



**Policy for the protection of Children,
Young People.**

Policy, Working Instructions and Guidelines

Contents

Section One Page 3

The Policy

Section Two Page 12

Working Instruction and Guidelines

Section Three Page 31

Supporting Documents

Section One

The Policy

Duty of Care	4
Policy Statement	4
Policy Document	5
Who This Policy Applies To	5
Principles and Values of Arcadea	6
What is Abuse?	6
Code of Conduct	7
Good Practice Guidelines	8
Practice to be Avoided	9
Practice <u>Never</u> to be Sanctioned	9
Designated Person	11
Policy Ratification and Review Date	11

Duty of Care

Arcadea has a 'duty of care' to ensure that all reasonable steps are taken to ensure the safety of any person involved in any activity for which the company is responsible.

Policy Statement

Arcadea believes that the welfare of all children and young people is paramount. Regardless of their age, culture, disability, gender, language, racial origin, religious belief, and/or sexual identity, they all have the right to protection from abuse.

Arcadea is committed to the safeguarding of all the children and young people with whom it works through the following means:

Awareness: Ensuring that all staff and others are aware of abuse and the risks facing children and young people

Prevention: Ensuring through awareness and good practice, that staff and others minimise the risk facing children and young people.

Reporting: Ensuring that all staff and others involved in our work are clear what steps to take where concerns arise regarding the safety of children and young people.

Responding: Ensuring action is taken to support and protect children and young people where concerns arise regarding possible abuse.

Policy Document

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

This policy document:

- Will clarify the roles and responsibilities of those working for and with Arcadea.
- Will define actions that can be taken if staff or others do not follow the policy, including disciplinary action.
- Applies to contact with children and young people when working with Arcadea, although conduct outside the professional or volunteer roles may also become an issue if it infringes the provisions of this policy.
- Contains a Code of Conduct that supports Arcadea's positive approach and also contains examples of conduct that is inappropriate and unacceptable.
- Will ensure that, both at point of recruitment and in management of our work, the risk to children and young people is minimised.
- Is supported by stringent recruitment and course application procedures which have been designed to minimise the possibility of recruiting and/or working with participants who may pose a risk to children and young people.

Who This Policy Applies To

This policy applies to:

- all staff
- all freelance staff
- all partnership organisations
- all volunteers
- all board members
- all contractors, e.g. consultants, interpreters, researchers and writers .

All staff will have a copy of this policy with working instructions and guidelines. Freelance staff and volunteers will be given a copy of the

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

policy at the time of contract. A copy of this policy is available in the policy file

Principles and Values of Arcadea

Arcadea believes that all people, including children and young people, should be:

- listened to and heard
- valued and respected as individuals
- respected for their identity and uniqueness
- encouraged and praised
- involved in decision making
- valued for their creativity and artistry

What is abuse?

Abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It most commonly occurs within relationships of trust or responsibility and represents an abuse of power and/or a breach of trust. Abuse can happen to a child regardless of age, gender, disability or race.

A child may be abused or neglected by either the infliction of harm or the failure to prevent harm. Children and young people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. Children and young people can also abuse.

Abuse can include:

- o Physical and emotional neglect
- o Physical abuse
- o Sexual abuse
- o Emotional abuse
- o Financial exploitation

Children and Young People can also encounter other forms of abuse including financial abuse.

Abuse of children and young adults can evoke strong emotions. It is important not to allow these to interfere with your judgment about any action that should be taken.

Code of conduct

- Respect the creativity, dignity and spirit of all children and young people who participate in projects and work with Arcadea.
- Treat all children and young people fairly and equitably. Do not show favouritism.
- Create supportive and positive working environments for the purpose of creativity and learning.
- Be a role model for good conduct.
- Do not have inappropriate physical or verbal contact with children and young people.
- Avoid contact or conduct that maybe interpreted as having sexual connotations.
- Do not take part in or tolerate behaviour that frightens, embarrasses, demoralises or negatively affects self esteem.
- Be prepared to intervene and make a referral to Social Services if you suspect that a child is being, or is at risk of being, abused.
- Do not trivialise or exaggerate abuse.

