



Face Front Inclusive Theatre

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Child/Vulnerable Adult Safeguarding Policy

Face Front Inclusive Theatre (FFIT/Face Front) believes that every child, young person and vulnerable adult regardless of age, gender, disability, colour, race, nationality, ethnic or national origins, religious beliefs, or sexual orientation has at all times and in all situations the right to feel safe and protected from any situation or practise that results in a child or vulnerable adult being physically or psychologically damaged. We will take action if we have concerns or suspicions about a participant's physical, sexual or emotional wellbeing.

Our six safeguarding promises

We will seek to keep children, young people and vulnerable adults safe by:

1. Valuing, listening to and respecting them. Interpreters will be provided when needed to ensure that those making any disclosures are fully supported and their concerns thoroughly understood.
2. Adopting child and vulnerable adult protection practices throughout our procedures and a code of conduct for staff/volunteers.
3. Recruiting staff and volunteers safely, ensuring all necessary checks are made.
4. Providing effective management for staff/volunteers through supervision, support and training.
5. Sharing information about child protection and good practice with children, vulnerable adults, parents, staff and volunteers.
6. Sharing concerns with agencies who need to know, and involving parents and children appropriately.

The purpose of this policy

- 1) To protect children, young people and vulnerable adults who receive our services. This includes the children of adults who use our services.
- 2) To provide all staff (of every type of contract), volunteer and placement with the overarching principles and processes that guide our approach to child protection.

Inclusion Through Theatre

Patrons: Mat Fraser | Josette Bushell-Mingo OBE | Rachel Denning | Doris Jagge
Aditya Chakraborty | Onjali Rauf MBE | Joseph Adelakun | Jamie Beddard

Face Front Inclusive Theatre is a company limited by guarantee.
Registered in England and Wales No.05154096. Registered Charity No.1116506.

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1. Policy development and updates

This policy applies to all staff and anyone working/volunteering/supporting Face Front Inclusive Theatre in any way.

For the remainder of this policy, any reference to the word “staff” applies to paid staff, volunteers, placements, Board members, sessional workers and anyone working for/supporting Face Front Inclusive Theatre.

Updates

The policy will be updated every six months.

We are committed to keeping fully abreast of legislative, local authority, health and social care policies in regards to best safeguarding practices. We will continue with our own ongoing training to ensure that we are fully aware of emerging safeguarding issues which impact on the lives of those with whom we work.

2. Safeguarding Lead/DCPP

Face Front has appointed a Safeguarding Lead who is also our Designated Child Protection Person (DCPP). She is responsible for dealing with any concerns about the protection of children or vulnerable adults. This person is **Jacqui Livingston** contactable by telephone on 07514757796 or via jacqui@facefront.org. She is supervised by the Face Front Trustees and supported by her deputy, **Ray Downing**: ray@facefront.org / 07812 168412.

The role of the Safeguarding Lead is to:

- Know which outside child/vulnerable adult protection agency to contact in the event of a concern coming to the notice of staff/volunteers.
- Provide information and advice on child and vulnerable protection to the board of Trustees.

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- Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover.
- Liaise with local social services and other agencies, as appropriate.
- Keep relevant people within the board informed about any action taken and any further action required; for example, disciplinary action against a member of staff.
- Ensure that a proper record is kept of any referral and action taken, and that this is kept safely and in confidence.
- Advise the Trustees of child protection training needs.
- Seek guidance from the National Society for the Prevention of Cruelty to Children (NSPCC) when appropriate, to review the operation of the Child Protection Policy regularly, ensuring our knowledge, policy and procedures all comply with current best practice.

3. Overarching safeguarding procedures

3a. Types of concern

At Face Front, we are committed to safeguarding all children and vulnerable adults in our care. It is our responsibility to look out for and respond to all types of potential abuse or issues, including, but not limited to:

- 1) **Issues that take place at a Face Front:** This may include but not be limited to anything that happens in a session, workshop, rehearsal, meeting or performance. This may involve staff/volunteers or only involve children/vulnerable adults.
- 2) **Issues that take place outside Face Front:** Face Front staff and volunteers are well placed to notice changes in behaviour or possible signs of abuse or neglect in children or vulnerable adults accessing our services. This includes Female Genital Mutilation and Forced Marriage. In some cases, conversations may be overheard that give cause for concern.

