



Grand Opera House

Safeguarding and Child Protection Policy and Procedures

Prepared By	Grand Opera House Designated Child Protection Officers
Reviewed By	Grand Opera House Trust & Senior Management Team
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**STATEMENT OF POLICY FOR SAFEGUARDING AND PROTECTING
CHILDREN AND YOUNG PEOPLE**

The Grand Opera House Trust is committed to safeguarding the welfare of all children and young people participating in the Arts and aims to provide safe, participatory and creative opportunities for all children and young people who access the Grand Opera House.

It is unacceptable for a child or young person to experience abuse of any kind. The Grand Opera House Trust is committed to practices which protects them.

In order to do this the Grand Opera House Trust recognises that:

- The welfare of the child/young person is paramount.
- All children and young people whatever their age, culture, disability, gender, language, racial origin, religious beliefs, political opinions and/or sexual identity have the right to equal protection from all types of harm or abuse.
- The Theatre needs to work in partnership with children, young people, their parents, carers and other external agencies to promote and ensure their welfare and safety.

The purpose of the policy is:

- To provide protection for children and young people who receive services from the Theatre.
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of harm.
- To demonstrate the Trust's commitment to providing a service that protects children from harm, protects the Trust's staff and the Trust itself from any potential allegations.
- To ensure hirers of the Trust's services are aware of the Theatre's expectations, guidelines and procedures in relation to safeguarding children and young people while at the Grand Opera House.

This policy applies to all staff, including Senior Managers and Board Members, paid staff, volunteers, agency staff, contracted staff, students or anyone working on behalf of the Grand Opera House Trust.

The Grand Opera House will endeavour to safeguard children and young people by:

- Valuing them, listening to and respecting them.
- Adopting child safeguarding and protection guidelines through procedures for staff and volunteers so everyone is aware of their responsibilities and obligations.
- Ensuring that the procedures are implemented in a consistent and equitable manner and that staff are regularly reminded of their responsibilities.
- Recruiting staff and volunteers safely ensuring all necessary checks are made.
- Sharing information about child safeguarding and good practice with children, parents, staff and volunteers.
- Sharing information about concerns with agencies who need to know, involving parents and children appropriately.
- Providing effective management for staff and volunteers through supervision, support and training.

Within this policy when we refer to Child, Children or Young People it refers to all vulnerable beneficiaries including vulnerable adults.

The information and advice contained in this document conforms with the Children (Northern Ireland) Order 1995, Protection of Children and Vulnerable Adults (Northern Ireland) Order 2003 and Children (Public Performances) Regulations (Northern Ireland) 1996. It also incorporates advice contained in the Department of Health's document entitled, Co-operating to Safeguard Children and Young People in Northern Ireland.

The Grand Opera House is committed to reviewing this policy annually, or following any legislation or best practise updates.

Chief Executive

Date: November 2017

Child Safeguarding and Policy and Procedures

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1. Safeguarding and Child Protection Procedures

1.1 Definition of a Child

The Children's Order 1995 defines a "child" as a person under the age of 18. A young person under the age of 18 is still defined as a child within the context of the relevant legislation.

1.2 Statement of Values and Principles

The Grand Opera House Trust believes that;

- All organisations have a duty of care to children and young people who use their services or take part in their activities.
- All children and young people should be encouraged to fulfil their potential and inequalities should be challenged.
- Everybody has a responsibility to support the care and protection of children.

1.3 Designated Persons

The Grand Opera House has designated responsibility for ensuring effective safeguarding and protection of children and young people in the Theatre to the Creative Learning Manager and the HR Manager.

The role of the designated person is to:

- Receive and record information from staff, volunteers, children or parents/carers who have child protection concerns.
- Assess the information properly and carefully, clarifying or obtaining more information about the matter as appropriate and consulting with the Senior Management Team and external organisations if necessary.
- Provide advice and support for staff and volunteers who have a concern about a child or young person.
- Consult initially with the appropriate statutory child protection agency to test out any doubts or concerns as soon as possible.
- If necessary, to make a formal referral to a statutory child protection agency without delay.

- Review the Safeguarding and Child Protection Policy annually, following legislation updates or any changes in best practice advice.

Specialist advice and training is made available to the designated persons who would be consulted if a genuine concern is raised.

1.4 Code of Conduct

Grand Opera House staff must:

- Treat all children and young people with respect.
- Behave in a manner consistent with the Grand Opera House values.
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse.
- Respect a young person's right to personal privacy/encourage young people to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Ensure there is appropriate supervision present during activities with children and young people, or at least that you are within sight or hearing of others.
- Be aware that physical contact with a child or young person may be misinterpreted.
- Recognise that special caution is required when you are discussing sensitive issues with children or young people.

