

## **PEOPLE EXPRESS - CHILD AND VULNERABLE ADULT PROTECTION POLICY**

<b>Scope:</b>	Lays out People Express' policy and procedures to ensure the physical and online safeguarding of children, young people and vulnerable adults with whom we come into contact.
<b>Applies to:</b>	<ul style="list-style-type: none"> <li>• All staff – for the purposes of this policy this means employees, trustees, freelance artists and volunteers.</li> <li>• Project partners and Participants</li> <li>• All other users of People Express' building</li> <li>• Recruitment and interview panels</li> </ul>
<b>To be used by:</b>	<ul style="list-style-type: none"> <li>• All staff – for the purposes of this policy this means employees, trustees, freelance artists and volunteers</li> <li>• Recruitment and interview panels</li> </ul>
<b>Related Policy documents:</b>	Equalities: Health and Safety; Recruitment; Recruitment of ex-offenders; DBS checking process; Code of Conduct; Complaints Procedure; Whistleblowing; Anti-Bullying; GDPR & Data Sharing, Online Workshop Policy (in development)
<b>Last reviewed</b>	November 2022 by Kim Coe
<b>Last updated/Approved:</b>	Updated November 2022/ approved by email/Submitted to Board Meeting Thursday 24th November 2022
<b>Reviewed Annually using NSPCC Self Assessment Toolkit</b>	Next review: November 2023
<b>Responsible staff member(s):</b>	<p><b>Julie Batten</b> (Director) primary Nominated Child and Vulnerable Adult Protection Representative (NCVAPR)</p> <p><b>Kalila Storey (Arts Engagement Officer)</b> secondary Nominated Child &amp; Vulnerable Adult Protection Representative (NCVAPR)</p>
<b>Responsible board member:</b>	<b>Chris Baldwin</b> (Trustee) Safeguarding lead Board member
<b>Safeguarding Requirements:</b>	<p>Disclosure and Barring Checks required every 3 years</p> <p>Direct Delivery Staff/Artists/Volunteers Safeguarding Training required every 2 years</p> <p>Safeguarding Leads to sign up to CASPAR/NSPCC updates</p> <p>Staff to keep written record of all potential safeguarding concerns and keep Line Manager informed.</p>
<b>Recommended Child/Adult Ratios:</b>	0 to 2 - 1 Adult to 3; 2 to 3 - 1 Adult to 4; 4 to 8 - 1 Adult to 6; 9 to 12 - 1 Adult to 8; 13 to 18 - 1 Adult to 10
<b>Flow chart (page 2)</b>	Safeguarding 'Quick View' Procedure Overview
<b>Appendix A</b> <b>Appendix B</b> <b>Appendix C</b> <b>Appendix D</b> <b>Appendix E</b> <b>Appendix F</b>	<p>How to recognise signs of abuse</p> <p>What to do if I suspect an individual is being abused</p> <p>What to do if an individual tells you they have been abused.</p> <p>Disclosure Checking</p> <p>Report of Child Protection/vulnerable adult concerns</p> <p>Data/Information Sharing Guidance</p>

*"We believe every child, young person or vulnerable person has the right at all times to feel safe and be protected from any practice or situation which could cause them to be physically or psychologically hurt. In People Express, if we have suspicions concerning a child, vulnerable adult or young person's physical, sexual or emotional state of health, we will take action."* Julie Batten (Director)

## Safeguarding 'Quick View' Procedure Overview

### Scenario 1

When you identify a child, young person or adult at risk who may be experiencing abuse or neglect

### Scenario 2

When a child, young person or adult at risk makes and allegation of abuse or neglect.

### Scenario 3

When allegations or concerns are expressed about a People Express staff member or volunteer.

