

## Safeguarding Policy and Operational Procedures Safeguarding Children, Young People and Vulnerable Adults

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<b>Location of Safeguarding information and main policy documents</b>	Located on the November Club cloud server Hard copy in the November Club office

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# 1 Safeguarding Policy

## 1.1 Aim

November Club is a performing arts company. We make site-specific theatre productions that explore the stories of the local communities with whom we work. This involves working with people of all backgrounds and ages, who may be involved in our work as:

- Project participants
- Community cast members
- Volunteers
- Professional freelancers
- Audience members

The purpose of this policy statement is:

- To protect children, and young people and adults at risk of harm who engage in November Club's activities
- To provide parents, staff and volunteers with the overarching principles that guide our approach to the protection of children

## 1.2 Scope

This policy applies to all staff (whether full time, part time, casually employed or temporary workers), freelance contractors working for or on behalf of November Club, volunteers and Trustees. The policy should be read alongside our Safeguarding Procedures.

## 1.3 Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England, and informed by guidance issued by the [Charity Commission](#) in October 2018. A summary of the key legislation and guidance is available from <https://learning.nspcc.org.uk/child-protection-system/>

## 1.4 Definitions & Meanings

The following definitions apply for the purposes of this policy:

- 'Staff' refers to employed staff, freelance contractors and volunteers.
- 'Child' is defined as anyone under the age of 18.
- 'Beneficiaries' refer to both adults and children engaging in November Club's work as participants, community cast members, volunteers or audience members.
- 'Vulnerable Beneficiary' refers to either a child or adult at risk engaging in November Club's work as a participant, community cast member, volunteer or audience member.

## **Safeguarding children**

Safeguarding children duties apply to any charity working with, or coming into contact with, anyone under the age of 18.

Safeguarding children means to:

- Protect children from abuse and maltreatment
- Prevent harm to children's health or development
- Ensure children grow up with the provision of safe and effective care
- Take action to enable all children and young people to have the best outcomes

## **Safeguarding adults at risk**

Safeguarding adults at risk means protecting their right to live in safety and free from abuse and neglect.

Safeguarding duties for adults at risk apply to any charity working with anyone aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and
- Is experiencing, or is at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

An adult at risk of abuse may:

- Have an illness affecting their mental or physical health
- Have a learning disability
- Suffer from drug or alcohol problems
- Be frail

November Club recognises that there may be other circumstances in which an adult may be at risk of abuse or neglect, particular to the beneficiaries of the location/s that we're working in and will remain vigilant to these risks.

## **1.5 Policy Statements**

### **1.5.1 We believe that:**

- Beneficiaries should never experience abuse of any kind
- We have a responsibility to promote the welfare of vulnerable beneficiaries, to keep them safe and to practice in a way that protects them.

### **1.5.2 We recognise that:**

- The welfare of beneficiaries is paramount
- All beneficiaries, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse
- Some beneficiaries are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues

- Working in partnership with vulnerable beneficiaries, their parents, carers and other agencies is essential in promoting their welfare.

### **1.5.3 We will seek to keep vulnerable beneficiaries safe by:**

- Valuing, listening to and respecting them, and treating any disclosure, allegation or complaint with absolute seriousness and a commitment to reporting it to the appropriate authorities as soon as possible
- Appointing a nominated safeguarding lead, a deputy safeguarding lead and a lead trustee/board member for safeguarding
- Developing child protection and safeguarding policies and procedures which reflect best practice
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving vulnerable beneficiaries, parents, families and carers appropriately
- Responding to safeguarding concerns in a timely manner, and committing to investigating all disclosures or allegations thoroughly and with the utmost seriousness
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures. This includes annual training/refresher training for staff with direct contact with children or vulnerable adults
- Implementing a code of conduct for staff, freelancers and volunteers
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Ensuring that we have effective complaints and whistleblowing measures in place – available to view in the [November Club Staff Handbook](#) and [Volunteer Handbook](#).
- Ensuring that we provide a safe physical environment for all beneficiaries, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Making this policy readily available and share information about safeguarding and good practice with all trustees, staff and volunteers
- Recording and storing information professionally and securely
- Reviewing our policy annually or following an incident to ensure we're following relevant legislation and guidance

### **1.5.4 Communication**

Parents, family members, responsible adults and partners should be assured that November Club takes its safeguarding responsibilities seriously. To do this we will:

- Provide a full copy of the Safeguarding Policy on request
- Make paper copies available at November Club's office base. 54a Newgate St, Morpeth, Northumberland NE61 1BE
- Endeavour to provide, on request, other formats for those with additional needs

## **1.6 Related policies and procedures**

This policy statement should be read alongside our organisational policies and procedures, including:

- [Online Safety Policy and Procedures](#)
- [Complaints Policy](#)
- [November Club Staff Handbook](#)
- [November Club Volunteer Handbook](#)

## **1.7 Responsibilities**

The Board of Trustees is responsible for reviewing and agreeing the policy element of the Safeguarding Policy and Operational Procedures. The Safeguarding Lead is responsible for producing the Safeguarding Policy and Operational Procedures and implementing procedures in the delivery of November Club's work.

All November Club line managers are responsible for ensuring that their team members and Associates are aware of and understand the Safeguarding Policy and Operational Procedures.

November Club staff and Associates are responsible for keeping up to date with the Policy and Procedures and for implementing any recommendations.



## **2 Safeguarding Procedures**

### **2.1 Creating a safe environment**

November Club activities can take place in a variety of settings. Safeguarding of vulnerable beneficiaries will be included in activity risk assessments to ensure the environment is as safe as possible by identifying any risks and putting appropriate measures in place, following health and safety legislation and guidance.

To ensure beneficiaries feel comfortable taking part in our activities we will make sure:

- The activity is age-appropriate
- Everything we do is appropriate for the youngest or most vulnerable person
- Any physical contact is appropriate, justifiable, agreed by the beneficiary and approached sensitively
- We ask for beneficiaries' opinions and encourage them to speak out about anything that's worrying them.

#### **2.1.1 Working with audiences**

When performing to audiences we will ensure our front of house staff know what to do if:

- An audience member is taken ill
- A child in the audience gets lost or goes missing
- They have a concern about the wellbeing of a child or adult at risk.

#### **2.1.2 Working with parents**

It's important for parents and carers to be fully informed about:

- The nature of the work we're doing with their child
- The young person's role
- The commitment required.

Parental consent will be sought for the involvement of children in our activities, and where working with partner organisations we will liaise with them to ensure that all necessary consents are in place. We will keep parents up to date with the times of all workshops, rehearsals or performances, especially if plans change.