Staff must not:

- Have inappropriate physical or verbal contact with children or young people.
- Allow themselves to be drawn into inappropriate attention-seeking behaviour.
- Make suggestive or derogatory remarks or gestures in front of children or young people.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Ignore unacceptable behaviours.
- Show favouritism to any individual.
- Take a chance when common sense, policy or practice suggests another more prudent approach.
- Spend excessive amounts of time alone with children away from others.
- Add a child that you meet in the course of your work to your social media profile.

The Code of Conduct will be regularly communicated with all staff to remind them of their responsibilities and what the Trust considers to be unacceptable behaviour when working with children and young people.

1.5 **Planning, Supervision, Risk Assessment and Risk Management**

1.5.1 **Planning**

- If there are children involved in a project or event, it is the responsibility of the organiser/manager in charge to plan and prepare a detailed programme of activities for the children involved and to ensure that any facilitators engaged to provide event services will have the appropriate level of Access NI checks in place.
- Planning should ensure that all children should be adequately supervised and engaged in suitable activities at all times.
- Organisers should obtain, in writing, parental consent for children joining an organised project. The purchase of a ticket or place on a project shall be deemed to be such consent.
- Parents should be provided with full information about a project, including details of the programme of events, the activities, and the supervision arrangements.

Record the full names and contact details of all children taking part in events. This data should be retained in accordance with the Theatre's Data Protection and Retention Policy.

- Fully brief all facilitators and event staff on health and safety and child protection issues.

1.5.2 **Supervision**

The Grand Opera House recognises that making arrangements for the proper supervision of children is one of the most effective ways of minimising opportunities for children or young people to suffer harm whilst in the Theatre's care.

- Managers must be satisfied that those engaged to work on a project or at an event with children are fully competent to do so and that appropriate checks have been made.
- The Designated Persons must ensure that all chaperones have valid licenses in place and that they are properly trained and vetted through the Education Authority. They must also ensure that an appropriate number of chaperones are booked and in place to meet the appropriate supervision levels, that the

guidelines in relation to the number of hours at work are adhered to and that appropriate changing and toilet facilities are available.

- It is the responsibility of the person designated in charge of the child to ensure that they know where the child is at all times while in their care, what they are doing and that appropriate supervision is in place.
- Children must not be left unsupervised in the Theatre.
- Dangerous behaviour by children should not be allowed.

1.5.3 Risk Assessment in relation to Child Protection

Risk assessment and risk management procedures should be carried out for **every** project and communicated to all those involved. It is the responsibility of the manager in charge to ensure that a thorough Risk Assessment is complete, and communicated to all parties involved.

The principle of risk assessment is to consider:

- The practical details of a project
- Things that could go wrong in a project
- The likelihood of things going wrong
- Impact of such things going wrong

Once this is done; the individuals completing the risk assessment,

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

A copy of the Grand Opera House Risk Assessment template is included in **Appendix 3.1**.

1.6 Photographic Procedures

Prior consent **MUST** be sought from parents/guardians before photographing, videoing or filming children or young people at an event or activity in the Theatre. Images must only be used for the specific purpose which has been agreed with the parents/guardians and the child. Additional use without specific permission is not acceptable.

A copy of the Parental Consent form for the use of Photographs and Video is included in **Appendix 3.2**.

Accredited photographers for the Theatre must always carry visible identification and all material promoting an event or activity must state clearly that accredited photographers will be present.

Professional photographers or the press who are invited to an event will be made aware of the organisation's expectations of them in relation to child protection.

Grand Opera House staff will

- Seek prior consent before photographing, videoing or filming children or young people at a Theatre event/activity and or production.
- Avoid using children's names or personal information in photographic captions.
- Ensure that all images of children are stored safely and securely.
- Ensure that images are destroyed after the appropriate date of use.
- Use only images of children in suitable dress to reduce the risk of inappropriate use.
- Monitor the use of images/video footage to promote activities on the Grand Opera House website and with external agencies.
- Not permit photographers unsupervised access to children in their care.
- Not permit photography sessions outside the event or at a child's home.

The Grand Opera House Trust reserves the right to prohibit the use of photography, videoing or filming at any event, activity or production which it is organising.

1.7 Recruitment Procedures and Criminal Record Checks

The Grand Opera House Trust has clearly defined recruitment procedures. In order to prevent unsuitable people working with children in the organisation, the Grand Opera House will ensure that:

- A satisfactory criminal record check is a condition of employment for all new Grand Opera House staff and volunteers.
- Staff are reminded regularly of their responsibility to declare any criminal charges and convictions and made aware of the potential implications.
- All recruiting managers are responsible for clearly defining posts which require an Enhanced Criminal Record check and ensuring this is clear within the advertisement. Advice as to the appropriate level of check should be sought from the HR Manager if necessary.
- A copy of our Safeguarding and Child Protection Statement and Policy will be sent with the recruitment literature for such posts.

