

CORAM SHAKESPEARE SCHOOLS FOUNDATION

SAFEGUARDING CODE OF BEHAVIOUR & PROCEDURES

1. INTRODUCTION

Coram Shakespeare Schools Foundation ("Coram SSF") is committed to safeguarding the welfare of children and young people and requires all staff and volunteers to share this commitment. Coram SSF works directly with children and young people and therefore takes the issues of safeguarding and child protection very seriously. Coram SSF adheres to the [Coram Group Safeguarding Policy & Procedures](#)¹.

Coram SSF wants to create an environment of safety and mutual respect, where child protection is everyone's responsibility. This Code of Behavior & Safeguarding Procedures are in place to ensure all those working with us follow best practice and ensure that the welfare of children is paramount in every aspect of our work. We review these procedures annually in order to meet with all current legislation and best practice.

This document has been developed with reference to key safeguarding and child protection legislation and guidance, including; Working Together to Safeguard Children (2018), Keeping Children Safe in Education 2019, Charity Commission guidelines, Safeguarding Vulnerable Groups Act 2006 and the Children Acts 1989 and 2004.

We define "children" as young people under the age of eighteen [18] years.

1.1. Principles

Coram SSF will seek to safeguard children by:

- valuing them, listening to and respecting them.
- adopting and adhering to the Coram Group Safeguarding Policy & Procedures child protection guidelines through procedures and a code of conduct.
- ensuring all members of staff engaged directly by Coram SSF (including core staff, Associates, Facilitators, Stage Directors and Company Managers) to work with children will be the subject of an enhanced disclosure check from the Disclosures and Barring Service (DBS), which deems them suitable to work with children, prior to that person's engagement.
- ensuring that all members of staff from sub-contracted organisations they engage to work with children are also subject to an enhanced disclosure check from the Disclosures and Barring Service (DBS).

¹ Available at <https://www.shakespeareschools.org/> and at <https://www.coram.org.uk/about-us/policies-and-privacy-statements> (Accessed 11/03/2020)

- ensuring that event and activity volunteers directly engaged by Coram SSF will be subject to a basic Disclosures and Barring Service (DBS), prior to that person's volunteering engagement.
- providing two or more staff for every activity we organise with children.
- sharing information about safeguarding children and good practice with children, teachers, staff and volunteers.
- sharing information about safeguarding concerns with the Coram Central Safeguarding Team, local authorities and agencies who need to know, and involving parents and children appropriately.
- providing effective management for staff and volunteers through supervision, support and training.
- keeping a list of all paid and voluntary members of staff with regular and direct contact with children and update it annually.
- ensuring all our staff have agreed to comply with, and have access to, the Coram Group Safeguarding Policy.
- adopting the principles of this policy in relation to all online and social media engagement.

1.2. Schools and Organisations Participating in Shakespeare Schools Festival

All schools and organisations participating in the Coram Shakespeare Schools Festival ("the Festival") are required to abide by our [Terms and Conditions](#)². In addition, all schools/organisations participating in any activity in any venue organised by SSF must:

- appoint a Group Leader who will make themselves known to Coram SSF staff on arrival at any SSF event or activity.
- keep a register of all children attending the activity. This should include details of their name and address, date of birth, next of kin and any relevant medical notes.
- keep a register of paid staff and volunteers from the school/organisation working with and/or chaperoning children.
- remain responsible for the children in their care at all times and for providing adequate chaperones (paying attention to numbers of appropriate gender and experience). Chaperones cannot be other students from the school, even if they are over 18 years of age.

² <https://www.shakespeareschools.org/terms-conditions/terms-and-conditions-for-participating-in-the-festival> (Updated 11/03/2020)

- Coram SSF's chaperone ratios are:
 - For primary schools, 10:1 pupils to adults
 - For secondary schools, 12:1 pupils to adults
- not leave any child or children in their care unattended at any time.
- not permit a person under the age of 18 to be left in sole charge of any children of any age.
- be aware that Coram SSF staff cannot and will not act as pupil chaperones at any time.
- provide all appropriate and adequate insurance arrangements for all the children and staff.
- ensure they comply with legislation in relation to children taking part.