### Scenario 4

When allegations or concerns are expressed about any other person e.g. parent, carer or other

**Is the child, young person or adult at risk of immediate significant harm?**

**YES**



**Contact Emergency Services/Seek Relevant professional advice**

- A Recognise – Identify When something isn't right**
- B Respond – Discuss incident with nominated Safeguarding lead**
- C Record – Complete Safeguarding Report on concerns**
- D Refer - Safeguarding lead agrees appropriate actions**
- E Report - Safeguarding lead to inform board and provide copy of report**



**Referral accepted by DCC**



**Monitor and Review as appropriate**

### **NOMINATED LEAD'S**

Primary  
Ms Julie Batten  
People Express  
Sharpe's Pottery  
West Street Swadlincote DE11 9DG

Tel 01283 552962  
Out of hours/Emergency 07702 909 206

**NO**



**Referral not accepted by DCC**



**Safeguarding lead to discuss alternative action**

Secondary  
Ms Kalila Storey  
People Express  
Sharpe's Pottery  
West Street Swadlincote DE11 9DG

Tel: 01283 552962  
Out of hours/Emergency 07739 088 066

Julie is the nominated child and vulnerable adult representative, which means that she is the first person that children, vulnerable adults, staff or volunteers should approach with concerns or suspicions of abuse. She is responsible for ensuring that child and vulnerable adult protec-

tion policies and procedures are being implemented correctly. Julie will inform the lead safeguarding Trustee of all instances of suspected abuse, and where appropriate report to the Board.

If Julie is not available the secondary contact Kalila can be contacted.

## **PEOPLE EXPRESS POLICY STATEMENT**

Staff, freelance art workers and volunteers working closely with a child or young person or vulnerable person in creative activities can have a great deal of power and influence over them, especially when that person is in some way responsible for their success or failure within a project or activity. It is therefore very important that everyone understands this and does not abuse their position of trust.

- The welfare of children, young people and vulnerable adults is paramount. We ensure we have a completed registration form that identifies any medical, dietary, allergy or care needs that is referred to by staff, artists and volunteers.
- All young people under 18 (or under 25 for disabled young people on a case by case basis) provide written consent to take part in activities signed by parents/Carers.
- All children, young people and vulnerable adults whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to take part in all of People Express' activities in a safe environment and to be protected from all and any forms of abuse.
- All activities will be carefully planned to ensure they are appropriate to the participants, with additional consideration where projects involve online research and activity.
- All activities are risk assessed before they take place with continuous 'dynamic' risk assessing throughout the sessions.
- All suspicions or allegations of abuse WILL be treated seriously and responded to appropriately and immediately.
- All staff have access to a secure and confidential email address to the Director to record any concerns/observations on any activity relating to safeguarding. The Director may take further action on concerns raised, including discussion around monitoring situations (where appropriate) at team meetings or one to ones.
- All our staff, freelance art workers, trustees and volunteers, have access to this policy and appropriate training so that they are clear on how to respond appropriately.
- It is the duty of everyone employed or involved with the organisation on a voluntary basis to prevent the physical, sexual or emotional abuse of children, young people and vulnerable adults.
- Everyone working with children, young people and vulnerable adults will be asked to provide an enhanced DBS disclosure which will be checked against photo ID and where appropriate additional references will be taken.
- People Express follows where possible recommended guidelines for the ratio of young people to adults, if the guidelines can not be followed this is to identified within the risk assessment, discussed with the Line Manager and mitigating actions put in place (e.g. extra staff or volunteer)
- All artists receive a link to the Safeguarding Policy as part of their Contract.

