

RSC
SAFEGUARDING
CHILDREN

POLICY AND PROCEDURES

FEBRUARY 2022

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GUIDE TO ESSENTIAL READING OF THIS POLICY AND PROCEDURE

The RSC safeguarding children policy and procedure, by necessity, covers a broad spectrum of issues to do with promoting the welfare of children and protecting them from harm.

Your line managers/RSC contact will be able to explain which sections and related Appendices are essential for you to read, understand and put into practice.

1 RSC's Vision, Mission and Aims

1.1 The RSC's Vision is: For Shakespeare's plays to be enjoyed by a truly diverse audience, representative of the population of the UK and beyond, and to foster a culture which is confident that Shakespeare is relevant and resonant, and a society which recognises that we are all richer if everyone has access to great theatre.

1.2 The RSC's Mission is to: To inspire and captivate audiences and transform lives through amazing experiences of Shakespeare's plays and of great theatre. To be relevant, resonant, and accessible, made in Stratford-upon-Avon, shared across the UK and around the world.

1.3 Our strategy for work with children and young people aims: "To transform lives through vivid, new encounters with Shakespeare's work and theatre making". Given this, it is essential that we observe our duty of care towards children and young people which requires us to have a safeguarding policy, procedures and safer working practices.

2 Creating a safe environment in which to work with children and young people

This section provides an introduction and overview of RSC's safeguarding policy.

2.1 Children and young people have contact with the RSC in many ways. For example, they may perform with us, be members of our audiences, attend our events and workshops, log on to our website, complete work experience with us or have an advisory relationship to us (for example our Youth Advisory Board).

Whenever and however children and young people come into contact with us, we want them to be safe from harm. We recognise that the RSC is not a child protection agency; however, we are committed to working in a child-centred way, and more generally, where everyone we work with is safe, valued and respected, and has their views and concerns listened to.

All staff and volunteers should:

treat children with respect

listen to and take account of children's views

take concern about children's welfare seriously

All staff and volunteers should also:

2.2 Uphold the principle that the welfare of children is paramount and that all children, whatever their age, culture, disability, gender, language, racial or ethnic origin, religious belief or sexual identity, have the right to protection from abuse.

Be aware that the word 'child' or 'children and young people' is used to refer to anyone under the age of 18, as defined by the Children Act 1989. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody, does not change their status or entitlements to services or

protection.

2.3 Safeguarding and promoting children and young people's welfare is defined as:

protecting children from maltreatment
preventing impairment of children's mental and physical health or development ensuring that children grow up with the provision of safe and effective care
taking action to enable all children to have the best outcomes.

2.4 Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering, or likely to suffer, significant harm. The RSC's safeguarding procedures are intended to:

Offer safeguards to the children with whom we work, and to our members of staff, volunteers (including trustees), chaperones, tutors and freelancers; and help to maintain professionalism and high standards of practice.

2.5 The RSC recognises that any policy and procedure is only as effective as the ability and skill of those who operate it. We are therefore committed to:

Recruiting staff and all those that work on our behalf, either paid or in a volunteer capacity, safely, ensuring all necessary steps are taken and checks are made, in line with our recruitment and vetting procedures as outlined in our recruitment and selection policy which can be accessed through the HR department or the RSC intranet.
Training and supervising all staff (including freelancers and volunteers) to adopt best practice to safeguard and protect children against abuse, and themselves against allegations being made against them
Providing a code of conduct for all, ensuring it is understood (through training) and adhered to (through effective management and governance)
Ensuring staff and volunteers are made aware of the Safeguarding Policy at induction
Ensuring all RSC workshops, events and activities are planned and organised with child welfare and safety as a priority
Storing children and young people's contact information, images, records and correspondence securely
Ensuring that all our partners and contractors adhere to best practice in safeguarding children and young people
Taking all suspicions and/or allegations of abuse or risk to children seriously, and responding these swiftly and appropriately through the provision of child protection procedures
Sharing information about concerns with those relevant agencies which have a legal duty to act, and involving parents/carers and children where appropriate
Providing support to staff and volunteers, if and where appropriate, to children when situations and allegations are disclosed
Signposting to other agencies who can help concerned children, young people, parents/carers or professionals when we are unable to help and the matter is not one that requires a child protection referral.

2.6 In addition to this policy and procedure there are other relevant RSC policies and procedures that have aspects which relate to safeguarding children and which should be read in conjunction with this document.
These are:

Vetting guidance in the Recruitment and Selection Policy

Disciplinary and Grievance Policy

RSC Nursery Safeguarding Policy and Procedures

Social Media Guidelines and Policy 2017

Code of Conduct

Speaking Up Policy

First Aid Arrangement (found in the Health and Safety Policy)

Work Placements and Work Experience Arrangement (found in the Health and Safety Policy)

Risk Assessment Arrangement (found in the Health and Safety Policy)

Breaches of the safeguarding policy and procedure will be taken seriously and may require disciplinary processes to be applied and/or a referral to the police or social care services.

2.7 The RSC safeguarding children policy and procedures were first adopted in June 2010.

It is reviewed and updated on an annual basis, or where there is a change in legislation or guidance or an incident that warrants immediate changes.

Version Control

APPROVAL DATE	NEXT REVIEW DATE	RESPONSIBLE PERSON	AUTHOR
June 2010	June 2012	Director of HR	NSPCC
March 2012	March 2014	Director of HR	RSC
August 2017	August 2019	Director of HR	RSC
November 2017	August 2019	Director of HR	RSC
February 2018	March 2019	Director of HR	RSC
July 2021	June 2022	Director of Learning and National Partnerships	RSC
February 2022	February 2023	Director of Learning and National Partnerships	RSC

3 Roles and responsibilities for safeguarding within RSC

Responsibilities for the management of the Safeguarding of Children at the RSC are grouped into the following areas:

- Employees, Freelancers and volunteers
- Non-Executive Board
- Executive Director and Artistic Director
- Senior Leadership team
- Designated Senior Safeguarding Officer
- Designated Safeguarding Officers
- RSC Safeguarding Committee
- RSC line managers

3.1 Employees, Freelancers and Volunteers

All employees, freelancers and volunteers have a responsibility to:

- comply with the RSC Safeguarding Children Policy and statutory requirements;
- attend all relevant Child Safeguarding training required by the RSC;
- work in accordance with information and training provided and inform their Line Manager of any concerns regarding training or competence that affects the Safeguarding of Children;
- report all incidents in line with the incident reporting procedure;
- report to their Line Manager or the relevant Designated Safeguarding Officer;
- co-operate with Child Safeguarding audits and inspections.

3.2 Non-Executive Board

The Non-Executive Board are responsible for ensuring that:

- the RSC meets all statutory Child Safeguarding requirements.
- Child Safeguarding is incorporated into its meeting agenda and reporting;
- An annual report detailing the current Child Safeguarding status of the RSC and the improvements that have been made during the previous year is received and reviewed;
- Annual Company targets for Child Safeguarding management are set;
- Information regarding Child Safeguarding issues brought to them by RSC employees is investigated and followed up, as required; and
- A Board Child Safeguarding representative is identified (excluding the Executive Director and Artistic Director) as a point of contact for the Executive Director, Artistic Director, Chief Operating Officer, Designated Senior Safeguarding Officer, Safeguarding Committee and Senior Leadership Team.

3.3 Executive Director and Artistic Director

The Executive Director and Artistic Director (or Deputy Artistic Director in the absence of the Artistic Director) are responsible for ensuring that:

- the RSC meets all statutory Child Safeguarding requirements;
- there is collaboration and co-ordination between all areas of the RSC on Child Safeguarding issues;
- suitable targets are set for improving Child Safeguarding in liaison with the Safeguarding Committee and Senior Leadership Team and ensure that they are achieved;
- the RSC Child Safeguarding Policy is reviewed and updated as required;
- the RSC Child Safeguarding Policy is communicated to all employees and appropriately implemented;
- the Child Safeguarding Committee operates effectively;
- an annual report is made to the Board on the Child Safeguarding performance of the RSC.

3.4 Senior Leadership Team

Senior managers who form the senior leadership team are responsible for:

- ensuring that Child Safeguarding issues are given the highest priority in all areas under their control;
- setting suitable targets for improving Child Safeguarding performance, in liaison with the Executive Director and Artistic Director and ensure that they are achieved;
- ensure that the Child Safeguarding Policy is effectively disseminated to and understood by all employees;
- ensuring that the RSC Child Safeguarding Policy is appropriately enforced, and any breaches of the Policy are dealt with in line with the RSC's disciplinary procedures, as necessary;
- participating in the regular review of the Child Safeguarding Policy and make recommendations for improvement;
- where they do not have relevant competence or knowledge, ensure that advice on matters with Child Safeguarding implications is sought from the membership of the Child Safeguarding Committee.

3.5 The Designated Senior Safeguarding Officer will:

Chair Safeguarding Committee meetings

Promote the importance of safeguarding across the organisation

Ensure Safeguarding reports are stored appropriately and in line with Section 8 (Recording Information)

manage complaints about poor practice of either staff or volunteers

manage allegations or concerns about abuse against RSC staff

make decisions about appointing someone who has a criminal record in conjunction with the appropriate senior manager

ensure that the RSC meets the requirements of its insurers regarding its safeguarding responsibilities

refer issues of safeguarding to the Safeguarding Committee for consideration

evaluate the effectiveness of safeguarding within the organisation (including producing an annual report on Safeguarding for the RSC Board and Safeguarding Committee)
collect monitoring data on all safeguarding concerns raised, their management and outcome to check compliance and note any lessons learnt
review the safeguarding policy and procedures on an annual basis and update the policy as necessary (at least annually and in line with any changes in Safeguarding legislation and best practice guidelines)
support and advise the designated safeguarding officers
define the provision of mandatory Safeguarding training for all RSC staff in line with Safeguarding best practice

3.6 The Designated Safeguarding Officers (x6) will:

act as the first or second point of contact for staff or volunteers concerned about the safety and welfare of a child
be responsible for contacting children's social care/police in cases where a child is at risk of harm
be familiar with Local Safeguarding Children Board (LSCB) procedures
be familiar with the RSC's Safeguarding Children policy and procedures
advise and provide guidance to staff concerned about a safeguarding issue
support staff/volunteers after they have shared their concerns about a child
share information with Heads of Department/Directors as needed
keep accurate records of concerns about children and actions taken
liaise with appropriate local agencies for support and advice and keep a list of local contacts
contribute to the review and update of the safe guarding policy and procedures and ensure parents, carers and children are aware of the RSC's safeguarding policy and procedures

3.7 The Safeguarding Committee will:

champion and act as spokespeople for the importance of safeguarding children across the company
agree on, set and monitor annual objectives for safeguarding children
keep up to date with statutory requirements for safeguarding children
attend annual training relating to safeguarding children for Designated Senior Safeguarding Officers
lead the implementation of the safeguarding children policy and procedures throughout the company
act as an advisory group/point of reference for the wider company to draw on about Safeguarding issues
provide support and advice to the designated safeguarding officers on safeguarding issues
review all safeguarding issues dealt with by the designated safeguarding officers since the previous meeting and
consider any actions needed to improve practice, policy or procedures
contribute and advise on the annual review of the safe guarding policy and procedures
share best practice from partners and other organisations to ensure continuous learning
contribute to and sign off the annual safeguarding report
meet at least four times a year

3.8 Line managers will:

be familiar with the RSC safeguarding policy and procedures
act as the first point of contact for staff or volunteers concerned about the safety and welfare of a child
ensure freelance or contracted staff are informed about the person to contact if they have a concern about the safety and welfare of a child
ensure that all staff/volunteers know where they can find the safeguarding policy and procedures
communicate to staff/volunteers any changes in policy and procedures
ensure that new staff/volunteers understand the safeguarding policy and procedures during their induction period

3.9 RSC Safeguarding



See **Appendix 2** for contact details of the designated safeguarding officers

4 Recruiting and Supporting Staff

4.1 Most people who apply to work for the RSC will have the best motives for doing so. However, a small number of individuals who want to abuse children and do sometimes target certain organisations as a way of gaining access to them. Others, although they do not deliberately set out to harm children may hold unsuitable attitudes or behave in a way that harms children. Our recruitment processes have been designed to deter these people from applying and will also help to identify unsuitable people that might apply.

4.2 The RSC has a comprehensive recruitment and selection policy available for further information and guidance. This policy addresses the following areas:

- The importance of a job description
- Robust advertising and selection processes
- Vetting guidance, **which includes DBS check guidelines and a description of regulated activity which recruiting managers should refer to.**

5 The safeguarding code of conduct

This section outlines the behaviour expected of RSC staff, volunteers and freelancers in respect of their work and contact with children.

- 5.1** This code will not only help to protect children but will also help all staff/volunteers and freelancers identify any practices which could be mistakenly interpreted and perhaps lead to false allegations of abuse being made. Safer working practices will protect the RSC by reducing the possibility of anyone using their role within the organisation to gain access to children in order to abuse them. This is because all members of staff, volunteers, freelancers etc. will be expected to report any breaches of this code by any others working for or on behalf of the RSC.
- 5.2** If in doubt, you should always consider how an action or activity may be perceived as opposed to how it is intended.
- 5.3** The safeguarding children code of conduct should guide all actions taken by RSC staff, volunteers and freelancers. If it is necessary to act contrary to it you should only do so after discussion and with the documented approval of, your line manager or the person that has contracted you to work for the RSC.

- 5.4** The safeguarding children code of conduct is in addition to the other requirements of behaviour detailed in:
- Alcohol and drugs in the workplace policy
 - Respect policy
 - The information technology policy and procedures
 - Disciplinary Policy

- 5.5** The safeguarding code of conduct is divided into four sections:
- Engaging directly with children
 - Online-safety
 - Handing children's data
 - Positions of trust
 - Speaking up policy

Where the term 'staff' is used below it is taken to mean paid staff/volunteers and freelancers.

5.6 Engaging directly with children

Staff should:

work with children in an open and transparent way

listen to and respect children at all times, regardless of their age, gender, ethnicity, disability or sexual orientation. actively involve children in planning activities for children, wherever possible. Ensure allegations by a child are reported, including any made against you.

avoid unobserved situations of one-to-one contact with a child. If it is unavoidable, always ensure another adult knows where you are, with whom and why. The exception to this is chaperones whose role necessitates one-to-one contact with children.

follow the procedures for reporting safeguarding concerns or allegations.

never agree to keep any information relating to the harm of a child confidential.

ensure that their relationships with children and young people are appropriate to their age and gender and take care that their language or conduct does not give rise to comment or speculation. Attitudes, demeanour and language all require care and thought. The use of swear words in the presence of children, even if not directed at them, is never appropriate.

ensure that if you need to comfort a child who has become distressed, you do so in a way which is both age appropriate and respectful of their personal space. Never act in a way which may be perceived as threatening or intrusive; ask children before you act.

avoid favouritism, singling out 'troublemakers' and gossiping about children or their families.

ensure that dangerous or otherwise unacceptable behaviour by a child is managed appropriately.

be aware that children can and do develop both heterosexual and same sex infatuations towards adults working with them. If you become aware of this happening towards yourself, you should inform your manager and then respond to the situation in a way which maintains the dignity of all concerned.

ensure that if any kind of physical support is required during any activities, it is provided only when necessary, in relation to the activity or child's needs.

(See Appendix 4 for Physical Contact Guidance)

ensure that the focus of your relationship with a child you have met through work is always on work. The aim should never be or become to develop the relationship into a long-term friendship.

never invite or allow a child you have met through work into your home or make contact with them outside of work. The exception to this is where your own child may be friends with a child that is or has been part of the company. In such instances, the Designated Senior Safeguarding Officer (Director Learning and National Partnerships) should be notified in writing.

5.7 Staff should not:

- discriminate or be prejudicial
- ask children to keep secrets
- trivialise the abuse of children or its effects
- consume alcohol or take drugs whilst on duty, including any breaks or when in contact with children and young people (for further details see Alcohol and drugs at work policy)
- smoke with or in front of children and young people
- steal, or condone someone else's stealing, regardless of the value of an item stolen
- make sexually suggestive remarks or discriminatory comments to or in front of a child
- discuss staff's own sexual/personal relationships in front of children
- offer to transport a child alone in your car unless in an emergency and having notified your line manager or another senior member of staff/member of the Safeguarding Committee
- engage in or allow any sexually provocative games involving or observed by children, whether based on talking or touching engage in or tolerate any in appropriate physical activity involving children, or any bullying of a child by an adult or another child
- use sarcasm, demeaning or insensitive comments to a child
- use any physical punishment as part of disciplining children
- shouting at children should also be avoided or used very seldom and only if other alternative forms of discipline have failed
- have contact with children by phone, letter or email unless it's for RSC work purposes. photograph or film children for which no prior consent from the parents/carers has been obtained.

