

## Safeguarding Policy

*Updated July 2023*

*Updated April 2023*

**If at ANY POINT a safeguarding concern is raised - these are your primary actions - these are explained in detail throughout the rest of this policy:**

### **Your responsibilities when you have safeguarding concerns:**

- Assess The Situation - are emergency services required?
- Ensure The Safety And Wellbeing of the individual
- Establish what the individual's views and wishes are about the safeguarding issue and procedure
- Maintain Any Evidence
- Follow Barbican Procedures for reporting incidents/risks
- Remain calm and try not to show any shock or disbelief
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened
- Inform the person affected by the situation that you are required to share the information with our Safe Guarding Lead and explain what information will be shared and why
- Make a written record of what the person has told you, using their words, what you have seen and your actions.

## Policy and Processes

Barbican Theatre Plymouth, BTP hereafter, understands the vital importance of having proper safeguards in place for the protection of young people under 18 years of age and other vulnerable groups. BTP recognises its responsibility to ensure that those benefiting from, working with or who come into contact with BTP are not harmed in any way through contact with the Trust.

Trustees, employees, volunteers and adult beneficiaries of BTP must always act in accordance with our Safeguarding Policies and follow the procedures and best practices as indicated below. Policies and practices will be reviewed on a 6 monthly basis.

This document relates to all activities that are undertaken by the theatre, be that charitable, performance, workshops, weekly sessions, outreach activities and lecture activities. All activities will be referred to as charitable activity from now on. Barbican Theatre Plymouth has a 40 year history of working with and supporting young people's creative voices in many different settings.

### Declaration

Barbican Theatre Plymouth strongly believes:

- The welfare of a child and vulnerable groups are paramount;
- All children and participants without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.
- All participants have the right to be involved activities within a safe space
- All Participants have the right to express their voice creatively.

**We have the responsibility to follow the 6 safeguarding principles enshrined within the Care Act 2014:**

### **Principle 1**

**Empowerment** – Personalisation and the presumption of person-led decisions and informed consent.

*“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”*

### **Principle 2**

**Prevention** – It is better to take action before harm occurs.

*“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”*

### **Principle 3**

**Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.

*“I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as I require.”*

### **Principle 4**

**Protection** – Support and representation for those in greatest need.

*“I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able.”*

### **Principle 5**

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

*“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.”*

### **Principle 6**

**Accountability** – Accountability and transparency in delivering safeguarding.

*“I understand the role of everyone involved in my life.”*

### Safeguarding Key Contacts

| Name                               | Role              | Phone                                                   | Email                                                                          |
|------------------------------------|-------------------|---------------------------------------------------------|--------------------------------------------------------------------------------|
| Dulcima Fenton                     | Safeguarding Lead | 07541493786                                             | <a href="mailto:dulcie@barbicantheatre.co.uk">dulcie@barbicantheatre.co.uk</a> |
| Laura Kriefman                     | CEO               |                                                         | <a href="mailto:laura@barbicantheatre.co.uk">laura@barbicantheatre.co.uk</a>   |
| Plymouth Council Adult Social Care |                   | 01752 668000<br>and choose the Adult Social Care Option | online form:<br><a href="#">Which can be accessed here</a>                     |
| Local Authority Designated Officer | Jane Parmenter    | 01752 306758                                            | <a href="mailto:LADO@plymouth.gov.uk">LADO@plymouth.gov.uk</a>                 |
| LADO Out of Hours                  | ( 24 hour line)   | 01752 346984                                            |                                                                                |
| The Zone                           |                   | 01752 206626                                            | <a href="mailto:enquires@thezone.co.uk">enquires@thezone.co.uk</a>             |
| Police                             |                   | 999                                                     |                                                                                |

### Child protection policy

#### Definition of child abuse

Child abuse happens harm is inflicted on a child or young person, even, in some cases, if the actions are not deliberate.

**Physical abuse** – including assault hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Sexual abuse** – including rape and sexual assault or sexual acts with a child or to which an adult has not consented or was pressured into consenting.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

## Modern Slavery

**Financial or material abuse** – including theft, fraud, exploitation, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Neglect and acts of omission** – including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self – Neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surrounding and includes behaviour such as hoarding. It is important to consider capacity when self-neglect is suspected. Also consider how it may impact on other family members and whether this gives rise to a safeguarding concern.