Good Practice Guidelines

*Arcadea Policy for the protection of Children and Young People.
Revised: June 2014:
Next Review: October 2014*

All staff should be encouraged to demonstrate exemplary behaviour in order to protect children and young people. The following are common sense examples of how to create a positive culture and climate within Arcadea.

Good practice means:

- always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment i.e. no secrets).
- treating all children and young people equally, with respect and dignity.
- always putting the welfare of each person first, before achieving creative goals
- maintaining a safe and appropriate distance when working with children and young people (e.g. it is not appropriate to have an intimate relationship with a child or young person).
- ensuring that if any form of manual/physical contact is required, it is provided openly. People should always be consulted and understand why this form of support is being given (e.g. to assist with a dance move or to demonstrate a move) and their agreement must be gained.
- keeping up to date with the technical skills, qualifications and insurance required in theatre and art related practice.
- ensuring that supervisory staff work in pairs if groups have to be supervised in the dressing rooms.
- giving enthusiastic and constructive feedback rather than negative criticism.
- securing parental/legal guardian consent in writing to 'act in loco parentis' if the need arises. (e.g. to give permission for the administration of emergency first aid and/or other medical treatment.)

- keeping a written record of any injury that occurs, along with the details of any treatment given.
- gaining parental/legal guardian consent to transport children in staff's own cars if such transport is unavoidable. (N.B. staff should only transport others in their own cars if their insurance policy explicitly permits the use of their car 'for the conduct of your employer's business'. Without such permission passengers transported for work purposes are not insured).
- ensuring that all workers/volunteers/observers are DBS checked at 'enhanced' level and all references are taken up. Additionally Arcadea ensures that all DBS disclosures provided by workers/volunteers/observers (which have not been processed via Arcadea) are checked through the DBS portability service. This service checks the validity of a DBS disclosure.

Practice to be avoided

The following should be avoided except in emergencies. If unavoidable emergency situations arise then the practice should only take place with the full knowledge and consent of the child or young person and their parents/carers. (e.g. a child or young person sustains an injury and needs to go to hospital, or a parent carer fails to arrive to pick a child up at the end of a session).

- Spending excessive amounts of time alone with a child or young person

Practice never to be sanctioned

People to whom this policy applies should never:

- engage in rough, physical or sexually provocative games, including horseplay, with a child or young person.
- allow or engage in any form of inappropriate touching.
- allow children/young people to use inappropriate language unchallenged.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- make sexually suggestive comments to a child or young person, even in fun.
- reduce a child or young person to tears as a form of control.
- allow allegations made by a child or young person to go unrecorded or not acted upon.
- do things of a personal nature for children or young people, that they are capable of doing for themselves.
- invite or allow children or young people to come with them to their home.

N.B. It may sometimes be necessary for staff or volunteers to do things of a personal nature for children and young people, particularly if they are very young or disabled.

These tasks should only be carried out with the full understanding and consent of the child/young person and their parents/legal guardians. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly important if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child or young person to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained

If any of the following occur you should report this immediately to another colleague and record the incident. You should also ensure the parents/carers of the child or young person are informed;

- if you accidentally hurt a participant
- if he/she seems distressed in any way

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- if a participant appears to be sexually aroused by your actions
- if a participant misunderstands or misinterprets something you have done

Designated Person

The Arcadea designated officer for child and young peoples protection is the organisation's Director, Geof Armstrong.

He is responsible for dealing with allegations or suspicions of abuse.

Policy Review

This policy replaces our previous policy;

This policy was adapted from ZINC arts' policy dated 26 / 09 / 2012

For board level review by 1 October 2014

With Thanks

A considerable debt of gratitude is extended to ZINC arts for allowing us to adapt their Child and Vulnerable Adult Safeguarding and Protection Policy to our needs.

ZINC's hard work and clear level of expertise in these issues is reflected in this document. Their kindness in allowing us to use their original has saved us both time and money and will help us to offer a safe service to those children and young people we work with.