5.8 Online Safety

We apply the same principles, expectations and standards for interacting and communicating with children online as in other areas of practice, maintaining personal and professional boundaries in communications and contacts with children and their families and ensuring that appropriate protocols and processes are in place to ensure the safety of children online.

Appendix 3 – Guidelines for working with children and young people online – sets out the protocols that should be put in place for online participatory activity and all 'as live' or live streamed engagement with children and young people.

The term online safety is defined as the process of limiting the risks to children and young people when using any internet, digital and mobile technology. To this end the RSC expects all staff to adhere to the following in respect of any child or young person met through work for or on behalf of RSC:

when communicating with children online observe the same rules of behaviour as if speaking with them in person; that is by being polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination.

Always maintain professionalism in your communications online and on mobile devices.

RSC IT equipment (including computers, laptops, mobile phones, tablets, notebooks, etc) must not be used to view, download, create or share (with colleagues or children) illegal content including abusive images of children). contact with children online should only be with the knowledge and approval of your line manager and strictly for RSC work purposes only.

if staff, volunteers or freelancers identify online concerns – be they about illegal online content or suspicious behaviour by another adult online then they must follow the RSC procedures for reporting those concerns (see section 7.13 to 7.15).

staff must not:

give their personal contact details to any child. This includes personal mobile phone numbers, email address, home address, social networking accounts, personal website/blog URLs, online image storage sites, passwords etc.

communicate with children via any personal social networking sites (e.g. as Facebook, MSN and Twitter, WhatsApp)

ask to become an online friend/contact of a child

add/allow a child to join their contacts/friends list on personal social networking profiles

use the internet or web-based communication to send personal messages to children unless this is part of official RSC business using professional accounts and devices

share personal details with any child on a personal social network site

use their work or personal digital camera/phone/video for work unless this is part of RSC official business and has been agreed and documented as part of their role or for specific projects by their line manager. N.B. all images should be uploaded to MAB and deleted from the device within 72 hours.

play online games with any child unless part of official RSC business using professional accounts and devices.

send any illegal or inappropriate content (written, images or icons) including sexting¹ via mobile phones

seek to befriend a child or their family online whom you have met through work for any purpose whatsoever including for the purpose of developing a personal and/or sexual relationship.

use their work or personal mobile phone to communicate with children. This includes phone calls, texts, emails, social networking sites etc.

use the internet or social media communication to send personal messages to any child unless this is part of official RSC business using professional accounts and devices

5.9 Handling Children's Data

The RSC holds children's personal contact data or interacts with children over the phone for specific purposes such as ticket sales, mailing list, work placements, workshops and performance. The RSC restricts access to children's data to those staff that will specifically require it for the purpose of their job. Staff should be aware that:

all children's personal contact data must be securely stored, accessed and managed in line with the Data Protection Act 1998 and the GDPR Regulations

a limited number of approved RSC staff have access to the data and the process of approval will be managed through the Chief Information Officer and Head of IT Services

other staff members who require access to children's data must do so via nominated RSC staff and with approval from the Chief Information Officer or Head of IT Services.

Children's data must be used for RSC business purposes only

Children's data must not be printed off or shared with others (internal or external) unless it's for a clear work purpose and has formal documented line management approval for the role or specific project e.g. an email trail

They should report any concerns about inappropriate use of children's data to their line manager in the first instance or the Chief Information Officer.

They should store and delete images of children as required by RSC (see section 14)

5.10 Position of Trust

All staff should clearly understand the need to maintain appropriate boundaries in their dealings with children and young people. Staff should be aware that they may be seen as role models by children and must always act in an appropriate manner.

When you are working with children on behalf of the RSC you are acting in a position of trust. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or

¹ "Sexting" is the exchange of self-generated, sexually explicit images, through mobile picture messages or webcams over the internet. Sexting is illegal. By sending an explicit picture, an individual is producing and distributing child abuse images and risks being prosecuted, even if the picture is taken and shared with their permission.

influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise as a consequence of this relationship.

Young people of 16 or 17 can legally consent to some types of sexual activity but they may still be relatively immature emotionally. It is essential that those who may be in a position of responsibility and trust recognise this vulnerability and ensure that it is not exploited.

Where a person aged 18 or over is in a specified position of trust² with a child under 18, it is an offence for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity even if the young person is ostensibly consenting.

Any behaviour, which might allow a sexual relationship to develop between the person in a position of trust and the children in their care, must be avoided.

Any sexual relationship within a position of trust relationship is unacceptable so long as the relationship of trust continues

All those in RSC have a duty to raise concerns about behaviour of staff, volunteers, managers and others, which may be harmful to those in their care, without prejudice to their own position.

Allegations relating to a breach of this code may be reported to the police and social services and may also be investigated in line with RSC disciplinary procedures.

6 Confidentiality and Information Sharing

- 6.1** Sharing information appropriately and in a timely fashion is a very important part of keeping a child safe from harm. Care must also be taken to ensure that both adults and children's confidentiality is maintained, and that information is handled and disseminated on a need to know basis only. Individuals must be confident that information held about them by the RSC will only be disclosed to others either with their consent or when there is a legal duty to do so.
- 6.2** The principles of the Data Protection Act 1998 and the GDPR Regulations must be adhered to when handling personal information, that is: personal information is obtained and processed fairly and lawfully; only disclosed in appropriate circumstances; accurate, relevant, and not held for longer than necessary; and kept securely. The Act allows for the disclosure (in other words, sharing) of personal information without consent of the subject in certain conditions, including for the purposes of the prevention and detection of a crime, for example where there is a child protection concern.
- 6.3** It is best practice to gain verbal or written consent, from a child or parent/carer before any personal contact data relating to them is shared with another organisation (such as social care). However, you may not need to seek consent to share information if it might be unsafe to seek (e.g. seeking consent might increase the risk to the child) or causes an unjustified delay or if it would prejudice the prevention, detection or prosecution of a serious crime. The most important consideration is whether the child needs to be protected. If in doubt about whether to share information with parents about this, advice should be sought from children's social care or the NSPCC Helpline.
- 6.4** The principles for information sharing are that it is necessary and proportionate; relevant; adequate; accurate; timely; secure; and that a record is kept of having shared the information.
See **Appendix 15** Information Sharing Principles
- 6.5** In situations where a request is made by another organisation for information about an individual(s), the relevant manager and designated safeguarding officer must be informed, and their decision (including the reasoning for this decision) should be recorded and stored electronically by the designated senior safeguarding officer.

² Sexual offences Act 2003, Sect 16-19 re-enacts and amends the offence of abuse of position of trust.

6.6 In all cases where personal contact data is shared the following information should be recorded in writing and passed to the designated senior safeguarding officer for safe storage:

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

6.7 Sharing and storing incident report forms

Once completed, the incident report will be copied to the Designated Senior Safeguarding Officer who will take action as appropriate and update the form to reflect those actions.

6.8 The Designated Safeguarding Officer will take responsibility for the following:

- sharing the report with the Designated Senior Safeguarding Officer (always) escalating the incident report form as appropriate through the relevant local authority through a secure email channel, creating a secure, electronic case file – as set out in [Appendix 7](#), [Appendix 8](#) and [Appendix 9](#)

6.9 Permissions to access case files will be limited to the relevant Designated Safeguarding Officer and the Designated Senior Safeguarding Officer.

6.10 Once the case is closed by the RSC only one version of any case files will be held

6.11 All other versions will be disposed of either as confidential waste or electronically deleted

7 Identifying and responding to safeguarding concerns about a child

RSC staff may, at times, have to respond to concerns about the welfare and safety of children and young people. This could include actual or alleged harm of a child. Alternatively, a child we are working with may tell someone of their abuse directly. This section tells you what you must do in the event of having a concern about a child.

7.1 Essentially there are 4 key steps to be followed:

- 1 Being alert to signs of abuse and neglect**
- 2 Questioning behaviours and listening to the child**
- 3 Ask for help**
- 4 Referring to social care and/or the police**

7.2 Being alert to signs of abuse or neglect

Welfare concerns about a child may arise in many different contexts and can vary greatly in terms of their nature and seriousness. Children may be abused in a family or in an institutional or community setting, by those known to them or by a stranger, including via the internet. In the case of female genital mutilation, children may be taken out of the country to be abused. They may be abused by an adult or adults, or another child or children. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. Abuse and neglect can happen over a period of time but can also be a one-off event. Abuse and neglect can have major long-term impacts on all aspects of a child's health, development and well-being.

7.3 You can become aware of the actual or alleged harm to, or abuse of, a child in a variety of ways:

- a child tells you
- the child's play or behaviour
- the child's appearance, including injuries
- the child's interaction with the parent/carer
- someone else tells you that they suspect a child is being abused
- the behaviour of another adult towards a child
- you may observe harmful behaviour between a child and adult or between children

7.4 There are four broad categories of abuse and neglect:

- Physical abuse
- Neglect
- Emotional abuse
- Sexual abuse

7.5 It is important to be mindful that some children are particularly vulnerable to abuse because of their age or their living circumstances or characteristics. Disabled children are at greater risk of abuse than non-disabled children. Children living in adverse parental circumstances may also be more at risk, in particular, children living in homes where there is domestic violence, substance misuse and /or severe parental mental illness. Children from particularly isolated or new communities may also be at increased risk of abuse as well as those children who display challenging behaviour. Parental behaviour may also indicate abuse or neglect, so you should be alert to parent-child interactions which are concerning.

7.6 All staff, volunteers and freelancers should be familiar with the definitions and indicators of abuse and neglect.

See [Appendix 5](#) for the definitions of abuse and neglect

See [Appendix 6](#) for the signs which might indicate abuse or neglect

7.7 Questioning behaviours and listening to the children

The signs of abuse might not always be obvious and a child might not tell anyone what is happening to them. Sometimes a child will tell you directly what is happening as a means of getting help. Therefore, you should question behaviours if something seems unusual and try to speak to the child, alone, if appropriate, to seek further information.

7.8 If a child says or indicates that they are being abused, or information is obtained which gives concern that a child is or maybe being abused, the person receiving this information should:

Stay calm

Listen to the child

Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language;

Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said;

Reassure the child that you will act to keep them safe, but do not promise that you won't tell anyone, as you may need to do so to protect them

Make a record of what has been said, heard and/or seen using the form: Logging a concern about a child's safety and welfare

See [Appendix 7](#) Logging a concern about a child's safety and welfare

7.9 Asking for help

Concerns about the welfare of a child can vary in terms of their nature and seriousness, how they are identified and over what duration they have arisen. Sometimes the nature of the concern is unclear or you may have doubts about what to do next.

In such instances, you should ask for help by speaking with your line manager, the relevant designated safeguarding officer or the NSPCC Helpline.

See [Appendix 2](#) for contact details of designated safeguarding officers

7.10 Referring to social care and/or the police

It is not the responsibility of anyone working at the RSC in a paid or voluntary capacity to decide whether a child is being abused or neglected. However, it is your job to pass on the information to those who are qualified to do so.

If you become aware of any concern relating to the welfare of a child you should speak to your line manager or instances within one working day, using the incident report form to log your concerns. The concern will then be discussed, and a decision made by the line manager in conjunction with the relevant designated safeguarding officer as to whether to refer the concern to social care and/or the police.

Children's social care has a statutory duty under the Children Act 1989 to ensure the welfare of each child. When it receives a child protection referral it has a legal responsibility to make enquiries to protect the child. This may involve talking to the child and family and gathering information from other people who know the child. The enquiries may also be carried out jointly with the police. In some circumstances there will be a child protection conference and possibly court proceedings, but this is rare. In most cases the local authority will seek to offer the child and the family help and support (often referred to as 'early help').

7.11 How to make a referral

1. It is RSC policy that all concerns about children are reported as soon as possible and within one working day, to your line manager in the first instance (or the relevant safeguarding officer if the line manager is absent).
2. The person who identifies the concern should record the details of the concern in Part 1 of the Logging a concern about the welfare or safety of a child form ([Appendix 7](#))
3. It is the line manager's responsibility to then inform the relevant safeguarding officer (see [Appendix 2](#)).
4. The safeguarding officer will decide if it is appropriate to make a referral to social care or the police. The safeguarding officer must complete Part 2 of the Logging a concern about the welfare or safety of a child form ([Appendix 7](#)). As part of making this decision the designated safeguarding officer may consult with the Designated Senior Safeguarding Officer, social care or the NSPCC Helpline. All referrals must be made within 24 hours of the concern or disclosure coming to light.
5. The Multi-Agency Contact Form (MACF) should always be completed when making a referral (see [Appendix 8](#) for details). All urgent referrals (where there is an immediate concern) should be made by telephone and then written details of the referral must be sent to social care within 48 hours of contacting them by phone.
The designated safeguarding officer must ensure this is done.

6. If it is decided that a referral to social care or the police is not required, the relevant designated safeguarding officer should still keep complete Part 2 of the form ([Appendix 7](#)) indicating the reason for not making a referral. This information may become relevant later if further concerns emerge. This information should be forwarded to the designated senior safeguarding officer for information and secure storage.
7. The person who raised the concern in the first place will need feedback and possibly support from either the safeguarding officer or line manager.
8. Once a referral has been made to social care the social worker has a day to decide what further action is necessary to take and should inform the referrer of this. If the designated safeguarding officer has not heard anything back from the social worker within three working days s/he should follow this up and note the outcome to the designated senior safeguarding officer.
9. If further signs of potential abuse and neglect are identified again, then report and refer again as per this procedure.

7.12 Medical emergency with suspicion of abuse

A child requiring urgent medical attention should be escorted to the nearest accident and emergency department by two staff from the RSC. Where possible the child should be accompanied by a parent or carer. If a parent or carer unreasonably refuses to allow necessary medical treatment, the police should be contacted immediately. Whoever is escorting the child must remain with them until their safety is assured. The relevant designated safeguarding officer should be contacted as soon as is practical and they should complete an incident report form, making any necessary referral to social care immediately and follow steps outlined in 7.11.

7.13 Action to take regarding indecent/obscene images of children

What to do if a member of staff is inadvertently exposed to indecent images of children whilst using the internet:

Inform your line-manager

The URLs (webpage addresses) which contain the suspect images should be reported to the National Crime Agency's Child Exploitation and Online Protection Command (CEOP) – the member of staff/volunteer/freelancer should do this and immediately inform the designated safeguarding officer (children's data) and the IT Helpdesk of having done so. You must avoid sending copies of the actual images to CEOP.

Any copies that exist of the image, for example in emails, should be deleted.

7.14 What to do if indecent images of children are found on RSC electronic devices:

Inform your line manager and the designated safeguarding officer (children's data) immediately

The police should be informed immediately and advice sought

The URLs (webpage addresses) which contain the suspect images should be reported to CEOP. You must avoid sending copies of the images to CEOP

See [Appendix 2](#) Contacts for Safeguarding

If any copies need to be stored at the request of the police, they should be stored securely where no one else has access to them.

All other copies must be deleted.

7.15 What to do if a member of staff is found in possession of indecent images of children on their electronic device:

Inform your line manager and agree who will report the matter to the designated safeguarding officer (children's data) or the designated senior safeguarding officer if they are unavailable.

The designated safeguarding officer (children's data) should:

Contact the police regarding the images. If there is doubt about whether the images are criminal, then discuss with the police the best way for them to receive copies to determine whether they are criminal or not;

Discuss with the police what to do about the device that the images are on;

Quarantine the device in question and discuss with the police about checking for any other images on that device;

Suspend the person's access to their RSC network account but do not explain the reason for this until clarified with the police;

Initiate the procedure for managing safeguarding allegations against staff/volunteers (See Section 9).

8 Recording information – keep it clear and simple

8.1 Information may need to be passed to the social care or the police.

It should be recorded on Part 1 of the form in [Appendix 7](#): Logging a concern about a child's safety and welfare. The form can be completed by the person reporting the concern, the line manager or the designated person. However, it is the designated safeguarding officer's responsibility to ensure it has been completed and a referral made to social care and the designated senior safeguarding officer using the Multi-Agency Referral Form detailed in [Appendix 8](#).