- The nominated staff and trustee leads have advanced level safeguarding training which is updated every two years and sign up to CASPAR (safeguarding updates on legislation and guidelines from the NSPCC).
- Newly appointed staff have e-module training within the first week, introductory safeguarding training within their three month probationary period and if at manager level advanced training within 12 months.
- As part of the interview process Trustees provide information on their current safeguarding experience and levels of training which is recorded. Further to this Trustees complete e-module training within 6 months of appointment and trustee lead/s have advanced level training within 12 months.
- Safeguarding is a regular item on all staff team and Board meeting Agendas.
- Staff promote our safeguarding policy and procedures, which includes anti-bullying, in accessible formats to all groups we work with. Written information is provided for parents, Carers and project partner staff.
- Safeguarding training and continuous support will be offered to artists where appropriate, and all People Express workshops with children, young people and/or vulnerable adults will have a minimum of one trained staff member/artist.
- People Express encourage all members of a family to work together as 'participants' on arts projects with their children, young people and vulnerable adults. Where a family member/ Carer or member of the public expresses an interest in becoming a project helper with a role that includes supporting other members of a group the following safeguarding procedures will apply: completing a registration form, having an informal interview with a staff member, providing a safeguarding e-module completion certificate and if over 14 providing a DBS check (if appropriate).
- We are committed to following the current Derbyshire Safeguarding Children's Board - Information Sharing Guidance for Practitioners when working in partnership. Please see Appendix F of this Document for guidance.
- **This Document sets out Codes of Conduct, Guides for How to Spot Signs of Abuse and Procedures for Reporting Abuse. For a 'quick overview' to the procedure see page 2.**

## **Photography and filming**

People Express photograph and film our activities to document and celebrate the work of community groups we work with. It is therefore important that we have procedures in place to safeguard children, young people and vulnerable adults.

- For projects we always ask for written consent from the participant, their parents or carers before photographing or filming an individual
- For festivals and public events we have 'photography aware signage' which states that photography is taking place at the event and which member of staff to approach to discuss this. If photographing a child or vulnerable adult we will always seek verbal consent for image to be taken.
- Staff always explain what images will be used for, how they will be stored
- Making it clear that a participant or their family may withdraw consent for an image/film to be shared

- People Express will never publish personal information about individual children, young people or vulnerable adults and disguising any identifying information (for example the name of their school or a school uniform with a logo)
- We will share with participants, their parents and carers how images/film footage will be securely stored and for how long (including how we will control access to the images and their associated information)
- We will reduce the risk of images being copied and used inappropriately by:
  - only using images of children in appropriate clothing
  - using images that positively reflect young people's involvement in the activity.

### **Social Media - Staff**

- People Express uses photos, videos and audio recordings to document our work with participants. We use Facebook, Instagram, Twitter, Vimeo, Soundcloud and our own website [www.people-express.org.uk](http://www.people-express.org.uk) to promote projects and as part of our communication and information sharing with groups.
- People Express uses professional 'People Express' brand on social media platforms to communicate with participants of all ages. When using social media with young people under 18 we encourage parents and carers to be aware of and linked in to the communication and it is kept transparent and project related.
- We gain consent before taking any photos or video or recordings and before sharing documentation and images of work online.
- We do not identify young people under 18 by name online or in any physical publications (unless express prior permission has been given).
- All project participants under 18 complete a Participant Form signed by a parent or carer detailing their preferences for the use of images.
- All project participants aged 18 and over complete a Participant Form detailing their preferences for the use of images.

### **Social Media - Freelance Workers and Volunteers**

- We encourage freelance artists to link to our social media channels, and provide the following guidance when working with People Express:
- Freelance artists should consider creating a professional rather than personal identity online for participatory and community arts work and manage all project related communication through this profile.
- All images relating to a People Express project which identifies any individual should only be published by People Express.
- Artists should only host art work, images, videos and recordings by or of project participants with consent from People Express and follow the People Express social media guidelines (e.g. no young people under 18 to be named).
- Freelance workers must not approach project participants under 18 or vulnerable adults on social media or accept friends requests, and inform People Express if a participant approaches them.
- Freelance artists should consider keeping all contact with young people under 18 and vulnerable adults relating to work other than People Express through a professional profile and on public 'walls'.