### **2.2 One-to-one sessions**

In some circumstances it might be appropriate for beneficiaries to spend one-to-one time with a member of staff. However, this should only happen if absolutely necessary and we will take steps to ensure the beneficiary is comfortable by:

- Seeking permission from children and their parents before arranging one-to-one time. Let them know where you will be and how long for.
- Make sure the room we are using is easily accessible, has windows and that curtains are open.
- Give the beneficiaries the option of having another trusted adult present.

## 2.3 Guidelines on Recruitment

All reasonable steps are taken by November Club to ensure unsuitable people are prevented from working with young people and vulnerable adults. The same recruitment procedure will be adopted whether the company members are paid or unpaid, full, part-time or freelance.

### 2.3.1 Recruitment Procedure

This process will be adhered to for any role at November Club that directly relates to working with children, young people or vulnerable adults.

- Advertisements for roles that involve work with children will state that applicants will be expected to have a current Enhanced DBS check. In most circumstances, freelance contractors (predominantly artists) will have obtained their own check, which should have taken place within the last 3 years. In particular circumstances November Club may arrange this. They may not work with children until a clean check is received.
- All applicants must submit a CV or application form detailing their experience relevant to the role.
- Successful applicants, including volunteers, will be interviewed to assess suitability for the role.
- Substantial gaps in employment will be queried.
- Two references should be taken up before appointing paid company members.
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### 2.3.2 On Appointment

- An Enhanced DBS check must be held by all November Club staff and volunteers who will be working directly with children, young people and/or vulnerable adults.
- The DBS check must be cleared before work commences. If this is not possible, the individual must always be accompanied by a DBS checked adult in carrying out their duties in working with children, young people or vulnerable adults.
- Individuals who have a valid DBS check in place on appointment should have had their DBS check issued within the last 3 years and must present a copy of their DBS to their line manager for verification & logging.
- Issued DBS checks of freelance staff must be dated within the last 3 years at the start of *each* contract they may hold with November Club and if outside this period the certificate will be checked via the DBS Update Service ([www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service)) or a new DBS application completed.
- As with all staff members, evidence of identity (passport or driving licence with photo) will be required to be 'sighted'.
- Staff are required to complete a Personnel Details Form including DBS number. All staff files are password protected.

## **2.4 Disclosure and Barring Service (DBS) Checks**

The Disclosure and Barring Service (DBS) exists to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children and young people. A DBS check forms one part of the wider safeguarding process. It helps organisations to determine whether a person is a suitable candidate for a particular role by providing information about their criminal history.

It is important to make sure that the law allows a DBS application to be submitted. As an employer November Club has a legal responsibility for making sure we can submit applications.

### **2.4.1 Child Workforce Roles**

DBS disclosures are required for any staff member (paid or unpaid) engaged in a 'regulated activity' as defined by the Disclosure and Barring Service:

"Individuals who provide teaching, training or instruction to children on more than 3 days in a 30 day period or overnight between 2am and 6am with the opportunity for face-to-face contact with the children, except where:

- the recruiting organisation decides the individual is sufficiently supervised in line with DfE statutory guidance and they are not a paid member of staff in a specified establishment; or
- this is provided and designed for adults so the presence of a child is unexpected, i.e. an adult attends a night class and brings their child with them; or
- these activities are being provided to 16 and 17 year olds in work (including voluntary work)."

A person who manages or supervises a regulated activity is also counted as undertaking a regulated activity. A person providing occasional or temporary services are not in a regulated activity and therefore do not need to be checked. In this situation the person's involvement in an activity will be risk assessed and appropriate measures put in place if required.

### **2.4.2 Adult Workforce Roles**

Determining a legal justification for an enhanced DBS application for staff working with adults is dependent on:

1. Which adults the role is working with.
2. What activity the job holder will be providing to those adults.
3. Whether the job holder will be providing the activity to the adults often enough.

Decisions on whether an enhanced DBS application is justified will be made based on [guidelines issued by the Disclosure & Barring Service](#).

### **2.4.3 DBS Barred Lists**

Anyone who appears on the DBS barred lists is prohibited from being involved in regulated activity; this also includes work that involves close and unsupervised contact with vulnerable groups, including children.

Eligibility guidance for enhanced DBS checks is available at

<https://www.gov.uk/government/publications/dbs-workforce-guidance>

## **2.5 Code of conduct for staff and volunteers**

November Club staff should, at all times, show respect and understanding of individual's rights, safety and welfare, and conduct themselves in a way that reflects the ethos and principles of November Club.

### **2.5.1 Attitudes**

- Staff and volunteers should be committed to treating beneficiaries with respect and dignity.
- Always listen to what a beneficiary is saying.
- Always respect any disclosure, allegation or complaint, and commit to reporting this to the appropriate authorities as soon as possible.
- Value each individual.
- Recognise the unique contribution each individual can make.
- Encourage and praise each child or young person.

### **2.5.2 Staff Conduct**

Staff and volunteers should:

- Endeavour to provide an example which we would wish others to follow.
- Use appropriate language with beneficiaries and challenge any inappropriate language used by anyone else working with beneficiaries.
- Respect an individual's right to privacy.
- Dress appropriately at all times, considering appropriateness for both activity and participants/audience.
- Be aware that someone might misinterpret actions, no matter how well intentioned.
- Never draw any conclusions about others without checking the facts.
- Never allow themselves to enter into inappropriate situations, including tantrums or crushes.
- Never exaggerate or trivialise safeguarding issues or make suggestive remarks or gestures about or to a beneficiary.

### **2.5.3 Contact with Beneficiaries**

Staff and volunteers should:

- Actively avoid spending any time alone with vulnerable beneficiaries, away from other people.

- In the unlikely event of having to meet with a vulnerable beneficiary, arrangements should be made in liaison with the Designated Safeguarding Lead, informed by a risk assessment and appropriate measures put in place.

#### **2.5.4 Physical Contact**

- Staff and volunteers should never engage in any type of physical contact with any beneficiary without first asking permission.
- Staff should not ask permission to engage in physical contact that a reasonable person would consider unacceptable.
- Staff should be aware that children and vulnerable adults may not have sufficient capacity to refuse consent.
- If a vulnerable beneficiary initiates physical contact with a staff member, they should initially take steps to remove themselves from the situation and then inform the Safeguarding Lead of the occurrence.
- November Club will always require a responsible adult to accompany any children or adults at risk, or groups of vulnerable beneficiaries. The responsible adult will never only be a member of November Club staff.
- If a beneficiary is reliant upon an adult for any aspects of personal care, e.g. toileting or assistance of movement, November Club will engage the responsible adult, which will never be a member of November Club staff.
- Staff and volunteers should never allow inappropriate touching of any kind.