Section Two

Working Instructions and Guidelines Contents

Introduction	13
Positive Partnerships	13
Disclosure and Barring Checks	13
People other than Staff	13
Staff Ratios	14
Floating	14
Dressing Rooms	15
Injuries and Illness	15
Workshop Incident Reports	16
Transport and Arrival/Collection	16
Accidents and Emergencies	17
Inappropriate behaviour	18
Physical Contact	18
Suitable Clothing	19
Sexual Activity	19
Disability	20
Photography/Filming/Website Images	20
Leaving People to Work Unaccompanied	22
The Environment	22
Contact Outside Arcadea	23
Internet Safety	23
Keeping People Safe Within the Work	24
Marketing	25
Risk Assessments	25
Recruitment and Selection of Staff and Volunteers	25
New Staff /Volunteer Induction	26
Suspected Abuse	26
Allegations of Previous Abuse	28
Abuse / Safeguarding Log	28
Whistle Blowing	29
Complaints Against a Member of Staff/Freelancer	29
Confidentiality	30
Bullying	30

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

Introduction

Instructions and guidelines to support working practice are given below. All people to whom this Policy applies are expected to follow these instructions and guidelines. They are not foolproof and for every project and participant there will be a different set of circumstances that will need to be considered.

Arcadea will work in an open and honest way and share policy and working guidelines with children and young people in an accessible way.

Positive Partnerships with Parents and Carers

Arcadea aims to ensure that it has a positive partnership with parents and carers. It is important to keep them informed about our planned activity and clear communication should be fostered at all times.

Disclosure and Baring Checks (DBS)

All staff/freelance/volunteers etc. in unsupervised contact with young people must be DBS checked.

Any new staff/freelancer/volunteers/ observers attending a project must present their original DBS disclosure form, before commencement of the project. This should then be checked through the DBS update service. This free service checks the validity of a DBS disclosure.

All references should be taken up before commencement of the project. If a person is employed/placed in a volunteering role before a DBS has come through, authorisation must be sought from Geof Armstrong. This person must then be supervised at all times.

Arcadea requires DBS checks at an enhanced level.

People other than Staff

Arcadea works with a wide variety of people. Consideration, on a project by project basis, should be given to those who, other than staff and participants, are involved in project work. This could include:

volunteers, visitors, taxi drivers, carers, people on temporary work placements, counselors, etc.

- Be clear about their roles and remit in all cases and do not allow people to step outside these, even if they are friends or family or they have time to spare.
- Be careful not to allow volunteers to adopt a role in a project that is not suitable or to extend their role without discussion. E.g. someone who volunteers to transport a participant or helps comfort someone who has left a workshop.
- Issue written agreements and contracts when necessary.
- Make sure that they have read and will comply with Arcadea's Children and Young People's Protection policy.

Staff ratios

Any consideration relating to staff ratios needs to take into account the age of the children involved (the lower the age, the greater the need for supervision), disability and the degree of risk involved in the activity.

Where the participants are of mixed gender, consideration must be given to having both male and female staff available.

All work should involve at least two members of staff. If a member of staff is working on their own with a group then one other staff member should always be floating.

Floating:

Definition: Staff visiting group work on a periodic basis

Floating is an important part of our protection policy and the use of this method of working ensures that the groups we work with have opportunities to work semi- autonomously; exploring their creative potential independently.

It is important that the floater is able to support group work, if necessary, without then ceasing their floating role and there are times

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

when a floater's visits should not be predictable (as this could cause risk).

Staff should never work on their own with children and young people; there should always be either another worker present or a floater.

Dressing rooms

- Two members of staff (of appropriate gender & sexual preference) should be present to supervise in dressing rooms at all times.
- Adult staff should not change or shower at the same time as participants.
- If a mixed gender activity is taking place, separate facilities should be made available.
- If participants are uncomfortable changing or showering in public no pressure should be placed on them to do so but they should be encouraged to do so at home.
- If a participant requires assistance to dress, involve them and their parents/carers in deciding how they should be assisted and ensure that they are able to consent to the assistance that is offered.

Injuries and illness

- All injuries should be dealt with immediately by a trained first aider or doctor. If necessary, take the participant to hospital (see Accidents and Emergencies below) and inform parents/carers as soon as possible.
- Where an injury has occurred it must be reported to the parents/carers at the first opportunity and must be written into the accident book. Near misses must also be recorded.
- If a participant arrives at a project with an injury, this should be recorded in the accident book.

Workshop Incident Reports

Arcadea keeps a record of all of its participants. These are simple, confidential and are secured. Any small concerns that staff may have regarding participants should be both recorded here and referred to the Director as soon as is practically possible.