## **GOOD PRACTICE - SAFEGUARDING AGAINST POSSIBLE ABUSE**

### **Code of Behaviour**

All People Express staff, artists, volunteers and trustees should:

- Always treat young people and vulnerable adults with dignity and respect and regularly consult their views on safeguarding, updating policies and procedures accordingly.
- Treat all members of a group equally and fairly
- Build empowering and positive relationships with young people and vulnerable adults
- Keep up to date with Health and Safety and Safeguarding policies and practice
- Provide positive and supportive feedback rather than negative criticism
- Ensure all contact with participants is through projects or if outside of projects is with the full knowledge and agreement of People Express
- Ensure they are familiar with the individual photographic consent status and medical needs of participants (where appropriate).
- Undertake risk assessment where appropriate including safeguarding assessments

All People Express staff, artists, volunteers and trustees should NOT:

- Take part in rough physical games or rough play with children or vulnerable adults.
- Allow or engage in inappropriate touching of any kind. Touch should only be in response to individual's need and appropriate to age and stage of development.
- Physically restrain an individual unless to prevent physical injury to another person, to prevent damage to property or to stop a criminal offence.
- Restraint must be appropriate otherwise restraint itself can be defined as assault.
- Make sexually suggestive comments and actions.
- Do things of a personal nature for an Individual that they can do for themselves or that their Care worker could do for them.
- Personally lend or borrow money from individuals or give or receive gifts from them.
- Be out of sight of other members of a group with a young person or vulnerable adult.

**Except in emergency situations** staff should not:

- Spend time alone with a child or young person or vulnerable adult - if this is unavoidable, the staff member should make sure that they can be clearly seen or observed by others, and/or inform another member of staff.
- Go into a toilet with children or vulnerable adult unless another adult is present or the care worker gives permission.

## Transport

A key element of the work of People Express is to provide access to the arts for children, young people and vulnerable adults, who otherwise would not be able to take part. As part of this role there may be occasion where a participant would not be able to participate unless a form of transport was provided. Where possible transport should be provided by public transport, a taxi service or their family/friend.

When a taxi or public transport is not appropriate People Express staff (core delivery staff only - not freelance workers or volunteers) can provide transport to or from a People Express activity or event for children aged 8 and above.

**At all times the transport should be planned, e.g. agreed beforehand with a parent/carer. At all times staff should inform their Manager or another staff member of the action. People Express project delivery staff are required to have Business Use Insurance on their own cars. Lone working is not recommended therefore People Express will ensure, where possible, 2 staff members travel with the participant/s or a suitable volunteer or 2nd participant.**

## Accidents and Injuries

If anyone is injured whilst working with People Express, a record of the injury must be made in the accident book. The countersignature of the person with responsibility for the individual must also be obtained. The accident book must be kept for 21 years.

It should also be recorded in the accident book if a child or young person arrives at a session with an obvious physical injury. This record should be counter-signed by the person with responsibility for the individual. Not only could this record be useful if a formal allegation is made later, but is also a record that the Individual was not injured whilst involved in the project.

## Recruitment of Personnel

People Express operates a careful and appropriate selection process for staff, which require applicants to:

- Complete an application form and have their identity checked against their birth certificate/passport.
- Be interviewed by at least 2 members of People Express (Director and Board).
- Explain any inconsistencies or gaps in employment history.
- Provide two satisfactory references before taking up a Post.
- Undergo Police checks and checks with the Disclosure and Barring Service (DBS) (see Appendix D for details) on acceptance of employment and before contact with young people.
- Undergo a three month probationary period during which time they undertake the e-module learning within the first week, external safeguarding training within six months and management level safeguarding training within the first year (as appropriate).
- All staff receive regular supervision and yearly appraisals.
- Young people and vulnerable adults will be part of the recruitment process (as appropriate) and will receive staff support, advice and training in the decision making process.

People Express will seek advice about recruiting someone with a criminal record (please see our Recruitment of Ex-Offenders Policy).

No unsupervised access to children, vulnerable adults or young people will be allowed until all the above checks are completed.

## **Staff Training**

People Express will make all staff members aware of this Policy and their duties regarding Child Protection and Vulnerable People and appropriate safeguarding training will take place. Safeguarding practice is discussed and reviewed annually as part of the Appraisal process.

