



SAFEGUARDING POLICY

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1. RESPONDING TO CHILD PROTECTION/SAFEGUARDING CONCERNS

Where there is a suspicion or concern involving welfare or safety

Is there immediate danger or do they require immediate medical attention?

YES

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

NO

- Record - See Flowchart (Appendix 2) and Response/Referral Form (Appendix 3)
- Report immediately to **Designated Officer or Deputy Designated Officer**
- If you are unable to contact the organisation and have serious concerns contact relevant safeguarding resources (Appendix 1)
- In cases where there are **no** child protection concerns (i.e. first aid), contact parents or guardians immediately.

2. CHILD PROTECTION STATEMENT

Introduction

Children and young people occupy a central place within **Pleasance** and the work it is engaged in. We strongly believe that all 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 Pleasance staff members and freelance artists with regards to legal requirements and good practice.

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

We have procedures in place to help any child or young person who is, or appears to be at risk, or who is, or appears to be, a victim of abuse. We will offer help and support when they tell us that they are affected by these issues. We will work extensively with external agencies to ensure that they are protected.

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

Common signs of abuse: A child or young person may be experiencing abuse if they are:

- 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 parents 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.

It is not the responsibility of anyone working with Pleasance to decide whether or not abuse has taken place. It is therefore vital that staff raise all cases of suspected or alleged abuse in line with the procedures identified in this policy. Any circumstances

that lead you to have concerns in relation to safeguarding children and young people should be reported to the Pleasance Designated Officer. (See Appendix 1)

Purpose

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 practise 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*
- Children (Scotland) Act 1995
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Getting it right for every child (GIRFEC) 2005
- Protecting Vulnerable Groups (Scotland) Act 2014
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

** UNCRC's incorporation into law in Scotland was passed by Scottish Ministers in March 2021. This was subject to legal challenge by the UK Government and at time of publication both governments are in discussion about the way forward.*

This policy should be read in conjunction with:

- [Working Together to Safeguard Children 2018](#)
- [National Guidance for Child Protection in Scotland 2021](#)

Definitions

For the purpose of this document the following definitions apply:

- **Child** - anyone under the age of 18
- **Young people** - those aged 18 to 24
- **Staff** - full-time and part-time workers
- **Volunteers** - all who volunteer with The Pleasance Theatre Trust

- **Designated Officer** - designated person responsible for dealing with any concerns about the protection of children and young people (for current list and contact details see Appendix 1)
- **Deputy Designated Officer** - deputy designated person responsible for dealing with any concerns about the protection of children and young people (for current list and contact details see Appendix 1)

The role of the Designated Officer is:

- To act as first point of contact for staff and volunteers concerned about the safety or welfare of a child or young person
- To be responsible for contacting, and liaising with, appropriate agencies
- To organise appropriate training for staff
- To collect monitoring data on child protection and safeguarding across the organisation

The following guidelines are good practice and the majority should still be followed when interacting with any person over the age of 18. If in doubt, please contact the Designated Officer or Deputy Designated Officer (See Appendix 1), who will be able to advise on the best course of action.

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 parent or carer 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 parents 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.

- ***Pleasance also has a Safeguarding Adults Policy and this can be found in Appendix 11***

3. RESPONDING, RECORDING AND REPORTING

Any disclosure, suspicion of abuse or actual abuse, or suspicion that a child or young person may be being put at risk, must be taken seriously and acted upon immediately.

Responding

- **Stay calm** and **don't panic**, do not appear shocked
- Listen sympathetically and with care and take what they say seriously
- Don't seek help while the child/young person is talking to you
- Look at the child/young person directly
- Accept what the child/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, only use open-ended questions e.g. What happened? Where? When? Who?
- 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 child/young person may have been threatened
- Reassure the child/young person that it was right to tell you
- Explain to the child/young person 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](#) (Appendix 3) 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 child/young person has actually said and any inferences you may have made. Accuracy is paramount in this stage of the procedure. Sign and date your notes.

Recording

A flowchart to take you through responding to a disclosure, suspicion of abuse or actual abuse is included in Appendix 2 and should be referred to when completing the [Incident Form](#). (Appendix 3)

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.
- Confidentiality should be maintained on a strictly 'need to know' basis and any relevant documents stored in a secure location.

- Inform Pleasance's Designated Officer or Deputy as soon as possible who will then take the disclosure further to the relevant authorities.

Reporting

Any disclosure, suspicion of abuse or actual abuse must be reported to the Designated Officer. In their absence this should be reported to the Deputy Designated Officer (see Appendix 1).

Allegations against staff

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.

All allegations against staff 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 Local Authority Designated Officer (LADO) or Edinburgh Children's Services, 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.

