will advise parents/carers that young people aged 11 years and under should not be left unsupervised.

If young people are not collected within 15 minutes, then staff must follow the Late Collections Procedure.

Late Collections Procedure:

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

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

If neither of the above results in a satisfactory safe collection of the young person then one of the Designated Safeguarding Leads must be consulted.

Staff members must never take a young person home in their own car.

Staff members can only arrange for a taxi if parental consent is sought and recorded prior to the journey.

Appendix 7 – Offsite and residential

Offsite working, outdoor activities, and residential stays

It will sometimes be necessary for activities such as workshops, rehearsals, and performances to take place offsite. NS recognises that it is important that YP 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 YP being dropped off or collected to/from the wrong place. Information about the change of venue and/or offsite working should be given to YP and their parent/carers 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.

If parental consent for participating in the activity states it will take place at a single location, then consent must be obtained for the new location.

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 parent carers.

When taking YP on residential trips:

Ensure you have adequate staffing ratios. A minimum of 2 staff members for the duration of the trip is advisable for a low-risk activity with up to 20 young people. At least one member of staff should have up to date first aid training and all genders should be represented where possible.

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

Involve YP and their parent/carers in the planning of the activity. NS should host at least one pre-residential briefing session.

NS should give YP and their parent/carers the opportunity to update medical/access and emergency contact information before the residential.

NS will provide parents with emergency contact information for NS staff.

NS will consider the safety and supervision of YP during sleeping hours and will endeavour to minimise the risks involved during long periods of unsupervised time.

NS 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.
- Parental 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 will 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 YP has to return early.

Appendix 8 – Lost Child 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.

1.1 Lost/Found Child.

If a child or vulnerable adult 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/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/guardians/carers' names, where they last saw them and a description of them. If the child has been brought to the staff member's attention by another adult, as much information as possible should be gained from that adult.
- 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/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 child or vulnerable adult over the Northern Stage radios. When using a radio only a brief physical description of the child/vulnerable adult should be given.

Re-uniting Parent /Personal Assistants with Children.

When a parent, carer or guardian arrives to collect the 'lost' child, they should not be able to view the lost child in advance. They should be required to provide the details of the child as follows: Name, age, address, them. relationship to the child, a description of the child'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 CHILD BE BROUGHT FORWARD.

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

Once a child has been re-united with their parent/guardian or carer the Duty Manager should carry out a written record of the incident using the form provided and pass it to the DPO. If the local safeguarding team or police have been contacted, the DPO must confirm with each agency that the incident is resolved.

Lost Child Reported Missing

If a lost child 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 child/vulnerable adult as follows:

- Where last seen
- Gender

- Age
- 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 child has been reunited with their parents/carer/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 DPO, and both monitor the situation.

Appendix 9 – Internet Use

Use of Internet, mobile telephone, and social networks

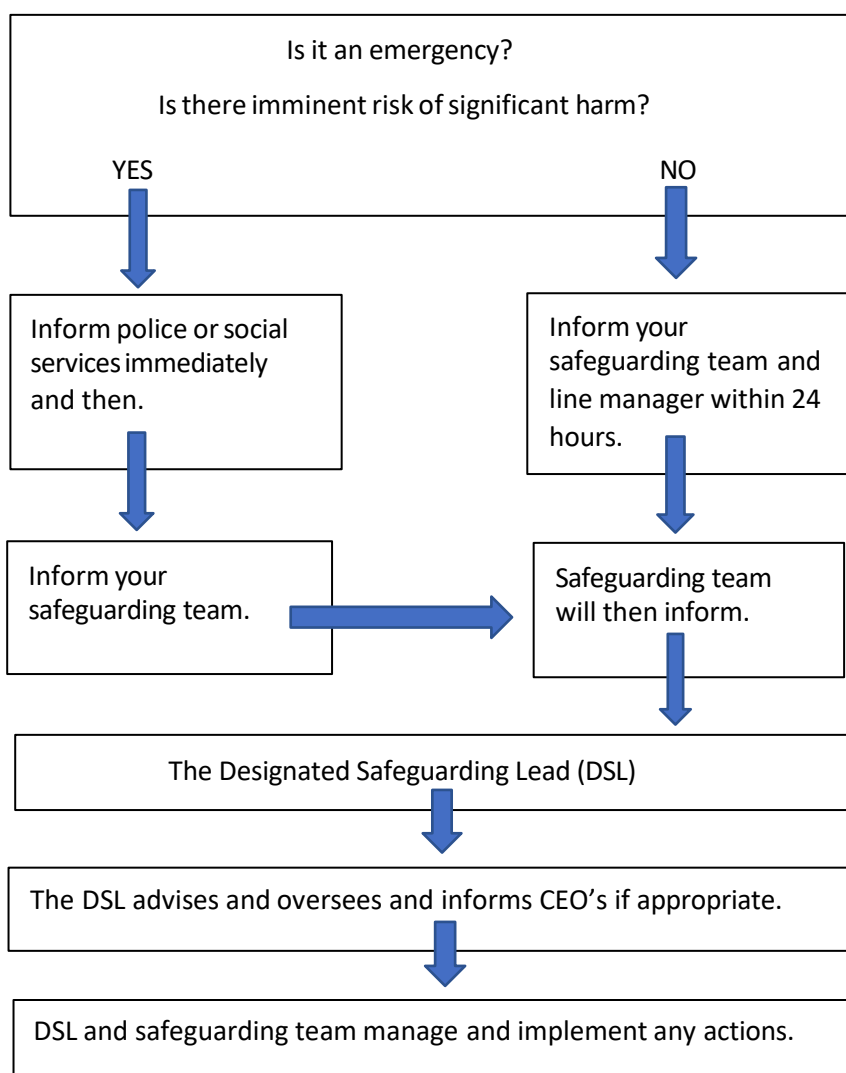
It is recommended that NS staff follow the basic guidance on keeping young people safe whilst using the internet:

- Know what young people are doing online – have an age-appropriate level of supervision while they are using the internet, for example always keeping the screen visible to others.
- Help them understand it is not safe to give out personal information like mobile phone numbers,

address, school details in chat rooms or emails or to share pictures or videos of themselves.

- Discourage them from ever going alone to meet someone they met online. If they must, however, ensure they let their parents, friends or HTT staff know where they are going and when, who they are arranging to meet and when you can expect them to return. Even better, encourage them to keep online mates online and remember that not everyone they meet there is genuine.
- Encourage them to get rid of or not open emails that are not familiar to them or seem strange. Emails that contain attachments that are offensive can be blocked and deleted. They may contain not only pornographic or hate materials, but also viruses which can damage the computer.
- Help them understand that if they are being asked strange or personal questions that they are not comfortable with they should tell someone about it.
- Refer to the Child Exploitation and Online Protection Centre's thinkyouknow.co.uk.
- Discuss which sites are appropriate for young people to visit.
- Get the young people to teach staff and volunteers how to use any applications they are not familiar with
- Ensure that lines of communication are open for young people to discuss anything they feel uncomfortable with and empower them to report any forms of abuse.
- Ensure firewalls are activated to block offensive materials on any computers young people have access to.

Appendix 10 – Reporting a safeguarding concern.



Appendix 11 - Online Working Procedures

NS will be continuing to engage digitally to connect, create work and support the participants who engage

with Northern Stage. In order to do this, we will use a range of digital platforms appropriate to the age ability and preferences of those taking part (E.g., Zoom, Emails etc.). When using these platforms, it is important to protect participants, their families, and NS staff by following this online code of conduct.

Access

To continue to make our work as accessible as possible to people from a diverse range of backgrounds, wherever possible, we will conduct an access and IT audit prior to the commencement of a project, event, or programme of work. The access audit should include an assessment of access to wi-fi, data, IT equipment and an appropriate works p a c e .

If for whatever reason it is not possible to complete an access audit, the following access issues should be considered in the planning of the digital sessions.

- Participants may lack/be unable to afford data/WIFI phone, tablet, or laptop to participate in sessions.
- Where possible NS will endeavour to support participants by funding sufficient data plans at home for extended video sessions or by loaning equipment for the duration of the project. If this is not possible Northern Stage will adapt the platform to be accessible to all who wish to take part.
- Participants may have additional needs to participate in sessions due to sensory issues,
- language barriers etc. When needed and where possible, NS should provide accessible online content for participants who have additional support requirements – (subtitles, translations, follow up support as appropriate).
- Participants may be living in shared spaces with limited access to privacy for the duration of the session.
- Participants may be a different version of themselves in their home environment and in the presence of other members of their household.

