



SAFEGUARDING POLICY AND HEALTH AND SAFETY

Young Pleasance
Pleasance Theatre Trust
Carpenters Mews
North Road
London
N7 9EF
020 7619 6868

www.pleasance.co.uk

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1. EMERGENCY & CHILD PROTECTION PROCEDURES REPORTING GUIDELINES

- Where there is a suspicion or concern involving a young person's welfare or safety at the Young Pleasance
- Concern regarding the behaviour of a member of staff
- Accident or Emergency

Is the young person in immediate danger or do they require immediate medical attention?

YES

NO

Call an ambulance or go to local G.P. Inform paramedics if there are Child Protection concerns.

- Report to **Ellie Simpson 07765 256 179 (Designated Officer)** or **Nic Connaughton 07528 680763 (Deputy Designated Officer)** or **Joel Gatehouse 07710 199352 (Deputy Designated Officer for Young Pleasance London)**. If you are unable to contact the organisation and have serious concerns contact the NSPCC Helpline on **0808 800 5000**.
- In cases where there are **no** child protection concerns (i.e. first aid), contact parents or guardians immediately.
- Record as much information as possible on an Incident Report form within 24hrs.

Pleasance to decide if incident is a possible case of child abuse or possible case of poor practice.

Possible Poor Practice:
Internal Disciplinary Procedure implemented.

Possible Child Abuse: Young Pleasance to refer to Social Services.

2 . CHILD PROTECTION STATEMENT

Children and Young People occupy a central place within **The Pleasance** and the work it is engaged in. We strongly believe that all children have the right to be treated fairly, justly and have the right to freedom from abuse and harm.

Our policy ensures that all our staff and volunteers are carefully selected and vetted, have the relevant qualifications and experience, and accept responsibility for helping to prevent the abuse of children in their care. We aim to offer comprehensive advice to Young Pleasance staff members and freelance artists with regards to legal requirements and good practice.

All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.

We have procedures in place to address poor practice, and to help any young person who appears to be at risk, or who appears to be a victim of abuse. We will offer help and support when a child or young person tells us that they are affected by these issues. We will work extensively with external agencies such as the local Safeguarding Children Board, and the police to ensure as far as possible that children and young people are protected.

We will not tolerate bullying. Incidents of bullying will be investigated and treated seriously with appropriate action being taken to stop the bullying.

In this document, the term **child** is used to refer to anyone under the age of 18. However, the following guidelines are good practice and the majority should still be followed when interacting with any Young Pleasance company member over the age of 18. If in doubt, please contact the Designated Officer or Deputy Designated Officer (as listed on page 3), who will be able to advise on the best course of action.

The purpose of this policy is:

- To protect children and young people who receive our services
- To provide staff and volunteers with the overarching principles that guide our approach to child protection

The Pleasance Theatre Trust believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to ensuring that we practice in a way that protects them.

Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989

- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

This policy should be read in conjunction with:

- Working Together to Safeguard Children 2018
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/722305/Working_Together_to_Safeguard_Children_-_Guide.pdf

3. SAFEGUARDING AND CHILD PROTECTION GUIDELINES

What is Child Abuse?

Child abuse can take four main forms, all of which can cause long term damage to a child: **Physical Abuse, Emotional Abuse, Neglect and Sexual Abuse**. Bullying and Domestic Violence are also forms of child abuse.

- **Physical abuse:** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a fabricates the symptoms of, or deliberately induces illness in a child.
- **Emotional abuse:** is the persistent emotional maltreatment of a child causing severe and persistent effects on the child's emotional development. Emotional abuse may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may occur when s or other adults constantly use sarcasm, threaten, criticise, shout at or taunt a child.
- **Neglect:** is the consistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.
- **Sexual abuse:** involves forcing or enticing a child or young person to take part in sexual activities. These may involve physical contact or non-penetrative acts, such as masturbation, kissing or rubbing. Sexual abuse can include non-contact activities such as involving children in watching or being involved in pornographic materials. It also includes sexual exploitation.