## Domestic Violence

**Discriminatory abuse** – including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting like a hospital or foster care home, e.g. this may range from isolated incidents to continuing ill-treatment.

## Barbican Theatre Plymouth will ensure:

- All concerns, and allegations of abuse will be taken seriously by trustees, employees and volunteers and responded to appropriately – this may require a referral to children’s social care services, the independent Local Authority Designated Officer (LADO) for allegations against staff, trustees and other volunteers, and in emergencies, the Police.
- safe recruitment, selection and vetting for all trustees, employees and volunteers; all employees and volunteers who come into regular direct contact with the young people we work with, will be required to have an enhanced Disclosure & Barring Service check.
- Trustees, employees, freelancers, visiting artists and volunteers are clear BTP’s policies and procedures in regards to children’s safety and well-being.

## Safeguarding Adults

The aims of safeguarding adults are:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives “Making Safeguarding Personal”
- To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible
- To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

## Code of behaviour

Each trustee, employee and volunteer has a responsibility to ensure that young people are protected from harm. It is the responsibility of all to ensure that:

- Their behaviour is appropriate at all times and they provide a good example of acceptable behaviour.
- They recognise the position of trust in which they have been placed.
- The relationships they form with the young people under their care are appropriate and professional.
- They show respect and understanding of young people, and their safety and welfare, and conduct themselves in a way that reflects our principles.

## How to recognise the signs of abuse

People rarely say if they are being abused. However, there may be signs that are an indication of a child being neglected or abused. The child or young person may:

- have unexplained bruising, or bruising in an unexpected place
- appear quiet, withdrawn, or afraid
- be afraid to go home

- appear constantly hungry, tired or untidy
- inability or reluctance to sit down (prominent in cases of FGM)
- be left unattended or unsupervised
- be acting in a sexually inappropriate way
- be misusing drugs or alcohol
- tell you something that sounds as if they have been hurt by someone.

### County Lines

The National Crime Agency (NCA) published its fourth annual assessment into 'county lines drug supply, vulnerability and harm'. County Lines is a term used to describe criminal networks from large urban areas, who travel to smaller locations such as a county or coastal town to sell class A drugs. Gangs typically recruit and exploit children and vulnerable people for various roles within the drug supply chain.

Some key indicators of the above are:

- Absence from classes or disappearing during session time.
- Isolation from peers.
- Total withdrawal and detachment from family.
- Sudden disinterest in seeing family/cousins – 'nothing in common'.
- Sudden interest in parents' salary and mortgage payments.
- Obsessively and repeatedly demanding (re: mobile, 'need' to go out etc.).
- Not divulging where going, who with or how travelling.
- Excessive receipt of unexplained texts / phone calls at all hours.
- Unexplained use of Tor app on mobile.
- Unexplained use of Uber app on mobile.
- Complete change / negative attitude towards Police / school / authority. From lack of eye-contact to bravado / squaring up / rudeness & aggression.
- Total lack of empathy towards those lied to or stolen from.

### Prevent

The Government's counter-terrorism strategy is known as CONTEST.

Prevent is part of the strategy and its aim is to stop people becoming terrorists or supporting terrorism. The strategy promotes collaboration and co-operation among

public service organisations. The Office for Security and Counter Terrorism in the Home Office is responsible for providing strategic direction and governance on CONTEST. You can read the CONTEST strategy in full at [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk).

CONTEST has four key principles:

**Pursue:** to stop terrorist attacks

**Prevent:** to stop people becoming terrorists or supporting terrorism

**Protect:** to strengthen our protection against a terrorist attack

**Prepare:** to mitigate the impact of a terrorist attack.

Some of the following factors are already known to contribute to the vulnerability of individuals and could put them at risk of exploitation by radicalisers.

**Identity crisis** – Adolescents/vulnerable adults who are exploring issues of identity can feel both distant from their parents/family and cultural and religious heritage, and uncomfortable with their place in society around them. Radicalisers can exploit this by providing a sense of purpose or feelings of belonging. Where this occurs, it can often manifest itself in a change in a person's behaviour, their circle of friends, and the way in which they interact with others and spend their time.

**Personal crisis** – This may, for example, include significant tensions within the family that produce a sense of isolation of the vulnerable individual from the traditional certainties of family life.