#### **2.5.5 Online Contact**

- November Club will only contact a beneficiary directly via email or telephone in reference to workshops, performances or related November Club work.
- Where possible, all contact with vulnerable beneficiaries will be conducted via schools, youth agencies or relevant and responsible adults.
- November Club staff will never contact a beneficiary directly in regards to non-professional or personal matters.
- November Club staff and volunteers will never issue or accept “friend requests” or equivalent on personal social networking pages/profiles from a vulnerable beneficiary.
- If a vulnerable beneficiary makes contact with a staff member via social media, the member of staff should report it to the Designated Person, who will ensure it is followed up and the appropriate action taken. On no account should the staff member respond of their own volition.
- November Club staff will not take or share photos or video footage of beneficiaries without confirmation from the Participation Producer that the appropriate permissions have been sought and received or that the partner agency we are working with has confirmation that this is in place.

### **2.5.6 Data**

- Confidential data that is collected on children including addresses, dietary needs, medical conditions etc. should be treated in confidence and with respect and will be shared between staff only on a need to know basis.
- When sharing information, staff will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing.
- All beneficiaries have a right to know the information November Club holds on them.

When working with young people in school settings we also consider the ITC code of conduct in our work (Appendix B: Working with Children in Schools: ITC Code of Conduct).

## **2.6 Management of Staff**

It is imperative that each member of November Club staff is aware of their responsibilities under the Child Protection legislation and has a working knowledge of procedures. This will be achieved by providing effective management, supervision, support and training.

Each member of staff will receive this Policy alongside the Staff Handbook when they start work. November Club will issue a Staff Handbook as part of the induction process. Staff are required to read and understand the Handbook and all other policies including Safeguarding.

Staff who will have direct contact with children or vulnerable adults will be provided with appropriate training when joining the organisation, followed by annual refresher training.

### **2.6.1 Annual appraisal**

There is an annual appraisal system for each member of employed staff. At these appraisals staff will be asked if they have up to date knowledge of the current policies and procedures for the organisation.

## **2.7 Role of the Designated Person for Safeguarding**

A Designated Safeguarding Officer or Lead is the person who has responsibility for ensuring a company's safeguarding policy is adhered to. The Designated Person is responsible for:

- Drawing up and enforcing the company's safeguarding policy.
- Being alert to and recognising welfare issues, being sure to challenge poor practice.
- Sharing appropriate information with relevant people.
- Making referrals to local authority safeguarding team when appropriate.
- Completing and updating the Safeguarding Log.
- Ensuring that November Club follows through any referrals reported to an external authority to enable us to learn from experiences.
- Being the first point-of-call and offering advice and support to all staff regarding safeguarding issues.
- De-briefing staff following the completion of a safeguarding referral and recommending any support or training that staff involved may need or changes needed to policy and procedures.

- Keeping up to date with changes and developments in safeguarding.
- Disseminating policy and good practice to all November Club staff, in particular:
  1. Ensuring that all staff have read the Safeguarding Policy and receive induction about safeguarding procedures.
  2. Ensuring that all staff having contact with vulnerable beneficiaries and/or their families have received appropriate training on safeguarding issues.
  3. Ensuring that staff understand their responsibilities for being alert to the signs of abuse and for referring any concerns to the designated person responsible for safeguarding.
  4. Organising information relating to safeguarding so that this is accessible to all staff.

In the absence of the Designated Person for Safeguarding, the Deputy Designated Person for Safeguarding will assume the responsibilities of this role. In the absence of these people, the Designated Trustee for Safeguarding will assume responsibility for this role.

## **2.8 Photography/filming and image sharing**

### **2.8.1 Permissions – Participatory Activity**

Permission for photography or video recording is sought from volunteers and participants via an Image Consent Form (Appendix C) prior to activity taking place. Parents’/guardians’ consent will be sought for the photography or video recording of any child. Where necessary, consent will be sought from the relevant responsible adult for the photography or video recording of an adult at risk.

The Participation Producer will be responsible for liaising with partner organisations to ensure that consent is in place for beneficiaries that November Club does not have direct communication with (i.e. school pupils), and that permissions include use of photography and filming by November Club.

### **2.8.2 Permissions - Performances**

Tickets sales by November Club will include consent to the photography, filming and recording of participation in the Performance, as a member of the audience. Photography, filming and recording by audience members will be prohibited and signage/announcement will be made to inform audiences.

### **2.8.3 Storage**

Photographs and videos of beneficiaries will be stored in a designated folder that is only accessible by designated November Club staff.

Any camera, or phone with camera use, owned by November Club and used by staff for the purpose of photographing beneficiaries, must have its memory wiped as soon as content has been transferred to the designated folder.

Photographs or videos captured on the personal phones of November Club employees/freelancers must be transferred to the designated folder and images/video wiped from devices within 24 – 48 hours of being captured.

Volunteers are to only take photographs on equipment issued to them by November Club, and not on personal cameras or phones.

#### **2.8.4 Supervision**

November Club will ensure that any professional photographers or video-makers contracted to capture photos/videos of vulnerable beneficiaries are supervised by DBS checked staff and are not put in a situation where they are alone on a 1:1 basis with a vulnerable beneficiary.

Where a photographer/videographer's work falls under 'Regulated Activity' as defined by the Disclosure & Barring Service, an Enhanced DBS check will be required, dated within the last three years, inclusive of their period of engagement.

## **2.9 Responding to a disclosure made by a child or young person**

Disclosure is the process by which children and young people start to share their experiences of abuse with others. This can take place over a long period of time – it is a journey, not one act or action.

Children may disclose directly or indirectly and sometimes they may start sharing details of abuse before they are ready to put their thoughts and feelings in order. It takes extraordinary courage for a child to go through the journey of disclosing abuse.

Not all disclosures will lead to a formal report of abuse or a case being made or a case being taken to court, but all disclosures should be taken seriously. It is vital that anyone who works with children and young people knows how to provide them with the support they need if they have experienced abuse.

### **2.9.1 How disclosure happens**

Children and young people may disclose abuse in a variety of ways, including:

- Directly – making specific verbal statements about what's happened to them
- Indirectly – making ambiguous verbal statements which suggest something is wrong
- Behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- Non-verbally – writing letters, drawing pictures or trying to communicate in other ways.

Sometimes children and young people make partial disclosures of abuse. This means they give some details about what they've experienced, but not the whole picture. They may withhold some information because of:

- Fear that they will get in trouble with or upset their family



- Wanting to deflect blame in case of family difficulties as a result of the disclosure
- Feelings of shame and guilt.

## **2.10 Responding to disclosures**

If a vulnerable beneficiary says or indicates that they are being abused, or information is obtained which gives concern that a vulnerable beneficiary is being abused, staff should follow the guidance below:

### **RECEIVE:**

- Give your full attention and keep your body language open and encouraging.
- Listen to what is being said, without displaying shock or disbelief.
- Respect pauses and don't interrupt the child – let them go at their own pace.
- Accept what is said and react calmly so as not to frighten the beneficiary.
- Make a note of what has been said as soon as practicable using the Incident Report Form if possible.