Transport and Arrival/Collection

Arcadea staff should not personally transport participants to and from projects. This should be done by parents/carers. However Arcadea can assist with making travel arrangements.

For every project, drop off and pick up times should be made clear to parents/carers as early as possible. They should be advised of any changes in writing.

Early arrival or late collection of participants, by parents/carers, can cause difficult situations and each project team should develop specific guidelines for dealing with these and issue them to parents/carers. They should include:

- A contact number for parents/carers to use to inform Arcadea of late collection.
- A request to parents/carers to wait with the child or young person, if they arrive early at the drop off point, for supervisors to arrive.
- A request for parents/carers to provide an alternative contact name/number in case of emergency.
- A reminder to parents/carers that it is not the responsibility of Arcadea staff/workers to transport project participants in the event of the parent/carer being unable to pick up.

If a parent or carer fails to turn up the member of staff

should:

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- Attempt to contact the parent/carer
- Contact the alternative contact name/number
- Wait with the child or young person at the venue with, whenever possible, other staff/volunteers or parents
- Remind parents/carers of the policy relating to late collection

should not:

- Take the child home or to any other location
- Ask the child to wait in a vehicle or venue with you alone
- Send the child home with another person without permission
- Accept early arrivals if supervision cannot be given

Accidents and Emergencies

Emergency situations might occur in our work and, as a result, there may be a need to take a participant to hospital.

Depending on the level of the emergency staff should:

- Phone a parent/carer to get them to transport the participant to hospital
- Getting a parent/carer to meet the participant, and accompanying staff/volunteer, at the hospital (remember that the wait at A & E can sometimes be very long and whilst a staff member is at A & E, the staff ratios on the project will be affected).
- Consider whether or not it is necessary to phone 999.

Inappropriate Behaviour

Firmness may be required, on occasions, to deal with the inappropriate behaviour of children and young people. This firmness should be appropriate and should have the clear intention of teaching or reinforcing suitable behaviour, values or attitudes and/or reinforcing awareness of health and safety aspects of the activity. It must not be aggressive, used impulsively, to gain power or to embarrass or humiliate a child or young person.

Physical Contact

By its nature theatre (and other art forms) can require a degree of physical contact between staff and children and young people.

Physical contact can be used appropriately to instruct, encourage, protect or comfort.

These guidelines aim to provide adults and children/young people with examples of appropriate types of, and contexts for, touching.

Physical contact between adults and children/s should only be used when the aim is to:

- develop theatre/drama/arts based skills or techniques.
- treat an injury.
- prevent an injury.
- meet the requirements of the particular art form.

Physical contact should:

- not involve touching the genitals, buttocks or breasts
- always meet the need of the child or young and not the need of the adult.
- be fully explained to the child or young person

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- not take place in secret and, with the exception of an emergency, out of sight of others.

If you do need to touch to comfort ensure that other staff are present, and that it is initiated from the child.

Suitable Clothing

Young people need to be encouraged to wear suitable clothing for physical work, i.e. clothing that covers their stomach, back and chest area. This should form part of a consent form and information given before a project.

Sexual Activity

Within the arts, as within other activities, sexual relationships can and do occur.

It is important to remember that:

- sexual activity between adults and children under the age of consent is illegal and action must be taken immediately to report this.
- sexual activity between staff/adult volunteers and a young person over the age of consent (i.e. a 16 or 17 year old) who is involved in our work is also illegal, since it entails a 'breach of trust / power*', and action must be taken immediately to report this if it occurs.

** this occurs because the adult in this situation has significant power or influence over the young person (over the age of consent) whose ability, therefore, to genuinely consent to sexual activity is affected by that power or influence.*

- Activity of a sexual nature and intimate behaviour between staff and or adult volunteers while at work for Arcadea is prohibited.
- Sexual activity between young people over 16 involved in Arcadea projects, while legal, is strictly prohibited while the participants are in the 'care' of Arcadea.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- Sexual activity amongst children under 16 is illegal. Knowledge of any sexual activity between children under 16 involved in Arcadea projects must be reported to the designated officer.

Disability

Information relating to policies and procedures should be fully accessible to those with communication difficulties. The nature and degree of a participant's disability may require that staff receive additional support or training. If necessary, additional guidance, relating to provision of care or assistance during participation in an Arcadea activity, should be available.