**Personal circumstances** – Individuals may perceive their aspirations for career and lifestyle to be undermined by limited achievements or employment prospects. This can translate to a generalised rejection of civic life and adoption of violence as a symbolic act.

**Criminality** – In some cases a vulnerable individual may have been involved in a group that engages in criminal activity or, on occasion, a group that has links to organised crime and be further drawn to engagement in terrorist-related activity.

**Grievances** – The following are examples of grievances which may play an important part in the early indoctrination of vulnerable individuals into the acceptance of a radical view and extremist ideology:

- a misconception and/or rejection of UK foreign policy
- distrust of western media reporting
- Perceptions that UK government policy is discriminatory (e.g. counter-terrorist legislation)



**Other Factors** – Similarly to the above, the following have also been found to contribute to vulnerable people joining certain groups supporting terrorist-related activity:

- ideology and politics
- Provocation and anger (grievance)
- need for protection
- seeking excitement and action
- fascination with violence, weapons and uniforms
- youth rebellion
- Seeking family and father substitutes
- seeking friends and community
- seeking status and identity

Any change in an individual's behaviour should not be viewed in isolation and you will need to consider how reliable or significant these changes are.

But some signs might include:

- parental/family reports of unusual changes in behaviour, friendships or actions and requests for assistance;
- accessing extremist material online;
- Use of extremist or hate terms to exclude others or incite violence;
- Writing Or Artwork Promoting violent extremist messages or images.

You will need to use your judgement in determining the significance of any unusual changes in behaviour, and where you have concerns you should raise these

## **Procedures**

*How to respond to allegations, disclosures or suspicions of abuse:*

All allegations, disclosures or suspicions of abuse, no matter how insignificant, must be recorded on an incident form and sent to the Safeguarding Lead and the Child Protection Officer at their respective emails [dulcie@barbicantheatre.co.uk](mailto:dulcie@barbicantheatre.co.uk) & [laura@barbicantheatre.co.uk](mailto:laura@barbicantheatre.co.uk). The safeguarding lead will refer the incident to the Chair of the Board of Trustees (who is our designated child protection officer). No information must be withheld.

The persons involved must escalate the allegations, disclosures or suspicions to the safeguarding lead or a member of the BTP team. If none are available and the matter urgent, the Local Authority Designated Officer (LADO) should be contacted

depending on the location the situation has occurred. The appropriate LADO's contact details will be made known on the outset of any new charitable activities.

### **Your responsibilities when you have safeguarding concerns:**

- Assess The Situation - are emergency services required?
- Ensure The Safety And Wellbeing of the individual
- Establish what the individual's views and wishes are about the safeguarding issue and procedure
- Maintain Any Evidence
- Follow Barbican Procedures for reporting incidents/risks
- Remain calm and try not to show any shock or disbelief
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened
- Inform the person affected by the situation that you are required to share the information with our Safe Guarding Lead and explain what information will be shared and why
- Make a written record of what the person has told you, using their words, what you have seen and your actions.

### **Confidentiality policy**

Privacy and confidentiality should be respected where possible but if this leaves a participant at risk of harm then the participants safety has to come first. We cannot guarantee that we are able to keep issues confidential if someone poses a risk to themselves or others.

During an incident necessary details will only be shared with appointed and suitable members of staff- respecting the child's, family's and/or staff's rights to privacy. Please read the procedures section and use the escalation and reporting system detailed there.

It is, however, fine to say that a concern has been raised and it is being dealt with following BTP's procedures.

### **Information sharing**

**Where there are safeguarding concerns staff have a duty to share information. It is**

important to remember that in most serious case reviews, lack of information sharing can be a significant contributor when things go wrong.

**Information should be shared with consent wherever possible.**

A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary to support an investigation or where there is a risk to others e.g. in the interests of public safety, police investigation, implications for regulated service.

1. **Remember that the Data Protection Act 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, that 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 or the actions of the perpetrator
6. **Sharing should be 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

**Any information disclosed should be:**

- clear regarding the nature of the problem and purpose of sharing information
- based on fact, not assumption
- restricted to those with legitimate need to know
- relevant to specific incidents
- strictly limited to the needs of the situation at that time
- recorded in writing with reasons stated

## Health and safety policy

Barbican Theatre Plymouth is committed to ensuring those coming into contact with the Theatre and programmes, either as a beneficiary of charitable activity, supporter of our work, volunteer, trustee or employee, are given a safe environment to work in.