- At application stage, all candidates applying for a post which requires an Enhanced Criminal Record check will be asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children.
- At interview for such posts, a question pertaining to good practice in Child Protection will be asked.
- Referees will be asked specifically about the applicant's suitability to work with children.
- Satisfactory Enhanced Criminal Records checks must be obtained by the Grand Opera House in advance for all new members of staff in posts where they will have substantial unsupervised access to children.
- Agencies who provide workers to the Grand Opera House will be expected to have completed the appropriate level of criminal record check and are satisfied that the disclosure is satisfactory and appropriate for the work involved. Agency workers will be asked to provide documentary evidence.

Access NI is the recognised criminal history disclosure service in Northern Ireland. Access NI will provide the Grand Opera House Trust with the necessary criminal record checks for all staff and volunteers. It is the responsibility of the Grand Opera House to make a determination as to whether the disclosure is satisfactory taking into account any identified convictions and or/offence, whether it is relevant to their employment and role, the potential effect on the business and the reputation of the Grand Opera House.

Access NI is unable to obtain overseas criminal records or relevant information held overseas. It is only able to provide details of offences or pending charges for offences committed in the UK. The Grand Opera House Trust will consider and evaluate the risks involved in appointing an individual from overseas and may seek further advice from the Foreign and Commonwealth Office to assist in that decision making process

Subsequent all Grand Opera House staff are reminded regularly of their responsibility to declare any criminal charges and convictions immediately and are made aware of the potential implications on their continuing employment.

1.8 Training

The Grand Opera House will provide suitable training to all staff and volunteers in the organisation that is relevant to their particular role. This will include:

- Induction Training which includes familiarisation with the organisation's Safeguarding and Child Protection Policy and Procedures.
- Comprehensive Safeguarding training for designated persons.

All chaperones who work in the Theatre will have received detailed Child Protection Training as part of the Chaperone license application and renewal process. All chaperone licenses are valid for three years.

1.9 Visiting Companies

As part of a visiting companies' contractual agreement they must provide the Grand Opera House with the following information in advance of their arrival in the Theatre. The following information should be returned to the Programme Co-ordinator along with a copy of the Child Protection checklist (**Appendix 3.3**).

- A copy of their Child Protection Policy and Procedures.
- Names of chaperones, their responsibilities, details of supervision ratios for the children.
- Names, ages and number of children in the production.
- Confirmation that all chaperones have gone through the appropriate vetting procedures, are registered with the appropriate body and have a valid chaperone license.
- Confirmation that performance licenses are in place for all young performers (those of compulsory school age).

The Grand Opera House reserves the right to ask the visiting company to provide copies of valid licenses and carry out spot checks to ensure compliance. If necessary the Grand Opera House Safeguarding and Child Protection Policy overrides the visiting companies existing policy. The Visiting Company must ensure that all of the information is stored securely while in the building.

All visiting companies will receive a copy of the Theatre's Health and Safety Leaflet on arrival at the Theatre. Company Managers as well as Chaperones should familiarise themselves with the Theatre's health and safety procedures and safeguarding procedures which can be found on the notice boards in the back of house areas.

If there are children in the production the visiting company must:

- Identify a Head Chaperone/designated person for the duration of the run so that any concerns about safety can be discussed.
- Ensure that the chaperones know where the children in their charge are at all times.
- Ensure that chaperones wear identification whilst on the premises.
- Complete the relevant risk assessment before opening night in consultation with the Company Manager and Head Chaperone.

- Ensure that the appropriate number of chaperones remain at Stage Door pre and post show to sign the children in and out of the building.

For a visiting production company it is the responsibility of the company's designated person to ensure that the appropriate security checks are in place for all staff, volunteers and chaperones and that performance licenses are in place for all young performers.

1.10 Grand Opera House Productions and Events

It is the responsibility of the Creative Learning Manager to ensure that all Grand Opera House chaperones have valid licenses in place and are adequately trained and vetted through the Education Authority. The Creative Learning Manager will ensure there are sufficient chaperones booked and onsite to meet the necessary supervision levels and that the guidelines in relation to the number of hours at work are followed.

The Creative Learning Manager will ensure that children and young people involved in a Grand Opera House Production are provided with an induction, which includes details of unacceptable behaviours and points of contact if they have an issue or concern.

A copy of the Grand Opera House's Safeguarding and Child Protection Policy will also be available on the Grand Opera House website, www.goh.co.uk.