8.2 To be as helpful as possible the information should include:

The nature of the allegation or concern;
A description of any visible bruising or other injuries;
The children's account, if they can give it, of what has happened and how any bruising or other injuries occurred;
Any times, dates, or other relevant information;
Whether the parent, carer or child is aware of the referral having been made. The physical appearance/behaviour of the child
Observations about the parent/carer/family circumstances A clear distinction between what is fact, opinion, or hearsay

However, do not delay reporting the matter by trying to obtain more information.

8.3 All records safeguarding concerns and referrals should be stored securely in a locked file for 25 years with officer (children's data).

9 Managing safeguarding allegations against staff and volunteers

9.1 Abuse can and does occur outside the family setting. Although it is a sensitive and difficult issue, abuse also Occurs within organisations as well as in other settings. This could involve anyone working with children in a paid or voluntary capacity.

9.2 Evidence indicates that abuse which takes place within an organisation is rarely a one- off event. It is crucial those involved in the RSC are aware of this possibility and that all allegations are taken seriously and appropriate action taken.

9.3 The procedures should be followed in all cases in which it is alleged that a member of RSC staff/volunteer has:

- 1.** Behaved in a way that has harmed a child, or may have harmed a child;
- 2.** Possibly committed a criminal offence against or related to a child; or
- 3.** Behaved towards a child in a way that indicates they are unsuitable to work with children.

9.4 The procedures are:

If a staff member has a concern about the behaviour of another member of staff/volunteer they should discuss it with their line manager in the first instance.

The line manager will consider the concern and if necessary report it to the Designated Senior Safeguarding Officer (Director of Learning and National Partnerships) or one of the HR Managers within the same working day.

If the concern is about the behaviour of the line manager, then you can report the matter directly to the Designated Senior Safeguarding Officer (Director of Learning and National Partnerships) or one of the HR Managers.

If the concern is about the behaviour of the Director of Learning and National Partnerships (who is the Designated Senior Safeguarding Officer), the concerns should be reported to the Chief Operating Officer or Executive Director.

The Designated Senior Safeguarding Officer should be informed of situations even if it is unclear if the allegation constitutes abuse or not, and the action to be taken is not obvious. The Designated Senior Safeguarding Officer will need to consider who else needs to be informed bearing in mind the need to maintain confidentiality.

The Designated Senior Safeguarding Officer will require a written account from the member of staff/manager about the allegation and a summary of any available additional information including the names and addresses of any potential witnesses. Both documents should be signed and dated.

If the concern is in respect of a named child, the parents or carers of the child should be contacted, as soon as possible, following advice from social care.

If a concern is raised about the behaviour of a member of staff/freelancer/volunteer by a third party (e.g. another organisation or by a member of the public), the concern should be immediately passed to the Designated Senior Safeguarding Officer for investigation. If the concern raised by a third is about the Designated Senior Safeguarding Officer, it should be immediately passed to the Chief Operating Officer or Executive Director.

9.5 The fact that a member of staff tenders their resignation or ceases to provide their services will not prevent an allegation/concern from being followed up in accordance with these procedures and a conclusion reached.

9.6 Settlement Agreements

A 'settlement agreement' by which an individual agrees to resign, and an employer agrees not to pursue disciplinary action, and both agree to a form of words to be used in future references will never be used by the RSC in situations where there are concerns about their behaviour towards children.

9.7 There may be circumstances where allegations are about poor practice rather than abuse but, where there is any doubt, the Designated Senior Safeguarding Officer should seek advice from the designated officer(s)³ in the local authority. The Multi Agency Contact form (see [Appendix 8](#)) must be completed by the Designated Senior Safeguarding Officer when making a referral or seeking advice from the designated officer regarding a Person in a Position of Trust with children.

9.8 Every effort should be made to ensure that confidentiality is maintained for all concerned and to protect the integrity of the investigation process.

9.9 It is acknowledged that feelings generated by the discovery that a member of staff or volunteer is, or may be abusing a child, will raise concerns among other staff or volunteers, including the difficulties inherent in reporting such matters. However, it is important that any concerns for the welfare of the child should be reported and acted upon immediately.

9.10 The RSC will fully support and protect any member of staff or volunteer who, in good faith, reports his or her concern that a colleague is, or may be abusing a child.

9.11 What happens next?

Where there is a complaint of abuse against a member of staff, there may be three types of investigation:

- 1.** A criminal investigation
- 2.** A child protection investigation or enquiry
- 3.** A disciplinary investigation or enquiry by the RSC

9.12 The RSC will decide if an individual accused of abuse should be suspended from work pending enquiries by the police and/or social care. Advice and support to the person who has been suspended from work will be provided by a member of the HR Department or an appropriate line manager.

9.13 Investigations will be dealt with quickly, fairly and impartially. The member of staff/volunteer should be informed about the allegation or concern as soon as possible (but not before consultation with the designated officer in the local authority and social care/police where necessary, in respect of timing and content).

9.14 The police and social care investigation will normally need to take place prior to any RSC disciplinary process.

³ This role was previously referred to as the LADO. Different Local Authorities may refer to it differently.

- 9.15** If the investigation shows that the allegation is clearly about poor practice the RSC will consider whether performance management or the need to instigate its disciplinary procedure is required.
- 9.16** Irrespective of the findings of police or social care, the RSC will assess all individual cases under the appropriate disciplinary procedure to decide if a member of staff can be reinstated or a volunteer's services resumed and how this can be sensitively handled.
This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the RSC must reach a decision based upon the information that is available.
- 9.17** The welfare of the children should always remain paramount. Consideration should be given to what support may be appropriate to children, parents and members of staff.

9.18 Referral to DBS for consideration to bar

If the RSC removes an individual (paid worker or unpaid volunteer) from work with children (or would have, had the person not left first) because that person poses a risk of harm to children, the RSC must make a referral the Disclosure and Barring Service so that they can consider if the individual should be barred from, or have conditions imposed, in respect of working with children. It is an offence to fail to make a referral without a good reason.

The Designated Senior Safeguarding Officer is responsible for making the referral to the DBS. The referral form can be found on the DBS website.

The RSC may seek advice about this from the designated officer in the local authority.

A decision about making a 'referral to bar' has to be made within 30 days of the final outcome of the investigation/inquiries.

9.19 Referral to the Charities Commission

The Charities Commission require notification of suspicions, allegations and incidents of abuse or mistreatment of 'vulnerable beneficiaries'. Therefore, the designated senior safeguarding officer in conjunction with the chair of the trustees and Executive Director would need to consider the issue of notification to the Charities Commission of such an incident.

9.20 Referral to a professional regulatory body

If a member of staff/volunteer is registered with a professional regulatory body there may be a requirement to notify that body if the RSC removes an individual (paid worker or unpaid volunteer) from working with children (or would have, had the person not left first) because that person poses a risk of harm to children. It is the responsibility of the designated senior safeguarding officer to make such a referral.

9.21 Contracted and sub-contracted (freelance) staff

In the event that a member of staff has, or is aware of, concerns raised about the behaviour of a contractor, a member of their staff, a sub-contractor or a freelancer this must be raised with your line manager and/or the designated senior safeguarding officer who will then decide who else needs to be informed and what action needs to be taken and by whom.

9.22 Secure storage of concern/referral information

If, as a result of the discussion, a referral is made using the procedures set out above, a copy of the referral form must be kept together with this record. It should include the name and role of the person to whom the referral was made, their telephone number and the time and date. Where the concern related to an allegation or concern about a member of staff the record should be kept until the person reaches normal retirement age or for 10 years if that is

longer.

It is also important that all records are stored securely:

Compile and label hard copy files carefully.

Files containing sensitive or confidential data should be locked away and access to the keys strictly controlled.

Keep a key log so that it is possible to see who has accessed the cabinet, when, and the titles of the files they have used.

Access to records needs to be limited to people in named roles who either need to know about the information in those records and/or who manage the records/files. If files are to be stored long term arrangements need to be made for the keys to be passed from outgoing staff to their successors.

Electronic records must be password-protected and stored via secure SharePoint accessible by limited staff (designated senior safeguarding officer and the most senior member of the Human Resources department).

Arrangements must be in place for ongoing management of the records including the review and disposal of records.

10 Escalation process – what to do if safeguarding concerns are not being appropriately acted upon

10.1 Escalation is the course of action that should be taken where there are concerns that the safety of a child is compromised and the current action of either the RSC or other external agencies does not support effective safeguarding of a child.

10.2 If you have concerns about the safety or welfare of a child and feel they are not being acted upon by your manager or relevant designated safeguarding officer you can make the referral directly to social care yourself, contact the NSPCC Helpline or use the RSC Speaking Up Policy.

10.3 If the RSC has concerns that an external agency is not acting upon their safeguarding concerns appropriately:

the designated safeguarding officer in conjunction with the Designated Senior Safeguarding Officer will determine if the matter requires escalation. In the first instance, the aim should be to resolve the disagreement at the lowest level between the individuals involved.

If this fails, the matter should be raised with a more senior manager in the other agency.

If this approach fails, each local safeguarding children board (LSCB) will have a process for escalating a concern so the procedure to be followed will depend on the area in which the concern arose. The procedures for each LSCB can be found on their website. A record of all conversations and actions must be kept using the incident report form.

10.4 Remember that:

problem resolution is an integral part of professional cooperation and joint working to safeguard children;

professional disagreement requires resolution in a constructive and timely fashion;

at no time must professional disagreement distract from ensuring the child is safe.

the aim must be to resolve a professional disagreement at the earliest possible stage

11 Ensuring that appropriate safeguards are in place when working with other organisations or working at non-RSC premises

This section provides advice for safeguarding arrangements where there is partnership working and/or when working in or delivering activities/events at non-RSC premises.

The RSC engages with a range of different organisations such as schools, other voluntary organisations, private companies, contractors supplying services as well as hiring venues.

11.1 There are several different arrangements in place:

joint working (where there is a voluntary agreement between two or more organisations to work together for a period)

performance – where the RSC is hiring a theatre or other premises for the purpose of delivering a performance events or activities which might be delivered in non-RSC premises or in public spaces

11.2 Whenever the RSC is considering working with another organisation or in non-RSC premises, whether for a long-term relationship or for a one-off event, the responsible manager must ensure that the issue of safeguarding children is addressed as an essential part of the planning and contracting process.

11.3 Safeguarding and working in partnership with other organisations

When working with other organisations the RSC needs to be assured that the partner organisation appreciates the importance of safeguarding children and has the appropriate measures in place to do this. The minimum requirements of such other organisations are that they have:

a. A safeguarding policy and procedure

b. Safer recruitment and vetting processes for those positions that involve regulated activity with children

11.4 Therefore, the appropriate responsible manager must seek reassurance that these are in place at the contracting phase of the relationship by examining the policies for a-b listed above to assess their suitability and robustness.

11.5 In the event they are not sufficient the RSC will discuss concerns and agree which sections of the RSC safeguarding policy will apply. Advice should be sought from the Designated Senior Safeguarding Officer if adequate vetting procedures are not in place.

11.6 In the event of the partner organisation having none in place the RSC will seek agreement to apply its policy and practices after discussion with the senior designated safeguarding officer.

11.7 The responsible manager must share the RSC safeguarding policy and procedure with the other organisation. Agreement must be reached at the contractual stage on whose procedures will be followed and how the other partner organisation(s) will be informed when a safeguarding concern or allegation arises.

11.8 Working in or with schools

By law, all schools have a duty to safeguard and promote the welfare of their pupils.

They will have their own safeguarding policy and procedures. If any RSC member of staff, freelancer or volunteer is working in a school setting and has a concern about a child or the behaviour of a member of the school they must:

pass this information to the school's Designated Senior Safeguarding Officer or head teacher and inform their line manager

record the concern on Part 1 of the logging a concern about the welfare or safety of a child form

(Appendix 7)

the line manager should inform the relevant RSC designated safeguarding officer

the relevant designated safeguarding officer should follow up the concern with the school within 24 hours to confirm what action has been taken. If no action has been taken and the safeguarding officer remains concerned, then s/he should follow the procedure for escalation of a concern (See section 10)

the safeguarding officer should complete Part 2 of the logging a concern about the welfare or safety of a child form (Appendix 7)

11.9 RSC Nursery

Our RSC nursery has its own safeguarding policy and safeguarding arrangements. For members of the public, details can be found at <https://www.rsc.org.uk/nursery/nursery-safeguarding-policy> and on the intranet for staff.

11.10 Hiring out a venue

The RSC hires out space to other individuals or organisations who wish to run groups or activities. It is important

that the RSC is clear about its expectations of these individuals or organisations regarding the safeguarding of children. In such circumstances, the RSC has no direct responsibility for the care, supervision or welfare of any children attending these groups or activities. However, as part of the contractual arrangements it is important that the RSC satisfies itself that the individual or organisation are taking reasonable steps to ensure the safety and welfare of any children using their premises. The RSC will ask hirers to complete a booking form which asks for details of:

the nature of the activity they intend to provide and for whom;
confirmation that they have minimum safeguards in place if the activities are for children, that is: a process for safer recruitment and vetting; a process for reporting safeguarding concerns about a child or about the behaviour of an adult; a first aider if required; appropriate insurance
The individual or organisation must also be informed as part of the terms of conditions of hiring that they must report any concerns about the behaviour of others using the venue to one of the designated safeguarding officers if they identify any safeguarding concerns without delay.

11.11 Contractors and sub-contractors (freelance)

Contractors provide valuable services to and on behalf of the RSC. These contractors in turn may employ people or sub-contract to others. To protect children and the reputation of the RSC it is important that, where appropriate, any such contracts for services/terms of engagement reflect the need for them to be aware of and to follow the child safeguarding policy and procedures; this includes ensuring that they are made aware of the process for reporting concerns to one of the designated safeguarding officers or an appropriate manager. The RSC has template contracts for service/terms of engagement that provide the necessary wording. They can be found on the intranet.

- 11.12** The responsibility for employees of contractors, and sub-contractors remains with the main contractor who must ensure that they are informed about their responsibility to report any concerns directly to them in the first instance and/or to an identified RSC designated safeguarding officer in line with this policy and procedure.

12 Managing bullying behaviour

12.1 Definition

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group).

The damage inflicted by bullying (including bullying via the internet) can frequently be underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm).

- 12.2** The RSC will not condone bullying inflicted on or by children.
- 12.3** Any physical violence by children on their peers during activities at the RSC should be stopped immediately. Any sexist, racist or other derogatory remarks will be highlighted as unacceptable. In addition, and where other forms of bullying are present, the RSC staff member will raise their concerns with the supporting adult(s) (teacher, youth worker or parent) who will in turn address the issue directly with the children.
- 12.4** Where bullying outside the activity is highlighted by a child as an issue, the RSC staff member will discuss the issue with the supporting adult(s) to explore possible action. This may include discussing the issue with your line manager and notifying the parent or carer of the issue.
- 12.5** RSC staff have a responsibility to take the necessary steps to stop and report all incidents of harm against children witnessed on our premises. Staff should report any concerns to their line manager and one of the designated safeguarding officers to agree appropriate action to take.

13 Unaccompanied & lost/missing children during performances or using other RSC premises

- 13.1** Children are the legal responsibility of their parents and guardians, and they should always accompany children under the age of 14 to RSC performances, workshops and events, unless otherwise agreed. A notice to this effect

should be displayed prominently to remind parents and guardians of their responsibility.

- 13.2** If a member of staff discovers an unaccompanied child who appears to be under the age of 14 and who appears to be lost or distressed on RSC premises s/he should take the following steps. These are also outlined in the RSC's Major Incident Plan:

If possible, approach the child with a colleague. Call for a colleague to join you if you are alone. Preferably, ensure that at least one of you have a uniform to identify you as staff.

Reassure them, introducing yourself and your intention to help.

Seek to establish identifying details – name, age, address, school, carer's name etc.

Remain in a public area, especially if you approached/were approached by the child alone.

Establish the reason for their visit and determine the appropriate adult to contact – teacher/parent/carer

Alert the Duty Manager, Person in Charge (PIC) or HOD immediately with details and other information that might help reunite the child with its parent/carer/school group

Remain with the child until the Duty Manager/PIC/HOD arrives.

The Duty Manager/PIC/HOD will then follow the detailed procedure outlined in section 2.15 of the Major Incident Plan.

- 13.3** What to do at the end of a performance or at closing time:

Follow the same steps as above.

The Duty Manager/PIC/HOD will find out if they are waiting for a parent/carer to collect them and then ring the child's home to clarify the situation. Two members of staff should wait for the parent/carer to arrive.