Everyone has a right to work in places where risks to their health and safety are properly controlled.

BTP will ensure we:

- prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace
- provide clear instructions and information, and adequate training, to ensure employees are well equipped to avoid hazards and contribute positively to effective Health and Safety at work
- engage and consult with employees and beneficiaries on day-to-day health and safety conditions
- provide clear guided best practice to all workshops leaders.
- implement emergency procedures – evacuation in case of fire or other significant incident.

## Procedures

For every new charitable or fundraising activity, BTP's will ensure employees, volunteers and trustees are equipped with the following tools and information to promote a healthy and safe environment at work:

- An updated risk assessment relevant for each new charitable or fundraising activity, which highlights any minor or significant risks related to the activity(s) in question. Risk assessments will be reviewed when working habits change or conditions change (please see our risk assessment policy below for more information).
- A First Aid Box.
- The procedures to follow in the event of an emergency situation, including fire safety information for each new venue used in a charitable or fundraising activity; ensuring the nearest fire exits and fire safety procedures are recorded and known by all. A venue must have fire alarms which are tested at regular intervals. Evacuation plans will be tested regularly and updated as necessary and escape routes should be well signed and kept clear at all times.

- Manual handling safety instructions will be provided for beneficiaries, employees and other relevant persons during any charitable or fundraising activity.
- Toilets, washing facilities and drinking water will be provided. Inspections of the space BTP is working in will be routinely carried out. All these spaces are regularly cleaned and touch surfaces sanitised.
- An incident record book must be used if ever an incident occurs during a fundraising or charitable activity and made known to the Safeguarding Lead and Technical Manager. All records of incidents must be countersigned.
- A full register of participant's names and contact details.
- Emergency contact details of the young individuals involved in a charitable or fundraising activity.
- Parental/guardian consent forms including photography consent from both parents/guardians and participants and travel arrangements as agreed with the parents/guardians for those under the age of 18 and those considered vulnerable adults.
- The Local Authority Designated Officer contact details (to be used in the event of allegations, disclosures or suspicions of abuse, as referred to in the Child Protection Procedures section of this Safeguarding Policy).

Employees will be routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required. Employees will be given necessary health and safety information, according to their role and the type of work they will carry out. Manual handling, fire safety and first aid will be the main health and safety concerns for the type of work the charity carries out.

### **Risk assessment**

When conducting a risk assessment for every charitable or fundraising activity, the Barbican Theatre Plymouth will consider:

- the practical detail of a projects/ activities
- things that can go wrong in the project
- likelihood of these things going wrong
- impact of these things going wrong

In order to minimise the potential risks arising the BTP will:

- identify measures to reduce the risk

- decide what to do if things do go wrong
- clear procedure
- ensure our risk assessment procedures are closely monitored

### Workshop practices

One of our main charitable activities is our workshops and youth groups which each require a full risk assessment. In order to minimise general risk when running our youth theatre projects, the following procedures are carried out:

- Workshop leaders are responsible for leaving the workshop space clear of furniture at the end of every session to avoid slips and trips.
- Chairs should be safely stacked and fire exits must be left clear of any obstructions.
- Leaders must ensure that fire exits remain clear during sessions when furniture may be moved around.
- The nature of the performing arts involves physical activity, and young people should be properly instructed and supervised and must be given the option to sit out of activities where they feel unsafe or uncomfortable.
- There must be adequate space for any physical activity and no obstacles in the space.
- Workshop leaders should promote spatial awareness during physical activity, such as jumping, running and dancing – ensuring participants are aware of their surroundings.
- Leaders should consider the appropriateness of the activities to the age, ability and experience of the young people they are working with in relation to health and safety issues.
- Young people should be properly instructed in the use of technical equipment and supervised where appropriate.
- Young people should be regularly reminded of their contribution to the health and safety of themselves and others.
- Leaders must always consider health and safety issues in the design, construction and use of a set for performance projects.
- Leaders should familiarise themselves with the venue's fire safety procedures and consider all health and safety issues when working.
- All use of theatre lighting, sound equipment and other electrical items will only be allowed under the supervision of a trained professional technician.
- Participants will be asked to wear sensible, comfortable attire and remove items such as jewellery, which may prove a hazard during the workshop.