Consent

- Permission must be obtained from Parents / Guardians of people under the age of 18 to be in these online platforms via the Registration/Consent forms.
- Staff hosting the sessions must check with staff responsible for registering participants that all attendees have signed up and given permission to participate online and via zoom.
- The consent form will also highlight to parents/carers that if young people wish to switch their cameras on and share their visual image with others and the member of staff, consent must be obtained from parents/carers.
- Staff are not able to insist on cameras being on. A young person must have consent and
- must be comfortable to share their image in that particular session. Looked after young people, previously looked after and young people subject to a court order should not share their personal details or their image during sessions.
- Parents/guardians of young people under 18 will be informed of the platforms to be.
- used and the dates and times of sessions and the adults who will be on these platforms.
- Staff must obtain parental/guardian consent for the session to be recorded.
- Parents/guardians and young people agree to video conferencing terms and conditions and understand NS is not affiliated with the Zoom (or any other digital) platform.
- At the beginning of online sessions staff must advise participants to make sure other people in their houses are aware that they are online and being filmed, so not to walk into a shot if they do not want to be filmed.
- Make sure participants are aware that all online sessions will be automatically recorded using the function in the Zoom app software. The recordings will be stored securely on NS's server, only accessed by NS staff, for a minimum period of 12 months.

- Staff and participants may not record or take photos of anything without the others' consent.
- Staff should ask participants not to share the meeting IDs with anyone else outside of the group.

Well Being

All NS staff who work regularly with children and young people will need to have an awareness of the negative effect that COVID-19 has on young people's mental health and bearing that in mind that COVID-19 and its effects are an additional affect to their wellbeing.

Protecting participants

- Encourage participants to refer to a group leader directly through the chat function if they feel worried about anything.
- Staff to record and action safeguarding concerns in same way as face-to-face contact; be transparent with participants about this. Staff must follow usual online procedures (e.g., not using personal profiles to contact participants online)
- If a staff member receives a worrying message that they think may indicate that the person communicating with them is at immediate risk they should follow the same procedures for recording and reporting as outlined in Appendix 10, P38.
- Encourage participants to wear appropriate clothing, even on parts of them they think will not be seen.
- Participants will be told not to record or take photos of anything without the others' consent.
- No young people's details or images will be downloaded or saved on workers' computers.
- External Photographers or Film Companies who need to record or take images of young people and need to be downloaded for photo or video editing will be required to delete the images once the edit has taken place and the edited film is uploaded on to the NS server.
- Staff should make participants aware they are responsible for their own personal safety when moving around their own physical environments in sessions in spaces NS has no control over
- Staff should make participants aware that NS cannot be responsible for other members of participants' households who join in with the zoom.

Staff Conduct

- Ensure that there are at least two responsible adults in virtual sessions at any one time to supervise young people who both have co-host privileges (see procedure below)
- Ensure all freelance staff have read and are aware of NS's safeguarding policies / risk assessments & have completed NS's internal Safeguarding Training.
- All online sessions need to be risk assessed by the project lead.
- NS employees are covered by NS' public liability insurance when working online and from home, providing all of the safeguarding and security procedures in this document and the policies available above have been followed. Freelance staff will need to hold their own public liability insurance.
- The host of each session will be responsible for recording all participatory Zoom sessions to the company Zoom account. These will be moved from the cloud storage to the NS server after the session.
- The project assistant will complete an Attendance Register for each session in the usual way.
- Staff will **not** hold sensitive sessions / meetings on Zoom. While we have taken steps to ensure that the safety of the information and personal data within the zoom recordings is saved securely – the videos are not encrypted.
- Staff must not share the log-in details for the company account with anyone outside the team or use the account for any personal chats / meetings.
- Staff should ensure their manner of dress and appearance is appropriate to them.
- professional role. The language used must be professional.

- If staff are working from home, they should check their personal surroundings to avoid personal information being disclosed. Staff should take the session in a quiet room to reduce interruptions/interactions with other members of the household. Where this is not possible, those in their household should ensure they are dressed suitably, and that the language used is appropriate and professional.
- Staff to ensure all documents, files and their e-mail system are closed down before the session commences.
- One-to-one sessions are not permitted. If only one young person joins, they are only to be admitted to the session if two members of staff are present. The meeting/session is to be locked, once invited young people and staff have joined, Staff should not admit any young people they do not recognize. The staff members should ensure that all young people 'leave' the meeting before they end the session.
- Staff should always maintain appropriate professional boundaries and avoid behaviour.
- which could be misinterpreted by others. Staff engaging with young people online have a responsibility to model safe and professional practice at all times.