If the Duty Manager/PIC/HOD cannot contact the parent/carer they must ring the local police and follow the procedure set out in section 2.15 of the Major Incident Plan.

13.4 Lost/missing child

If a child is reported missing during a performance or while visiting RSC premises inform the Duty Manager, Person in Charge or HOD immediately with the following information, giving as full details as possible:

name of child

age of child

address/name of school/group

physical description of child (height, colour of hair, clothing etc.)

where the child was last seen

the time the child was last seen

nature of any disabilities

first language of child

- 13.5** The Duty Manager/PIC/HOD will then follow the detailed procedure set out in the Major Incident Plan section 2.15

- 13.6** Once a sufficient check is made, if the child is not found, the line manager or relevant designated safeguarding officer should inform the police. The member of staff who took the initial report should reassure the parent/carer/teacher/group leader that action is being taken to locate the child and explain that contact will be maintained with them until the child is found.

- 13.7** If a member of staff is approached by a child who is lost they should:

Reassure the child

Enlist the support of a colleague to establish identifying details - name, age, school etc.

Contact the Duty Manager/PIC/HOD with identifying details and other information that might help reunite the child with its parent/carers.

The Duty Manager/PIC will follow the procedure set out in the Major Incident Plan section 2.15

14 Images/film of children in publications and the media

- 14.1** This section provides an overview of the safeguarding measures that need to be in place when children work with us. As photographic images can be misused through modification or distribution via the internet a number of issues

must be considered before decisions are made to take such images and how to use them. Images of people are defined as personal data so that the Data Protection Act 1998 and Data Protection regulations applies to the processing of images. This includes capturing images, holding images, storing images, sharing images and destroying images

14.2 Gaining consent for taking and using images

Any images of children under the age of 18 taken and used by the RSC require prior permission from a parent/carer or teacher using the form 'Photography, Film & Interview Permission Form' in Appendix 13.

14.3 Parents of children in RSC productions are required to sign a specific parental consent form giving express permission for the use of images for press and marketing purposes. A copy is available from Press and Communications Department or from the lead Chaperone.

14.4 Images could be held on video tape, CDs, DVDs and other forms of digital media/device. They may be used in promotional material such as advertisements, leaflets, information packs, flyers, on the website or social media. Once given, consent lasts indefinitely, but people should always be given the option to withdraw their consent at any time.

14.5 The RSC uses images for many years and some of these may also be archived. Consequently, there is potential for a child's image to be used many times for many years. It is important that parents and children are aware that the RSC may want to securely store and use the images indefinitely.

14.6 Storage, retention and destruction of children's images and data

Images or video recordings of children must be kept securely. Images should not be stored on unencrypted equipment such as unencrypted laptops, computers, memory sticks and mobile phones.

14.7 Long term use

For long term use, all images must be stored securely by the commissioner in AssetBank (also known as MAB), along with essential data such as consent information, clearly flagged within the metadata. Images should be used responsibly and will only be shared with other organisations with the appropriate documented consent. Completed permission forms must be uploaded to MAB by the commissioner, within the appropriate departmental legal access level. Images without permission forms should not be uploaded to MAB and cannot be used by the RSC.

14.8 Short term use

For short term use of images within a department or team the images can be stored on the department H:drive or a team S:drive, Sharepoint or Teams. Here images are securely held and accessible to the department or team. No consent information is stored here and images must not be shared. At the end of the period of use the images must be deleted.

14.9 It is the responsibility of the designated safeguarding officer - children's data, to ensure images of children are securely stored and in line with the Data Protection Act 1986 and the GDPR regulations⁴. However, given the nature of current and possible future technology it is not possible to guarantee that images will not be used outside of the RSC at some point in the future, particularly if uploaded onto a webpage.

This is not a situation unique to the RSC, but a reality of the environment in which we all live. However, it is important that parents and/or children are made aware of these factors and the possible implications so that they can give informed consent from the outset.

14.10 If staff choose to store photos of their own children on a work device or use them as a screen saver, they should take responsibility for ensuring the security of these images, for example storing in their personal drive and using a password to protect files.

14.11 When working with schools at the planning stage of any project it is important to discuss these issues with the school and ask them to ensure that parents/carers and children where appropriate are aware of the RSC principles and standards (including practical limitations) prior to the event taking place. The RSC will require confirmation

⁴ Principle 7 of the Data Protection Act would apply to images in that:..."appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

from the school that they have addressed this issue with parents/children.

14.12 Images and personal contact data of children should not be stored on computer or laptop hard drives. They must be stored on the H:drive, S:drive, on Teams or Sharepoint or within MAB depending on the purpose and duration of storage(see14.3above),except for temporary purposes such as presentations, in which case they must be stored on encrypted devices. Images in the public domain or those used for identification purposes, such as head shot documents, may be stored and shared on computers but these should be password protected and deleted when no longer required or within six months, whichever is the sooner.

14.13 If staff take images of children on work or personal phones or other devices these must be transferred to MAB and then deleted from the individual device
– see also 5.9.

14.14 Where informal images of a child are taken (e.g. a head shot for use by Costume or company managers) these images must be deleted within six months after the child's contract of employment has ceased.

14.15 Identifying children and young people in media work and publications

Do not use the surnames of children in any media work or publications without the consent of parents, carers or school and in consultation with the Department involved in commissioning. Without that, first names and surnames should not be published alongside photos or any other information that could aid in locating the child or young person. There will be exceptions to this rule where surnames are required for programmes, online cast photo galleries, legal or credibility purposes.

Avoid using a child's first name and specific location (village, area of town/city or school) alongside their photograph whether this is in hard copy or on a website.

Where it is desirable or unavoidable to name the child and the location (for example, where school uniforms are clearly visible or competition winners from a school or local project need to be acknowledged) ensure that only their first name is used, and limit any additional information that could be used for grooming purposes (interests and hobbies etc.).

If possible, use group photographs where it may not be obvious which child is being referred to.

Combinations of information that are acceptable to publish in interviews, alongside a photo, quote or piece of work include:

first name (e.g. Joe took part in a Shakespeare workshop)

first name and city/regional location

(e.g. Joe from Coventry or Susie from the North East)

Location only (e.g. children/young people from the 'link' project in Hackney,London)

any of the above alongside the age/s.

There may be occasions when the full names for child actors are displayed alongside their photographs in RSC programmes or in marketing and promotional material in print or online. On such occasions, the Casting Department are responsible for advising parents/responsible adult how these details will be used and explain to them that it is not normal practice to display full names in accordance with our Safeguarding policy and therefore we require their express permission to do so.

14.16 Existing photographs of children stored on MAB

If existing photographs are to be used for another purpose than that which they were originally taken for, as defined in metadata on MAB, or if original uses granted are unknown, the user is responsible for confirming permissions with the commissioning department. The commissioning department will check the existing permissions and confirm usage. Without this, the photos must not be used. Where original permissions cannot be traced, the image must be flagged to the RSC Image Manager so it can be marked appropriately on MAB.

14.17 Images of large crowds

When taking images at an event attended by large crowds, this is regarded as a public area. Consequently, permission is not required from everyone in a crowd shot.

14.18 Competitions for children

There are times when the RSC run competitions for children; there are usually 2 types of competitions:

competitions for individuals

competitions for schools

14.19 Competitions for individual children

When running a competition for individual children a minimum entry age of 12 is normally required and the entry form must state that the consent of parent or guardian is required prior to entry. It is also important to contact the Legal Department for advice in relation to the terms and conditions as there are legal requirements that need to be addressed.

There are circumstances where the RSC wishes to run a competition for children under the age of 12, for example around a family show. In these circumstances, the Director of Audiences and Marketing and Head of Legal must be informed and their approval obtained.

14.20 Competitions for schools

Sometimes the RSC wants to consider running a competition for children at school rather than targeting individual children. This may also make it easier for involving younger children. In these circumstances, the Director of Audiences and Marketing and Head of Legal must be informed and their approval obtained.

For legal reasons, it is only possible for the RSC to accept entries from children resident in the UK, unless we take external legal advice in any other countries of interest (for example, a country to which we are touring). The law relating to competitions varies from country to country and even within the European Union.

14.21 It is also important to ensure that any prizes are appropriate for children and, where this involves attending an RSC performance or event, you should make it clear that they will need to be accompanied by an adult.

14.22 All entry forms should make clear how the child's contact details will be used and the consent of parent or guardian is required for this. For example, it may be that contact details will only be used for administering the competition, however if personal contact details are used to contact the child or parent/guardian about other RSC activities consent for this will need to be specific.

14.23 All data needs to be held securely and separately on Tessitura with restricted access. Please refer to the designated safeguarding officer: children's data for further guidance.

15 Children in Performance, auditions and rehearsal

These guidelines have been developed to help staff and freelance artists to ensure the safety of all the children they work with. They apply to all staff whether on permanent, temporary or freelance contracts or working as volunteers.

In addition to these guidelines, chaperones and licence holders must also refer to the statutory regulations and guidance documents issued in February 2015⁵. The health and safety considerations and requirements for risk assessments are not included here but are in addition to the safeguarding requirements –please refer to the health and safety policy on risk assessments.

Where the child in performance, auditions or rehearsals is 16 or 17 year of age, they are still classified as a child. Risk assessments will be developed by the relevant Producer or Company Manager, in consultation with the young person and their parents/guardians, to ensure appropriate safeguarding measures are in

⁵ For performances in Stratford upon Avon this is *The Children in Entertainment* booklet, Warwickshire County Council. As defined in section 3 (1) Children's Act 1989, 'parental responsibility means all of the rights, duties, powers, responsibilities and authority which by law a parent of a child has in relation to child and their property.'

place.

15.1 Children attending performances

Children can attend performances as part of a group or with their family and friends. The responsibility for their safety and wellbeing while they are attending a performance remains with the adult always accompanying them.

It is important to ensure that there is an adequate level of supervision appropriate to the age group and needs of the children attending; the minimum staffing ratios for performances should be 1:10. The adult to child ratios for events run by the RSC will differ depending on the specific nature of the activity. For further information please refer to **Appendix 16**, Guidance for Managing In Person Workshops.

The RSC reserves the right to request any ticket holder to leave the theatre in cases of unsuitable or dangerous behaviour. Where a child or children are attending a performance as part of a school group then any concern about their behaviour or safety should be reported to the teacher accompanying them in the first instance and followed up with the Head Teacher of the relevant school(s).

15.2 Chaperone's

All children performing in professional productions with the RSC should be accompanied by a licensed and local authority approved chaperone during all fittings, rehearsals, break periods within call time and performances. It is important to be aware of and follow the local authority guidance for license holders and chaperones. A chaperone's first priority is always to the child's best interests and wellbeing. An approved chaperone will be responsible for a child performer at all times for the duration of the licence except when the child is in the charge of their parent or a person who has parental responsibility for them or when the child is performing.

Where children are working on non-licenses performances as part of Learning activities, including talent development projects, approved chaperone's will be employed as necessary and in line with risk assessments relating to numbers of children and the length / duration of the activity they are undertaking.

15.3 Ratio of Chaperones to Children

The legal maximum number of children a chaperone can take care of at any one time is twelve; or where the person approved to act as a chaperone is the private teacher of the child in question, three. The RSC does not consider the legal maximum is appropriate and therefore, ratios will be based on individual risk assessments, but will generally use a ratio of one chaperone to five or six children.

Guidance for chaperones states that "Approved Chaperones must accompany children at all times ...the only exception to this rule is when the child is under direct supervision of either their parent/carer or the teacher from their school or home tutor.

This must be taken into account by those responsible for scheduling to ensure this is possible otherwise additional chaperones will be required. Only in an emergency may a chaperone leave a child with anyone else - in such circumstances the chaperone must ensure the child is adequately supervised and cared for by two suitability qualified members of RSC staff, at least one of whom has a current DBS check.

15.4 Licences

The legislation requires that all children; from babies until they cease to be of compulsory school age, be licensed by the local authority in which they live, prior to taking part in a performance. The definition of compulsory school age is: a child whose 16th birthday falls between 1st September and 31st August remains of compulsory school age until the last Friday in June of the academic year of their 16th birthday. Each child has to be licensed to perform with the RSC by the appropriate local authority; the licences are acquired by the company manager for the production. The licence holder (usually the company manager) is responsible for observing the conditions of the licence and should be familiar with all the responsibilities of this role⁶, including the logging, storage and follow up on any licensing inspections and actions.

15.5 Concerns about a child performer

It is the licence holder's responsibility to report any concerns they become aware of about a child's welfare. Any concerns would need to be discussed with the chaperone and the designated safeguarding officer and together they would decide if the concern necessitates a referral to children's social care as outlined in section 7 of these procedures. The referral should be made by the designated safeguarding officer and followed up if no response has been received from children's social care within 3 days.

15.6 If there are concerns about the behaviour of a chaperone, the licence holder will need to report them to the designated safeguarding officer – performance, and to the Designated Senior Safeguarding Officer. Together they will determine if a referral should be made to the relevant child employment officer within the local authority and also to the designated officer within children's social care. Records of such a referral will be kept as per section 9 of this guidance.

15.7 Parents will be informed of who they can speak with should they have concerns about the behaviour of a chaperone or anyone else involved in a production towards their child.

15.8 If a chaperone or any member of the team identifies concerns about a child, they should discuss these with the relevant designated safeguarding officer or another member of the Safeguarding Committee. All chaperones will know who the licence holder is for the production, and in addition the RSC will ensure that all chaperones have the contact details of the designated safeguarding officer – performance, and the other designated safeguarding officers in their absence. Chaperones will be informed by the RSC who to contact out of office hours and at the weekends. If the chaperone has concerns about a child or the behaviour of another adult towards a child and is unable to speak with the relevant individuals within the RSC s/he should contact the child employment officer and/or the local children's social care for advice. The NSPCC Helpline can also provide advice and is a 24 hour service: Tel 0808 800 500

15.9 For chaperones employed by Warwickshire County Council the contact details for the child employment officer for Warwickshire County Council tel. 01926 742201/ childentertainment@warwickshire.gov.uk

15.10 Auditions

Children do not have to be licensed to attend an audition.

Children arriving for an audition must always be met by a member of RSC staff.

At least one member of staff, present at the audition must be a registered chaperone, even if that is not their central role for the purpose of that audition. At an audition it is always best practice for there to be more than one adult present with a group of children. It is not permissible to have a single member of staff present with one child during an audition unless the adult is a registered chaperone.

⁶ DfE (2015) *Child Performance and activities licensing legislation in England the Children (Performance and Activities) Regulations 2014 et al (2015) Examples of best practice – child performance and activities licensing by local authorities in England.*

15.11 Stage Rehearsals, Performances and Dressing Rooms

While on stage all children remain the responsibility of the chaperones and they must have them in view at all times. Chaperones/staff should check that it is safe and appropriate before bringing children onstage. Separate children's dressing rooms which are gender specific must be provided for children. If possible, these dressing rooms should have their own toilet facilities, and if this is not possible toilets within the theatre should be assigned for children's use only. It is recognised that facilities will differ across venues and that it may not be possible to follow this best practice guidance at all times.

- 15.11.1** Where 'quick change' spaces are used, mixed-sex spaces are permitted if the child actors have an appropriate base layer of clothing (for example vest and cycling shorts). Risk assessments will be undertaken in these situations and advice sought from local authority safeguarding teams.

15.12 Accommodation and travel during performances

Children required to travel with the RSC for performances will travel with a registered chaperone at all times, with the exception of when they are travelling with a parent/ carer or teacher.

A child may only stay in a place approved by the local authority for the area in which they are to perform. The local authority will determine if it wishes to vet the accommodation or not. Responsibility for informing the local authority of the plans for accommodating child performers lies with the licensee.

Rented property: Up to three children may share a room in a rented property provided by the RSC.

15.13 Hotels

In the event that children need overnight accommodation, a hotel room will be booked by the RSC. The producer or relevant Project Manager is responsible for conducting a risk assessment of the hotel. Hotel bedrooms should have ensuite facilities with the chaperone sleeping in a room that is adjacent to or opposite the children's bedrooms.

If there is only one child on tour then a suitable hotel should be sought that allows for the chaperone to sleep in a room with an interconnecting door. If this is not feasible a risk assessment should be completed and approved by the licensee and senior designated safeguarding officer.