- Workshop leaders should ensure adequate ventilation, light and heating throughout the space.
- Workshop leaders should check any furniture used is in good repair and any permanent fixtures in good condition – notifying the BTP staff of any equipment in disrepair.
- Leaders must ensure any work at a height is carried out using a step ladder. Any work taking place at a height which a step ladder cannot reach, should be carried out by a professional technician.

**BTP uses the official risk assessment template published by our technical manager, in order to assess each new charitable, performance, training or delivery activity.**

### **Anti-bullying policy**

It is the policy of the Barbican Theatre Plymouth to provide a neutral, harmonious and safe space environment which is free from harassment and intimidation, where all employees, trustees, beneficiaries, volunteers and supporters are treated with dignity and respect. Bullying or harassment is unacceptable and will not be tolerated under any circumstances.

All employees, trustees, beneficiaries, volunteers and supporters are expected to comply with this policy and not to behave in a way that humiliates, intimidates or undermines others.

Barbican Theatre is dedicated to ensuring that all participants and employees involved in our charitable activities are treated and valued equally, regardless of where they live, irrespective of sex, gender identity, ethnicity, religion, additional educational needs, disability and sexual orientation.

**Bullying** is any persistent behaviour, directed against an individual, which is intimidating, offensive or malicious and can undermine the confidence and self esteem of the recipient. Bullying is largely identified by the effect it has on the individual rather than what has actually been done.

**Harassment** is any unwanted non-verbal, verbal or physical abuse, advances and behaviour which an individual may find offensive, distressing and/or unwanted.

**Legitimate, constructive, kind and fair** criticism of a participant's performance or behaviour during a charitable activity is not bullying. An **occasional argument** is **not** bullying, as long as participants are treated with **dignity and**

**respect.**

Barbican Theatre Plymouth endeavours to ensure that a secure environment is provided for every young person who wishes to participate in the performing arts.

**Bullying and harassment can be:**

- **Emotional** – being deliberately unfriendly, excluding, and tormenting
- **Physical** – Any use of violence
- **Racist** - discrimination on the basis of race
- **Sexual** – unwanted physical contact, sexual advances or sexually comments
- **Sexist** - discrimination on the basis of gender
- **Homophobic** – discrimination on the basis of sexuality
- **Religious** – discrimination on the basis of faith
- **Verbal** –
- **Cyber** – all areas of internet, such as e-mail, social media and internet chat room misuse, mobile phone threats by text messaging and calls or misuse of associated technology, i.e. camera and video facilities

**This list is not exhaustive.**

It is the responsibility of trustees, staff, practitioners, freelancers, visiting artists and volunteers to ensure the implementation measures and policies minimise occurrences of bullying.

During any charitable or fundraising activity employees should encourage all participants to report instances of bullying happening to them or which they see happening to others. Employees will use their experience and discretion to establish the seriousness of the allegation but are themselves encouraged to report the allegation to their trustee link to discuss possible action.

This might include:

- Discussion with individuals
- Discussion with the whole group
- Involvement of parents.

Where bullying has been established, a written record will be made and sent to the



safeguarding lead.

In our youth theatre projects, workshop leaders are encouraged to raise awareness about bullying through workshop content as part of regular workshop activities; raising awareness about bullying and the forms it can take. This will encourage an open discourse about the issues surrounding bullying and how best to tackle it.

### **Bullying Procedures**

1. Incidents should be reported to workshop leaders and subsequently to the CEO via the Safeguarding Lead. They ensure that all incidents are dealt with as quickly as possible in order to create the least possible stress for both the complainant and the alleged perpetrator.
2. Incidents will be recorded by leaders with a countersignature and passed to the Safeguarding Lead who will take responsibility for the safe storage and processing of this information. All information gathered will be treated with strict confidentiality.
3. In serious cases, parents will be informed and will be asked to visit to discuss the problem.
4. In extreme cases, if necessary and appropriate, particularly 'cyber-bullying', the police will be consulted.
5. The bullying behaviour or threats must be investigated and the behaviour stopped quickly.
6. An attempt will be made to help change the participant's behaviour.
7. If no change is seen in the participants(') behaviour, then further disciplinary action will be taken as detailed below.