It is possible for a person to be subjected to abuse in more than one way at a time. The above categories and definitions do not minimise other forms of maltreatment.

Guidelines for dealing with Abuse

Hopefully you will never have to deal with an alleged incident of child abuse. However, it is essential that you are prepared to do so if needed. There are three different scenarios which you should be aware of and be prepared to deal with if necessary:

1. There is a suspicion or evidence that a child is being abused by someone or a member of staff or other person associated with the Pleasance.
2. A child discloses abuse happening elsewhere, eg. at home.
3. A child accuses member of staff or other person associated with the Pleasance of abusing them.

4. DOCUMENTING SUSPICIONS OF ALLEGATIONS OF ABUSE

It can often be difficult to recognise abuse. The signs listed in these guidelines are only indicators and many can have reasonable explanations. Children may behave strangely or seem unhappy for many reasons, as they move through the stages of childhood or their families experience changes. It is nevertheless important to know what could indicate that abuse is taking place and to be alert to the need to consult further.

Common signs of abuse: A child may be experiencing abuse if he or she is:

- Frequently dirty, hungry or inadequately dressed
- Left in unsafe situations or without medical attention
- Constantly put down, insulted, sworn at or humiliated
- Seems afraid of s or carers
- Severely bruised or injured
- Displays sexual behaviour which doesn't seem appropriate for their age
- Growing up in a home where there is domestic violence
- Living with parents or carers involved in serious drug or alcohol abuse

This list does not cover every child abuse possibility. You may have seen other things in a child's behaviour or circumstances that worry you.

Abuse is always wrong and it is never the young person's fault.

Any circumstances that lead you to have concerns in relation to safeguarding children and young people should lead to you relaying these concerns to the appropriate adult associated to the individual, eg. their parent. If your suspicions concern the adult associated to the individual then contact the Pleasance Designated Officer who will contact social services. In case of an emergency it is appropriate to call the police.

If you are worried about a child it is important that you keep a written record of any physical or behavioural signs and symptoms, or significant changes. Do not ignore these signs but remember that it is not your role to become an investigator. Complete an incident report form and relay any concerns to the Pleasance's Designated Officer.

Any complaints of suspected or actual child abuse, or of children being put at risk, must be taken seriously and acted upon immediately.

Guidelines for Writing Incident Reports

- When writing Incident reports always imagine the person you are writing about is 'looking over your shoulder'.
- Simply record the facts, do not allow your judgments, fears, worries or assumptions to creep into your documentation of the event.
- Remain impartial in your reporting of incidents.
- It is important to write Incident Reports as quickly as possible, in order to be accurate with details, within a minimum of 24hrs.

Please note that there is a reporting template available at the end of this document, should you wish to use it. It is more essential to record the information than to use this template, so please prioritise accurate and timely recording.

5. RESPONDING TO A DISCLOSURE

- **Stay calm and don't panic**, do not appear shocked
- Don't seek help while the young person is talking to you
- Be honest and look at the child directly
- Accept what the young person says
- Don't promise you won't tell
- Assure them that they are not to blame for the abuse
- Never ask leading questions, or push for information
- Do not fill in words, finish their sentences, or make assumptions
- Clarify vocabulary if you're not sure what something means
- Be aware that the young person may have been threatened
- Reassure the young person that it was right to tell you
- Explain to the child what you have to do with the information they gave you
- Do NOT record the conversation or take photos of any injuries
- Use the Incident Form to write down what was said as close to verbatim as possible, as soon as possible after the disclosure. Make certain you distinguish between what the young person has actually said and the inferences you may have made. Accuracy is paramount in this stage of the procedure. Sign and date your notes.
- Inform the Pleasance's Designated Officer or Deputy as soon as possible (in less than 24 hours), who will then take the disclosure further to the relevant authorities.
- Confidentiality should be maintained on a strictly 'need to know' basis and any relevant documents stored in a secure location.

Things to say	Things not to say
'I believe you'	'You should have told someone before'
'I am going to try to help you'	'I can't believe it! I'm shocked!'
'I will help you'	'I won't tell anyone else'
'I am glad that you told me'	'No not.....he's a friend of mine'

'You are not to blame'

'Why? How? When? Where? Who?'