Up to two children of the same gender may be expected to share a hotel room. There may be occasions when this is not possible, and more than two children are required to share a hotel room. On these occasions, a risk assessment should be used to highlight any issues and how these may be addressed. The most important consideration is to ensure that children are appropriately supervised, in line with their age and understanding.

15.14 Images taken during performances – refer to section 14

15.15 Children of performers

The nature of productions can mean that rehearsals are scheduled at very short notice. In these instances, an actor may have had no chance to make child-care arrangements for his/her own child and may bring them to rehearsal. Similarly, a rehearsal may have been arranged well in advance, but the actor's own childcare arrangements have fallen through. In both these instances it can mean actors bring their children to rehearsal and this has implications for the RSC.

- 15.16** Wherever possible, short notice rehearsals should be avoided. Parents should be aware prior to employment that it is their responsibility to make adequate childcare provision for their child.

In exceptional circumstances where these arrangements breakdown (e.g. illness of carer etc.) and the parents cannot make an alternative arrangement, the RSC may employ a chaperone or make arrangements with the RSC nursery to care for the child. This will ensure that an appropriate and vetted adult is 'babysitting' and enable other production staff to carry out their duties. This arrangement will of course depend on the child's age and maturity as teenagers could reasonably be left to occupy themselves in RSC public areas (but not backstage) with minimal or no adult supervision, whereas children under 12 would require adult supervision.

APPENDICES

- 1 Membership of the RSC Safeguarding Committee**
- 2 Your Safeguarding Contacts**
- 3 RSC Online Safeguarding Guidance**
- 4 RSC Physical Contact Guidance**
- 5 Definitions of abuse and neglect**
- 6 Possible Indicators of abuse and neglect**
- 7 A quick guide to Reporting Procedures.**
- 8 Logging a concern about the welfare or safety of a child**
- 9 Written confirmation following a Safeguarding Referral being made**
- 10 Allegations of harm arising from underage sexual activity**
- 11 Concern or allegation about member of staff/volunteer/contractor, flowchart**
- 12 Children in performance reporting concerns, flowchart**
- 13 Concern about Chaperone Reporting, flowchart**
- 14 Photography, Film and Interview Permission Form.**
- 15 Information Sharing Principles**
- 16 Guidance for Managing in person / real life Events**
- 17 Administering Medicine arrangements**

MEMBERSHIP OF THE RSC SAFEGUARDING COMMITTEE

Director of Learning and National partnerships (committee chair and Designated Senior Safeguarding Officer)	Jacqui O’Hanlon
Director of Audiences and Marketing	Chris Hill
Executive Producer	Griselda Yorke
Head of Occupational Safety and Health	Hayley Seddon
Director of Creative Placemaking and Public Programmes	Geraldine Collinge
Designated Safeguarding Officer – RSC Nursery	Kate Robinson
Designated Safeguarding Officer – Children’s Data	Chris O’Brien
Designated Safeguarding Officer – Participatory Work	Fiona Ingram
Designated Safeguarding Officer – Front Facing	Bobbie Stokes
Designated Safeguarding Office – Workforce	Kate Sirdifield
Designated Safeguarding Officer – Performance	Pip Horobin and Roger Penhale
UK and Ireland Tour	Sally Hoskins
Company Manager, Matilda The Musical	Roger Penhale
Board Representative	TBC

YOUR SAFEGUARDING CONTACTS

RSC Designated Senior Safeguarding Officer

Director of Learning and National Partnerships	Jacqui O'Hanlon	jacqui.ohanlon@rsc.org.uk	07747 876788
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RSC Designated Safeguarding Officers

RSC Nursery	Kate Robinson	kate.robinson@rsc.org.uk	07796 337809
Children's Data	Chris O'Brien	chris.obrien@rsc.org.uk	07980 272419
Front Facing	Bobbie Stokes	Bobbie.stokes@rsc.org.uk	07557 486797
Workforce	Kate Sirdifield	Kate.sirdifield@rsc.org.uk	07884 547737

Frequent Contact	Fiona Ingram	fiona.ingram@rsc.org.uk	07919 276379
Company Managers	Pip Horobin	pip.horobin@rsc.org.uk	07889 646518
	Roger Penhale	roger.penhale@rsc.org.uk	07976 274978

Making a safeguarding referral

When making a safeguarding referral this should always be directed to the relevant local authority of the child's domestic residence. The relevant contact details will be found on the website for the local authority and on the website for the local safeguarding children board for the area. For Warwickshire refer to: www.safeguardingwarwickshire.co.uk

For concerns about the behaviour of a staff member, volunteer or someone who works on behalf of RSC call the local authority designated officer (LADO)

(LADO) in Stratford-upon-Avon

01926 743433 / lado@warwickshire.gov.uk**Making a safeguarding referral in the Borough of Camden (Matilda the Musical)**

020 7974 3317/6600/4094 (9am to 5pm)

Out of hours 020 7974 4444

For free 24-hour advice on safeguarding concerns call NSPCC Helpline	0808 800 5000
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For a child/young person to speak confidentially about their concerns and Worries advise that they call Childline on 0800 1111 or childline.org.uk

Disclosure and Barring Services	01325 953795
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Child Exploitation and Online Protection Command	0870 000 3344
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GUIDELINES FOR ONLINE SAFEGUARDING WITH CHILDREN AND YOUNG PEOPLE

Covid-19 has brought an even greater surge of interest in delivering activities online. These activities might include training and rehearsals, live streaming, or facilitated activities.

It is important to note that 7% of households have no internet access, and many people – often those with existing vulnerabilities – are unable to access or are unfamiliar with digital technologies. We also recognise that social media can have positive and negative impacts on mental health.

In planning online and engagement with children and young people, we encourage colleagues to consider how online work might connect with ‘real world’ activity and relationships as they read the guidelines below.

Contents

- 1. Hosting and Participating in Online Meetings with children**
- 2. Video content including children and young people**
- 3. Sharing work made by young people online**
- 4. Protocols for streaming live or as live content**
- 5. Wellbeing and content choices**
- 6. Receiving and dealing with a disclosure made online**
- 7. Useful websites and further information**

1. Hosting and Participating in Online Meetings with Children

RST staff running live online sessions with children and young people will adopt and maintain the following safeguarding measures.

Written permission (including via email) from parents/carers is gained for all online participatory sessions. Where permission is not given by the parent/carer, the child cannot participate in the online sessions.

All parents/carers will be informed of the platform/s to be used in the session along with the dates and times of sessions and the names of the authorised adults who will be participating in these sessions.

RSC staff, artists and authorised personnel will be the only adults present during RSC online sessions with young people.

When communicating with young people via online platforms RSC staff will only use RSC accounts.

Where RSC staff are leading projects with direct, regular and ongoing online contact with young people, a project email address will be set up (e.g. [project name]@rsc.org.uk) and used for all communication with children and parents/guardians.

A project specific email signature will also be used that excludes personal mobile numbers, email addresses or social media account details.

Members of staff requiring access to one of the project email accounts must follow the guidelines set out in 5.10 (Handling children’s data)

Email correspondence to children and young people must always include their parent or guardian. Where emails are being sent to multiple young people in different families, the bcc function will be used.

All online sessions (for example using Zoom) will be password protected.

The staff member hosting the session will use the waiting room function, ensuring no access is given to anyone other than authorised staff and young people. If a participant enters the waiting room using a name that is not recognised, this individual will be invited into the main room before any other young person and asked to identify themselves and change their name.

RSC staff will ensure the following safety measures are in place when running any online sessions: Before the session commences, the responsible RSC staff member will send the following advice to the children and young people participating in the session:

- Make sure that people you live with know you are on a live video session. Please do not include them in the session.
- Please wear appropriate clothing, even on parts of you that you think cannot be seen
- Please consider the background of the room you will be speaking from to ensure it is appropriate (for example,
 - a bedroom may not be suitable).

During all online, participatory sessions, RSC staff will ensure that:

- There are an appropriate number of DBS checked adults in the online session, proportionate to the number of young people participating and the work they will be participating in. There should be a minimum of two adults present (at least one of whom is DBS checked) but appropriate risk assessments will define the total numbers of adults required, including DBS checked adults.
- The host will always turn off any chat function that enables members to contact each other individually during the session.
- The host will be the only user able to share their screen.
- The host will remind young people that this is not a private space and whatever they share online will be seen by the group.
- At the end of each session, the host may choose to share a final plate/whiteboard that signposts participants to further wellbeing support, for example, the websites and agencies listed in item 7.

At the start of each online participatory session with young people, RSC staff will establish a code of conduct / group contract for the session including:

- Reminding participants about respecting others and not to do anything online that they would not do if the group were together.
- Introducing the platform technology to the group, explaining that everyone will have their microphones on mute when they are not speaking. Any 'raise your hand' / response features will also be introduced. .
- Reminding participants that they must not record or take photos of anything during the session.
- Reminding participants that any chat function is turned off and there will be no private chat between group members.
- Young people and parents/responsible adults will be advised about the process for reporting online abuse via CEOP
- (Child Exploitation and Online Protection) part of the national Crime Agency
<https://www.ceop.police.uk/safety-centre/>

2. Video content including children and young people

There are two ways in which the images of children and young people may appear in online RSC content.

- A. Where it is submitted by a parent or child via our open social media channels.
- B. Where it is submitted via email or on other platforms as part of an RSC curated creative project. We will take a different approach in each context.

1. Content submitted via our open social media channels

Where it is deemed that a child or young person has submitted content on RSC social media channels and where the content includes the child or other children, the RSC will not retweet or respond to the content. Where content containing children has been submitted on RSC channels by an adult who refers to themselves as the parent of the child, the RSC may choose to retweet and/or respond to the parent.

Where a child has submitted content that does not feature any children or adults, the RSC may subsequently share that content, redacting anything that could identify the child, including their twitter handle.

2. Content submitted via email as part of an RSC curated creative project

Where the RSC has asked young people to submit content as part of a creative project the following protocols will be used:

The content will be submitted to an email address that contains the project name, as opposed to the name of an individual staff member

The person/s accessing the email address will be DBS checked adult/s young people will be advised:

Not to submit material that uses or discloses their full name

Not to film or submit things that might reveal their exact address, school or somewhere they go regularly (e.g. a sports club or activity)

Not to film anyone else under the age of 18 To wear appropriate clothing

To keep themselves safe i.e. not to share content that feels too personal, complicated or sad.

3. Sharing work made by young people online

Where the RSC has invited young people to create work online, for example in response to a digital challenge, RSC staff will:

Use the RSC parental consent form to gain consent from the parent/guardian for their child to participate in the project, making clear that it involves the submission of photos or video content made by the child or young person.

Not use any child's surname in photography or video content.

4. Protocols for streaming live or as live content

The default setting for all live or as live streamed content at the RSC will be for the comments and chat functions to be turned off. Any commissioners of RSC content to be streamed as live or live on any platforms will complete the Safeguarding section of the Video Unit briefing form. This contains a risk assessment checklist where the content commissioner is required to consider the audiences for the content. Where children and young people will access the content, we recommend that comment functions continue to be off and chat functions only used where necessary (and with a risk assessment in place).

5. Wellbeing and content choices

During this period, young people may experience greater levels of anxiety. One in eight children and young people already have a diagnosable mental health condition, and research suggests that the majority of those believe that the pressures created by the pandemic have exacerbated this¹.

Others – including those who have experienced bereavement, abuse or domestic violence – are likely to require additional support. The fear of becoming ill or seeing a loved one become ill, the loss of routines, the difficulties of social connection, the impact of loneliness, the disruption to education and the challenges of living in difficult or dangerous situations are creating additional pressure for young people. Young people who belong to groups that are already marginalised or disadvantaged may be particularly at risk.

The choice of text extracts used for engaging with young people should therefore be given careful consideration. For example, extracts that focus on death, dying, suicide or abuse may be less appropriate at this time. Practitioners should consider the choice of passages used. All artists and practitioners working directly with young people or adults at risk online should be briefed to ensure that they are aware that the mental well-being of participants is paramount.

6. Receiving a disclosure online or via a mobile phone

This guidance should be read alongside Section 7 of the RSC Safeguarding Policy. We recognise that at times young people might disclose information to RSC staff members digitally. If a staff member receives a message that they think may indicate that the young person communicating with them is at immediate risk during or outside of work hours, they should immediately follow the actions set out in section 7.11 of the RSC Safeguarding Policy.

¹ Young Minds Impact of Covid on Young Peoples' mental Health, Mar 2020

7. Useful website and further information

The following links provide up to date information about the terms, conditions and safety features of the most popular video conferencing sites including minimum age requirements (e.g. Zoom, Teams, Adobe Connect, Google Hangout).

<https://www.saferinternet.org.uk/blog/video-conferencing-children-safeguarding-and-privacy-overview>

<https://www.saferinternet.org.uk/blog/keeping-children-happy-and-safe-online-during-covid-19>

In addition, the UK Safer Internet Centre, Co-funded by the European Commission, runs The Professionals Online Safety Helpline (POSH). It was set up in 2011 to help all members of the community working with or for children in the UK, with any online safety issues they, or children and young people in their care, may face. The phone line will be operation Monday – Friday 10 – 4pm during this period: 0344 381 4772. This helpline can assist with any online safety issues or concerns any professional working with children and young people may have. For help and support, please email helpline@safeinternet.org.uk

The latest advice for parents and children from Gov.UK is here: [COVID-19 – staying safe online](#)

The following websites can provide practical support for young people or adults who are experiencing mental health issues.

<https://www.headstogether.org.uk/>

www.themix.org.uk

[Young Minds](#)

RSC PHYSICAL CONTACT GUIDANCE

This guidance has been developed to help RSC staff, the acting company and freelancers who work for the RSC to consider the issue of physical contact with children and young people and to ensure the safety of everyone. There are occasions when it is entirely appropriate and even necessary for adults to have physical contact with the children and young people with whom they are working, for example when working with children in performances or applying first aid. However, there have been very rare instances in some other organisations where adults who are motivated to harm and abuse children have done so by falsely claiming that their behaviours were legitimate teaching, coaching or caring practices.

The purpose of this guidance is to clarify our position in relation to this issue and provide guidance to all those involved in working with children. This should contribute to the protection of children who are involved in the work of the RSC and reduce the chance of false or malicious allegations against anyone working

within the Company. It is important that in all circumstances, adults should only have physical contact with children in ways that are appropriate to their professional or agreed role and responsibilities.

This guidance covers all children up to the age of 18 years.

Managers are responsible for ensuring that new staff, members of the acting company and freelancers are aware of this guidance as part of their induction and that existing staff are informed about it too. It should also be integrated into relevant training and supervision.

Physical contact – core principles for all staff, volunteers, the acting company & freelancers

The following principles must be adhered to:

Treat all children with dignity and respect and never touch a child in a way that would be considered indecent;

When physical contact is made with a child this should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and ability. It is not always possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one child in one set of circumstances may be inappropriate in another, or with a different child. Adults, nevertheless, should use their professional judgement at all times, observe and be sensitive to the child's reaction or feelings.

Physical contact, which occurs regularly with an individual child, is likely to raise questions unless there is explicit agreement on the need for, and nature of, that contact. Any such arrangements should be understood and agreed by all concerned, justified in terms of the child's needs, consistently applied and open to scrutiny.

Physical contact should take place when it is necessary in relation to a particular activity.

It should normally take place in a safe and open environment i.e. one easily observed by others (the exception to this would be in relation to costume design, fittings and dressing, hair and make-up). It should never be secretive, or for the gratification of the adult, or represent a misuse of authority;

Recognise that not all children and young people feel comfortable about physical contact, and adults should not assume that it is acceptable practice to use touch as a means of communication. It is best to check out with a child or young person before physical contact is made and seek consent of parents/carers where a child or young person is

unable to do so because of any disability/impairment;

Always encourage children, where possible, to undertake self-care tasks independently;

Always explain to a child the reason why contact is necessary and what form the touch will take;

Do not indulge in 'rough and tumble' play with children unless there is a clear purpose for it. Physical games or exercises involving children may be a required and accepted part of performance preparation but nevertheless health and safety should always be considered.

There may be occasions where a distressed child or young person needs comfort and reassurance which may include physically comforting such as any caring parent would do. Physical contact may also be required to prevent an accident or injury or to mark a success and this would be wholly appropriate. Adults should use their discretion in such cases to ensure that what is normal and natural does not become unnecessary and unjustified contact, particularly with the same child over a period of time.