Use of Photography, Filming, and Website Images

There is evidence within the sports industry that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled sports people in vulnerable positions. Many Arcadea projects use photography and video.

These guidelines apply to both photographic projects where young people are taking photos and to professional photographers.

- When commissioning professional photographers or inviting the press to an activity or event it is important to ensure that they are clear about what is expected of them in relation to child protection.
- Provide a clear brief, for photographic and filming work, on what is considered appropriate in terms of content and behaviour.
- Be vigilant and report any concerns to a senior member of staff or responsible person at the event.
- Introduce professional photographer/film makers to the group and explain their role.
- Inform participants and parents/carers that a photographer/filmmaker (this includes staff and freelancers fulfilling this role) will be in attendance at an event and ensure that they consent to both the taking and publication of films or photographs.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- Do not allow unsupervised access to participants or one to one photo sessions at events.
- Do not approve photo sessions outside the event.
- Use Arcadea's photo consent form.

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on web sites. Photographs can be used as a means of identifying children when they are accompanied with personal information (e.g. this is X who likes to collect stamps). This information can make a child vulnerable to an individual who may wish to start to "groom" that child for abuse. Also, a photo can be used inappropriately or its content adapted for inappropriate use.

There is evidence of this adapted material finding its way onto child pornography sites.

The use of photographs of project participants to represent the work of Arcadea is only permissible with the full consent of parents/carers and the individual themselves. They need to be fully informed as to how the photograph will be used.

When assessing the likely risks in the use of images of participants, the most important factor is the potential for inappropriate use of the images.

Appropriate steps to reduce the potential for misuse of images are:

- Avoid the use of names of individuals in a photograph. This reduces the risk of inappropriate, unsolicited attention from people. An easy rule to remember is: if the participant is named, avoid using their photograph; if the photograph is used, avoid naming the participant.
- Ask the participant's permission for the use of their image always ensuring that they are aware of the way that image is to be used.
- Ask the parent's / carer's permission for the use of an image of a child or young person, again ensuring that the parent/carer is

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

aware of the way the image of their child will be used to represent Arcadea. A Parent/Carer Permission Form should be used.

- Only use images of participants in suitable dress to reduce the risk of inappropriate use.
- Take care in the storing of photos and films.

Leaving People to Work Unaccompanied

Definition: 'working unaccompanied' includes asking a group of young people to work on their own, in a space separate from those supervising the work.

People should not be left to work without the supervision of adults. If a group of participants is set a task on their own an adult must be available to float at regular and unpredictable times (see Floating above).

The Environment

Definition: The spaces and surrounding area that we find ourselves working in.

- Before every project undertake a risk assessment of the working environment, in relation to health and safety.
- Understand where, in your working environment, people can become isolated and potentially at risk. Can use of these areas be restricted?
- Consider closing off areas that cannot be supervised.

Contact Outside Arcadea

Working in the arts is a very sociable activity and participants often make lasting friendships as a result of project work. Staff are advised against making friendships or having contact with participants outside of Arcadea and not to exchange personal contact details.

This includes adding participants to your social networking groups (e.g Facebook friends).

Contact details relating to participants should be kept safe and away from non-Arcadea staff and staff should never pass on contact details to other individuals or organisations.

Bare in mind that some of our beneficiaries may gain employment with us and so take on staff responsibilities. However they are still beneficiaries and the above will therefore apply.

Internet Safety

On occasions Arcadea uses the Internet within project work. When project participants use the Internet staff/volunteers should ensure that:

- the work is supervised
- does not involve making friends on the Internet
- parents/carers are aware of what is occurring and have given their permission.
- Participants are allowed to join Arcadea's Facebook site, children must be over 13.
- But are encouraged not to invite staff as Facebook friends as this request will be refused. In line with our Internet use policy.

Additionally, Internet safety rules and guidelines are given to children and young people if during a project they will have access to the Internet. This includes

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- not to developing any Internet friends they might have into face-to-face friendships
- not going into 'private' chat rooms, or IM/BBM with people they do not know or have only met on the internet
- never to giving out personal details that would allow someone they have met online to contact them. This means full name, home or school address, telephone number, personal email or mobile number.