1.11 Linked Policies

The Child Safeguarding Policy must be read in conjunction with the Grand Opera House Equal Opportunities Policy; Dignity at Work Policy; Grievances Policy and Procedures; Disciplinary Policy and Procedures; Health and Safety Policy and Recruitment of ex-offenders.

1.12 Complaints Procedures

The Grand Opera House Trust wishes to promote a culture in which staff or third parties may express any concerns they may have about a child behaviour of a contracted member of staff or employee in relation to child protection.

In order to achieve this, staff are encouraged to share any such concerns they have, or a third party has with their Line Manager without delay; concerns will be treated seriously and in the strictest confidence. Line Managers will then immediately inform one of the designated persons and/or the appropriate Head of Service. Further details on the procedures to follow are included in **Appendix 3.5 and 3.7**.

2. RESPONSE PROCEDURES

The Grand Opera House Trust recognises the importance of having clear procedures to enable staff to handle situations where an appropriate response is needed to a child protection concern.

2.1 Definitions of abuse

Official guidance from the Department Health in Northern Ireland categorise abuse as

- Physical Abuse
- Emotional Abuse
- Sexual abuse
- Neglect
- Exploitation

Further details on these definitions and what constitutes Bullying can be found in **Appendix 3.4.**

2.2 Responding to a child disclosing abuse

When responding to a child disclosing abuse individuals should:

- Stay calm.
- Listen carefully to what is said.
- Find an appropriately early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Allow the child to continue at his/her own pace.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's own words as soon as possible after the disclosure to ensure accuracy – note date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.
- Contact their line manager who will seek advice from their Head of Service and/or the Theatre's designated persons.

REMEMBER: It is important that everyone in the organisation is aware that the person to whom the disclosure is made is not responsible for deciding whether or not abuse has occurred. That is a task for the professional child protection agencies following a referral to them of concern about a child.

2.3 Responding to Signs or Suspicions of Abuse

If a child discloses information to a staff member, or if a staff member has concerns about a child's welfare, the staff member should immediately report it to their line manager who will follow the procedure as detailed in the flowchart in **Appendix 3.5**.

2.4 Responding to Allegations of Abuse against a member of staff, worker or volunteer or concerns about a member of staff, worker or volunteer's behaviour

If allegations are made about a member of staff, worker or volunteer or a staff member has concerns about a colleagues behaviour they should report their concerns immediately to their line manager who will follow the procedure as detailed in the flowchart in **Appendix 3.7**.

2.5 Recording and Information Sharing

In all situations, including those in which the cause of concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with a statutory child protection agency.

The forms for capturing details are included in **Appendix 3.6** and **Appendix 3.8** and should be completed at the earliest opportunity.

The record should be clear and factual as it may be needed by child protection agencies investigating the incident and may, in the future, be used as evidence in court. Keeping such a record may also help protect the Grand Opera House Trust.

2.6 Confidentiality Policy, and Retention and Storage of Documentation

As a general rule, all personal information that is acquired or held in the course of working with children and young people should be treated as confidential and stored securely and processed in line with the Data Protection Act 1998. Particular care will be taken with sensitive information. HR will be responsible for storing completed documentation.

2.7 Handling and Safekeeping of Disclosure Information

The Grand Opera House uses the Access NI service to help assess the suitability of applicants working in the Theatre and comply fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure Information.

Appendix 3.1



Risk Assessment



Activity/Operation	Location: Various
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Description of activities							
Who is affected by this operation?							
Employees		Contractors		Public		Young people	Pregnant Women

	Description of hazards	Likelihood	Severity	Risk Factor	Risk (<u>before</u> precautions have been taken)
Before					

Recommended precautions					

	Description of hazards	Likelihood	Severity	Risk Factor	Risk (<u>after</u> precautions have been taken)
After Precautions					

Details of further action required			Review Timescales		
None					

Assessed by

Position

Signature

Date



Risk Assessment Sign-off

Activity/Operation	Location : Various
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I acknowledge receipt of the above risk assessment and fully understand the required control measures. If there are any matters arising having read the assessment, or with the activity involved, I will not hesitate to discuss these immediately with my department manager.

Signed	Print Name	Position



Appendix 3.2

Consent Form for the Use of Photographs and Video

The Grand Opera House Trust recognises the need to ensure the welfare and safety of all children.

In accordance with The Theatre’s Safeguarding and Child Protection Policy the Grand Opera House will not permit photographs, video or other images of children and young people to be taken without the consent of the parents/guardians and children.

The Grand Opera House Trust will follow the guidance for the use of photographs as guided by this policy. The Theatre will inform you as to where and when the photographs will be used.