Consider alternatives to physical contact, where it is anticipated that a child might misinterpret any such contact or if it might cause distress;

Be aware of gender, cultural or religious issues that may need to be considered prior to initiating physical contact;

Always be prepared to report and explain actions and accept that all physical contact be open to scrutiny;

Ensure you know who to speak to if you have a concern about any inappropriate physical contact with a child.

Production and Performance

The core principles and guidance here apply to all of the acting company, staff and freelancers involved in any RSC performance. Adults who work in some roles, for example costume, voice and movement, sound, hair and make-up and automation will need to initiate physical contact with children, for example to demonstrate technique in the use of a particular piece of equipment, to adjust posture, or perhaps to support a child so they can perform an activity safely or prevent injury and in aspects of costume design, fitting, dressing and make up. It is good practice if all parties clearly understand at the outset, what physical contact is necessary and appropriate in undertaking specific activities. Keeping parents/carers, children and chaperones or teachers informed of the extent and nature of any physical contact will also help to prevent allegations of misconduct or abuse arising.

These additional principles should always be followed by the relevant production staff:

In the case of costume design and fitting, contact should take place in an area that is private and where there is always a chaperone present. If the chaperone is called away, two members of the costume department should be present.

During the fitting try not to touch a child anymore than is necessary. If it is necessary to touch a child always explain why you are doing it first.

A child should be encouraged to do things for themselves normally, e.g. in terms of getting dressed. If the child seems uncomfortable it might be appropriate to ask the chaperone to assist.

If it is necessary for a child to change their underwear, privacy must be provided, i.e. give the underwear to them and then leave the room.

Make sure that fittings take place in an appropriate venue. Signs must be put up stating 'fitting in progress' to prevent anyone accidentally walking in. It is also important that no other person is having a fitting in the room at the same time that the child is having a fitting or that screens are used if this is unavoidable.

Physical contact with children during rehearsals and performance may be entirely appropriate and necessary. Whilst not wanting to stifle creativity, it is important that directors and producers consider the issue of physical contact in planning any

production involving children and this should be considered in the production risk assessment process. The chaperone should be satisfied that any risks which may affect the child(ren) in their care have been identified and that effective control measures are in place. The key principles for physical contact described earlier apply here: for example, if a child needs to be directed in a certain way try to show them what is required or get someone else to demonstrate it. If physical contact is necessary explain the reason for it to the child and what form the touch will take.

Be sensitive to what the child says or what you observe from their body language as to whether they are comfortable about being touched, particularly when they are being asked to rehearse something repeatedly.

Further advice and guidance can be sought from a member of the Learning and National Partnerships Department (in the case of First Encounters with Shakespeare) or from the RSC designated safeguarding officer. (performance)

What to do if you have concerns about inappropriate physical contact

The RSC Core Safeguarding Policy and Procedures gives clear guidance about what you should do if you have concerns about a child. In brief, if an adult believes that their action could be misinterpreted, or if an action is observed as being inappropriate/ poor practice or possibly abusive, the incident and circumstances should be reported to the licence holder and the appropriate RSC designated safeguarding officer (performance) as identified in the RSC core Safeguarding Policy and Procedures.

During rehearsals and performance it is important that any issues to do with the appropriateness of physical contact between an adult and child or between children that may arise are addressed swiftly, i.e. within one working day of the concern coming to light. Such concerns should be reported to the licence holder and/or the appropriate RSC designated safeguarding officer (performance) who will then decide what, if any response and action is necessary.

Where a child seeks or initiates inappropriate physical contact with an adult or if a child becomes overly familiar with an adult, the situation should be handled sensitively and care taken to ensure that contact is not exploited in any way. Such circumstances must always be reported, recorded and discussed with your line manager (and child's chaperone in the case of performance) and the RSC designated safeguarding officer/s (performance).

DEFINITIONS OF ABUSE AND NEGLECT

Physical Abuse

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

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve:

Conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

Age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

Seeing or hearing the ill-treatment of another.

Serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve:

Physical contact, including assault by penetration (for example, rape or oral sex)

Non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

Non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child Sexual Exploitation (CSE)

CSE is a form of sexual abuse where children are sexually exploited for money, power, status. It can involve violent, humiliating and degrading sexual assault. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they're voluntarily engaging in sexual activity with the person who is exploiting them. CSE doesn't always involved physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development.

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

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);

- Protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

POSSIBLE INDICATORS OF ABUSE AND NEGLECT

The following information should help you to be more alert to the signs of possible abuse and neglect.

Physical Abuse:

Children may collect cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins.

Some children, however, will have bruising which can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury or when it appears on parts of the body where accidental injuries are unlikely, e. g. on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern. Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken. Bruising patterns also depend on a child's mobility so, for example, bruising in babies should be a great cause for concern if they are not yet mobile.

The physical signs of abuse may include:

- unexplained bruising, marks or injuries on any part of the body bruises which reflect hand marks or fingertips (from slapping or pinching)
- cigarette burns
- bite marks (child, adult or animal)
- broken bones
- scalds
- female genital mutilation

Changes in behaviour which can also indicate physical abuse:

- fear of parents being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- reluctance to get changed, for example in hot weather
- depression withdrawn behaviour
- running away from home

Emotional Abuse:

Emotional abuse can be difficult to identify, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers or they may be seeing or hearing the ill-treatment of someone else. Emotional abuse can also take the form of children not being allowed to mix/play

- a failure to thrive or grow, particularly if the child puts on weight in other circumstances

e.g. in hospital or away from their parents' care
sudden speech disorders
developmental delay, either in terms of physical or emotional progress

Changes in behaviour which can also indicate emotional abuse include

neurotic behaviour e.g. sulking, hair twisting, rocking
being unable to play
fear of making mistakes
sudden speech disorders
self-harm behaviours
fear of parent being approached regarding their behaviour

Sexual Abuse

Adults, who use children to meet their own sexual needs, abuse both girls and boys of all ages, including infants and toddlers. Usually, in cases of sexual abuse it is the child's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children who tell about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

The physical signs of sexual abuse may include:

Children with:

physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

Changes in behaviour which can also indicate sexual abuse include:

sexual knowledge or interest in sexual acts inappropriate to their age
children who use sexual language or have sexual knowledge that you wouldn't expect them to have
children who ask others to behave sexually or play sexual games
bedwetting
eating problems such as overeating or anorexia
self-harming behaviours
being secretive
suddenly having unexplained sources of money
not allowed to have friends (particularly in adolescence)
sudden or unexplained changes in behaviour
having nightmares
running away from home

The following signs may be indicators of sexual exploitation.

Children who:

- appear with unexplained gifts or new possessions
- associate with other young people involved in exploitation
- have older boyfriends or girlfriends
- suffer from sexually transmitted infections or become pregnant
- suffer from changes in emotional well being
- use drugs and alcohol
- go missing for periods of time or regularly come home late
- who regularly miss school or education or don't take part in education

Neglect

Neglect can be a difficult form of abuse to recognise, yet have some of the most lasting and damaging effects on children. Neglect is the ongoing failure to meet the child's basic physical or psychological needs, which is likely to damage their health or development.

The physical signs of neglect may include:

- constant hunger, sometimes stealing food from others
- constantly dirty or 'smelly'
- loss of weight, or being constantly underweight
- inappropriate dress for the weather conditions

Changes in behaviour which can also indicate neglect may include:

- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- being left alone or unsupervised

These definitions and indicators are not meant to be definitive but only to serve as a guide to assist you. It is important too, to remember that many children will exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as a death or the birth of a new baby in their family, relationship problems between their parents/carers etc.

Additional vulnerabilities

It is important to be mindful that some children are particularly vulnerable to abuse because of their age or their living circumstances or characteristics:

Disabled children are at greater risk of abuse than non-disabled children

Children living in homes where there are adverse parental circumstances may also be more at risk, in particular, children living in homes where there is domestic violence, substance misuse and/or severe parental mental illness.

Children from particularly isolated or new communities may also be at increased risk of abuse as well as those children who are disruptive and challenging.

The types of abuse and risks to children change with their age:

For example, very young children or those with severe disabilities are vulnerable because of their being so dependent and having limited contact with other adults in their lives.

In contrast, young people are more at risk of harmful behaviour from their friends (including sexual abuse, bullying and domestic violence) or from rivals if they are involved in any gangs.

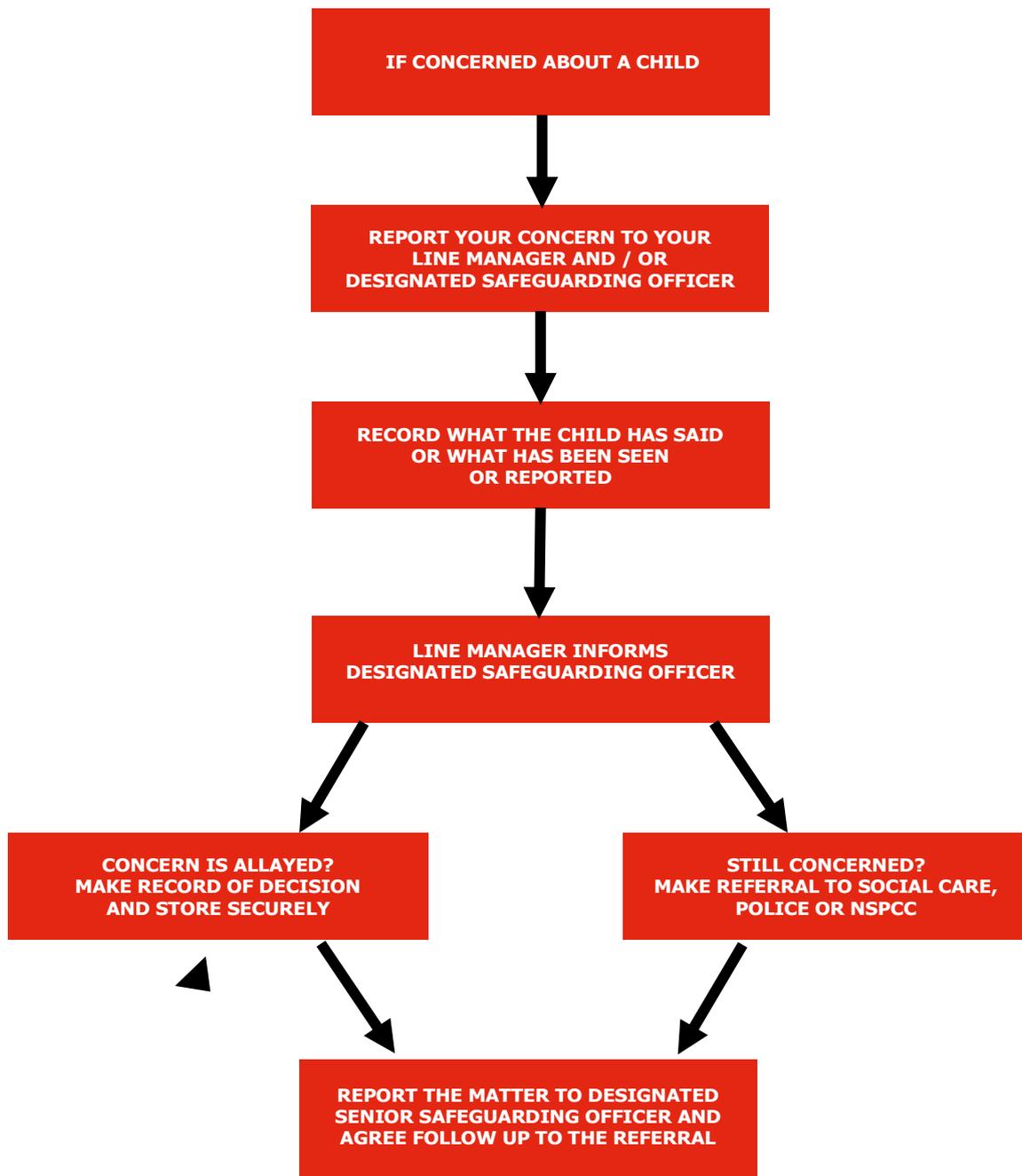
Young people living in care or from disadvantaged communities are particularly prey to sexual exploitation.

Young people are also at risk online in a number of ways e.g. seeing illegal content, being groomed for a sexual relationship or for the purpose of religious radicalisation or cyberbullying by their peers.

Some children and young people are also vulnerable to abuse because of particular practices in their community namely: female genital mutilation and forced marriage. Such practices may be defined as 'cultural' however in the UK they are illegal.

A QUICK GUIDE TO REPORTING PROCEDURES

This quick guide is designed to provide advice on the most appropriate action to be taken if you suspect abuse, serious poor practice or breach of the code of conduct.



LOGGING A CONCERN ABOUT THE SAFETY OR WELFARE OF A CHILD

Please complete an incident form using the following link:

[Report an incident or a Safeguarding concern \(office.com\)](#)

If you are not able to access this link, please contact one of the Designated Safeguarding Officers listed in Appendix 2 or contact your line manager.

WRITTEN CONFIRMATION FOLLOWING A SAFEGUARDING REFERRAL BEING MADE

If you have concerns about a child contact the local authority protection team.

Each authority will have their own procedure and referral form to complete.

For **urgent concerns** phone Warwickshire Children and Families Front Door on **01926 414 144**

You will then need to complete and return a Multi-Agency Contact Form (MAC)

[Report It \(safeguardingwarwickshire.co.uk\)](http://ReportIt(safeguardingwarwickshire.co.uk))

and send to mailto: TriageHub@Warwickshire.gov.uk

For non-urgent concerns complete the form first and send to: TriageHub@Warwickshire.gov.uk

The form can be emailed from a secure email address or can be completed online.

If you have concerns about a person in a Position of Trust Contact the Local Authority Designated Officer (LADO).

**In Warwickshire Complete the Position of Trust Multi Agency Concern form and
send to lado@warwickshire.gov.uk**

If you need further advice regarding a Position of Trust referral phone 01926 743 376

Each authority will have their own procedure and referral form to complete.

WRITTEN CONFIRMATION FOLLOWING A SAFEGUARDING REFERRAL BEING MADE

Cases of underage sexual activity which present cause for concern are likely to raise difficult issues and should be handled sensitively. Underage sexual activity may be between children that essentially are peers but also could also be where children are coerced into sexual activity by criminal gangs or the victims of trafficking – the latter is referred to as ‘child sexual exploitation’.

Under 13 years?

A child under 13 years is not legally capable of consenting to sexual activity. Any offence under the Sexual Offences Act 2013 involving a child under 13 years is very serious and should be reported to children’s social care.

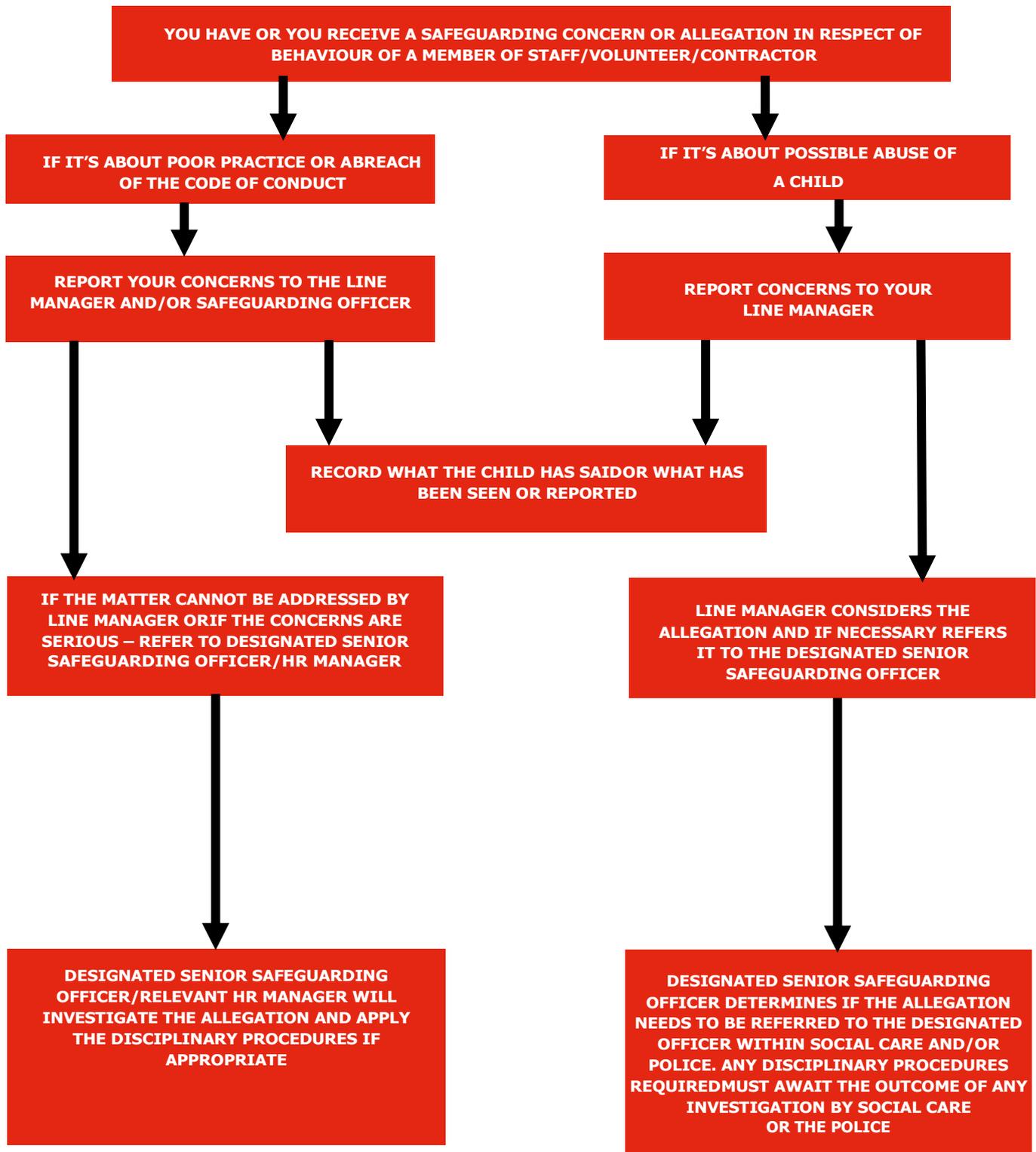
Under 16 years?