### **REASSURE:**

- Be compassionate, be understanding and reassure them their feelings are important.
- Reassure the beneficiary, but only so far as is honest and reliable.
- Tell the beneficiary they are not to blame and that it was right to tell; I am glad you came to me.
- It is important that you do not promise to keep it a secret as your professional responsibilities may require you to report the matter. If you make this promise to a beneficiary and then break it, you confirm to the beneficiary yet again that adults are not to be trusted.

### **REACT:**

- Make it clear you're interested in what the child is telling you.
- React to the beneficiary only as far as is necessary for you to establish whether or not you need to refer this matter, but do not interrogate for full details.
- Take what the beneficiary says seriously, recognising the difficulties inherent in interpreting what is said by a child/young person who has a speech disability and/or differences in language.
- Try not to make assumptions from what they are saying and reflect these back when you speak i.e. do not assume to know the gender of the alleged abuser unless the beneficiary specifies it.
- Do not ask 'leading' questions, for example 'what did they do next?' (This assumes they did!), or 'did they touch your private parts?' Such questions may invalidate your evidence (and that of the child/young person) in any later prosecution in court.
- Reflect back what they've said to check your understanding – and use their language to show it's their experience.
- Explain what you have to do next and whom you have to talk to.

**RECORD:**

- Make some brief notes at the time on any paper which comes to hand.
- Do not destroy your original notes in case they are required by a court.
- Record the date, time, place, persons present and what the child said or did that gave you cause for concern.
- If the child makes a verbal disclosure, write down their exact words
- If your notes are requested by a court, they will be examined to see if they support or contradict the information supplied by the child/vulnerable adult through other means. It is very important that your notes repeat the child's/vulnerable adult's comments verbatim. If you cannot remember exactly what the child/vulnerable adult said when you come to write up your notes do not be tempted to make assumptions, only note what you confidently remember. Do not pass any judgement about what the child/vulnerable adult has said to you or how they seemed.

**REMEMBER:**

- Concerns should be shared with the Safeguarding Lead who may take this matter forward.
- Never talk to the alleged perpetrator about the beneficiaries' disclosure. This could make things a lot worse for the beneficiary.

## **2.11 Responding to allegations made against a child or young person**

### **2.11.1 Types of allegations**

There are many ways that a child may be abusive towards others. A child who is displaying abusive behaviour may not realise they are doing so. When a child abuses another child, it is sometimes called 'peer on peer abuse' or 'peer abuse' (Department for Education, 2018; Department of Health, 2017).

Allegations may involve:

- Bullying or cyberbullying
- Emotional abuse
- Online abuse
- Physical abuse
- Sexting
- Harmful sexual behaviour
- Sexual abuse.

### **2.11.2 Identifying concerns**

Concerns might be raised by:

- A child or adult making a direct allegation of abuse by a child or young person
- A child or adult telling you they're uncomfortable with another child or young person's behaviour. They may not realise the behaviour is abusive
- A member of staff or volunteer observing behaviour that gives cause for concern
- You being informed that a child or young person is the subject of an investigation

- A child or young person telling you they have harmed someone else or are at risk of doing so.

### **2.11.3 If a child tells you they have behaved abusively**

Sometimes a child may tell you directly that they have behaved abusively towards someone else. If this happens:

- Reassure the child that they've done the right thing by telling you about it
- Listen carefully to the child and let them tell their whole story. Don't try to investigate or quiz the child, but make sure you understand what they're saying
- Use non-judgmental language
- Remember that a child who is telling you they've abused someone else is a child in need of support
- Tell them that you now have to do what you can to keep them and the other children involved safe
- Explain what you are going to do next and that you will need to speak to other people who can help
- Record the conversation, including the date, time, place, persons present and what the child said or did that gave you cause for concern
- You may want to suggest the child contacts Childline for support.

Never promise to keep what a child tells you a secret. Explain that you need to talk to other people who can help keep them and the other children involved safe.

### **2.11.4 Responding to an allegation or disclosure**

If an allegation is made against a child, staff should follow the above guidance on responding to disclosures and report the allegation to November Club's Safeguarding Lead as soon as possible. Do not confront the child about the allegations, it may make the situation worse.

### **2.11.5 Responding to inappropriate behaviour**

If you notice a child behaving inappropriately staff may need to talk to them about this immediately, in order to manage the behaviour. Remember that they may not realise their behaviour is unacceptable. Talk to them calmly and explain why their behaviour is unsuitable and what they can do to improve it.

Be aware that a child who displays challenging behaviour may be doing so because they have experienced abuse or neglect. If you think this may be the case, follow your organisation's child protection procedures.

## 2.12 Procedure for reporting allegations, disclosures or suspicions of abuse

It is not the responsibility of November Club staff to decide whether or not a vulnerable beneficiary is being abused or might be abused. Our responsibility is to act on concerns in order that appropriate agencies can then make enquiries and take any necessary action to protect the individual.

If you have any concerns for the welfare or wellbeing of a beneficiary, an allegation has been made to you, or a beneficiary discloses an experience of abuse staff must follow these procedures:

### Staff Member

If a beneficiary is in immediate danger, call the police on 999

Make notes of any behaviour witness, or disclosures made.

Inform November Club's Safeguarding Lead of concerns as soon as possible

Complete Incident Report Form with support from the Safeguarding Lead.

### Safeguarding Lead

Support completion of Incident Report Form

Consider concerns and reach decision as to whether it should be referred to Social Services or other agencies, seeking advice and guidance from the NSPCC Helpline if needed.

Contact parent/guardian of the child, if not already present and ONLY if appropriate.

If necessary, inform any partner organisation/s of the incident and input into their safeguarding procedures.

If making a verbal referral to Social Services follow up with written referral as soon as possible, ideally within 48 hours.

Record all conversations, actions and decisions throughout the process.

Update Safeguarding Incidents Log. If a referral has been made, keep in contact with the agency until you can complete the concern in our records.

## **2.13 Incident Report Forms**

Completed forms are securely stored in a restricted and protected folder on the November Club server.

Details recorded will include:

- Name of Child/ Vulnerable Beneficiary
- Date of Birth of Child/ Vulnerable Beneficiary (if available)
- Approximate Age of Child/ Vulnerable Beneficiary if Date of Birth is not available
- Name of staff member completing the form
- Date the incident took place
- Time the incident took place
- Location the incident took place
- Names of others involved, or others who witnessed the incident
- Details of the incident as a statement of fact
- Action Taken
- Were the parents informed? If appropriate.

The record will then be signed by the completing person and the Safeguarding Lead. The Safeguarding Lead will complete the Safeguarding Incidents Log.