The Grand Opera House Trust will take all steps to ensure these images are used solely for the purposes they are intended, and are stored safely and securely for the period of one year from the date on this form. If you become aware that these images are being used inappropriately, you should inform The Grand Opera House immediately. You have the right to ask for the removal of photographs involving you or your child at any time.

I (parent/guardian) consent to the Grand Opera House Trust
photographing or videoing (child’s name) during
their involvement in (event).

Signature:.....Date:



Appendix 3.3

Please complete the following and return along with the requested information below prior to your arrival at the Theatre.

Child Protection Check List	Attached
1. A copy of visiting company policy	
2. Details regarding chaperones and supervision of children under 18 years of age while in the Theatre.	
3. Details of the number of children and their ages.	
4. Confirmation that relevant performance licences have been granted for this production. Please note that all children performing in a public performance are required to have performance licences. Please contact the Children in Employment and Entertainment Team at the Education Authority, or if from outside Northern Ireland, the relevant Education Authority.	
5. Completed risk assessments regarding children performing in your show	
6. Confirmation that a safety briefing for children and chaperones will be given pre-production/ rehearsal	
7. Confirmation that appropriate dressing room provision and signage has been arranged	
8. Confirmation that chaperones are registered and licenced with the appropriate Education Authority.	
9. Confirmation that the Head Chaperone will receive a copy of the Theatre's Welcome Leaflet. Visiting company should familiarise themselves with the Health and Safety noticeboards in the Theatre.	
10. Confirmation that all children's personal data will be stored securely in accordance with the Data Protection Act 2018	
11. Any additional precautions identified and implemented as required: Please give details	

Signed: _____ for Grand Opera House Date: _____

Signed: _____ for Visiting Company Date: _____

Appendix 3.4

Definitions of Abuse

What is physical abuse?

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms including, hitting, biting, pinching, shaking, burning or scalding, drowning, suffocating or otherwise causing physical harm.

What is emotional abuse?

Emotional abuse is the persistent emotional mal-treatment of a child. It is also sometimes called psychological abuse and it can leave severe and persistent adverse effects on a child's emotional development. It may involve deliberately telling a child that they are worthless or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them or making fun of what they say or how they communicate. Emotional abuse may involve bullying, including online bullying through social networks, online games or mobile phones, by a child's peers.

What is sexual abuse?

Sexual abuse occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may also include non-contact activities such as involving children or young people in the production of sexual images, forcing children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse as can other children

What is neglect?

Neglect is the failure to meet a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter and it is likely to result in the severe impairment of the person's health or development.

What is exploitation?

Exploitation is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of the child or young person, or situation for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking.

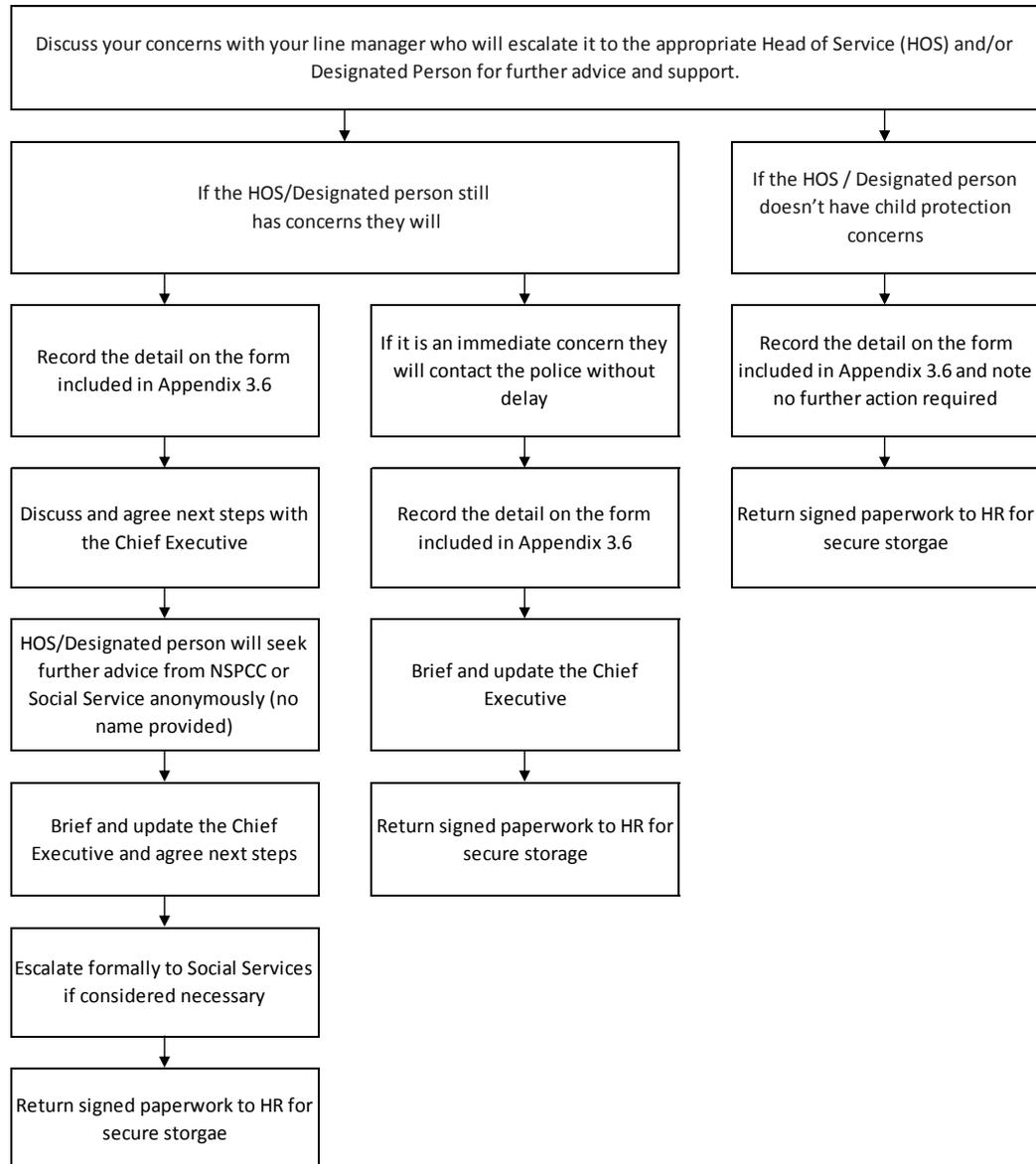
What is bullying ?