4. RECRUITMENT, APPOINTMENT AND TRAINING OF STAFF AND VOLUNTEERS

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, Pleasance will adhere to the following procedures:

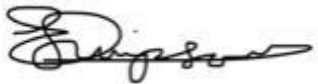
- Identify the duties and responsibilities of the role and the type of person most suitable to it.
- Provide a written declaration form for all candidates (asking them to state in writing that they have no past convictions, cautions, legal restrictions on their behaviour, actions or movements, and no 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 licence, and seek two references from previous employers who will be asked about the applicant's suitability to work with children/young people.
- Ensure the successful applicant obtains the appropriate disclosure check.
 - In England this will be an 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.
 - In Scotland all successful applicants will be asked to complete a Basic Disclosure Scotland check. Checks will be requested prior to the applicant taking up post. If the role requires a member of staff to work directly with children and young people then they will be required to join the Protecting Vulnerable Groups (PVG) scheme which is managed by Disclosure Scotland. Disclosure Scotland keeps checking members' suitability to continue to work with children or protected adults. If they find new information which means the person is unsuitable to work with children or protected adults they will bar them from regulated work, remove them from the PVG scheme and tell the employer that they have been barred.

- The same principles apply to Young Pleasance alumni who have become volunteers or supervisors.

Induction and Training

Induction for new staff and volunteers will include information on all relevant policies and procedures including safeguarding and child protection.

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.



Ellie Simpson
Head of Theatre, London
Interim Designated Officer
Pleasance Theatre Trust

Next policy update 07/06/2026

Appendix 1 SAFEGUARDING AND WELFARE KEY CONTACT DETAILS

Designated Officer

- **Ellie Simpson** (Pleasance - Head of Theatre, London and Interim Designated Officer) 07765 256179; ellie@pleasance.co.uk
- **Laura Scholfield** (Pleasance - General Manager and Interim Deputy Designated Officer) 07972 590088; natalie@pleasance.co.uk
- **Sharon Lloyd-Barnes** (Pleasance Trustee and Welfare Contact for Edinburgh Festival Volunteers) 07712 897176; Sharon.LloydBarnes@adassoc.org.uk

If unable to reach the Designated Officer or Deputy Designated Officer 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 07881 514 653
Named Doctor, Whittington Health, Islington Community Services	020 3316 1881
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

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 6495/6507
For Emergencies	999

Resource:

<https://www.islington.gov.uk/sitecore/content/iscp/are-you-worried-about-a-child>
(As of April 2024)

EDINBURGH

Children's Social Care

Service	Contact number
Social Care Direct (Monday to Friday 8.30am-5pm) socialcaredirect@edinburgh.gov.uk	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

Appendix 2 FLOWCHART - RESPONDING TO A CONCERN

Concern raised or observed

Listen to what is said and/or observe what is happening.

Ask open questions to ascertain the child or young person's perspective

Use professional judgement to determine the appropriate level of questioning and to avoid a sense of interrogating. It is the role of Core Agencies to investigate. Pleasance staff should just clarify what information is offered by the child or young person

Establish	You could ask	Don't ask
What	What happened?	Did he/she...?
Where	Where did it happen?	Did he/she come into your bedroom?
Who	Who did it?	Did dad/baby-sitter/John do it?
When	When did it happen?	Did it happen last night?

Things to say

I believe you
I am going to try to help you
I will help you
I am glad that you told me
You are not to blame

Things not to say

You should have told someone before
I can't believe it! I'm shocked!
I won't tell anyone else
No not.....he's a friend of mine
Why? How?

Write down exactly what you see and hear.

Do not offer any guarantees of what will or will not happen and ensure the child or young person understands you take their concerns seriously.

Report exactly what you see and hear to the Designated Officer.

Record all information and decisions made using the Incident Form.
Share with Designated Officer.

Appendix 3 INCIDENT FORM

1. General Information	
Name of Child	
DoB	Age
Parent/family contact:	
Date of report:	
2. What is said to have happened or was seen (record facts as accurately as possible using child or young person's own words): 	
3. When did it occur?	
4. Where did it occur?	
5. Who was there?	
6. Is there any actual evidence?	
7. Actions to be taken	
8. Who is responsible for taking these actions forward?	
Staff member completing this form:	
Designated Officer:	
Form shared with:	
Signed (Staff) Signed (Designated Officer) Signed (Child or young person)	

Appendix 4 CODE OF BEST PRACTICE

All members of staff are encouraged to demonstrate exemplary behaviour in order to promote children/young people's welfare. We aim to create a protective culture that puts children/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 children/young people equally, with respect and dignity.
- Build balanced relationships based on mutual trust which empower children/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 children/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 relevant DBS or PVG 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
-
- 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.
- Pleasance Theatre does not permit any staff or volunteers without a valid DBS or PVG to work with young people, we will ensure that if staff without DBS or PVG certificates are accompanied by those that do.