Extra guidance and resources from "Child Exploitation and Online Protection Centre" <http://www.ceop.gov.uk>

Keeping People Safe Within the Work

The arts can be very powerful and evocative and the stories and images can be upsetting. It is impossible to guard against this one hundred percent but the following guidelines will help:

- Discourage children and young people from bringing personal stories to the work if they cause personal upset.
- Support participants in creating work that is appropriate and does not emotionally or physically harm themselves or others.

However

- Encourage young people to inform staff if they are experiencing emotional difficulties that could affect their work. This is particularly relevant on residential courses although it is not necessary to receive specific details.

Marketing

When sending information to young people under 18 correspondence must be addressed 'To the parent/carer of' followed by the name and address.

Risk Assessments

Risk assessments must be a part of the planning for any project and should take into account all aspects of the project but, particularly, any risks relating to protection of children or young people. Risk management should be an ongoing part of every project.

Recruitment and Selection of Staff and Volunteers

Arcadea recognises that everyone has the potential to abuse children/ young people in some way and that all reasonable steps must be taken to ensure unsuitable people are prevented from working with children and young people. When undertaking pre-selection checks the following should be included:

- All potential staff should complete an application form. The application form will elicit information about an applicant's past, including a self-disclosure about any criminal record. Volunteers should be asked to complete a 'personal information' form, which will elicit similar information.
- Consent should be obtained, from both staff applicants and volunteers, to Arcadea undertaking a check with the Criminal Records Bureau (unless the applicant/volunteer can provide an original copy of a valid and appropriate disclosure form).
- If an appropriate disclosure form is provided, its authenticity must be checked through the DBS portability service before photocopying and returning the original to the applicant / volunteer.
- If no disclosure form is available then a check must be undertaken with the DBS, at enhanced level.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

- Names, addresses and telephone numbers of two confidential referees, preferably including one regarding previous work with children and young people must be provided. References, from both referees, must be taken up and should be confirmed through telephone contact.
- Evidence of identity (passport or driving licence with photo) should be obtained.

New Staff Volunteer Induction

- All new staff will be inducted into Arcadea's policy and working practice in relation the protection of children and young people. This will be done through face to face meetings and backed up by the written policy.
- All new staff, freelancers and volunteers will receive a copy of this policy, which must be signed off by them as read and understood. They must abide by both the policy and the specific working practices that apply to each project.

Suspected Abuse

All staff and workers have a duty to refer cases where abuse is known to have occurred or is suspected. No one has either the right or the responsibility to withhold information or promise confidentiality.

All settings in which children and young people are provided with should have rigorously enforced procedures in place for dealing with suspicions or allegations of abuse. If you are working in such a setting, (i.e. Arcadea is contracted by social services/health/education sector in X setting) you are advised to follow their procedures and also inform Arcadea's designated person for child protection issues.

If someone discloses abuse, please follow the procedures below:

- Stay calm and listen carefully.
- Reassure the person that they have done the right thing.

- If it involves a major injury, ensure the child or young person is taken to A&E.
- Find, early on, time to say that this information will need to be shared.
- Avoid asking questions but if you have to, do so only to clarify information being given. Do not ask questions that lead to a particular answer.
- Tell the child or young person what you are going to do and with whom you will be sharing the information.
- Make careful notes of injuries/concerns. Sign, date and time your notes.
- Discuss with designated person at Arcadea.
- If you are in a school/care setting, follow their procedures, informing their designated person.
- Seek advice on informing the parent/carer.*
- Make referral
- Follow up with written information to Social Services within 24 hours. Check to ensure the referral has been received. If you suspect abuse but the alleged victim has not reported directly, follow the procedures below:
 1. Make careful notes of injuries/concerns. Sign, date and time your notes.
 2. Discuss with designated person at Arcadea.
 2. If you are in a school/care setting, follow their procedures, informing their designated person.
 4. Seek advice on informing the parent/carer.
 5. Make referral.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

6. Follow up with written information to Social Services within 24 hours.

- * Whilst all workers should seek, in general, to discuss any concerns relating to participants with the family/carers, if abuse by the family/carer is suspected, this should only be done after discussion with the designated person and if it will not place the child or young person at increased risk of harm. If you are unsure what to do, contact the duty social worker or the NSPCC.