Although bullying has not been defined as abuse within the Children (Northern Ireland) Order, bullying is usually defined as behaviour that is repeated, intended to hurt someone either physically or emotionally and often aimed at certain groups, for example because of race, religion, gender or sexual orientation.

Bullying can take many forms and can include;

- physical assault
- teasing
- making threats
- name calling
- cyberbullying – bullying via mobile phone or online

Appendix 3.5 - What to do if you have concerns about a child's welfare.



Appendix 3.6 : Form for capturing concerns about a child's welfare

Name of child	
Age and date of birth	
Disability	
Any special factors?	
Parents/carers name(s)	
Home address and/or contact number	
Are you reporting your own concerns or passing on those of somebody else? (If someone else please include their name)	

- 1. Brief Description of what has prompted the concerns: include dates, times etc of any specific incidents.**

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2. Detail any indicators. ie. physical signs, behavioural signs, indirect signs.

3. Have you spoken to the child? If so, exactly what was said?

4. Have you spoken to the parent(s)? If so, exactly what was said?

5. Has anybody been alleged to be the abuser? If so, give details.

6. Have you consulted or sought advice from anybody else? If so, give details including details of advice provided and by whom.

Signature/s : _____

Date

Reviewed by Designated Person and Head of Service

HOS Signature/s : _____

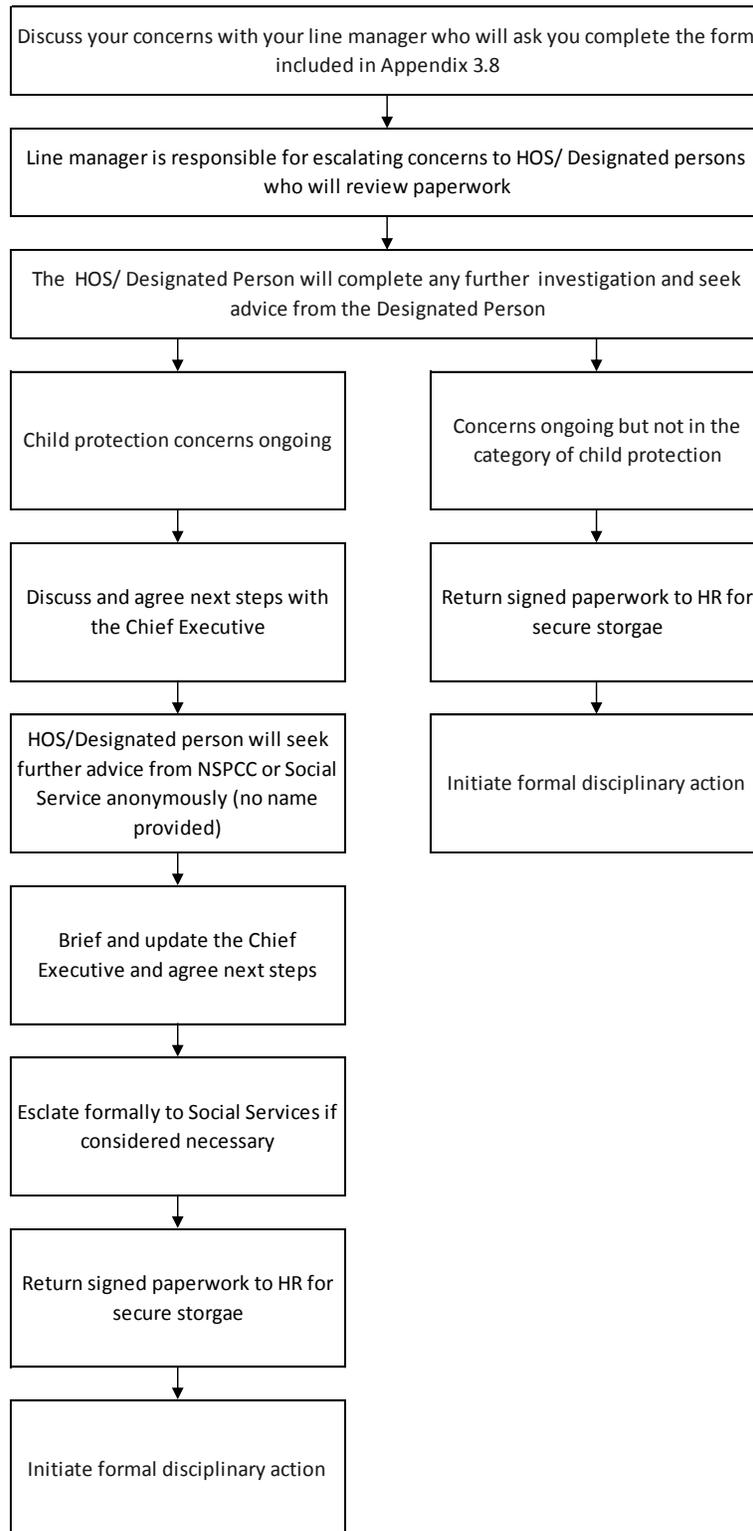
Date

Designated Person Signature/s : _____

Date

Detail below whether any further action is necessary and who is responsible for taking that action.

Appendix 3.7 - What to do if you have concerns or an allegation has been made about a member of staff, worker or volunteer in relation to child protection



Appendix 3.8: Form to capture concerns or allegations about a Member of Staff, Worker or Volunteer in relation to Child Protection

Please complete this form if there is a concern regarding a member of staff or a volunteer in relation to a child or young person. A line manager in conjunction with the person raising the concerns should complete the form.

Name of person raising concerns	
Line manager completing the form	