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 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 a written record of the event made as quickly as possible (certainly on the same day), following the procedures outlined in the Safeguarding Policy 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.

Appendix 5 BULLYING GUIDELINES

At 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	Trivialise or patronise 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
Recognise it is not their fault	Believing all that is said about them
Taking some action	Exaggerating what has happened

Peers

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.

In addition, don't forget to remind members about this policy, where to find it as well as our [Digital and Online Spaces Code of Conduct](#).

Appendix 6 USE OF IMAGES/VIDEOS OF CHILDREN AND YOUNG PEOPLE

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 not to 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 Pleasance. Using personal equipment is not permitted.
- When creating identity cards for young people during the Edinburgh Festival Fringe, 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 Edinburgh Festival Fringe 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 child, 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.

Appendix 7 THE INTERNET, EMAIL AND MOBILE PHONES

Young people have taken to technological advances very quickly, and often faster than their older counterparts. This can lead to parents and carers being left behind, and unable to appropriately monitor children and young people's activity on the internet and with mobile devices. This inability to monitor these communications leaves them 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.

Staff 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 technologies, while protecting both the children and young people in our care and preventing ourselves from being placed in a vulnerable position.

All communication should be in context and sent through official 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 usual channels of communication.

Social networking sites

Social Networking sites are popular for contacting people, discussing issues and advertising up and coming events. Pleasance recognises that they can be useful for specific projects. 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 children and young people. 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; do not include any words or phrases that could be misinterpreted.
- If sending messages, make sure they are appropriate.
- Do not forward chain emails to include 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 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 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; do not to include any words or phrases that could be misinterpreted.
- Do not use a kiss at the end of a text or within a signature. They may be taken out of context by 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

Digital Platforms and Live Online Space (Zoom, Skype, Google Hangouts etc)

Contact through any means of video messaging to young people will be agreed with the **Designated Officer** and will be pre-arranged. The time and date will be set by a **Designated Worker** and where possible, more than one **Worker** will attend the session.

Sessions should only be arranged with the approval of the DSO.

Zoom/Skype/Google Hangouts are online conferencing/calling apps that can be used for chat, voice and video calls. As they use email addresses, rather than phone numbers, these are our preferred live contact method.

- When communicating with children and young people via digital platforms/online spaces (such as those listed above), Designated Workers will use work email addresses.
 - All sessions will be attended by a Designated Worker, who will be DBS or PVG checked.
 - A child or young person should never be in an online space with a Worker without the Designated Worker present.
 - Where possible, DBS or PVG checked Workers will be the only adults present in digital sessions.
 - Workers should be appropriately dressed for all online sessions for any means of video messaging.
 - Workers should conduct sessions in an appropriate space within the home (ideally neutral and private). If this is not possible, the Designated Worker should be informed.
- All parents of children and young people will be informed of the platforms to be used, including dates, times and the Workers who will be hosting these platforms/in attendance.
- In case of a first aid emergency, a record of current addresses for **Pleasance** participants will be on hand, as well as an up to date record of parents/carers contacts of the young people.
- There will be a [Digital and Online Spaces code of conduct](#) for use of digital platforms/online spaces, which all children and young people and/or parents/carers and Workers will be sent to consent to in advance.
- Virtual sessions should be monitored by at least two Workers where possible, one of whom will be the Designated Worker and will have their work phone / work email with them to enable participants to message them privately should they feel uncomfortable with anything during the session.

Appendix 8 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 or PVG checked staff, and adults will never be alone with children and young people.
- Changing will never occur in public spaces or public toilets.
- Any backstage/quick changes will only involve changing of top level garments/accessories, with no nudity of any kind being required.
- All changing spaces at Pleasance are gender neutral.

Appendix 9 HEALTH & SAFETY STATEMENT

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

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 **Pleasance** premises. In particular **Pleasance** recognises the specific needs of people with disabilities and young people.

It is therefore **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 **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 and volunteers 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 **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 and volunteer 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 wilful 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.

Appendix 10 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 <small>Reg'd charity no. 1003758</small></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>

	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.
	http://www.gmfa.org.uk/sex/ The website is designed to answer all questions about gay men's sexual health.
	http://www.likeitis.org Sexual Health Information and Sex Education site, run by Marie Stopes.
	http://www.sexetc.org/ Sex education for Teens, by Teens.
	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.
	http://www.thesite.org/ General information service offering advice on topics as diverse as sex, health, drugs, money and study.
	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.