1.3. Data Protection

Coram SSF is committed to complying with the General Data Protection Regulations 2018 ("GDPR") and to upholding principles of good practice of storage and handling of data. Coram SSF will only use the information that it collects about data subjects in accordance with GDPR and the Privacy & Electronic Communications Regulations 2003.³

Coram SSF will not permit any photographs or video footage to be taken by schools, organisations or third parties without the appropriate consent being in place. Consent is also gathered in line with our Quote and Case Study Procedure for:

- audio visual media taken by Coram SSF or third parties at any of our events involving children
- qualitative evaluation
- quotes and cases studies used in Coram SSF marketing materials or on the Coram SSF website

All quantitative data that concerns children and used for reporting on, analysing and evaluating our programmes and events is anonymised after processing.

Coram SSF does not knowingly collect or maintain personal information from persons under 18 years of age on our website. Coram SSF does not collect children's data in order to directly market to children. We will take appropriate steps to delete any personal information of persons less than 18 years of age held without consent.

³ Full details of Coram SSF's Privacy Policy can be found at <https://www.shakespeareschools.org/privacy-policy> (Accessed 11/03/2020)

2. CODE OF BEHAVIOUR AND GOOD PRACTICE

Coram SSF requires all its staff and volunteers, staff from any sub-contracted organisations, as well as any staff from participating schools and organisations to follow this code of behaviour and good practice at all times, when engaged in any Coram SSF activity that involves contact with children.

2.1. Purpose

This code has been developed to provide advice which will not only help to protect children but will also help identify any practices which could be mistakenly interpreted and perhaps lead to false allegations of abuse being made against individuals.

Following this good practice code will also help to protect Coram SSF by reducing the possibility of anyone using their role within the organisation to gain access to children in order to abuse them.

When working with children all staff and volunteers are considered to be acting in a position of trust. It is therefore important that staff, volunteers, and staff from sub-contracted and participating organisations are aware that they may be seen as role models by children and must act in an appropriate manner at all times and follow the code of conduct.

2.2. Code of Behaviour

When working with children it is important to:

- always follow the Coram Group's Safeguarding Policy & Procedures
- treat everyone with dignity and respect, putting the welfare of each participant before the goals of the activity
- actively involve children in planning activities wherever possible
- treat children fairly and without prejudice
- value and take children's contributions seriously
- ensure that feedback is encouraging and constructive.
- always ensure language is appropriate, accessible and not offensive or discriminatory, and not make sexually suggestive comments
- always avoid favouritism
- always ensure equipment is used appropriately and for the purpose it was designed
- ensure any contact with children is appropriate and in relation to the work of the activity
- provide examples of good conduct you wish others to follow

All staff and volunteers must:

- keep an appropriate distance from children and not engage in any inappropriate physical contact
- work in an open environment, avoid any activity with children behind closed doors, or in private or unobserved situations e.g. accompanying a child to the toilet
- ensure another adult is present when working with children
- not take receive or pass on contact details from children nor let children have your personal contact details (e.g. mobile number, email or address)
- not to take a photo of a child or allow anyone to photograph children, unless it is for specific agreed purposes, and where appropriate consent from the parent/guardian has been given
- not arrange any contact with children met through Coram SSF activities outside of those activities
- only touch a child when it is absolutely necessary and only after permission has been given by the child
 - In this case be clear, tell the child where you are going to touch them and how e.g. "I will help you up onto this step by placing my hand on the centre of your back." When comforting a child remember it is more appropriate to give a child a glass of water or a tissue, than a hug.
- kindly discourage all types of physical conduct that a child may wish to initiate (e.g. a hug)

Staff who breach this code of conduct may be subject to disciplinary procedures. Any breach of this code involving a volunteer or member of staff from another organisation may result in cancellation of their contract or ability to work with Coram SSF. Serious breaches of this code may also result in a referral being made to a statutory agency such as the Police, Local Authority or Children's Services Department.