6. RESPONDING TO ALLEGATIONS OF ABUSE

As an organisation that works with children and young people we need to be aware of the possibility that allegations of abuse may be made against members of staff. They can be made by children and young people and they can be made by other concerned adults. Allegations can be made for a variety of reasons. Some of the most common are:

- Abuse has actually taken place
- Something happens to a young person that reminds them of an event that happened in the past
- Young people can misinterpret your language or your actions because they are reminded of something else
- Some young people know how powerful an allegation can be; if they are angry with you about something they can make an allegation as a way of hitting out
- An allegation can be a way of seeking attention

All allegations should be brought to the notice of the **Designated Officer or Deputy**, who will inform the Director of Pleasance Theatre Trust Ltd. immediately and/or either the Islington Children's Services' LADO or Edinburgh Children's Services LADO, and/or the member of the board of trustees who has been designated to lead on safeguarding if this is deemed necessary. The member of staff/volunteer that an allegation has been made about should not be informed until the matter has been discussed fully with the relevant Children's Services.

The child protection investigation is the first priority in all cases and all Pleasance staff must cooperate fully with the investigation. Both the alleged abuser and the person who is thought to have been abused have the right to confidentiality under the Data Protection Act 1998.

All information and action should be documented in detail.

7. RECRUITMENT AND APPOINTMENT OF STAFF AND VOLUNTEERS

The Pleasance recognises that rigorous recruitment practices are necessary as a crucial aspect of Safeguarding children and young people. When recruiting and appointing for roles that will have responsibilities working with or making contact with children and young people, the Pleasance will adhere to the following procedures:

- Identify the duties and responsibilities of the role and the type of person most suitable to it.
- Provide a written declaration form for all candidates (asking them to state in writing that they have no past convictions, cautions, legal restrictions on their behaviour, actions or movements, and no pending cases that might affect their suitability to work with children)

- Always organise a face-to-face interview for any positions that involve working with children and young people before offering a candidate the role.
- Observe practice where necessary and possible before appointing an individual.
- Ask successful candidates for photographic documentation to confirm identity, such as a passport or driving license, and seek two references from previous employers.
- Ensure the successful applicant obtains the appropriate level criminal records certificate from the Disclosure and Barring Service (DBS) for the role. If the role requires us to check at an Enhanced DBS level, an Enhanced DBS level certificate will be accepted and obtained through other organisations if issued in the last 3 years. If the successful applicant is signed up to the DBS update service, then we will seek permission to use this service after seeing their DBS certificate and ID. If the successful applicant does not already have an Enhanced DBS certificate, we will assist them in applying. They will need to show their certificate before we finally confirm them in post. We will encourage all applicants to sign up to the DBS update service. The certificate will be updated every 3 years, unless they are on the updated service and retain their subscription every year.
- The same principles apply to Young Pleasance alumni that have become volunteers or supervisors.

The Pleasance are also committed to providing support and training throughout a successful applicant's time with us. The applicant will be provided with Safeguarding Training appropriate to the role. Briefings will take place with project staff prior to working on projects with children and young people, ensuring that staff are familiar with our Safeguarding policy and Health and Safety procedures for projects in Islington and during the Edinburgh Festival Fringe residential.

8. CODE OF BEST PRACTICE

All members of staff are encouraged to demonstrate exemplary behaviour in order to promote young people's welfare and reduce the likelihood of allegations being made. We aim to create a protective culture that puts young people's interests first, they must feel confident that if they have concerns someone will listen and take them seriously.

The following are a set of guidelines for standards of behaviour and conduct for all staff and volunteers of the Pleasance Theatre Trust Ltd. to consider when working with children and young people:

Good Practice:

- Promote equality by treating all young people equally, with respect and dignity.