Delivery

Staff or participants Wi-Fi may go off / be intermittent – NS staff should ensure any important information is shared on the chat in case people miss it in the conversation. Staff teams will agree roles to ensure smooth running of the delivery and tech of the session. E.g., one host facilitating the session and one host responsible for supporting with technical issues, making use of mute functions and pin/spotlight video functions to help facilitate the session – so people can see/hear each other. This is to be decided by the facilitators of each session. Each session will be set up using the procedure set out below:

Zoom Sessions Set Up Procedure

- Log in using the Northern Stage company log in.
- Schedule the meeting (giving enough time before the meeting to send the link out to participants and deal with any unforeseen tech issues)
- In Topic - Name the meeting with the session title and the name of the host (e.g., YC Ensemble Workshop – Louie/Mark)
- Make sure 'password required' and 'enable waiting room' are checked.
- Select 'record meeting automatically in the cloud.'
- Use a unique automatically generated ID and password for each session.
- Only share the meeting ID with people via direct messages (not on social media or publicly)
- When it is time, start the meeting.
- Admit the other NS staff member/s attending the session to the session before any participants. Select 'Manage Participants' at the bottom of your screen, select the other member of NS staff, click 'More,' and select 'Make Co Host.' This will give you both similar privileges.
- Make sure both staff members are ready and then admit the participants.
- Make sure everyone present has given consent to the session being recorded and agreed to the code of conduct (this can be checked by a member of the NS team)
- At the end of the session, one member of the staff team is to fill in an Attendance Register.
- The recording of the session will automatically be saved in the cloud on NSs zoom account. This will be downloaded and saved to the server by a member of the NS team.

In the company account, the following default settings have been chosen. Please make sure these are still set:

- Participants may only send chats to 'everyone' – no private messages.
- Participants may not save the chat.
- Only the host can share the screen.

- Recordings automatically save only to the cloud and not to local computers.

Appendix 12: Use of photographs or recorded images of CYP/VA

Northern Stage frequently uses photographs of children, young people and adults in printed publications and on websites to publicise services or celebrate special events. If we hire a photographer/videographer for one of our events, where CYP and/or VA are to be photographed we will seek to keep participants safe by:

- providing the photographer/videographer with a clear brief and contract about appropriate content and behaviour
- always ensuring the photographer/videographer wears identification
- informing participants, their parents and carers that a photographer will be at the event and ensuring they have given written consent to images which feature the participant being taken and shared.
- photographer/videographer will not have unsupervised access to CYP and VA and will be provided with a key contact from Northern Stage who will be present throughout each job.
- Asking audiences and participants not to take photographs of participants on stage.
- Asking CYP not to take photographs of each other, backstage or in dressing rooms.
- Immediately reporting concerns regarding inappropriate or intrusive photography/filming following our child protection reporting procedures
- Recording the DBS issue date and number of the photographer/videographer and/or providing a member of staff with a DBS check if they don't have one issued within the last 3 years.
- Include stipulations in photographer contract about:
 - Intellectual property of any photographs including children and young people under the age of 18 remains with the theatre.
 - Storage of images should be encrypted, or password protected whilst the data is being edited by the photographer.
 - NS will store photographs for no longer than 7 years.
 - The right for us to view any footage or photographs.

We will be sensitive to the fact that some participants/parent/carers may not be comfortable with images of themselves, or their children being shared. For example:

- if a child/VA and/or their family have experienced abuse they may worry about the perpetrator tracing them online
- children/VA who choose not to have contact with some members of their family may decide to minimise their online presence.
- families may have religious or cultural reasons for choosing not to be photographed. It is NS's responsibility to identify those CYP/VA to the photographer/videographer.

The majority of occasions when people take photographs of CYP/VA are valid and do not provide any cause for concern. Unfortunately, there are occasions when this is not the case, and these are some of the risks associated with photographing CYP/VA:

- the collection and passing on of images which may be misused.
- the identification of individuals to facilitate abuse.
- the identification of individuals in vulnerable circumstances.

There are six main points to address when taking photos/filming:

- consent and permission of who can be photographed/filmed – NS's responsibility.
- reason and purpose – NS to clarify in contract with photographer.
- appropriateness of images – Photographer to judge with guidance from NS if necessary.
- identification of people in the photographs – NS to guide
- photography for public display – NS to seek permission.

- use of mobile phones – only NS work phones to be used and to be deleted once downloaded into a secure file.

Additional Circumstances

All requests for images to be taken or recorded of care experienced children & young people should be referred to the Social Worker or the person responsible for the child in question e.g., foster parent.

Photographers working within schools should comply with the policy set out by the school and use their consent forms.