### **Outcomes**

1. The bully (bullies) will be asked to genuinely apologise and other consequences will take place, these will be decided on a case by case basis.
2. In very serious cases, suspension or exclusion could be considered.
3. If possible, the participants will be reconciled.
4. After the incident(s) have been investigated and dealt with, each case will be monitored in striving to ensure repeated bullying does not take place.

## Recruitment and selection policy

The protection of children and young people from harm must be a primary consideration in developing a thorough method of recruiting, selecting and managing staff, freelancers and volunteers.

To ensure a thorough recruitment and selection process, will follow procedures as below when recruiting new employees, freelancers, visiting activity, contract workers, new trustees and volunteers:

1. Enhanced DBS checks are sought for those working with children and young people in regulated activity and other roles where appropriate. The post will not be offered until these checks have been cleared.
2. Applicants working with children and young people will sign a declaration form declaring any past (including spent) criminal convictions, cautions and cases pending against them.
3. Applicants will also be asked to sign a declaration form stating that there is no reason why they should be considered unsuitable to work with children. This information will be dealt with in a confidential manner and not used to discriminate against applicants unfairly.
4. Written references will be sought (and followed up orally, when necessary).
5. The same recruitment procedures will be applied consistently, regardless of the position being filled.

BTP is committed to eliminating discrimination and encouraging diversity amongst our workforce. It is BTP's policy to ensure that staff and associates are recruited, remunerated, developed and promoted on the basis of skills and suitability for the work performed. The Company is committed to ensuring that no employee, associates, or anyone seeking employment with the Company, receives less favourable treatment on grounds of colour, race, religion, national or ethnic origin, gender, marital status, disability, age or sexual orientation. All staff and associates, whether full time, part time, permanent or temporary, will be treated fairly and with respect.

Trustees will discuss particular individual requirements for all staff and associates regarding any medical conditions/ disabilities when relevant to the job. They will seek competent advice in order to make reasonable adjustments to selection procedures, working arrangements and the physical features of the premises when it would be practical, effective and economic to do so.

All staff and associates are accountable for ensuring that this policy is actively pursued and put into practice.

## Regulated activity policy

### Definition

Regulated Activity is activity that must not be carried out if you are barred from working with children or vulnerable adults. The full legal definition of regulated activity is set out in Schedule 4 of the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012.

The scope of Regulated Activity for work with children and young people is:

- Unsupervised activities: teaching, training, instructing, caring for or supervising children, or providing advice/ guidance on well-being, or driving a vehicle only for children
- Work for a limited range of establishments with opportunity for contact. For example – schools, children’s homes, childcare premises (but not work by supervised volunteers)

Work that was previously Regulated Activity for work with children but will no longer be regulated includes:

- Activity supervised at reasonable level
- Health care not by (or directed or supervised by) a healthcare professional.
- Legal advice
- “Treatment/ therapy” (instead “health care”) unless this is “advice/guidance on well-being”
- Work in “specified places” which consists of occasional or temporary services, e.g. maintenance (not teaching etc.)
- Volunteers in “specified places” supervised at a reasonable level.
- All “positions” e.g. governors, trustees etc.
- Work carried out by inspectorates

The issue of whether or not activity is considered to be Regulated under the new definition may depend in many cases on whether it is supervised or not. The legal definition of supervision in the Protection of Freedoms Act 2012 states that the supervision should be:

- ‘regular’
- ‘day to day’

- ‘reasonable in all the circumstances for the purpose of protecting the children concerned’, and
- ‘carried out by someone who is in regulated activity’

### Staffing ratios

In youth work practice, the ratio of legally responsible adults to young people aged 12 and above tends to be 1:15. Other guidance suggests 1:10 for older children.

BTP will have a minimum of two staff with legal responsibility present at all times. If a staff member needs to leave the space, a duty manager will take over within the space.

Our Youth Theatre groups will not have more than 25 participants per workshop session.

### Photography and film

Barbican Theatre Plymouth uses photography and film to document our charitable and fundraising activities and the achievements of our work, and that of our beneficiaries.