- Build balanced relationships based on mutual trust which empower young people to share in the decision making process, increasing their sense of autonomy.
- Always put the welfare of each participant/performer first.
- Use appropriate language and body language at all times.
- Ensure that any feedback given is enthusiastic and constructive feedback, rather than negative criticism.
- Recognise the developmental needs and capacity of the young people you are working with, discouraging excessive competition or pushing them against their will, or beyond their ability.
- Recognise the responsibility you must exercise in ensuring you do not abuse your position of trust.
- In any situation ensure wherever possible that you are never left alone with a child or young person, and try to ensure that there is more than one leader/supervisor with a group at all times. If you do not have a DBS certificate you must ensure in all circumstances that you are never left alone with a group.
- Avoid taking on responsibility for tasks for which you are not trained.
- Risk assess all situations, activities, buildings and trips in accordance with the Pleasance Theatre Trust Ltd's Health and Safety Policy.
- Maintain a safe and appropriate distance with young people (e.g. it is not appropriate to have an intimate relationship with a young person or to share a room with them)
- Seek agreement from participants/performers prior to any physical contact, which should only occur when absolutely necessary during particular drama activities. If any member appears doubtful or uncomfortable then you should not proceed.

Practices NEVER to be sanctioned. Do NOT:

- Allow for any physically rough or sexually provocative games or inappropriate conversations or touching during any activity.
- Allow young people to use inappropriate language unchallenged.
- Make sexually suggestive comments to a young person, even in fun.
- Allow allegations by a young person to go unrecorded or not acted upon.
- Socialise with an individual participant outside of scheduled activities organised by the Young Pleasance.
- Have an intimate relationship with a young person or share a room with them.
- Reduce a young person to tears as a form of control.
- Become friends with a young person on Social Networking sites.

If any of the following incidents should occur, they should be reported immediately to the Designated Officer or Deputy and make a written record of the event as quickly as possible (certainly on the same day), following the procedures outlined above while the incident is fresh in your mind. Parents should also be informed of the incident:

- If you accidentally hurt a young person
- If he/she seems distressed in any manner
- If a young person appears to be sexually aroused by your actions
- If a young person misunderstands or misinterprets something you have done.

9. BULLYING GUIDELINES

At the Pleasance we want everyone to feel safe and enjoy what we have to offer without fear. That is why we all agree to adopt a rigorous anti-bullying policy.

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those being bullied to defend themselves. It can take many forms, but the three main types are **physical** (e.g. hitting, kicking, theft), **verbal** (e.g. racist or homophobic remarks, threats, name calling) and **emotional** (e.g. isolating an individual from the activities and social acceptance of their peer group). The damage caused by bullying can be frequently underestimated. It can cause considerable distress to young people, to the extent that it affects their health and development or at the extreme, causes them significant harm (including self-harm).

Helpful actions staff can take when dealing with a situation of bullying:	Unhelpful actions staff can take when dealing with a situation of bullying:
Listen to all involved	Trivialize or patronize them when a young person reveals that they are being bullied
If advice is given it needs to be practical	Ignore the situation
Modelling a non-bullying environment, therefore avoiding calling young people names or putting them down in any way.	Give inappropriate advice, for example to tell the victim to fight the person who is bullying them, as the victim would then risk being seen as a bully.

Key messages that a victim of bullying needs to hear

"It's not your fault"

The person being bullied may need help to recognise this. The person doing the bullying can make the child feel that it is their fault it is happening. The victim may also feel that they need to change, when the problem is actually with the bullying behaviour

"You do not have to face this alone"

Isolation is a big effect of bullying, and the stigma that the person is being bullied may create an obstacle in asking for help.

Helpful actions for a person being bullied:	Unhelpful actions for a person being bullied:
Talk to someone they trust	Dealing with it alone
Seek friendships – different/more	Taking no action about it
Recognize it is not their fault	Believing all that is said about them
Taking some action	Exaggerating what has happened

Peers and Witnesses

It is important to develop peer support in order to encourage young people to take care of one another and to create an environment where they can help others to be able to report bullying when it occurs. It is helpful for the peer group of someone being bullied to know why it is important for them to act (due to the potential harmful effects to the victim if the bullying carries on).