### **2.13.1 Making a Referral to the Police or local authority safeguarding team**

If a decision is made to raise a concern with the Police or local authority safeguarding team it will be the responsibility of the Safeguarding Lead to formally report this concern. If, for any reason, the Safeguarding Lead is unable to lead on this process then the Deputy Safeguarding Lead will lead.

Where a vulnerable beneficiary is considered to be in immediate danger of further violence or abuse, November Club will make an immediate referral to the Police. Otherwise, November Club will make all referrals within 24 hours of a serious concern or disclosure coming to light. When a referral is made, November Club will record the name and role of the local authority safeguarding team member of staff or police officer to whom the concerns were passed, together with the time and date of the call/referral.

If a concern is allayed and a decision is made not to make a referral then November Club will still be required to record details of the concern and details as to why a referral was not made. This information may become relevant later on if further concerns emerge.

### **2.13.2 Following up a referral**

The Safeguarding Lead will sporadically check the progress of the referral until she is comfortable signing the referral off as 'case closed'.

The Safeguarding Lead will debrief all staff involved in the process and highlight to Business and Operations Director whether staff need additional support where the safeguarding concern was emotionally challenging; whether staff need additional training or whether the Safeguarding Policy and Procedures need to be amended.

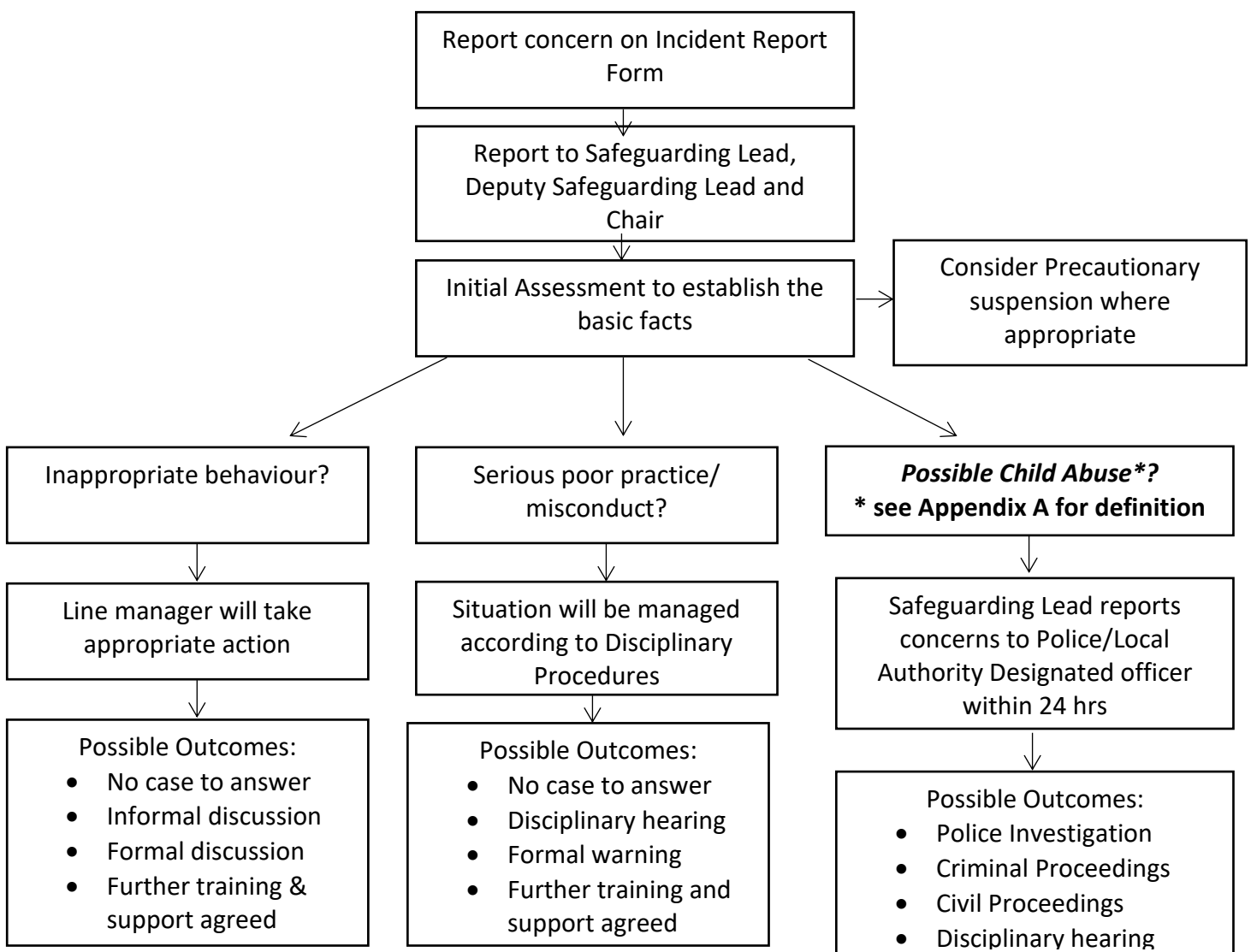
## 2.14 Responding to concerns about the conduct of a member of staff or volunteer

In the event of allegations being made against an employee (staff or voluntary), November Club has a dual responsibility in respect of both the vulnerable beneficiary and employee. The same person must not have responsibility for dealing with the welfare issues related to the vulnerable beneficiary and the staff employment issues.

Two separate procedures must be followed:

1. In respect of the vulnerable beneficiary the Safeguarding Lead will lead the process related to the vulnerable beneficiary and will follow the procedure outlined above.
2. In respect of the staff member against whom the allegation is made, the Deputy Designated person will lead the process related to the staff member and will follow the procedure below.

It is a legal requirement that incident is reported to the Local Authority Designated officer.



## 2.15 Concerns for Welfare of Young People

Should a member of staff or volunteer have concerns for a young person's mental health, or if a young person makes a disclosure about their mental health and wellbeing, it is important to ascertain whether help is needed, and how to refer it to the appropriate authorities if so.

### 2.15.1 How to respond when a young person opens up to you:

When a young person starts talking about how they're feeling, remember it might be the first time they have spoken to someone about their mental health and they may struggle to put their thoughts into words.

#### Listen

- Be calm, don't feel that you need to act immediately.
- Listen carefully. Try to let them share without interrupting.
- If they are finding it overwhelming, you can suggest they write it down. That way, they can take their time to think about what they are trying to say, without worrying about how it might come across in conversation, or worrying about getting emotional in front of you.

#### Reassure

- Often, when someone has opened up about how they are feeling, they might immediately feel worried that you won't take their feelings seriously, or that they have said the wrong thing. Reassure them that they have done the right thing.

#### Validate

- No matter what a young person is struggling with, their experiences are valid and it can be helpful to remind the young person of this. You could say 'it's really understandable that you're feeling...' to let them know that their feelings are okay.