Recognising child/vulnerable adult protection issues is often not very clear cut and can be a difficult experience for staff/volunteers. However, it should be noted that our first concern is for the welfare of the children/vulnerable adults. Where there is doubt, staff are advised to talk to the Safeguarding Lead and (if the person in question is a child) review The Enfield Children's Services Threshold Guidance:

https://www.enfield.gov.uk/data/assets/pdf_file/0023/32954/ECSL3102-Threshold-Guidance-23.pdf

Possible indications of abuse

All staff/volunteers should be aware of the following:

Physical Abuse:

- Scratches and/or bite marks
- Bruises located on the body in places that would not usually be harmed in the course of normal play
- Bruises/marks consistent with slapping by hand or with other implement
- Burns (particularly cigarette burns) where the explanation given is not consistent with the marks

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- Undue fear of adults – such as flinching in anticipation of being hit.

Physical Neglect:

- Exposure to danger and lack of supervision
- Inadequate or inappropriate dress
- Constant hunger
- Poor hygiene
- Illnesses being ignored or untreated.

Emotional Abuse:

- Extremely withdrawn
- Extremely aggressive
- Constant wetting, soiling or vomiting
- Poor language development
- Inability to relate to peers or adults.

NB Many children with learning or communication difficulties will display some of the above signs although they are not suffering emotional abuse.

Sexual Abuse - Physical Indications:

- Itching/soreness or rashes/marks in the genital area
- Pain when using the toilet
- Difficulty in walking/sitting
- Stained underclothes
- Bruising on inner thighs and buttocks
- Recurrent stomach/headache.

Sexual Abuse - Behavioural Indications:

- Excessive masturbation
- Inappropriate use of language and/or sexual knowledge for their age
- Inappropriate drama/art work
- Sexual advances to children or adults
- Wariness of adults.

It is vital to remember that the above are only indicators and not conclusive evidence of a need to initiate child protection procedures.

3b. Responding to concerns

If staff/volunteers identify any safeguarding or child protection incident/concern, the following procedure is expected to be followed:

- 1) Staff/volunteers are expected to report any concerns or suspicions immediately to the project lead who will immediately refer to the Safeguarding Lead. The Safeguarding Lead will in turn take action (referring to outside agencies as appropriate)
- 2) Staff/volunteers are instructed to always refer and never investigate any suspicions or allegations about abuse themselves.

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3) Staff/volunteers will be required to record what they have seen, heard or know accurately at the time the event occurs.

5) If concerns are more general (not time-specific), the Safeguarding Lead should still be informed immediately.

6) It is vital that any concerns regarding the behaviour of a member of staff (paid or voluntary) or a Trustee are reported immediately in the form of a disclosure (emailed or handwritten) to the Safeguarding Lead.

7) For confidentiality, concerns should only be discussed with the project leader/Safeguarding Lead.

Responding to concerns of abuse outside Face Front

Any concerns regarding potential abuse of children/vulnerable adults should be:

- Reported in the first instance to the Project Leader
- In the case of urgent child/vulnerable adult protection concerns, the Safeguarding Lead or deputy should be contacted immediately.
- In all cases, an email should be sent to the Safeguarding Lead recording the concern.
- In the case of physical injury, check with parents/teachers to ascertain if there is an acceptable/logical explanation for the injuries. It is quite possible that explanations given readily may not ring true or concerns may persist if injuries are frequent. In this case, advice from the Safeguarding Lead should be sought on further action.
- In the case of emotional distress, there might also be an acceptable/logical reason for a child/vulnerable adult's behaviour. Concerns should be checked with parents/teachers in the same way as for physical injury and the same procedure followed. Possible indicators of abuse are given above.