## **DEFINITIONS OF ABUSE**

### **Abuse**

Abuse is often divided into 4 categories: Physical, emotional, sexual or neglect - though those affected by abuse may often suffer more than one type. (See Appendix A for How to Recognise Signs of Abuse)

**Physical abuse** is intentional, non-accidental use of physical force... on the part of a parent or other care-taker in interaction with a child in his or her care, aiming at hurting, injuring or destroying that child" (Owen and Pritchard (2000) p.40)

**Emotional abuse** is the persistent emotional ill treatment of a person causing severe and long-lasting adverse effects on that person's emotional wellbeing. They may be made to feel or believe they are unloved, worthless or inadequate, or they may be frightened, feeling they are in danger. Emotional abuse may involve exploitation or corruption.

**Sexual abuse** occurs when a person is used to gratify another person's sexual needs. The individual is forced or enticed to take part in sexual activities, whether or not they understand or consent. Sexual abuse can also be non-contact activities, such as involving vulnerable individuals in looking at or in production of pornographic material, watching sexual activities or encouraging them to behave in sexually inappropriate ways. Abuse may be same-sex or opposite sex, might be by other children, young people or adults. People from all areas of life may be sexual abusers.

**Neglect** is the persistent failure to meet a child's or vulnerable adults basic physical and/or psychological needs in a manner likely to severely damage their health or normal development. Neglect can mean failure to -

- Provide adequate food, shelter and clothing
- Protect the individual from physical harm or danger
- Seek appropriate medical care/treatment which the individual obviously needs
- Meet the individual's basic emotional needs

### **Child**

The Children Act 1989 defines a child as being up to and including age 18. This may be extended for some children who are disabled or in local authority care settings.

### **Young person**

There is no legal definition and the term merely refers to the upper age-ranges of the definition of a child. For example, 16 or 17 year olds would usually prefer to be called "young people" rather than "children".

### **Vulnerable Adult**

Classification: A person who may be dependent, frail, in need of support, people with learning disabilities or in need of care of supervision.

### **Staff Member**

The term Staff Member includes all People Express employees, trustees, freelance artists and unpaid volunteers working on behalf of People Express.



## PROCEDURE TO BE FOLLOWED WHERE ABUSE IS ALLEGED OR SUSPECTED.

(See also Appendix B - What Do I Do If I Suspect an Individual Is being abused?)

A staff member, trustee, volunteer or artist working with People Express who:

- Suspects an individual has been or is at risk of being abused
  - Has had abuse disclosed to them
  - Receives a complaint from anyone about protection of children, vulnerable adults or young people during People Express's work
  - Has an allegation made directly against them: **MUST**
1. REPORT the matter to the Nominated Child and Vulnerable Adult Protection Representative (Julie Batten, CEO) so that the concerns can be discussed immediately. If NCVAPR is unavailable then report to secondary lead (Kalila Storey, Programmes Manager).
  2. Complete the Record of Child Protection Concerns form (Appendix E) within 24 hours. This form should be kept by the NCVAPR in a secure location.
  3. If there is an allegation against a staff member the NCVAPR will discuss the matter with the staff member.
  4. If the child, young person/vulnerable adult is part of an organised group or workshop, the NCVAPR will consult the group's leader to agree what course of action to take.
  5. If the child, young person/vulnerable adult is under supervision of parents/carers then the NCVAPR will discuss the matter with the parents/carers if this is appropriate.
  6. In the event that the individual is unsupervised the NCVAPR will seek advice from the relevant authorities (see 7 below).
  7. On the basis of points 2-6 (above) the NCVAPR will refer to Call Derbyshire.
  8. Written records must be kept of all meetings, actions and procedures carried out, including the outcome of any investigation.
  9. People Express reserve the right to unilaterally make a referral to Call Derbyshire where it is felt that this is in the child or young person's or vulnerable adult's best interests.
  10. The NCVAPR will keep the Chair and any member of staff involved in the incident suitably informed of any referral.
  11. A) Staff members must not discuss matters arising from the above with anyone other than the NCVAPR. Any other discussion could be deemed a disciplinary procedure. All information recorded must be kept in a secure area and access to it will be on a need to know basis only.  
  