Date	

Name of staff member/volunteer	
Name of child concerned	
Date and time of Incident	

- 1. Please Describe the Incident that has raised concerns** (please give as much accurate detail as possible -what was said, done, by and to whom, where did it happen and when)

2. Has the organisation taken any further action to investigate the matter ? Yes

No

If YES, what action, if NO, why?

3. Is any further action required? Document any advice provided by an external body.

4. If no referral has been made to a statutory agency please explain why

Any other additional information

Signed: _____ (person completing this form)

Signed: _____ (person raising concerns)

Date:

Reviewed by Designated Person and Head of Service

HOS Signature/s : _____ Date

Designated Person Signature/s : _____ Date

Detail below whether any further action is necessary and who is responsible for taking that action.

Appendix 3.9

What to do if you find a lost child or if a lost child approaches you in the Theatre

- Get down to the child's eye level, smile and introduce yourself. Tell the child you work for the Theatre, showing them your name badge and uniform.
- Reassure the child and ask them who is with them in the Theatre. Ask them if they have a contact number.
- The child's parent or carer may be nearby. Carry out a brief search of the immediate area with the child but do not leave the child unaccompanied.
- Notify a Duty Manager who will use the PA system. The child's identity should not be revealed.
- Confirm the identity of anyone claiming the child. Make sure the child can identify him or her and do not release the child to anyone under 16 years old.
- It is preferable if the person who found the child stays with the child. If you need to take the child to a separate room, ensure that another staff member is also present at all times.
- If the parent or carer cannot be found or reached, contact the police and provide a brief description.

If you are approached by a parent/guardian to report a missing child

- Contact a Duty Manager immediately with a clear description of the child
- Duty Manager will notify all radio holders with the description
- Make a search of the surrounding areas
- If the child cannot be found in agreement with the parent/guardian contact the Police.