On receiving the report, if the situation is clearly an urgent case, the child/vulnerable adult is too frightened to go home or there are very serious doubts about their safety, the Safeguarding Lead, deputy (or where these people are not contactable for any reason, the project lead) will make the appropriate referral (this may include the police and/or social services)

It is important to note the following:

- We all have a primary responsibility to protect the children/vulnerable adults accessing our services and take action if we have serious concerns regarding their welfare.
- You do not have to tackle the issue alone – the project leader and Safeguarding Lead are there to support you.
- For confidentiality, concerns should only be discussed with the project leader/ Safeguarding Lead.

Please refer to the Face Front's Confidentiality Policy with regards appropriate procedure on the sharing of information.

Responding in exceptional circumstances:

If staff/volunteers consider a child to be at grave immediate risk of harm or danger, are unable to contact the Safeguarding Lead /deputy and the situation is urgent, they should:

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Contact the police and/or Social Services: 0800 923 9009. For children, the social services contact would be: Children's Social Care Referral and Assessment Team on 0208 379 2507. The emergency out of hours number for Social Services is: 0208 379 1000.

N.B. If it is difficult to access a member of the child protection team via social services, all staff should note that the police also have a child protection team with specialist officers who are able to advise and assist in issues of child protection.

Remember:

Always **REFER** never **INVESTIGATE** any suspicions or allegations about abuse.
IF we have concerns we must **ACT**.

Guidance on how to respond to disclosure of abuse

If a child or vulnerable adult discloses abuse to a member of Face Front Inclusive Theatre staff or volunteer, the staff or volunteer should:

- Stay calm and listen carefully
- Reassure the child/vulnerable adult that they were right to disclose what happened and that the abuse is not their fault
- Explain that in these circumstances, confidentiality cannot be maintained
- Assure the child/vulnerable adult that the issue will be taken seriously.

Whisper Me Happy Ever After tour specific:

Whisper Me Happy Ever after is a touring production about domestic abuse. As such, children are more likely to make disclosures to the team after the performance. Performances take place at school, and therefore the children watching the performance remain under the school's care for the duration.

Specific training will be provided to all Whisper Me staff, and a trained counsellor will be in attendance. As per the training, if a child comes to talk to a member of the Whisper Me Happy Ever After team at any point when we are in the school, the staff member must say the following:

"Hello, before we begin I just wanted to say that I'm not able to keep any secrets. Any concerns will be passed on to a member of your school's safeguarding team."

If a child discloses abuse, staff must:

- Following the training received during rehearsals and fill out a Disclosure Form immediately, stating what was said by both the child, recording facts rather than opinions.
- Pass on the disclosure to the Tour Counsellor, who will in turn notify the school safeguarding team so that immediate action can be taken by the school safeguarding team.
- No disclosures are to be discussed with anybody beyond the member of staff, counsellor and school safeguarding team.
- Please note that the school and staff team are offered regular and continued support from our tour Counsellor.

3c Recording concerns

Verbal recording

Staff/volunteers must always verbally refer any concern to the project leader who will immediately contact the Designated Child Protection Person. This could happen in one of two ways:

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Immediately: Any concerns or suspicions should immediately be shared with the project leader face to face, who will immediately report it to the Designated Child Protection Person.

At other times: If, for any reason, a staff member/volunteer only feels a concern after the session has finished, they must immediately record the concern to the Safeguarding Lead /project lead by phone or, where this is not possible, via email. If you are unable to reach the Safeguarding Lead in the first instance, you should move on to the deputy.

Written recording

When a verbal report has been made, the Safeguarding Lead will request that the staff/volunteer sends a 'disclosure email' : a statement that accurately contains all information about the incident/concern.

3d Referring concerns

If there is an immediate danger, you should call the emergency services on 999.

In all other cases, contact the Safeguarding Lead and/or project lead who will in turn contact the relevant agency.