Remember, if you are hearing a possible disclosure:

- Never push someone for more information.
- Do not assume that the child or young person has already told someone.
- Never make promises you can't keep.
- Never discuss your worries with the suspected abuser.
- Never do nothing.

Allegations of Previous Abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or about someone who is still working with children/s). Where such an allegation is made, Arcadea should follow the procedures as detailed above and report the matter to the Social Services or the Police. This is because other children, either within or outside Arcadea, may still be at risk.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

Abuse/Safeguarding log.

Arcadea records all reported instance of abuse or safeguarding concerns in a log. Information regarding people's names and the details are not recorded on this log. The log and its actions are reported to the Director who will monitor that action required is being undertaking in a timely manner.

Arcadea Policy for the protection of Children and Young People.

Revised: June 2014:

Next Review: October 2014

Whistle Blowing

Arcadea will assure all staff/volunteers that it will fully support and protect anyone who, in good faith, reports his or her concern that a colleague is, or may be, abusing a child or young person.

Complaint Against a Member of Staff/Freelancer

If you have concerns or receive a complaint or allegation that a worker/volunteer has

- behaved in a way that has harmed a child or young person
- possibly committed a criminal offence against, or related to, a child; or
- behaved towards a child or children in a way that indicates s/he may be unsuitable to work with children

You must immediately inform the designated officer and (if possible with the officer) telephone the Newcastle Children's Safeguarding Services on

- Initial Response Service – 0191 277 2500
- Emergency Duty Team – 0191 278 7878

They will then advise you on what action to take next.

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

- criminal,
- child protection,
- disciplinary or misconduct.

The results of the police and child protection investigations may influence the disciplinary investigation, but not necessarily. The Director, with the Chair, will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and Social Services enquiries.

Irrespective of the findings of the Social Services or police enquiries Arcadea will assess all individual cases to decide whether a member of staff or volunteer can be reinstated. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the Police. In such cases, Arcadea will reach a decision based upon the available information which could suggest that, on a balance of probability; it is more likely than not that the allegation is true. The welfare of children/s should always remain paramount.

Confidentiality

Beyond our need to report abuse, every effort should be made to ensure that confidentiality is maintained for all concerned. However, do not promise confidentiality to any party. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Director and/or the chair of Arcadea.
- The parents of the person, or the legal guardian or carer in the case of a child or young person who does not receive care from a parent, who is alleged to have been abused
- The person making the allegation
- Social Services/the Police
- The alleged abuser (and their parents/carers if the alleged abuser is a child or young person)

Bullying

See Arcadea's separate policy and guidelines on bullying

Signed as read

Print Name

Date

Section 3

Supporting and example documents

Definitions	32
Forms Of Abuse	33
Photography and Video Permission Slip	34
Application For Courses	35
Risk Assessment	36

The Definitions Arcadea Uses.

Child:

In law, a child is defined, in the Children Act 1989, as being "up to and including the age of 18.

Young People:

Generally accepted to be people under the age of 25

Staff:

People who are paid and contracted to work for Arcadea. This includes, full time and part-time staff, freelance artists, support staff from other organisations and can also include trainees and volunteers.

Volunteers:

People who give their time free. These can be trustees, friends, family or someone interested in the work of Arcadea.

Carers:

A person who 'looks - after' someone, if their parents do not. This can be on a permanent or temporary basis.

Disability:

Arcadea applies the Social Model of Disability to all of its work. The Social Model has a focus on people with impairments being disabled by the barriers they face in society.

Forms of abuse

These include:

- Physical abuse such as: hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
- Sexual abuse such as: rape or sexual assault; sexual acts to which the vulnerable adult or young person, has not or could not have consented, or to which they were pressurised into consenting.
- Any sexual act with a child or young person under the age 16 (is also illegal).
- Psychological or emotional abuse such as: threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.
- Financial or material abuse such as: theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
- Neglect or acts of omission such as: ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
- Discriminatory abuse such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs.
- Domestic violence - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship. See Domestic violence .
- Institutional abuse and poor practice - disrespect and unethical practice, ill treatment and professional misconduct.

Any of these forms of abuse can be deliberate, or be the result of either ignorance, or lack of training, knowledge or understanding.

Often if a person is being abused in one way they are also being abused in other ways.