Sexual activity with a child under 16 years is an offence.

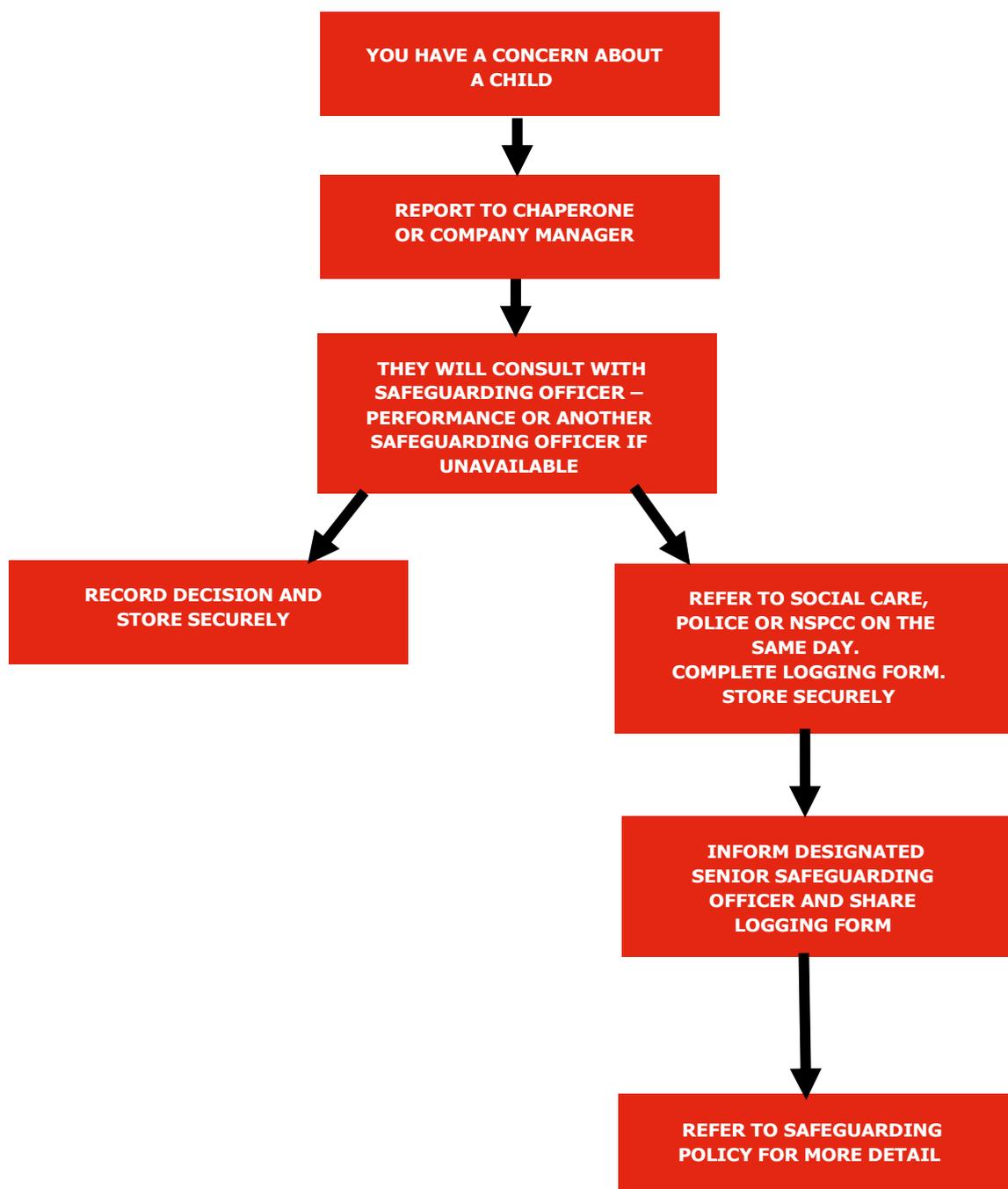
Considerations included in the following checklist should be considered by the designated safeguarding officer and designated senior safeguarding officer when determining whether a referral should be made to children’s social care about underage sexual activity for those aged 13-15 years.

- the age of the child;
- the level of maturity and understanding of the child;
- what is known about the child’s living circumstances or background age imbalance, in particular, where there is a significant age difference; overt aggression or power imbalance;
- coercion or bribery;
- behaviour of the child;
- the misuse of drink or drugs as a dis-inhibitor;
- whether the child denies, minimises or accepts concerns;
- whether any attempts to secure secrecy have been made by the sexual partner beyond what would be considered usual in a teenage relationship;
- whether the methods used are consistent with grooming.

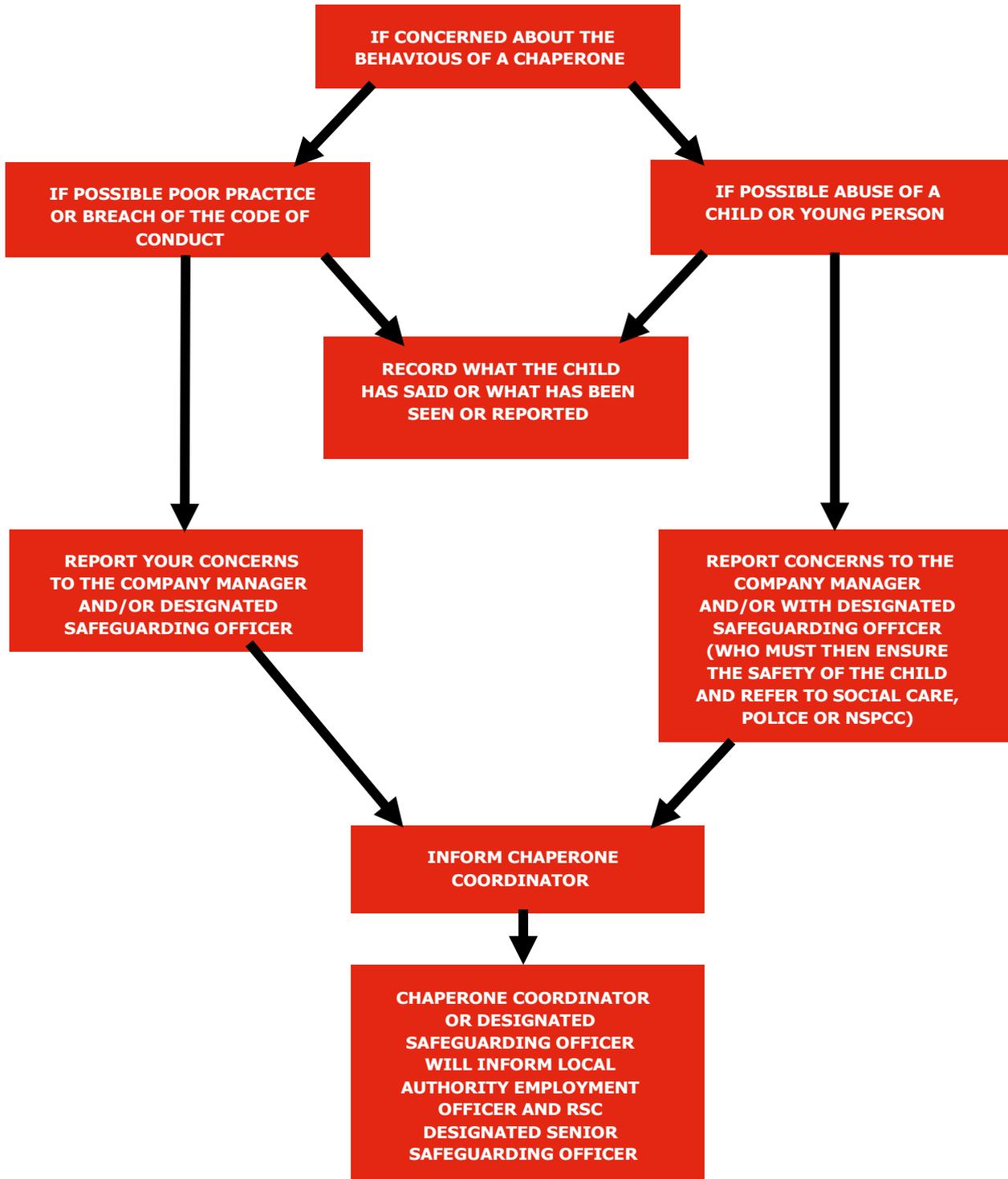
CONCERN OR ALLEGATION ABOUT A MEMBER OF STAFF/VOLUNTEER/CONTRACTOR FLOWCHART



CHILD IN PERFORMANCE REPORTING CONCERNS FLOWCHART



CONCERN ABOUT CHAPERONE REPORTING FLOWCHART



PHOTOGRAPHY, FILM & INTERVIEW PERMISSION FORM

Please use permission forms for use with schools or individual children which can be found on the RSC Intranet

INFORMATION SHARING PRINCIPLES

The Government has produced a list of 'seven golden rules' to support organisations and their workers when making decisions about when it is appropriate to share information with others, these are:

1. Remember that the Data Protection Act 1998 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (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 if you are in any doubt, without disclosing the identity of the person where possible.
4. Share with 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, the lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, 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 people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
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.

GUIDANCE FOR MANAGING IN PERSON / REAL LIFE EVENTS

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1. Roles and Responsibilities

To ensure the success of the workshop or event it will be important to plan beforehand and designate tasks prior to them

taking place. This is likely to maximise the success and

efficiency of the delivery of the event. It is advised that distinct roles are created designating responsibilities accordingly. These designations are different to those of the designated safeguarding officer role outlined in the RSC Core Safeguarding Children Policy and relate solely to event management but do have a safeguarding remit. They roles are:

- Responsible Manager: the primary contact; responsible for the management, planning, implementation and quality assurance of the activity.
- Workshop Leader /Practitioner: responsible for the actual delivery of the activity and involved in face-to-face contact with children and young people.
- Person in Charge: refers to someone taking responsibility for use of the building when an events supervisor isn't required

1.1 Responsibilities of the Responsible Manager are:

- To fully brief the Workshop leader in their universal responsibilities regarding the planning, delivery and evaluation of the activity, with a particular focus on keeping children and young people safe.
- To ensure that an Activity Registration Form (see Appendix One) has been completed for each child when relevant e.g. where children are more likely to attend without their parents. It is assumed that activities taking place in schools will not require this checklist to be completed, as this information will be held by the educational establishment.
- To ensure that all staff employed who will have contact with children during the activity are safe and suitable to do so i.e. that they have been subject to a satisfactory safer recruitment and vetting process and that they are appropriately trained to respond to a concern about a child's welfare and protection.
- To ensure that appropriate first aid provision, based on risk assessment, is available for the activity and at the venue.
- To ensure that sufficiently skilled and trained staff are available to successfully and safely deliver the activity.
- To ensure all necessary health and safety risks have been formally assessed and controlled prior to the activity taking place, i.e. risk assessment in relation to the physical environment and hazards (e.g. venue safety, public access, transport arrangements etc.) as well as any risks associated with the target group of participating children and young people (e.g. behavioural difficulties or disabilities). Where events are taking place in schools the school will be responsible for carrying out their own risk assessments in relation to the venue and transport arrangements etc. See Appendix Two.
- To ensure that an appropriate staff de-briefing opportunity is available (if required)
- To ensure that the activity is evaluated in order to consider amendments, improvements etc.
- The Responsible Manager may not necessarily be present at the activity but should be contactable.

1.2 Responsibilities of the Workshop Event Leader/Practitioner are:

- To understand, implement and follow all procedures and guidance outlined in the RSC Core Safeguarding Children Policy.
- To implement and follow all risk assessments related to the sessions they are providing, including completing a dynamic risk assessment immediately prior to delivery of the session.
- To have the contact details of the RSC designated safe guarding officer or Line Manager, to whom a concern about the welfare of a child might be reported as well as have the contact details of the Responsible Manager (if different to the RSC designated safe guarding officer or Line Manager).
- To have a full list of participants and a copy of the Activity Registration Form for each child except where it is:
 - an activity taking place in a school setting with accompanying teaching staff as the teaching staff will hold such information.
 - an open or drop-in session with parents/carers present
- To have a fully charged and working mobile phone available or easy access to a landline during the course of the activity and provide them with key numbers.
- To be familiar with all health and safety risks relating to the activity and venue e.g. fire exits, toilets etc.
- To be familiar with the first aid provision at the venue and know who or where to go for first aid treatment.
- To have easy access to/or have own radio

1.3 Person In Charge

At any RSC organised public activity there will be a Person In Charge who is taking the role of the duty manager. This person has responsibilities for the following:

- Security
- Health and safety
- Safeguarding children
- Overall well being

The Person in Charge must be verbally briefed in advance by the Responsible Manager and should be suitably trained to fulfil that role.

2. Consent

This will be relevant for informal learning and participation activities where consent may be required, in circumstances where no adult will be accompanying the child or young person.

For any formal learning and participation workshops and events the RSC Responsible Manager will need to ensure clarification about the responsibility of the school for health, safety, medical and emergency issues. This will be irrespective of whether the event is taking place in a school setting, or where the school have made the booking to take part in RSC workshops and events. It will also need to be clarified that consent for children and young people to participate will have been obtained by those responsible for commissioning the RSC to deliver the activities.

For all informal learning and participation workshops and events, parents and carers are responsible for:

- Ensuring that they have read the information provided to them by the Responsible manager about the activity, prior to the activity taking place.
- Giving their written consent for their child/young person to attend.
- Providing information about any medical needs/allergies that their child may have and have provided sufficient medication for the duration of the activity including, where appropriate, consent for the administration of medication by a member of RSC staff or consent for self-administration.
- Where a child or young person is disabled or has special needs, providing sufficient information relating to the child's care needs. Consent must be given if any intimate care needs have to be provided for. (This information is classed as sensitive personal data under the Data Protection Act 1998 and GDPR regulations, it is important that these records are held securely, both during and after the activity, and that they are destroyed appropriately in line with guidance in the RSC Safeguarding Children Policy.)
- Ensuring information about any specific dietary needs is provided to RSC.
- Ensuring that they understand the behavioural expectations placed upon their child/young person and that the child/young person is also aware of them.
- Removing their child/young person from the activity if they should engage in any illegal behaviour or dangerous/disruptive behaviour.
- Providing emergency contact details, including whom has parental responsibility for the child/young person e.g. who can give medical consent, who will collect the participant at the end of the activity and who cannot.
- Informing the RSC of any other relevant information that may be appropriate so that the child is able to participate in the activity.

3. Security and communication

All staff, whether paid or as a volunteer, involved with the event organised by the RSC should be provided with an identification card or badge that should include an up to date identifying photograph.