However, it is important to be aware of safeguarding issues when taking photos or filming at events. In order to reduce the potential for misuse of images:

- not use children’s full names, or other personal information in photograph captions if publishing the photographs publicly
- use a parent/guardian permission form to obtain consent for a child to be photographed and videoed and that their image may be used on our website, in reports or social media pages
- obtain the child’s permission to use their image
- only use images of children in suitable clothing to reduce the risk of inappropriate use
- state written expectations of professional photographers or the press who are invited to an event and not allow photographers unsupervised access to children
- not approve photography sessions outside the event or at a child’s home
- ensure images or video recordings of children are kept securely
- reconfirm consent for using the images every two years, and avoid using old photographs

### **Youth participation policy**

This policy ensures that young people are empowered within the process of safeguarding and have an active say in our decision making related to their safety. Barbican Theatre Plymouth will ensure young participants are consulted on our safeguarding policies and practices to ensure they benefit and feel confident in BTP policies.

### **Complaints procedure**

Barbican Theatre Plymouth aims to provide a high level of service at all times, but if you feel we have not met this high level of service in any way, please do not hesitate to contact us with any comments or complaints you may have.

We value your feedback and in the event of a complaint, we will address your concerns as soon as possible.

Formal complaints and feedback can be made in writing, by post or email, to our safeguarding lead on the following:

### **Safeguarding Lead**

Barbican Theatre, Castle Street, Plymouth, PL1 2NJ

[dulcie@barbicantheatre.co.uk](mailto:dulcie@barbicantheatre.co.uk)

*Please mark your envelope or message as 'Private and confidential'.*

### **Barbican Theatre Plymouth's responsibility will be to:**

- acknowledge the formal complaint in writing as soon as possible;
- respond as fully as possible within the time stated in the initial acknowledgement (usually 10 working days);
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

### **A complainant's responsibility is to:**

- bring their complaint, in writing, to the Barbican Theatre Plymouth attention, normally within four weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the BTP a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond BTP control.

### **What will we do with your complaint?**

The administrator receiving your complaint will acknowledge receipt as soon as possible. The administrator will then discuss the details of your complaint with our Chair, and will log the complaint in our formal complaints log.

Depending on the nature of the complaint, we may also consult other relevant people including other members of our Board of Trustees.

At any time during the process you may be asked to attend a meeting to discuss your complaint with the person conducting the investigation. You may also be contacted by letter or telephone to discuss or clarify particular aspects of your complaint. You are asked to co-operate at every stage where requested.

### **When should I expect a response to my complaint?**

Our target is to provide you with a considered response no later than 10 working days from receiving your complaint. We will keep you informed of progress and set a specific date by which we will be able to give you a full reply.

### **What if I'm unhappy with the response to my complaint?**

If you are unhappy with the response we make to your formal complaint, please write, within one month, to the Barbican Theatre board. The board will review your complaint and our response to you. A reply will then be sent to you within 10 working days.

Chair of the Board of Trustees  
Barbican Theatre, Castle Street, Plymouth, PL1 2NJ

Policy review

*This policy is reviewed and approved by the Senior Management and Safeguarding Lead annually or when legislation changes.*

## **Barbican Theatre Social Media Policy**

Your responsibility to Barbican Theatre doesn't end when you are off the clock. The majority of people now have some form of social media page / account. While we don't want to dictate what you can and cannot post on your personal accounts please be aware that what might seem a harmless comment or post could cause damage to Barbican Theatre's reputation and brand and in severe cases lead to disciplinary action or lawsuits. Social media for personal use should just be a bit of fun so try to leave work related matters at work. Barbican Theatre reserves the right to monitor employees' social media activity.

If there is something specific that is causing concern or distress your first point of call should be to speak to your line manager - you may have had a problematic day at work but please don't post about it on your social media channels (please also discourage your family members from doing so). Be conscious when mixing your business and personal lives

Do not post comments about competitors or stakeholders that could be considered negative or be misconstrued. This is unprofessional but also could lead to lawsuits.

If your post gets noticed by a member of the press / media do not correspond with them until you have liaised with the Marketing & Communications Manager and your line manager.

If you see a negative / harmful post about Barbican Theatre on social media please send a link / screen grab to the Marketing & Communications Manager ([trish@barbicantheatre.co.uk](mailto:trish@barbicantheatre.co.uk)) and do not engage with it yourself.

If you have listed Barbican Theatre as your place of work on your social media profile please clearly put the following wording somewhere on your profile/in your bio **'the views expressed here are my own and not those of my**

## employer'

Misuse of social media could lead to disciplinary action so **when in doubt, do not post!**

Naturally we'd really like you to share Barbican Theatre's posts – this helps get the message out there and build our brand presence.