#### Act

- When a young person opens up about how they are feeling, having that time and space to share their concerns with you may be enough.
- If you are worried that a young person is at immediate risk of harm, or is not safe, call 999 then contact the Designated Safeguarding Lead immediately.
- If there is no immediate risk of harm, ask if they have any help or know where to go to get it. If they don't, then ask if you can put them in touch with the Designated Safeguarding Lead who might be able to offer some extra guidance.  
If you have a serious concern about a young person's safety, contact November Club's Designated Safeguarding lead as soon as possible to discuss if any follow up action is required.

### 2.15.2 Following up on welfare concerns

If the activity the young person is involved with is being delivered in partnership with a school, college or specialist youth organisation, concerns should be referred to them as a matter of priority.

If such a partner is not involved in the activity it is important to consider how severe the young person's distress is – are they doing okay? Are they struggling? Or are they unwell or in crisis? The

NSPCC have more about this continuum. Follow this link: <https://learning.nspcc.org.uk/child-health-development/child-mental-health>

Serious concerns about a young person's safety can be referred to:

- Local Authority Social Care teams
- NHS urgent mental health helpline (England only) or 111 can be contacted for 24-hour advice and support.
- The charity Mental Health Innovations run a free, confidential 24/7 text messaging mental health support service via text message.

**Contacts for these referrals in Appendix F: Useful Contacts**



## **2.16 Child Performance Licensing**

### **2.16.1 Requirement to licence**

All children who perform on stage or in television, films, commercials or who work as models, have their welfare and safety protected by the following children in entertainment legislation:

- Children & Young Persons Act 1933 & 1963
- Children (Performances) Regulations 1968
- The Children (Performance) (Miscellaneous Amendments) Regulations 1998(1)
- The Children (Performance) Amendment Regulations 2000
- The Children (Performance) (Amendment) (No.2) Regulations 2000
- Statutory Instruments: 1968 No. 1728, 1998 No. 1678, 2000 No. 10, & No. 2384

For the purposes of children in entertainment a child is a person aged from birth until the end of their compulsory schooling (18 yrs from 2015).

The aforementioned legislation requires licences to be issued by each Local Authority (LA) for children who take part in one of the following categories:

- broadcast performances (films, TV, video) covers performances that will be broadcast;
- non-broadcast performances (theatre, modelling) covers performance that are not broadcast.

It is the responsibility of November Club to establish contact with the relevant local authority in which a child resides to obtain instructions as to whether a license is required.

### **2.16.2 Rehearsals**

The Children (Performances) Regulations 1968 only apply to actual performances and therefore the following information does not apply to rehearsals or regular workshops. Rehearsals are, however, affected by the Regulations, if they take place during the currency of a licence (between first and last performing day). Rehearsals are then subject to the same restrictions and conditions applicable to that licence i.e. time at place of performance, performing times and so forth. Rehearsals also count as a performance when calculating length of working week i.e. 5 days broadcast, 6 days theatre/other.

### **2.16.3 Chaperones**

Chaperones licenced by a local authority will be appointed by November Club in their work with young people where necessary and we will follow the guidelines below when working with chaperones.

**“The chaperone is acting in loco parentis and should exercise the care which a good parent might be reasonably expected to give that child”.**

- A chaperone’s first priority is always to the child and is the key person to whom the child will look to for guidance and support

- A chaperone will be in charge of the child at all times (except when the child is in the charge of his /her parent or tutor).
- A chaperone must always remain with the child except when he / she is performing or receiving tuition.
- A chaperone shall be responsible for proper care and control of the child, including his / her health, comfort, kind treatment and moral welfare.
- At no time should the child perform if they are unwell.
- No child should perform if a licence has not been granted unless they fall within the exemption period.
- A chaperone shall not be in charge of more than 12 children at any one time.
- The chaperone should become familiar with the procedures for evacuating the building in case of fire and the escape routes from whatever rooms the children are using.
- Chaperones need to know who the designated first aiders are, how to contact them, and the location of the accident book.
- A chaperone may be asked to keep a record of the times the child is on set, when he/she rehearses, and when he/she performs. The chaperone must see that the child has the right breaks for rests and meals.
- A chaperone is required to ensure that suitable travel arrangements are in place for each child under their control. They are also required to ensure that the child is collected by the person previously agreed.

#### **2.16.4 Record Keeping**

When children are performing under licence November Club will be responsible for keeping the following records:

1. The licence
2. The licence holder must record the following in respect of each day or night performance in which a child is present:
  - the date
  - the time of arrival at the place of performance
  - the time of departure from the place of performance
  - the times of each period during which the child took part in a performance or rehearsal
  - the time of each rest interval
  - the time of each meal interval
  - the time of any night work authorised by the Local Authority
3. A record of any arrangements made, if any, for the child's education
4. Details of any injuries or illnesses suffered by the child at the place of performance
5. Dates of breaks in performances required under Regulation 27(1)
6. All sums earned by the child, and the name, address and description of the persons to whom such sums were paid
7. Details of chaperones (matrons) and where they are registered

The licence holder may be asked to produce these records to an Officer of the Local Authority who granted the licence at any time, not later than six months after the performance to which it relates.

### **2.16.5 Scheduling**

November Club will apply age-appropriate legislated restrictions on the length, number, timings, breaks and frequency of rehearsals and performances to all children performing in November Club productions.

<https://www.northumberland.gov.uk/NorthumberlandCountyCouncil/media/Business/Licences%20and%20permits/CHILD-ENTERTAINMENT-GUIDE.pdf>

## **2.17 Coronavirus Addendum**

Government guidance for schools in England and Wales suggests that instead of re-writing existing child protection policies and procedures, schools could add an addendum or annexe to outline how they will work to keep children safe during the coronavirus pandemic (Department for Education (DfE), 2020a; Welsh Government 2020a).

The NSPCC have advised that this advice may also be helpful for organisations in other sectors. As such, the following addendum has been added in order to reinforce existing safeguarding procedures, highlight any new ways of working during this period, and clarify any changes to our code of conduct for staff and volunteers in response to new ways of working.

### **2.17.1 Ensuring a safe environment**

In addition to the procedures identified in 2.1 above, November Club will ensure that all activities involving staff, volunteers, audiences and participants are developed and delivered in-line with any current government guidelines, are risk assessed and appropriate measures put in place so that they are COVID-secure.

### **2.17.2 Nominated safeguarding lead**

The nominated safeguarding lead and their deputy are named in our safeguarding policy above and their contact details have been updated to ensure they can be contacted if working from home.