The parameters and boundaries of the venue and facilities should be explained to all adult, staff and child participants at the outset of the activity. This provides an opportunity to convey areas of the building/venue that are 'in bounds and 'out of bounds' thereby creating a secure and non-secure area. In relation to venues where greater public access may be an issue e.g. public circulation and foyer spaces, this will be particularly relevant in order to have greater confidence in being able to contain and be vigilant for those who are, and are not, participating in the activity. Workshop Leaders Practitioners should therefore be clear about group management, overcrowding issues and the site of the activity in relation to other areas of the venue where public access is increased. Risk assessments are completed for activities happening in all public areas.

The Workshop Leader / Practitioner should have a full list of all participants (excluding for open events), with the following information: emergency contact details for all children involved, any specific health or medical issues relating to individuals, any particular dietary requirements that may impact upon their welfare i.e. allergies, any other special needs (See Appendix One). Due to the sensitivity of the data on this record which is classed as sensitive personal data under the Data Protection Act 1998 and GDPR regulations, it will be vital that these records are held securely, both during and after the activity, and that they are destroyed appropriately in line with guidance in the Core Safeguarding Children Policy and Procedures. It will be important to ensure clarification is obtained about formal learning and participation activities which will rely upon the school to hold such information about individual children. This will need to be clarified by those running the activity at the planning stage.

4. Supervision and staffing ratios

4.1 Formal Learning and Participation

Where the activity is taking place in a school setting or on RSC premises it will be a requirement that members of the school teaching staff:

- are present throughout the whole session
- are clear about their role and responsibility in respect of the activity and how they will work alongside RSC staff.
- it must be clear, at all times, who is taking responsibility for supervision in the team running the activity.

Where activities take place on RSC premises or in venues where we are performing, school staffing ratios should ideally be one adult to ten children (1:10), but greater if the age and needs of the children suggest a higher rationale would be appropriate. Ratios should be considered alongside PIC staffing decisions.

4.2 Informal learning activities

At the point that children and young people arrive for the activity, RSC staff leading the event are acting in 'locoparentis' and have a duty of care towards them;

this applies when children and young people are unaccompanied. Appropriate supervision ratios and systems for monitoring the movements and whereabouts of participants are essential. For example, the Responsible Manager will ensure sufficient space is available and the necessary number of assistants are present to support the Workshop/Event Leader/Practitioner; they will agree and set a limit on the number of participants in any activity, including 'drop-in' activities.

Staffing ratios should, at a minimum, be one adult to ten children (1:10) for closed sessions and activities, but greater if the age and needs of the children suggest a higher ratio would be appropriate. It may, for example, be appropriate to increase the adult to child ratio if children are unaccompanied or pose particular challenges due to known behavioural issues. The following are the adult to child ratios recommended for voluntary organisations, which are based partly on Ofsted guidelines, and it is recommended that these ratios are also used for informal learning and participation activities:

- 2 – 4 years: 1 adult to 4 children
- 4 – 8 years: 1 adult to 6 children
- 9 – 12 years: 1 adult to 8 children
- 13 – 18 years: 1 adult to 10 children

Additionally, if risks or challenges have been identified prior to the activity, either with the venue or the participants, then there is also a strong justification for a higher ratio of adults to children or with a particularly vulnerable or challenging group of children. In the event of an accident, incident or injury that requires one member of staff to leave the activity, the numbers must be manageable for the remaining member/s of staff.

All children that arrive for an event must be accounted for by the responsible adult handing over the child as well as the member of staff receiving responsibility for the child. This should be formalised through the use of a 'signing in/handover' sheet. Consent for participation in the activity should, ideally, have been received prior to the activity. However, it must be in place at the point the responsibility for the child is handed over to the RSC.

In the event that the responsible adult remains with their children during the activity, it is advised that there are clear expectations set as to the role and responsibility that they have during the activity.

Where some responsible adults have not stayed with their children, the RSC will assume loco parentis for those particular children; however it would not be reasonable to ask the responsible adults that have stayed to assist with other children's welfare needs unless by prior arrangement with the responsible adult of the child in question. Ratios should be considered alongside PIC staffing decisions.

5. Residential activities and events

From time to time the RSC may organise residential activities. In relation to safeguarding

children and young people during such residential events the following are included as a checklist for planning purposes.

- The management and co-ordination of the residential activity– roles and responsibilities
- Crisis management – what plans are in place and action will be taken
- Organisation of sleeping and living accommodation – staff and participants
- Staffing and support for the activity – sufficiency, skill, role and responsibilities
- Medical and health provision – e.g. who has responsibility and training for the storage and administration of medicines
- Parental contact and telephones – how do staff and participants contact parents/carers
- Care of possessions – security and the provision of space
- Record and information security – where will sensitive information be kept
- Catering arrangements – sufficiency and appropriate to dietary needs
- Drinking water and refreshments – provision and availability
- Demands placed upon the participants – appropriate balance
- Supervision of participants – daytime and night time
- Privacy – for adult and child
- Adult access to participant accommodation – justification and safeguards
- Access and security of accommodation – daytime and night times, fire procedures etc.
- Toilet and washing provision – privacy and sufficiency, hygiene and cleaning
- Safety hazards and risk assessment – e.g. pertaining to a building or particular activity to be undertaken
- Laundry facilities – provision
- Children having information about who they can speak to if they have concerns or worries whilst they are away

The above list is not exhaustive. There may be additional considerations to be identified and addressed in the planning stages relevant a particular type of residential or the needs of the participants on it.

RSC ACTIVITY REGISTRATION FORM

This information is held securely and used only for the purposes of ensuring the health of safety of participants. The information will be destroyed appropriately in line with guidance in the RSC's Core Safeguarding Children Policy and Procedures, which is available on request.

PERSONAL DETAILS OF PARTICIPANT

FULL NAME:		PREFERRED NAME:	
ADDRESS:			
POSTCODE:		DATE OF BIRTH:	
TELEPHONE:	HOME:	MOBILE:	

EMERGENCY CONTACT DETAILS

FULL NAME:			
ADDRESS (IF DIFFERENT FROM ABOVE):			
TELEPHONE:	HOME:	MOBILE:	
RELATIONSHIP TO CHILD:			

EMERGENCY CONTACT DETAILS

Please advise us of any relevant **medical needs** that may affect your child's ability to participate in the activity:

Please advise us of any relevant special needs, including behaviour, that may affect your child's ability to participate in the activity and for us to meet his/her needs:

Does your child have any specific dietary requirements, including allergies:

CONSENT FROM PARENTS/CARERS

My child is in good health and I consider him/her able to participate in the RSC activity **[name of activity to be inserted]**

I have completed details about any medical or additional needs that my child has.

In the event of any illness/accident, any necessary treatment can be administered to my child. I understand that, while RSC staff will take every necessary precaution to ensure that accidents do not happen, they cannot necessarily be held responsible for any harm, illness or injury suffered by my child.

AGREEMENT OF PARTICIPATING CHILD OR YOUNG PERSON

I agree that I will not:

- Do anything that is illegal
- Harm, abuse or hurt anyone else involved in the activity (physically or verbally) – myself, an adult or another participant

If I don't follow these rules, I understand that I may be asked to leave the activity.

MY NAME:	MY SIGNATURE:
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RESIDENTIAL ACTIVITIES AND EVENTS – PLANNING CHECKLIST

Task	Date to be done by	Completed on	Notes
The management and co-ordination of the residential activity – roles and responsibilities			
Incident management – what plans are in place and action will be taken (referring to the MIP)			
Arrangements for sleeping and living accommodation – staff and participants			
Toilet and washing provision–privacy and sufficiency, hygiene and cleaning			
Staffing and support for the activity – sufficiency, skill, role and responsibilities			
Medical and health provision and first aid arrangements			
Parental contact and telephones – how do staff and participants contact parents/carers			
Care of possessions – security and the provision of space			
Record and information security – where will sensitive information be kept			
Catering arrangements – sufficiency and appropriate to dietary needs			
Drinking water and refreshments – provision and availability			
Demands of the activities placed upon the participants – appropriate balance of activity and relaxation			
Supervision of participants–day time and night time			
Privacy – for adult and child			
Adult access to participant accommodation – arrangements and safeguards			
Access and security to the accommodation – daytime and night times, fire procedures etc.			
Evacuation procedures			
Safety hazards and risk assessment – e.g. pertaining to a building or particular activity to be undertaken			
Laundry facilities – provision			
Children having information about who they can speak to if they have concerns or worries whilst they are away			

**SAFEGUARDING CHECKLIST FOR THE RESPONSIBLE MANAGER
FOR A WORKSHOP, EVENT OR ACTIVITY**

Task	Date to be done by	Completed on	Notes
Identify PIC for the event or workshop ensuring that person is appropriately trained to fulfil that role and responsibility.			
Brief the Workshop Leader on his/her responsibilities regarding the planning, delivery and evaluation of the activity, with a particular focus on keeping children and young people safe.			
Ensure that an Activity Registration Form Checklist (see Appendix One) has been completed for each child when relevant. (Activities delivered in schools will not require it).			
Ensure that all staff/freelancers etc. who will have contact with children during the activity are safe and suitable to do so			
Sufficiently skilled and trained staff/freelancers are available to successfully and safely deliver the activity.			
The arrangements for safeguarding the children are clear and have been agreed with any partner organisation or venue provider or venue hirer. This is covered in the contractual arrangements.			
First aid provision is available for the activity/and or at the venue in line with updated H&S Policy guidance			
A risk assessment has been carried out and control measure put in place. The risk assessment to include: venue safety, public access, transport arrangements as well as any risks associated with the target group of participating children and young people (e.g. behavioural difficulties or disabilities).			
An appropriate staff/workshop leader de-briefing opportunity is available (if required)			
Arrangements for evaluating the activity are in place			
The workshop leader/practitioner has all the necessary contact details of responsible staff at RSC including the relevant designated safe guarding officer			

SAFEGUARDING CHECKLIST FOR THE WORKSHOP FOR THE EVENT LEADER/PRACTITIONER

The responsible manager will go through this checklist with the event leader/practitioner to share information on the RSC Safeguarding policies and to identify any action points

Task	Date to be done by	Complete d on	Notes
To understand, implement and follow all procedures and guidance outlined in the RSC Core Safeguarding Children Policy.			
To implement and follow all risk assessments related to the sessions they are providing			
To have the contact details of the RSC designated safeguarding officer or Line Manager, to whom a concern about the welfare of a child might be reported as well as have the contact details of the Responsible Manager (if different to the RSC designated safeguarding office or Line Manager).			
To have a full list of participants and a copy of the Activity Registration Form for each child (where an activity is taking place in a school setting with accompanying teaching staff, the teaching staff will hold such information).			
To have a fully charged and working mobile phone available or easy access to a landline during the course of the activity.			
To be familiar with all health and safety risks relating to the activity and venue e.g. fire exits, toilets etc.			
To be familiar with the first aid provision at the venue i.e. know who or where to go for first aid treatment.			

ADMINISTERING MEDICINE ARRANGEMENTS

Procedure for Administering Medicine to Children (non-RSC Nursery Departments)

Please note that this procedure is distinct from first aid procedures followed by certified First Aiders.

If a child requires prescribed medication to be administered by RSC staff the following procedure will be followed:

- Written information must be obtained from the parent/carer by Company Management or Learning and National Partnerships Department staff, giving clear instructions about dosage, administration of the medication, along with granted permission for a member of staff to administer whilst the child is under the supervision and/or care of the RSC, using the 'Authority for the Administering of Medicine' form.
- Wherever possible, the dose shall be given in a frequency that enables the child's parents to administer at home. If this is not possible, the medication must clearly be labelled with the child's name and dosage.
- Medicine should not be accepted or administered if its expiry date has past, if the packaging is damaged, or if it is not labelled.
- The prescribed medication will be logged on and administered in accordance with the 'Administered Medicine Record and Care Plan'.
- Company Management/Director of Learning and National Partnerships/Lead Chaperone will ensure that staff authorised to administer medicine are appropriately trained to do so, including but not limited to, the administration of life-saving medication such as insulin or adrenaline injections, or the use of nebulisers.
- Any side effects or adverse effects from the medication shall be recorded on the 'Administered Medicine Record and Care Plan' and the parent/carer to be informed immediately.
- All medication will be kept secure and protected from misuse and damage, in a lockable cupboard or storage box, and refrigerated where required; and accessible only by those authorised by either a Lead Chaperone, Company Manager or Director of Learning and National Partnerships to administer medicine to children. Emergency, life-saving medication such as epi-pens or inhalers can be taken out of storage during performance times only to enable them to be accessed quickly in an emergency.
- Staff members given authorisation by either a Lead Chaperone, Company Manager or Director of Learning and National Partnerships to administer medicine to children must have this documented in their Job Description or formally noted on their personnel file.

Where there is a risk of infection, Company Managers, Chaperones and/ or Learning and National Partnerships Department staff Should refer to advice published by Public Health England to establish the requirements and period of exclusion from activities for each type of illness: <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/chapter-9-managing-specific-infectious-diseases>

Children who are vomiting or have diarrhoea must be excluded from activities and the workplace for 48 hours after the last bout to reduce the risk of the spread of infection.

The Major Incident Plan should be used in the event that a bout of illness may become business critical, such as resulting in the loss of a performance, for example.

If a child requires non-prescribed medication to be administered by RSC staff the following procedure will be followed:

- Company Managers, Chaperones and Learning and National Partnerships Department staff may purchase small amounts of over-the-counter medicine to store for future use by children under the supervision and care of the RSC. Such medicine be kept secure and protected from misuse and damage, in a lockable cupboard or storage box; accessible only by those authorised by either a Lead Chaperone, Company Manager or Director of Learning and Participation to administer medicine to children.
- Staff members given authorisation by either a Lead Chaperone, Company Manager or Director of Learning and National Partnerships to administer medicine to children should have this documented in the Job Description or formally noted on their personnel file.

Data Storage Procedure to be followed for documentation relating to the administering of medicine to children:

PRODUCTIONS

- All completed forms are to be held securely with the child's licence until the end of the child's contract with the RSC.
- At the end of the child's current contract, all completed forms, including any copies, must be sent securely to the Occupational Health Advisor to be kept with the health profile of the child and then securely destroyed in line with the Occupational Safety and Health Department Data Storage Log.

LEARNING, PARTICIPATORY AND TALENT DEVELOPMENT WORK

- All completed forms are to be held securely by those members of staff authorised to administer medicine until such a time that the child is no longer engaged in current activities with the relevant department.
- At the end of the child's engagement with the relevant department, all completed forms, including any copies, must be sent securely to the Occupational Health Advisor to be kept with the health profile of the child, where applicable, and saved for three years. After three years the forms will be securely destroyed in line with the Occupational Safety and Health Department Data Storage Log.

AUTHORITY FOR THE ADMINISTERING OF MEDICINE - PAGE 1 OF 2

CHILD'S FULL NAME:		CHILD'S DATE OF BIRTH:	
PARENT/CARER NAME:		PARENT/CARER CONTACT NO:	
CHILD'S DOCTOR CONTACT DETAILS			
DETAILS OF ANY KNOWN ALLERGIES			
ANY OTHER COMMENTS:			

Parent/Carer: I authorise a member of the RSC's Chaperone/Learning and National Partnerships Department (delete as appropriate) to administer my child's prescribed medicine as detailed below

MEDICINE NAME:		DOSAGE:	
TIMES TO BE TAKEN:		DURATION:	

MEDICINE NAME:		DOSAGE:	
TIMES TO BE TAKEN:		DURATION:	

SIGNED:		PRINT NAME:	
DATE:		TIME:	

AUTHORITY FOR THE ADMINISTERING OF MEDICINE - PAGE 2 OF 2

Parent/Carer: I authorise my child to self-administer their own **prescribed** medicine under the supervision of a member of the RSC's Chaperone/ Learning and National Partnerships Department (delete as appropriate) as detailed below:

MEDICINE NAME:		DOSAGE:	
TIMES TO BE TAKEN:		DURATION:	

MEDICINE NAME:		DOSAGE:	
TIMES TO BE TAKEN:		DURATION:	

SIGNED:		PRINT NAME:	
DATE:		TIME:	

Parent/Carer: I authorise a member of the RSC's Chaperone/Learning and National Partnerships Department (delete as appropriate) to administer **un-prescribed** medicine as required, EXCEPT for the following:

EXCLUDED MEDICINE:	
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SIGNED:		PRINT NAME:	
DATE:		TIME:	