Person who is bullying

Someone who is bullying other children has often either been bullied themselves or may be unhappy in their own life.

While not accepting the behaviour, staff can help them to understand why they are bullying others, and to help them deal with the real issues.

Tip: there are lots of good bullying advice websites listed at the back of this handbook, for both you and members to look at.

10. USE OF IMAGES/VIDEOS OF CHILDREN AND YOUNG PEOPLE

The Pleasance is aware that images and videos are a great way to monitor the progress and achievements of children and young people involved in projects. They are also a useful tool for publicity or advocacy of a project and/or to demonstrate a point written in the text, such as in posters, flyers, leaflets and also online through websites and social media.

Despite this, considerations need to be made in regards to who has access to these images/videos, how they are used and who gives permission for their use. We have therefore set out the following guidelines in accordance to these considerations:

- Before any photos or recordings are made, we will seek written consent from parents/guardians of any participant under the age of 18 and written consent from any participant over 18 years old.
- We will be clear about how any photos or video footage will be used to both the parents/guardians and children/young people.
- If using images or videos in publicity (offline or online) then we will be careful to not reveal the identity of the child or young person. A participant's name will not be used in relation to any images or footage where possible. In situations where it is necessary to name the young person, then only the first name shall be used alongside the image or footage. If the full name of a participant is used then no image or footage will be published beside it.

- We will only use images of children in suitable clothing to reduce the risk of inappropriate use.
- On occasions where a photographer is hired to take photos during activities, they will never be left unsupervised with children or young people.
- We will ensure that consent forms and images are stored safely and securely and under the obligations of the Data Protection Act. Hard copies of images will be kept in a locked drawer and electronic images will be in a protected folder with restricted access.
- Photos and recordings should only be taken on cameras and devices belonging to the Pleasance. Using personal equipment should be avoided.
- When creating identity cards for the Young Pleasance Company members during the Edinburgh Festival Fringe residency, the Pleasance will use a system called Eventotron. Only Pleasance staff have access to this information and anyone printing passes of young people will be supervised. This data will then be removed and destroyed from Eventotron once the Young Pleasance run is completed each year.

Policy for storing personal data about children and young people

- The personal or contact details of children and young people will never be published and will be stored in line with the Data Protection Act.
- Any young person or parent may request information on how their data is being used or stored and withdraw consent at any time, as per our GDPR policy.

11. THE INTERNET, EMAIL AND MOBILE PHONES

Young people have taken to technological advances very quickly, and often faster than their older counterparts. This sometimes leads to parents and carers being left behind, and unable to appropriately monitor young people's activity on the internet and communications through mobile phones. This inability to monitor these communications leaves young people increasingly vulnerable, and therefore more susceptible to being exposed to inappropriate contact and even more serious instances of child abuse, such as cyber bullying, sexual exploitation and online grooming

Project staff working with the **Young Pleasance** have a duty to safeguard the welfare of all young people in our care. The guidelines set out in this document are to help us all ensure that we make the best use of new technologies, while protecting both the young people in our care and preventing ourselves from being placed in a vulnerable position.

All communication should be in a **Young Pleasance** context and sent through official Young Pleasance channels, eg. from a Pleasance email address, the official Young Pleasance social media accounts or project mobile phone (where possible). There will be a dedicated member of staff managing, responding and monitoring communications with young people and online content on our webpages and social media channels. Pleasance staff and freelancers must request permission from the

Designated Officer to contact participants from their personal mobile numbers, email addresses or via any social media sites. It will only be deemed appropriate to give permission if the contact cannot be done through the Young Pleasance's usual channels of communication.

Social networking sites

Social Networking sites have become increasingly popular for contacting people, discussing issues and advertising up and coming events. **The Pleasance** recognises that they can be useful for specific Young Pleasance projects. That being said, project staff need to be very conscious of the context in which these sites are used and ensure the public cannot view any personal information of our young people. The Pleasance will also adhere to the Safeguarding guidelines for use of images of young people on these sites (please see the use of images policy for further information).

Emails

The following are some points for best practice when sending emails to young people.