2.3. Online Safety and Use of Social Media

Coram SSF is aware of the particular risks associated with young people's activity online and through social media. To ensure that we create a safe online space for any young people that access the Coram SSF website or social media channels, we will be guided by the following principles:

- any posts or correspondence will be consistent with our values and mission as a charity and written in a professional manner
- staff should make sure any content posted is accurate and appropriate

- staff should not communicate with young people via personal accounts, 'private' or 'direct' messages
- staff should never 'friend' or 'follow' children or young people from personal accounts on any social media platforms
- at least one parent, guardian or member of school teaching staff should be copied in to any emails sent by Coram SSF to children
- staff managing our online channels will seek advice from the Designated Safeguarding Lead to advise on safeguarding requirements
- any disclosures of abuse reported through social media should be dealt with in the same way as a face-to-face disclosure, according to our reporting procedures at 3.3
- a designated supervisor will remove inappropriate content or posts by children, staff or members of the public from our channels explaining why, and informing anyone who may be affected (as well as the parent(s) or guardian(s) of any children involved)
- any inappropriate content that is posted on the SSF site or social media channels will require a discussion with the Designated Safeguarding Lead to determine if it should be reported to the police
- identifying details such as a child's home address, school name or telephone number should never be posted by Coram SSF on social media platforms
- in line with our Quote and Case Study Procedure, Coram SSF will gain permission for any photographs or videos to be posted to one of its social media channels

3. PROCEDURES

Coram SSF shares responsibility with participating schools and organisations for the protection of children attending any of its activities or events. This collaborative approach is designed to ensure that young people are safe when working with us.

Coram SSF will inform the Group Leader of the situation in the event that any of the procedures detailed below need to be followed. In the event that the Group Leader is the source of the concern, Coram SSF will work with the Coram Group Safeguarding Team and take appropriate action, which could include referral to a relevant statutory agency such as the Police, Local Authority or Children's Services Department.

If someone believes a child or young person may be in immediate danger, always dial 999 for police assistance. If someone believes that a child may be suffering, or may be at risk of suffering significant harm, then they must notify a Coram SSF staff member, who will then take appropriate action in accordance with the procedures laid out below.

3.1. Accidents and Injuries

If any child sustains an accident or injury whilst participating in any Coram SSF activity at any of the venues, the Coram SSF staff present should enter a record of the accident in the venue's Accident Book and provide a copy to the Coram SSF Office. The record will be countersigned by the Group Leader or another person responsible for the child, and a member of staff from the venue. Coram SSF will keep a record of the accident for a minimum of 12 months.

If a child or member of a vulnerable group arrives for a Coram SSF-run activity with an obvious physical injury, a record will be made by a Coram SSF staff member and the Group Leader will be required to counter-sign. This record will be used if a formal allegation is made later as a record that the individual did not sustain the injury whilst engaged in a Coram SSF activity.

3.2. Signposting Safeguarding Lead at Events and Activities

At events and activities run by Coram SSF and involving children, the relevant on-site member of staff will make it known to all participants that they are the safeguarding lead for that event. This will be a member of staff engaged directly by Coram SSF (including core staff, Facilitators, Stage Directors or Company Managers).

3.3. Action to Take

Coram SSF takes any allegation or potential threat concerning the welfare of children with the utmost seriousness. The following procedures ensure that any disclosures or incidents are dealt with promptly and correctly. It is the responsibility of the authorities to determine whether abuse has occurred.

If a young person discloses an abuse allegation to you:

- (i) Let the child know that you will need to tell someone else what they are going to say. Keep the door open.
- (ii) If they still want to speak, let the child speak without interrupting them, look at them directly and accept what they say. Do not press them for information. Do not pass judgment but neither should you make the child feel guilty or isolated. Be aware that they may have been threatened.
- (iii) Let the child know what you are going to do next, who you are going to tell, why and roughly what will happen next.
- (iv) Finish on a positive note.
- (v) Ensure no situation arises which could cause further concern.