Depending on the nature of the concern, the Safeguarding Lead will refer the concern to one or more of the following:

- 1) The young person's safeguarding team within their school
- 2) Their parent/carer
- 3) Social services
- 4) MASH (Enfield's Multi-Agency Safeguarding Hub)
- 5) The police (999 or 101)
- 6) Enfield Adult Abuse Helpline
- 7) The FGM unit (police)
- 8) The forced marriage unit (police)
- 9) The NSPCC

3e Confidentiality

- For confidentiality, concerns should only be discussed with the project leader/ Safeguarding Lead.
- From time to time, the staff member/volunteer may discover personal information obtained from research sources, or during rehearsals. The staff/volunteer hereby agrees to abide by a blanket of confidentiality and non-disclosure of any such information for the duration of the Project. However, if personal information of concern is disclosed by a young person to a staff member/volunteer during the project, the Project Lead/ Safeguarding Lead must be informed and they will follow child protection procedures.
- If a complaint or allegation is made against a member of staff, he or she should be made aware of his or her rights under both employment law and internal disciplinary procedures. This is the responsibility of the project lead along with the Safeguarding Lead.
- No matter how you feel about the accusation, both the alleged abuser and the person who is thought to have been abused have the right to confidentiality under the Data Protection Act 1998. Remember also that any possible criminal investigation could be compromised through inappropriate information being released.

Please refer to our confidentiality policy for further details.

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4. Procedures for hiring and supporting staff

4a Recruitment

- All applicants, for paid and unpaid positions, will complete an application form.
- We will:
 - a. Interview prospective staff/volunteers.
 - b. Ensure any staff/volunteer that comes into contact with children, young people and vulnerable adults has an Enhanced DBS and follows our code of conduct for working with them.
 - c. Ensure that any staff/volunteer completes an 'info form' with basic details and medical conditions, access needs and image consent. If the staff member/volunteer is under 18, this will be completed by their parent/carer.
 - d. Request a CV with relevant previous employment/volunteer history.
 - e. Ask shortlisted applicants to provide the names of two professional references who will be prepared to give written references from an official email address. These references will always be taken up prior to confirmation of appointment.
 - f. Carry out a probationary period for all volunteers/freelancer and staff of at least 3 months.
 - g. Regularly monitor and review our recruitment procedures to ensure the safety of all the children/vulnerable people we work with.

4b Screening Process

Background

An Enhanced Disclosure and Barring Service (DBS) check is required for all staff who work with children and vulnerable adults. This helps ensure the safety and wellbeing of those in our care. DBS checks form part of our safeguarding responsibilities under the Safeguarding Vulnerable Groups Act 2006, the Protection of Freedoms Act 2012, and relevant statutory guidance, including Working Together to Safeguard Children.

Process

- All our work involves some form of contact with children and/or vulnerable adults so any successful applicant will be asked to agree to an Enhanced DBS. This must be in place before any staff /volunteer comes into contact with children and vulnerable adults.
- Face Front will support this by recommending DBS processing agencies and refunding the full cost.
- If this request is refused, the applicant will not be able to take up the post with Face Front.
- Applicants will be given the opportunity to let the Safeguarding Lead, or project leader know if they have an offence. Face Front board of Trustees, along with the Safeguarding Lead will consider the offence, and if it does not relate to their role with children/vulnerable adults, it would be at the Trustees' discretion to still offer the applicant the position.
- If there is any history of any crimes involving children/vulnerable adults, the applicant will not be offered the post.
- Every Enhanced DBS will be checked annually using the online DBS checking service

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4c Training Process

- The successful applicant will receive training specific to their role.
- For each project, a risk assessment will be completed, updated and always available.
- All Face Front's policies are available via the footer of our main website.
- Relevant training will be refunded and staff will be paid for their time.
- Project leaders will take part in relevant safeguarding training on an ongoing basis.
- Staff will be required to familiarise themselves with the relevant policies and will regularly reminded of:
 - 1) The name, remit and contact details of the Safeguarding Lead.
 - 2) The four key rules:
 - Always work in pairs
 - Never be left alone with a child/vulnerable adult
 - Always report any concerns.
 - Confidentiality: only discuss concerns with the project leader/ Safeguarding Lead.