- Ensure you use appropriate language; try not to include any words or phrases that could be misinterpreted.
- If sending images, make sure they are appropriate.
- Do not forward chain emails to young people.
- Make sure that any hyperlinks included do not lead to inappropriate content.
- Save a copy of all the e-mails sent.
- Blind copy e-mail addresses to ensure addresses of all recipients are not broadcast.
- Where a young person is under 18, cc in their parent/guardian into the email wherever possible.

Phones and text Messages

During the residential the Pleasance recognises that using staff personal mobile phones is the most convenient way to communicate with young people. Therefore, the following guidelines have been set to ensure that messages or calls are not be misinterpreted and access to personal numbers is not misused.

The following are some points for best practice when sending texts to or calling young people:

- Use appropriate language; try not to include any words or phrases that could be misinterpreted.
- Avoid using a kiss at the end of a text or within a signature. They may be taken out of context by some recipients and is likely to be seen as inappropriate in virtually every instance.
- Be conscious of the time when sending messages or making calls. Avoid late at night and the early hours of the morning.
- Where possible only text young people through the group WhatsApp and avoid texting them individually. If needing to communicate with an individual participant try to call first and use text messaging as an alternative. This is to help avoid messages from being misinterpreted.
- Only contact young people by phone in relation to the project. Do NOT contact them on a personal nature.

When handling young people's numbers, please ensure:

- You do not share any of the participant's numbers with anyone outside the Young Pleasance project team
- You remove their numbers after the project is over

12. DRESSING ROOM AND CHANGING POLICY

We acknowledge that the performance spaces (both in Islington and Edinburgh) do not have sufficient dressing rooms for single sex changing and holding spaces during productions. To comply with Safeguarding and Best Practice, the following policies and procedures are in place:

- Children over 5 years old must change in separate single sex spaces
- During residential programs, children may change in their private bedrooms prior to travelling to the venue
- Groups may be held together backstage or in separate green rooms/holding space between shows or when they are waiting to go onstage. This will always be under the supervision of DBS-checked staff, and adults will never be alone with young people.
- Changing will never occur in public spaces or toilets.
- Any backstage/quick changes will only involve changing of top level garments/accessories, with no nudity of any kind being required.

13. SAFEGUARDING AND WELFARE CONTACT DETAILS

- **Ellie Simpson** (Pleasance - Producer, Pleasance Futures and Designated Officer) 07765256179; ellie@pleasance.co.uk
- **Nic Connaughton** (Pleasance - Head of Theatre and Deputy Designated Officer) 07528 680764; nic@pleasance.co.uk
- **Joel Gatehouse** (Pleasance - Young Pleasance London Director and Workshop Leader. Deputy Designated Officer). 07710 199352; joel@pleasance.co.uk
- **Letitia Graham** (Pleasance Trustee and Welfare Contact for Edinburgh Festival Volunteers) 07854 109 794; lettie@pleasance.co.uk

If unable to reach the Designated Officer or Deputy or for further advice and emergency consultation, please contact the following Safeguarding resources:

Islington/London

Targeted and Specialist Children and Families Services

Service	Contact number
Children's Services Contact (Monday to Friday 9am-5pm)	020 7527 7400
Emergency Duty Team (5pm to 9am, Weekends and Bank Holidays)	020 7226 0992
LADO (Local Authority Designated Officer)	020 7527 8102

Health

Service	Contact number
Named Nurse, Whittington Health, Islington Community Services	020 3316 1984 07881514653
Named Doctor, Whittington Health, Islington Community Services	020 3316 1882
Child Protection Advisors, Whittington Health, Islington Community Services	020 3316 1885
Names Nurse, Whittington Health, Whittington Hospital	020 7288 5472
Named Doctor, Whittington Health, Whittington Hospital	020 7272 3070 ext 5300 bleep 2636
Named Nurse, Moorfields Eye Hospital NHS Foundation Trust	020 72533411 ext 4622
Named Doctor, Moorfields Eye Hospital NHS Foundation Trust	020 7566 2340
Named Nurse, Camden and Islington Foundation Trust (Mental Health & Social Care)	020 3317 7163
Named Doctor, Camden and Islington Foundation Trust (Mental Health & Social Care)	020 3317 6700
Safeguarding Manager, Camden and Islington Foundation Trust (Mental Health and Social Care)	020 3317 7096
Designated Nurse, Clinical Commissioning Group	020 3688 2934
Designated Doctor, Clinical Commissioning Group	020 3316 1885
Named GP for Child Protection and Safeguarding	020 7619 6670