- Facebook: **Barbican Theatre Plymouth**
- Twitter: **@BarbicanTheatre**
- Instagram: **@Barbican\_Theatre**
- Youtube: **BarbicanTheatrePlym**

If you do share a post please keep any comments you add positive and informative

If you have any questions or suggestions about use of social media please contact the **Marketing & Communications Officer - Patrisia Cibisov** at [trish@barbicantheatre.co.uk](mailto:trish@barbicantheatre.co.uk)

## Remote Working with Children and Young People

During ongoing periods of social distancing / post covid working staff may be working from home and with our young people digitally. This document provides the guidelines for all workers to keep themselves and the young people they work with safe.

### Working from Home

When working from home staff will use their own personal email accounts to access emails and will receive links to access Barbican Theatre online files. All files are saved on google drive and files with personal and contact details are password protected.

- No young people's details or images will be downloaded or saved on staff computers (unless it is a computer provided by BTP for work use only).
- Staff will not share their accounts or log-ins with other members of staff and only log into their own accounts.
- If young people's images need to be downloaded for photo or video editing then they will be deleted once the edit has taken place and the edited film is uploaded to Barbican Theatre's server.
- Artists who need access to creative content including videos are given links which enable them to watch videos online but not download.
- Staff will always use password protection on their computer and close



documents with sensitive information when they are away from their laptops / computers.

### Communication via Telephone

Staff will not use their personal mobile phone to contact people. A phone number has been provided for young people to contact BTP: **07541493754**

### Communication via email

Class participants will only be contacted by BTP core staff via [rebels@barbicatheatre.co.uk](mailto:rebels@barbicatheatre.co.uk) or personal @barbicantheatre.co.uk emails. If you would like to have a message passed on to the ReBels, please contact the ReBels Coordinator. In such cases BT staff will use clear language to avoid any misunderstanding on the part of the recipient. It may be appropriate to copy in another staff member for transparency. Staff members who have concerns regarding the content of an email should consult Laura Kriefman.

### Communication via Social Media

Barbican Theatre will use social media during this time to communicate with young people. Current social media applications used by staff are facebook, tiktok and instagram. **Contact with young people through such forums should only take place through organisational accounts.** Barbican Theatre will not follow young people's accounts and only invite members to follow Barbican Theatre accounts or private groups.

If a Barbican Theatre staff member receives content from a young person which they believe is inappropriate they will not forward the content or delete it but immediately contact the designated safeguarding lead to report the content and they will follow the safeguarding incident procedure of the company.

### Communication via Digital Platforms

When communicating with young people via digital platforms staff will use official accounts and phones and ensure that the personal numbers of young people and freelancers are not shared.

Staff and freelancers will be the only adults present in digital platform sessions.

All parents will be informed of the platforms to be used and the dates and times of sessions and the adults who will be in these platforms.

Staff will set clear rules of engagement for working on digital platforms. These rules will be in line with the rules of the company when working in person.

Staff will also remind young people that this is not a private space and whatever they share online will be seen by the group.

Any young person who breaks the above rules will be removed from the platform by staff and parents/carers will be informed.

### Receiving a Disclosure Online or via Mobile Phone

We recognise that at times, members might disclose information to staff members digitally.

If a staff member receives a worrying 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 refer it for action to an executive staff member (Designated Safeguarding Lead), ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone. They will follow the procedure below. If the staff member cannot get hold of the Designated Safeguarding Lead, or a more senior member of staff, they should also follow this procedure.

- **Check with the young person** – What is happening? Where are you? The staff member should not attempt to solve the problem.
- **Contact the young person's parent/guardian, or – if applicable – the social worker/key worker associated with that young person.**
- **If there is no response:** Alert the **emergency services** (in most cases this will be the police) by calling 999 and giving as much information as possible.
- Write up an incident report on the situation within 24hrs to be sent to the Designated Safeguarding Lead.

(NB: During online Zoom classes, the ReBels Coordinator will be the Designated Safeguarding Lead).

### Sharing Work Created Online

When sharing work created online the charity will take the following steps;

- Share the final edits with the young people and their parents/carers before sharing.
- No use of a child's surname in photography or video content.

- Gain parental/guardian consent for their child to be photographed and videoed.
- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Only share content through official accounts.

If, for whatever reason, a parent/carer or young person is not happy with the use of content, then the company will not share the content.