Appendix 3.10 - Safeguarding of Vulnerable Adults

Definition of a Vulnerable Adult

A vulnerable adult is someone who is aged 18 years or over who 'is or may be in need of community care services by reasons of mental health or other disability, age or illness' and 'is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. *It should be noted that disability or age alone does not signify that an adult is vulnerable.*

A vulnerable adult maybe be a person who

- Is elderly or frail
- Has learning disabilities
- Suffers from mental illness
- Has a physical disability
- Is a substance mis-user
- Is homeless
- Is in an abusive relationship

Abuse of Adults

Abuse can consist of a single or repeated act of harm or exploitation. It may be perpetrated as a result of deliberate intent, negligence or ignorance. Abuse can be verbal, physical, emotional, psychological, or a result of neglect or an omission to act. Abuse can also occur when a vulnerable adult is persuaded to enter into a financial arrangement or sexual relationship to which they have not, or could not, consent to or understand e.g. as a result of physical or mental incapacity.

What to do if abuse is suspected

If abuse is suspected or disclosed, staff should follow the procedure included in Appendix 3.6 or 3.8, which is relevant.

Appendix 3.11 – Contact number for external bodies

What should I do if I am worried about a child?

If you're worried about a child, there are many ways of contacting the relevant bodies in relation to safeguarding children in Northern Ireland.

Health and Social Care Gateway Teams

Southern Trust

- **Gateway Team (Central)**
Lisnally House, Lisnally Lane
Phone: 028 3741 5285
- Freephone - 0800 783 7745
- **Gateway Service (Armagh and Dungannon)**
Floor E, South Tyrone Hospital, Carland Road
Phone: 028 8772 3101
- **Gateway Team (Newry/Morne)**
Dromalane House, Dromalane Road
Phone: 028 3082 5000 Option 1
- **Gateway Team (Craigavon/Banbridge)**
Brownlow H&SS Centre, 1 Legahory Centre
Phone: 028 3834 3011
Web: www.southerntrust.hscni.net

South Eastern Trust

The Gateway Service can be directly contacted for help in the Lisburn, Dunmurry, Moira, Hillsborough, Ballynahinch Downpatrick, Newcastle, Bangor, Newtownards and Comber areas in one of the following ways:

Telephone: 0300 100 0300

during office hours (9.00am – 5:00pm) Monday to Friday excluding public and bank holidays

For all other times contact should be made with the Emergency Duty Service.

Telephone: (028) 9056 5444

Belfast Trust

- **Gateway Team (Forster Green – Saintfield Road)**
Forster Green Hospital, 110 Saintfield Road
Phone: 028 9050 7000
Web: www.belfasttrust.hscni.net

At all other times (all through the night, at weekends and over Bank Holidays) - you should contact the out-of-hours Emergency Service: **028 9504 9999**

Western Trust

- The Gateway Team can be contacted for help in the Derry, Limavady, Strabane, Omagh and Enniskillen areas by calling the following centralised number:
- 028 7131 4090
-
- **Gateway Team (Derry)**
Whitehill, 106 Irish Street
Phone: 028 7131 4090
Web: www.westeritrust.hscni.net
- **Gateway Team (Enniskillen)**
Children's Social Services, Ward 10, Level 1, South West Acute Hospital, 124 Irvinestown Road
Phone: 028 6634 4103
Web: www.westeritrust.hscni.net
- **Gateway Team (Omagh)**
Gateway Team, Main Building, Tyrone and Fermanagh Hospital
Phone: 028 8283 5156
Web: www.westeritrust.hscni.net

Northern Trust

-
- Referral Gateway Team (Single Point of Entry to Children's Services) Oriel House 2-8 Castle Street, Antrim Tel: 028 9442 4459
- A duty Social Worker is available Monday - Friday, 9.00am - 5.00pm (Excluding public holidays) : 0300 1234 333
-
- **Gateway Team (Central) Toomebridge**
Unit 5a Toome Business Park, Hillhead Road
Phone: 028 7965 1020
Web: www.northerntrust.hscni.net
- **Gateway Team (South Eastern) Ballyclare**
The Beeches, 76 Avondale Drive
Phone: 028 9334 0165
Web: www.northerntrust.hscni.net
- **Gateway Team (Northern) Coleraine**
Coleraine Child Care Team, 7a Castlerock Road
Phone: 028 7032 5462
Web: www.northerntrust.hscni.net

Other useful numbers:

If you are worried about a child, contact the NSPCC helpline:

0808 800 5000

If you are a child and want help, advice and support contact Childline:

0800 1111

www.childline.org.uk