B) A member of staff who has had a direct allegation made against them may discuss the allegation in confidence with their legal representative, the Nominated Child and Vulnerable Adult Protection Representative, and the relevant outside agencies if required.
  12. Any staff member who feels that the NCVAPR has not fulfilled his/her duties properly, or if they have any child or vulnerable adult protection concerns relating to the NCVAPR should contact People Express' Chair (currently CHRIS BALDWIN).
  13. Any staff member having concerns about any other staff members should report it to

the NCVAPR for investigation.

14. Throughout all child and vulnerable adults protection procedures People Express will follow the local Area Child Protection Committee guidelines. <https://www.derbyshire.gov.uk/social-health/children-and-families/child-protection/child-protection-service.aspx>

## **THE ROLE OF THE NOMINATED CHILD AND VULNERABLE PROTECTION REPRESENTATIVE**

Receive information from everyone who has concerns about child and vulnerable adult protection and record it in writing.

Assess the information promptly, carefully and without bias or prejudice and make it clear that in some circumstances you will have a duty of care to report it to Call Derbyshire.

If the situation is unclear the NCVAPR will seek immediate advice from a professional.

Make a formal referral to Call Derbyshire without delay. It is not the role of the organisation to decide whether a child has been abused or not.

Make sure the children and young people using the project know:

- About the child protection policy and procedures
- You are the person to speak to if they have any concerns
- Who to speak to if you are not available
- In order to carry out this role effectively the NCVAPR will need basic level training in child protection.

There is always a commitment to work in partnership with parents or carers where there are concerns about their children or vulnerable adults; therefore, in some situations it would be important to talk to parents or carers to help clarify any initial concerns. For example, if a child or vulnerable adult seems withdrawn, they may have experienced bereavement in the family. However, there are some circumstances in which a child might be placed at even greater risk if such concerns were shared (e.g., where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations or where concern still exists, any suspicion, allegation or incident of abuse must be reported to the person in charge as soon as possible and be recorded.

### **REPORTING PROCEDURE FOR SUSPECTED ABUSE - STAFF MEMBER Reports to:**

#### **GROUP LEADER/NOMINATED CHILD PROTECTION REPRESENTATIVE (NCVAPR)**

**Reports to: Call Derbyshire tel: 01629 533190 (24 hour line)**

## APPENDIX A - HOW TO RECOGNISE SIGNS OF ABUSE

### **Physical Abuse**

Outward signs of physical abuse are usually **non-accidental** injuries, such as bruises/cuts on areas such as cheeks or thighs, bruises made by hands or fingertips (slapping or pinching). Other signs for concern are burns with a clear outline of the object which made them (such as cigarette or iron burns), bite marks, scalds, broken bones or a child saying that they are frightened of a particular person or that they are being hit, kicked etc. by someone.

Behavioural indicators of physical abuse could be the child being clingy or cowering away from the carer, sudden changes in behaviour, uncharacteristically withdrawn or aggressive behaviour or acting out violence or aggression during role play situations.

Abused children often demonstrate "frozen watchfulness", i.e. they are constantly looking around, being vigilant whilst staying physically inactive or passive. (Experience of an unpredictable, unfriendly environment has taught them not to trust adults).

### **Emotional abuse**

Signs of emotional abuse might be the individual being withdrawn, not wanting to take an alert, active part in things, or having low self-esteem. Sudden speech disorders might occur or, if a child, they might show developmental delay, physically or emotionally. They might display neurotic behaviour (e.g. hair twisting or rocking), be unusually frightened of making mistakes, harm themselves or be afraid of their parents/carers being approached about their behaviour.

### **Sexual abuse**

Physical signs of sexual abuse may be stomach pains, discomfort in the genital or anal area making sitting or walking uncomfortable. A child may be spontaneously sick for no apparent reason.

Behavioural signs of sexual abuse may be sudden or unexplained changes in behaviour (e.g. becoming aggressive or withdrawn), having nightmares, running away from home, sexual knowledge beyond their normal age or development level, acting in a sexually explicit manner towards adults, sexual language or drawings, bedwetting, eating disorders, self-harm, talking about "secrets", having sudden and unexplained sources of money, not being allowed to have friends (especially adolescents).