If there is a concern about a child and the nominated child protection lead and their deputy are not available, staff should contact Andrea Perrett, Business and Operations Director on:

Email: [andrea@novemberclub.org.uk](mailto:andrea@novemberclub.org.uk)

Mobile: 07889 042783

### **2.17.3 Safe recruitment**

November Club remains committed to ensuring that all reasonable steps are taken to ensure unsuitable people are prevented from working with young people and vulnerable adults. The pandemic does not affect our ability to carry out the recruitment procedures outlined in this document, and changes are not deemed necessary at this point.

### **2.17.4 Vulnerable beneficiaries**

November Club acknowledges that even when there are no government guidelines or legislation in place regarding COVID, the virus is still present and some of our beneficiaries may still be medically vulnerable.

November Club also recognises that measures such as lockdown and social distancing may mean that vulnerable beneficiaries of all ages may be at heightened risk of domestic abuse or mental health problems.

As November Club works on a project by project basis, we do not have any regular, ongoing work with vulnerable beneficiaries who may need additional support. Should November Club develop work involving vulnerable beneficiaries we will:

- Ensure that all staff and volunteers are familiar with our safeguarding policies and procedures and offer 1:1 guidance/training if required;
- Assess pandemic-related risks to vulnerable beneficiaries and put additional measures in place if required;
- Liaise with project partner/s to ensure all required safeguarding measures are put in place.

#### **2.17.5 Online safety**

Online technology is invaluable for enabling children and young people to continue their learning, keep in touch with friends and feel connected with the outside world. But changes in online behaviour can put young people at risk of online abuse.

November Club have developed an online safety policy in response to this, which is to be read in conjunction with this Safeguarding policy. Online activities involving young people will be developed in line with this policy and will be risk assessed and appropriate additional safeguarding measures put in place if required.

November Club's policy on staff communicating with children and young people online has not changed, and we will continue to communicate through parents and/or partner organisations rather than directly with young people.

## **Appendix A: What is abuse?**

### **The following information is taken from the NSPCC website, August 2019**

Child abuse happens when a person – adult or child – harms a child. It can be physical, sexual or emotional, but can also involve a lack of love, care and attention. Children who suffer abuse may struggle to find the words to speak out, so it's vital that anyone working with children or young people is vigilant for the signs of abuse.

Children may be abused by:

- Family members
- Friends
- People working or volunteering in organisational or community settings
- People they know or,
- Much less commonly, by strangers.

Children suffering abuse often experience more than 1 type of abuse. The abuse usually happens over a period time, rather than being a single, isolated incident. Increasingly, abuse can happen online.

The NSPCC have identified the following types of abuse:

- Bullying & cyberbullying
- Child sexual exploitation
- Child trafficking
- Domestic abuse
- Emotional abuse
- Female genital mutilation
- Grooming
- Neglect
- Non-recent abuse
- Online abuse
- Physical abuse
- Sexual abuse

### **General signs of abuse**

Children who suffer abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion – particularly if the abuser is a parent, caregiver or other close family member or friend. Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be vigilant to the signs listed below.

- Regular flinching in response to sudden but harmless actions, for example someone raising a hand quickly
- Showing an inexplicable fear of particular places or making excuses to avoid particular people
- Knowledge of 'adult issues' for example alcohol, drugs and/or sexual behaviour which is inappropriate for their age or stage of development

- Angry outbursts or behaving aggressively towards other children, adults, animals or toys
- Becoming withdrawn or appearing anxious, clingy or depressed
- Self-harming or thoughts about suicide
- Changes in eating habits or developing eating disorders
- Regularly experiencing nightmares or sleep problems
- Regularly wetting the bed or soiling their clothes
- In older children, risky behaviour such as substance misuse or criminal activity
- Running away or regularly going missing from home or care
- Not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents/carers. In assessing whether signs are related to abuse or not, they need to be considered in the context of the child's development and situation.

Further information on definitions and signs of child abuse is available on the NSPCC website:  
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/>

Many of these definitions apply to the abuse of vulnerable adults. Information about different forms of abuse and neglect of vulnerable adults can be found via the NHS:  
<https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/abuse-and-neglect-vulnerable-adults/>

## **Appendix B: Working with Children in Schools: ITC Code of Conduct**

These guidelines are designed to highlight safety issues, prepare the company members for situations that may arise when working with children and enable them to feel confident and act professionally in the school environment.

### **Company Vehicle**

Drive very slowly on the school premises and make sure some members of the company accompany the van on foot whenever it is in motion. Take particular care when reversing. If you don't know where to go it is better to stop the van and send someone into the school on foot rather than drive around the school grounds.

When parking (even if only temporarily to find out where to go or unload) never obstruct fire exits.

Once the van is unloaded park it in the car park as directed by the school.

Keep the van locked at all times on the school premises.

Never give a pupil a lift in the Company vehicle.

### **The Performance and Preparation Space**

The Company should try to make sure that the performance space is "out of bounds" to the children until the performance is ready to begin.

Do not accept help from the children with the set or preparation. They should not be in the performance space.

Once the performance space is set up carry out a health and safety check before allowing the children to be let in.

Company members should stay in the performance and preparation area and avoid wandering around the school.

Find out where the staff toilets are – never use the children's toilets.

Make sure you use a private and, if possible, lockable changing area.

### **Conduct around the school**

Do not smoke anywhere on the school premises (including the van).

Alcohol and recreational drugs should not be taken onto school premises under any circumstances. Company members should not consume alcohol before arriving at school.

Prescribed drugs should be kept hidden and out of reach of the children (e.g. in the locked van).

Move around the school quietly – avoid shouting, loud laughter, slamming doors any unnecessary noise. It is a good idea to turn off any music in the van when arriving on school premises.

Make sure language and conversation is appropriate.

Wherever possible find out and follow school procedures (e.g. signing in).

Ensure your actions do not conflict with school rules (e.g. some schools do not allow sweets, chewing gum etc.).

You are an ambassador for the company and a role model for the children: make sure everything about you reflects this.

Take responsibility for clearing up completely after the show. Take any rubbish with you.

Report any accidents or breakages immediately.