Early Years and Young People's Services

Service	Contact number
Access and Engagement Service	020 7527 3747
Principal Officer, Safeguarding in Education	020 7527 5845
Early Years and Childcare Service	020 7527 5932/5921
Early Years and Childcare Service – Senior Designated Officer	020 7527 5629
Families First	020 7527 4343
Young People Services - Senior Designated Officer	020 7527 5880

Police

Service	Contact number
Police Referrals	020 8733 6495 or 020 8733 6500
For Emergencies	999

Source: <http://www.islingtonscb.org.uk/Pages/Key-contacts-in-Islington.aspx>
(Up to date as of October 2019)

Edinburgh

Children's Social Care

Service	Contact number
Social Care Direct (Monday to Friday 8.30am-5pm) <i>socialcaredirect@edinburgh.gov.uk</i>	0131 200 2324
Emergency Social Work (Monday to Thursday 5pm to 8.30am, Weekends from Friday 3.55pm – Monday 8.30am)	0800 731 6969

NHS

Service	Contact number
NHS 24 Scotland	111
Western General Hospital	0131 537 1000
Royal Infirmary of Edinburgh	0131 536 1000
NHS Direct Helpline	111

Police

Service	Contact number
Non-Emergencies	101
For Emergencies	999

(Up to date as of October 2019)

14. USEFUL ADVICE AND HELPLINES FOR YOUNG PEOPLE

 <p>NSPCC CHILD PROTECTION HELPLINE 0808 800 5000</p>	<p>www.nspcc.org.uk Advice for any concerns over Child Protection issues. The website is extremely helpful for support and guidance.</p>
 <p>ChildLine 0800 1111 Reg'd charity no. 1003758</p>	<p>http://www.childline.org.uk This service is free to call from all landlines and the majority of mobile networks, they offer confidential support and advice to young people across a vast spectrum of possible issues.</p>
 <p>FRANK 0800 77 66 00 talktofrank.com</p>	<p>http://www.talktofrank.com/ Young people's drug and alcohol advice service, with forums, information, assistance and guidance.</p>
 <p>addaction</p>	<p>http://www.addaction.org.uk/ the U.K.'s largest drug and alcohol treatment charity.</p>
 <p>getconnected.org.uk 0808 808 4994</p>	<p>http://www.getconnected.org.uk/ Gets young people help in all sorts of ways, enabling them to get in touch with the service that can help them best.</p>
 <p>beat beating eating disorders</p>	<p>http://www.b-eat.co.uk/ Support and advice for young people on all eating disorder issues which include; Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder and Compulsive Overeating. 0845 6341414 over 18's, 0845 347650 Youthline, help@beat.co.uk</p>
 <p>Cruse Bereavement Care</p>	<p>http://www.crusebereavementcare.org.uk/ offering support and advice for the bereaved. Young Person's Helpline Mon-Fri 9.30-5, call 0808 808 1677. RD4U – special website to offer support and advice to children and young people www.rd4u.org.uk</p>
 <p>SupportLine</p>	<p>http://www.supportline.org.uk/ Useful information and guidance on various topics including self-harm at or call 020 8554 9004</p>