Action to take immediately for all disclosures:

- (i) Ring the office (020 7601 1800) or out-of-hours hotline (020 7601 1801) and to speak with ask for Coram SSF's Designated Safeguarding Lead, Mike Tucker, or Managing Director, Ruth Brock in that order.
- (ii) Make detailed written notes of the facts as you know them, including:
 - the young person or adult's name and address
 - the Group Leader's details
 - relevant phone numbers: Headteacher, child's parent or guardian
 - what is said to have happened, or what was seen
 - when it occurred
 - who else was there
 - what was said by those involved
 - whether there is any actual evidence e.g., bruises, bleeding, changed behaviour
 - who has been told about it
 - who was concerned
 - was the child able to say what happened
 - whether the Group Leader/parents/guardians/carers have been advised
- (iii) Give a copy to Coram SSF's Safeguarding Lead.
- (iv) If the allegation is about you, a member of Coram SSF staff or volunteer, the concern should be reported directly to the Coram SSF Managing Director, Ruth Brock (unless the concern relates to them in which case the Managing Director of HR should be informed), the Coram Group Managing Director of HR, Head of Safeguarding and the Director of Operations.

Coram SSF will then complete a Coram Group Safeguarding Children Alert Reporting Form and submit it to the Coram Designated Person or to the Coram Head of Safeguarding within 24 hours of the concern. Coram will then take appropriate action and decide whether the concern requires a safeguarding referral.

3.4. Historical Disclosures of Abuse

Participation in Coram SSF's activities may serve as a trigger for historical abuse or neglect. It is therefore possible that a young person, adult or fellow member of Coram SSF staff could make a disclosure about abuse they have experienced in the past. For disclosures of this nature, the action to take remains the same.

4. DEFINITIONS OF ABUSE

4.1. Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scolding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent/guardian/carer feigns the symptoms of, or deliberately causes ill health to a child they are looking after.

4.2. Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child, such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to the child(ren) that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

4.3. Sexual abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact including penetrative or non-penetrative acts, as well as touching of any part of the body, clothed or unclothed. They may include noncontact activities, such as involving children in looking at, or in the production of, pornographic material, or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

4.4. Neglect

Neglect is the persistent failure to meet a child's basic and/or psychological needs. It may involve a parent/guardian/carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

5. SIGNS AND INDICATORS OF ABUSE

5.1. The signs of physical abuse may include:-

- unexplained bruising
- marks or injuries
- bruises that reflect hand marks or fingertips
- cigarette burns
- bite marks
- broken bones
- scalds

5.2. Changes in behaviour can also indicate physical abuse:-

- fear of parents being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- depression withdrawn behaviour

It is important to remember that children and young adults collect cuts and bruises in their daily life. It is important that these can be readily explained.

5.3. The signs of sexual abuse may include:-

- stomach pains
- discomfort when walking or sitting down

5.4. Changes in behaviour that might indicate sexual abuse include:-

- sudden or unexplained changes in behaviour
- fear of being left with a specific person or group of people
- running away
- eating problems such as overeating or anorexia
- self-harm or mutilation, sometimes leading to suicide attempts
- saying they have a secret they cannot tell anybody about
- substance or alcohol abuse suddenly
- having unexplained sources of money
- not allowed to have friends (particularly in adolescence)
- acting in a sexually explicit way towards adults

5.5. Some indicators of neglect may include:-

- looking badly presented with old, torn clothing
- always hungry and looking for food
- not being expected to be at home when it seems reasonable that they should be
- adults not seeming to know or be interested in what is happening to them
- becoming thin and under-nourished
- not having what they need for their studies
- not receiving medical attention when it seems appropriate

5.6. Emotional abuse can be difficult to identify but behaviour changes may include:-

- fear of making mistakes
- sudden speech disorders
- self-harm
- fear of parent being approached concerning their behaviour

**I HAVE READ, UNDERSTOOD AND ACCEPT THE ABOVE CODE OF BEHAVIOUR
& SAFEGUARDING PROCEDURES**

Signed

Dated