Company members should wear badges bearing the Company logo and their own name whilst on the school premises (except while wearing their costumes)

## Appendix C: Image Consent Form



54a Newgate Street  
Morpeth, Northumberland  
NE61 1BE

T 01670 457 808

E [info@novemberclub.org.uk](mailto:info@novemberclub.org.uk)

W [www.novemberclub.org.uk](http://www.novemberclub.org.uk)

### Photography & Filming Consent Form – Children & Young People

#### [Name & Dates of Project]

#### Parents/Legal Guardians

I agree to (please tick):

- November Club taking photographs and video footage of my child during the project and dates named above
- my child’s photograph being used for the promotion of November Club in printed publications, newsletters & presentations
- photographs & video footage of my child being used on November Club’s website
- photographs & video footage of my child being used on November Club’s social media pages
- photographs & video footage of my child being shared with print, broadcast and digital media for the promotion of November Club
- photographs & video footage of my child being shared with November Club’s funders
- photographs & video footage of my child being shared with November Club’s partners

I confirm that (please tick):

- I have been made aware of how these photographs or videos will be stored by November Club

<b>Parent/legal guardian name (please print):</b>	
<b>Signature:</b>	
<b>Name of young person (please print):</b>	
<b>Date:</b>	
<b>Contact phone number:</b>	





**Young People Aged 12 – 18yrs (if applicable)**

**I agree to (please tick):**

- November Club taking photographs and video footage of me during the project and dates named above
- my photograph being used for the promotion of November Club in printed publications, newsletters & presentations
- photographs & video footage of me being used on November Club’s website
- photographs & video footage of me being used on November Club’s social media pages
- photographs & video footage of me being shared with print, broadcast and digital media for the promotion of November Club
- photographs & video footage of me being shared with November Club’s funders
- photographs & video footage of me being shared with November Club’s partners

**I confirm that (please tick):**

- I have been made aware of how these photographs or videos will be stored by November Club

<b>Name of young person (please print):</b>	
<b>Signature:</b>	
<b>Date:</b>	



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ENGLAND**



November Club is registered in England.  
Company No. 2612362  
Registered Charity No. 1016172



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W [www.novemberclub.org.uk](http://www.novemberclub.org.uk)

## Photography & Filming – Children & Young People

The welfare of the children and young people taking part in our activities is paramount. In accordance with our safeguarding policy we will not permit photographs, video or other images of young people to be taken or used without the consent of the child or the parent/legal guardian if the child is under 18 years of age.

### How do we use images?

We use images to promote the work of November Club, celebrate the achievements of participants, and evaluate and report on our activity to funders and partners. This includes (but is not limited to) printed publications, newsletters & presentations, media & PR activities, evaluation & funding reports, our website, and social media channels (Facebook, Twitter, Instagram).

November Club will take all steps to ensure images are used solely for the purposes they are intended. If you become aware that these images are being used inappropriately you should inform November Club immediately.

### How do we store images?

We store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law. We keep hard copies of images in a locked drawer and electronic images in a protected folder with restricted access. We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones.

### Do we share images with third parties?

There may be occasions when we will share images with project partners, funders or media. We will only share images where we have consent of parents/legal guardians to do so. Please refer to our privacy notice on [www.novemberclub.org.uk](http://www.novemberclub.org.uk) for details.

### How long does consent last?

Consent continues with no time limit and for the lifetime of November Club.

### Withdrawal of consent/Right to be forgotten

In accordance with our Data Protection Policy and General Data Protection Regulations, photography & filming consent can be changed or withdrawn at any time by notifying November Club in writing.

### Who can give consent?

Where young people are under the age of 18 we require the consent of a parent/legal guardian. Where appropriate we also encourage young people to be involved in the consent process of their images as follows:

- Children and young people **12 years old or under** – Inform them how their images may be used. Be responsive to the child's feelings and respect their wishes. Consent form to be completed and signed by parent/legal guardian.
- Young people who are **aged 12-18** and who have a sufficient understanding of the consent process and its implications may sign the consent form *in addition to* the parent/legal guardian.

## Appendix D: Incident Report Form

Safeguarding Log Number

<b>Name of Child/ Vulnerable Beneficiary</b>	
<b>Date of Birth/ Approximate Age</b>	
<b>Name and role of staff member completing form</b>	
<b>Date the incident took place:</b>	
<b>Approximate Time:</b>	
<b>Where did the incident take place</b>	
<b>Who else was involved/witnessed the incident</b>	
<b>Details: Please provide a statement of fact and record the exact wording.</b>	
<b>Action taken and external agencies contacted.</b> Please specify why you have taken the decision to refer or not.	
<b>Parents informed?</b>	Yes / No
<b>Signature of staff member reporting incident</b>	
<b>Signature of Designated Person</b>	
<b>Date</b>	

## Appendix E: Safeguarding Incidents Log

Log Number	Name of vulnerable adult/child	Date Referred to Police	Date Referred to Safeguarding Board	Date Decision taken to not refer	Progress Notes	Date case closed

## Appendix F: Useful Contacts

### November Club Safeguarding Lead

Louise Taylor-Asheg - Participation Producer

Contact details:

Email: [louise@novemberclub.org.uk](mailto:louise@novemberclub.org.uk)

Tele: 01670 457808

### November Club Deputy Safeguarding Lead

Joe Hufton - Artistic Director

Contact details:

Email: [joe@novemberclub.org.uk](mailto:joe@novemberclub.org.uk)

Tele: 01670 457808

**Emergency:** If a child is in immediate danger or left alone, you should contact the police or call an ambulance on 999.

### Disclosure and Barring Service (DBS)

Helpline 01325 953795

01752 346984

Available 5pm to 8.30am Monday to Friday  
and all day Saturday and Sunday

### The NSPCC (National Centre)

42 Curtain Road

London, EC2A 3NH

0808 800 5000

[www.nspcc.org.uk](http://www.nspcc.org.uk)

NSPCC provide trained professionals who will talk through concerns, give expert advice and take action to protect the child as appropriate.

### Northumberland County Council

First contact (Mon to Thurs 9am to 5pm and Fri 9am to 4:30pm) - 01670 536400

Out of office numbers - 0345 6005252

[onecall@northumberland.gov.uk](mailto:onecall@northumberland.gov.uk)

If you know a child already has a social worker then contact them on these numbers:-

### Children's Social Care Locality Teams

Monday to Thursday 8.30am – 5pm

Friday 8.30am – 4.30pm

- Central Locality Ashington 01670 536000
- North Locality Alnwick and Berwick 01670 629400
- South East Locality Blyth and Cramlington 01670 629600
- West Locality Hexham 01434 611499
- Disabled Children Team 01670 516131
- 14+ Team 01670 622930
- Out of hours team 0345 6005252

Online forms for reporting abuse or neglect:

[Report a concern about child](#)

[Report a concern about an adult](#)

### **Newcastle City Council**

Community Health and Social Care Direct (8am to 5pm) - Telephone: 0191 278 8377

Out of Hours Emergency Duty Team - Telephone: 0191 278 7878

Online referral form - <https://nccportal.newcastle.gov.uk/forms/referral/public>

### **NHS Urgent Mental Health Helpline (England only)**

Providing 24-hour advice and support. Use this link to find the helpline local to a beneficiary in need: [Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](#) or call NHS 111

### **Mental Health Innovations**

Text "SHOUT" to 85258 for free from all major UK mobile networks. You'll then be connected to a volunteer for an anonymous conversation by text message.

This is not an NHS service. This free, confidential, 24/7 text messaging mental health support service is run by a charity called Mental Health Innovations.