	<p>www.bullying.co.uk lots of very useful info regarding how to deal with bullying, including cyber bullying</p>
	<p>http://www.kidscape.org.uk/ Well regarded support and advice website for victims, family and friends of young people being bullied or call 0845 205204 for their anti-bullying helpline.</p>
	<p>http://www.womensaid.org.uk/ National Domestic Violence Helpline on 0808 2000 247 They also have a specially created area on the website for children and young people called The Hideout on http://www.thehideout.org.uk .</p>
	<p>http://www.achance2talk.com/ NSPCC website for 12-16 year olds, offering info, advice and support to young people on a wide range of issues including domestic violence Visits to the site can be hidden using the on screen instructions.</p>
	<p>http://sexexperienceuk.channel4.com/ this website is packed full of heaps of useful information about sex with a particular emphasis on young people's experience. There is some explicit material on this site and parental guidance is recommended, only over 16's should be encouraged to look here</p>
	<p>http://www.llgs.org.uk/ information, support and referral service for anyone who needs to consider issues around their sexuality. Or look at their information website below.</p>
	<p>http://queery.org.uk/ This is a community driven directory for Lesbian, Gay, Bisexual & Trans life, with links for services & resources UK wide.</p>
	<p>http://www.tht.org.uk/ Information resource for sexual health and HIV, as well as excellent advice for dealing with homophobia and sexual orientation.</p>
	<p>http://www.thinkuknow.co.uk/teachers/ Information and reporting site re: anything to do with the internet, delivered by the government's Child Exploitation & Online Protection (CEOP) Centre</p>

	<p>http://www.ceop.gov.uk/ Government's Child Exploitation and Online Protection Centre. The place to report suspicious behaviour, cyber bullying or instances of grooming.</p>
	<p>http://www.gmfa.org.uk/sex/ The website is designed to answer all questions about gay men's sexual health.</p>
	<p>http://www.likeit.is.org _ Sexual Health Information and Sex Education site, run by Marie Stopes.</p>
	<p>http://www.sexetc.org/ Sex education for Teens, by Teens.</p>
	<p>http://www.fpa.org.uk The Family Planning Association is the U.K.'s leading sexual health charity, aimed at enabling people to make informed choices about sex and to enjoy sexual health.</p>
	<p>http://www.thesite.org/ General information service offering advice on topics as diverse as sex, health, drugs, money and study.</p>
	<p>http://www.bpas.org/ is the leading provider of abortion services in the U.K. with a national network of consultation centres, they also provide counselling and contraception. Action line no: 08457 30 40 30.</p>

15. HEALTH & SAFETY STATEMENT

The Pleasance is committed to ensuring the health, safety and welfare of its employees, as far as is reasonably practicable. We will take steps to ensure that our statutory duties are met at all times.

Management

The Pleasance recognise and accept that it is their responsibility to provide and maintain the safest and healthiest work conditions as are reasonably practicable for its employees, audience, performers, visiting company personnel, hirers and any other people while they are on **The Pleasance's** premises. In particular **The Pleasance** recognizes the specific needs of people with disabilities and young people.

It is therefore **The Pleasance's** policy to do all that is reasonable to prevent personal injury, damage to property and to protect all, including the public, from foreseeable work hazards in so far as they come into contact with **The Pleasance**.

Management have a duty to:

- Provide and maintain safe and healthy working conditions taking account of any statutory requirements.
- Provide instruction and training to enable employees to perform their work safely and efficiently.
- Make available all necessary safety devices and protective equipment/clothing, and to supervise their use.
- Maintain a constant and continuing interest in health and safety matters applicable to **The Pleasance's** activities. In particular to consult with and involve employees or their representatives wherever possible.
- Provide and maintain, as far as is reasonably practicable, a safe and healthy place of work with proper access/egress and welfare facilities.

Employees equally have a legal duty to exercise personal responsibility and do everything to prevent injury to themselves and others by working safely and efficiently by:

- Using protective clothing and equipment provided and by meeting statutory obligations.

- Reporting incidents and hazards that have led to, or may lead to, injury or damage to equipment.
- Adhering to company procedures, directions, and safety instructions jointly agreed on their behalf for securing a safe working place.
- Assisting in investigations of accidents with the object of introducing measures to prevent reoccurrence.
- Refraining from willful misuse, or interference, with anything provided in the interests of health and safety, and to take reasonable care in any action that might endanger themselves or others.



Ellie Simpson
Producer
Pleasance Futures
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