### **Neglect**

An individual suffering neglect may be constantly hungry, always be unclean, have poor general health or untreated medical conditions, not have appropriate clothes for the weather conditions, lose weight or be constantly underweight. They may suffer repeated accidental injury (possibly from lack of proper supervision).

Behavioural signs may be constant lethargy, low self-esteem, not asking for or making use of medical assistance when it is needed, not having many friends. Some children may engage in compulsive scavenging or stealing or they may mention they have been left alone or unsupervised

## APPENDIX B

### WHAT TO DO IF I SUSPECT AN INDIVIDUAL IS BEING ABUSED?

If you see or suspect abuse of a child or young person you **MUST** make the person with legal responsibility for them (e.g. Care worker, youth worker or teacher) aware of the problem. However if you suspect that the person with responsibility is the source of the problem, you should make your concerns known to another member of staff at the site. Explain that you will also be reporting your concerns to People Express's Nominated Child and Vulnerable Adult Protection Representative.

Write down your concerns/what you witnessed and your response. (Use Appendix E - Report of Child Protection Concerns). You must be objective, **keep to the facts** and **be truthful** about what you have seen/heard or observed. **Notify People Express' Nominated Child Protection and Vulnerable Adult Representative** about what has happened straight away and pass the completed form to them within 24 hours.

**Confidentiality** is important. Information you have must only be shared with people who are relevant to the case.

### DEALING WITH YOUR OWN FEELINGS

You may experience feelings of:

- Worry and apprehension over what is happening
- Awkwardness because you have formed relationships with the individual and the carer
- Lack of confidence and fear of getting it wrong
- Being intimidated by the Carer
- You may feel scared by what you have seen or heard

It is important to talk your feelings through with someone. Ask for appropriate help if you need it and don't bottle up your thoughts and feelings.

## APPENDIX C

### WHAT TO DO IF AN INDIVIDUAL TELLS YOU THAT THEY HAVE BEEN ABUSED

It is possible that a child or young person or vulnerable adult may tell you directly (disclose) that they are being abused. Alternatively they may hint through their words or actions at what is happening to them. If they choose to talk to you **this is because they trust you.** **LISTENING** to them is the most important thing you can do.

#### DO

- Listen carefully, be prepared to spend time and not rush them
- Use reflective listening skills. For example, if they say, "Someone is hurting me" a response could be, "Hurting you in what way?"
- Show that you believe the individual, even if what they say sounds unbelievable
- Show empathy for the individual, acknowledge their feelings, e.g. "You're feeling upset now"
- Reassure the individual truthfully, e.g. "You are right to tell me this"; "This is not your fault"
- Explain to the Individual that you are going to have to tell someone else, and why.
- Follow the reporting procedure in Appendix B. (See Appendix E for "Report of Child and Vulnerable Adult Protection Concerns").

#### DON'T

- Don't ask leading questions, which are ones that put words into the individual's mouth, e.g., "This person abused you then?"
- Don't ask direct questions, e.g. "Was it?"
- Don't put the individual under pressure by interrogating them with lots of questions and avoid using questions beginning with Why? How? Where? When? Or Who? A question such as "Why didn't you tell me this before?" implies disappointment and may discourage the individual.
- Don't criticise the person who has hurt the individual - give more general support, e.g., "Nobody should make you this upset".

## APPENDIX D

### DISCLOSURE CHECKING

People Express use a company called Disclosure Services to carry out DBS checks on staff, artists and volunteers. The nominated member of staff responsible for doing this is Julie Goodwin – Finance and Administration Officer.

The Standard or Enhanced checks for volunteers is free with only the administration charges applying. Time taken to complete a DBS check is variable, depending on the information made available (upwards of 20 days).

#### **Endorsement/s on DBS check**

Endorsements will be assessed on a 'case by case' basis and carefully and sensitively investigated. People Express expects any endorsements to be declared in advance of a DBS check.