Photography and Video

Dear Parent / Carer

Arcadea recognises the need to ensure the welfare and safety of all children and young people. In accordance with our children and young people protection policy we will not permit photographs, video or other images of children and young people without their consent and that of the parent/carer. Arcadea will follow strict guidance (available from Arcadea) for the use of photographs. These photographs are being taken because

Arcadea will also ask your permission for any further use of these photographs for purposes such as press releases or publicity.

Arcadea will take all steps to ensure these images are used solely for the purposes they are intended.

Participant Consent

I _____

consent to Arcadea photographing or videoing my involvement in...

(project name and dates).

Signature:

Date:

Parent / Carer Consent

I _____

photographing or videoing (child or young person)

Signature:

Date:

Name.

Application Forms for Courses

Application forms need to include:

- Name
- Address
- Telephone numbers
- Postcode
- Date of birth
- Parent/carer signature (if under 18)
- Name of parent/carer
- Access needs query (this helps the identification and understanding of a prospective participant's support needs)

Application forms also need to include a 'consent form' that is returned by the parent/carer. This portion should cover the following:

- Access needs (e.g. physical, language, etc.)
- Health (medication being taken and any health issues we need to be aware of).
- Emotional health (anything we might need to know about the emotional wellbeing of a participant)
- Child protection (anything we need to know that could pose a risk to the participant themselves or others attending the course. An option for a parent/carer to request assistance in completion of this part should be included)
- Dietary needs (to ensure that we understand requirements)
- A 24 hour emergency contact telephone number (both the parent/carer's number and a trusted alternative)
- Consenting signature (which must be followed up by staff to verify authenticity)

When forms are to be completed by staff over the phone, a written copy should be sent and returned in the post to confirm details and get consent. People who do not return a completed application form and consent form cannot attend the course.

Risk Assessment and Management (including template)

Risk assessment should be a part of planning any project and should take into account all aspects of a project, but particularly any risks relating to protection of children or young people. Risk management should be an on-going part of every project.

Risk assessment

The principle of risk assessment is to consider the:

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

Once this is done:

- you can identify measures to reduce the risk
- you can decide what to do if things do go wrong
- you can allocate roles to monitor and manage child protection

Make sure you set aside enough time to undertake risk assessment and risk management. To ensure that all risks are considered involve as wide a range of project stakeholders as possible in risk assessment.

Completed risk assessments should be copied to the Risk Assessment Record

Risk assessment and risk management should be done for every project you are engaged in. When you have done it once, you will be able to adapt the exercise for future projects.

The copy below is for information. For a digital or hard copy contact the Arcadea General Manager / Katy Saunderson.

Guidance and assistance can be provided by the designated officer / Geof Armstrong.

Arcadea Risk Assessment Form

Name of Event:		Dates of Proposed Activity:											
Location:		Person Leading Event:											
Group		Other											
Hazards to be Considered:	Persons Affected/Damage Anticipated	Likelihood (1-6)	Severity (1-6)	Degree of Risk without Control Measures (H/M/L)	Control Measures (to be undertaken by Arcadea staff or external agencies):	Likelihood (1-6)	Severity (1-6)	Re-Calculation of Risk with Control Measures (H/M/L)					
1. HEALTH & SAFETY slips, trips and falls													
2. FIRE (or other cause for evacuation)													
3. SAFEGUARDING													
4. TRAVEL & TRANSPORT													
5. GROUP SIZE													
6. ROOMS													
7. RESIDENTIAL EVENTS													
8. OTHER (To be completed by Session Leaders. Must include additional risks not listed above that relate to a specific session eg those involving fieldwork or practical work).													
9. Other													

To be completed by the person undertaking the risk assessment

Name:	Job Title:
Signature:	Date:
Project Manager	
Name:	Job Title:
Signature:	Date:
Additional Action Required:	

		Risk Management Priority Rating Matrix					
		Severity					
Likelihood		Multi-fatal (6)	Single fatal (5)	Major injury (4)	Lost time injury (3)	Minor injury (2)	Delay only (1)
		Certain (6)					
V. likely (5)							
Likely (4)							
May occur (3)							
Unlikely (2)							
Remote (1)							

High Priority (H)	Medium Priority (M)	Low Priority (L)