4d Supervision

- All staff/volunteers will have a designated supervisor who will provide regular feedback and support, including regarding safeguarding concerns or questions.
- All staff/volunteers will be given the opportunity to have an annual review where their performance, skills, motivation and expectations will be discussed. These annual reviews are another opportunity to ask questions around our safeguarding processes or make suggestion.
- We will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation. We recognise the importance of all staff and Trustees being conversant with safeguarding policy developments and guidelines and such information will be shared and appropriate training given when possible.

5. Code of Practice

The following code of practice applies to all Face Front's work with children and vulnerable adults, including but not limited to: regular groups, schools tours, workshops and festivals. All Face Front workers are responsible for the safety of children/vulnerable adults whilst attending projects at the Face Front studio. At projects, classes, trips or holiday schemes at a different premises responsibility will be shared with the venue/group worker. (i.e. teacher, youth worker, care worker, social worker). At every project:

- All staff are given clear established roles
- Under no circumstances are staff/volunteers to be left unsupervised with individual children or vulnerable adults.
- Whilst attending the premises of any Face Front activities, staff must ensure that the health and safety guidelines are adhered to, including any additional safety measures that may be required for children/vulnerable adults with extremely challenging behaviour.
- All existing staff and freelancers used by the company are Enhanced DBS checked to ensure that no one has a conviction for criminal offences against children.
- When working in schools, all workshops are conducted in the presence of a teacher

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- Face Front delivers in teams of at least two people, unless a relationship is already established with a group, in which case an individual may work alone. However, no staff member or volunteer is permitted to be alone with a child/young person/vulnerable adult at any time.
- Children and vulnerable adults are always supervised at all times during projects, including lunch breaks and travel to and from the venue.
- Project leaders are responsible for ensuring health and safety requirements are met in the working environment.
- Project leaders must find out about special needs of children before any work commences.
- Team members should also be alert to strangers frequently waiting around outside a venue with no apparent purpose.
- Staff/volunteers should not allow children/vulnerable adults to be collected by people other than their parents/carers/key workers, if no notification of the arrangement has been provided.
- Staff/ volunteers should not offer lifts in their private cars to children or vulnerable adults. In special cases a lift can be given or a member of staff can chaperone participants in a registered taxi if:
 - It has been agreed beforehand with the project lead
 - There is permission from the parent/carer/keyworker/guardian.
 - The driver is never alone with one child or vulnerable adult.
- If a child or vulnerable adult is not collected at the end of the session, it is reasonable to wait approximately half an hour for a parent or carer to arrive. If the parent or carer cannot be contacted, the workshop leader should then contact the police or social services and request assistance.

Face Front staff/volunteers should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Be in/share a room with a participant
- Allow or engage in any form of inappropriate touching.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a participant, even in fun.
- Reduce a participant to tears as a form of control.
- Allow allegations made by a participant to go unchallenged, unrecorded or not acted upon.
- Invite or allow participants to stay with the staff member at their home unsupervised.
- No Face Front staff member/volunteer is permitted to assist with personal care. All personal care must be carried out by the individual participant or the participant's personal support worker.
- Avoid taking on the responsibility for tasks for which you are not appropriately trained.
- Communicate in any way with the children/vulnerable adults we work with outside the sessions for any non-work purpose. This includes by phone, text message, other messaging service/social media/gaming or any other digital channel.
- Emails should only be sent from a Face Front email address. Phone calls and messages should only be made from Face Front-owned phones/devices.

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If any of the following occurs, you should report this immediately to the project leader and record the incident. You should also ensure the parents/carers of the participant are told.

- If you accidentally hurt a participant.
- If they seem distressed in any manner.
- If a participant appears to be sexually aroused by your actions.
- If a participant misunderstands or misinterprets something you have done.

Related policies and procedures

This policy should be read alongside our related organisational policies and Agreements:

Code of Conduct when working in Schools, Day Centres and External Workshops

Confidentiality Policy

Data Protection Policy

Grievance, Disciplinary, Bullying and Harassment Policy

Health and Safety Policy

Photography and Filming Policy

Policy on Recruitment of Ex-Offenders

Volunteer Policy and Induction

Whistleblowing Policy

LAST REVIEWED

July 2026

REVIEW

January 2027

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