If a DBS check has an endorsement People Express will:

- 1) Contact the artist/staff member/volunteer/trustee to discuss 'in confidence' the circumstances (Director or Safeguarding Lead Trustee only)
- 2) Risk assess the endorsement against the work and values of People Express
- 3) Raise awareness of the endorsement and circumstances with the Safeguarding Lead Trustee for approval to either move forward with or decline the appointment.
- 4) We inform the artist/staff member/volunteer/trustee of our decision and the reasons for it.

**Further information** is available at:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

**APPENDIX E**

**REPORT OF CHILD PROTECTION/VULNERABLE ADULT CONCERNS**

**IMPORTANT - The young person or adult must tell you about the incident in their own words and in their own time without encouragement. Remember just listen and record the information.**

Name of Child:

Address:

Telephone No.

Parent/Carers details:

Name(s):

Telephone No(s)

What is said to have happened/what was seen?

When and where did it occur?

Who else, if anyone, was involved and how?

What was said by those involved?

Were there any obvious signs e.g. bruising, bleeding changed behaviour?

Was the child able to say what happened, if so, how did they describe it?

Who has been told about it and when?

Do the parents/carers know?

SIGNED .....DATED.....

## APPENDIX F

### DATA/INFORMATION SHARING GUIDELINES

#### CHILDREN AND YOUNG PEOPLE

In all situations the overriding consideration as to whether to share information should be the safety and welfare of the child. Good practice indicates that obtaining parental, or where appropriate the child's consent, should be a first consideration but a lack of consent should never compromise the safety or welfare of a child.

#### Storing and Disposal of Data

All data referring to safeguarding and health and safety of children and vulnerable adults will be stored in a locked facility for a minimum of 10 years (age dependent). Young people have the right to access this data up to the age of 21 and information should be stored until the child is 25. All confidential data will be shredded after the retention period.

All data referring to concerns around the behaviour of an adult will be retained for 10 years.

For guidance please refer to the online Information Sharing Agreement by Derby and Derbyshire Safeguarding Children's Board :

[www.proceduresonline.com/derbyshire/scbs/user\\_controlled\\_lcms\\_area/uploaded\\_files/joint-dscb-information-sharing-agreement-and-guidance.pdf](http://www.proceduresonline.com/derbyshire/scbs/user_controlled_lcms_area/uploaded_files/joint-dscb-information-sharing-agreement-and-guidance.pdf)

#### Access to Information

People Express will provide access to any information we have concerning safeguarding and health and safety to support investigations by 3rd party organisations. Parents/Carers and children can request any information on their child/themselves by contacting People Express in writing. People Express will confirm identity before supplying any information. No information will be provided verbally.

#### Sharing Information with Other Agencies

Our procedure is that we only provide our information to Call Derbyshire, initially verbally, followed by written information within 48 hours which is kept on file in a locked facility.

#### VULNERABLE ADULTS

The following guidelines were agreed and signed off by the Derbyshire Safeguarding Adults Board in December 2018. For further information visit [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk) - information sharing.

#### Sharing information without consent:

You can share information relating to abuse, without consent from the person:

- if the person lacks capacity to make the decision (Mental Capacity Act 2005)
- for the prevention and investigation of crime (Crime and Disorder Act 1998)
- to prevent serious harm/distress or threat to life (Data Protection Act 2018)
- if there is a risk to others / children
- if the person is under duress, coercion or undue influence
- if staff are implicated and or domestic abuse which meets the MARAC threshold
- if there is a court order/other legal authority in place instructing you to do so
- where the alleged abuser has care and support needs and may be at risk

If you share information without consent, you must record the following information:



- Why? What is your concern and reason for overriding consent?
- when? Date and time you shared the information?
- Legal basis for overriding consent
- How? In what format you have shared the information such as verbally or in writing?
- What? Exactly what information have you shared?

In cases where a crime is occurring or someone is in need of immediate medical or police assistance please contact emergency services tel: 999

