



Safeguarding & Adults at Risk Policy

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1. MILLENNIUM FORUM SAFEGUARDING POLICY STATEMENT

Staff and volunteers in the Millennium Forum are committed to practice, which promotes the welfare of children/adults at risk and protects them from harm.

We wish to ensure that all children/adults at risk participate in an enjoyable and safe environment in which they can have fun and feel valued.

1.1 We will endeavour to safeguard children by

Staff and volunteers in the Millennium Forum accept and recognise our responsibilities to develop awareness of the issues which cause children harm, and to establish and maintain a safe environment for them. We are committed to reviewing our policy, procedures and practice at regular intervals, at least every three years.

- Following carefully the procedures laid down for recruitment and selection of staff and volunteers.
- Providing effective management for staff and volunteers through supervision, support and training.
- Reporting concerns to statutory agencies who need to know, and involving parents and children appropriately.
- Adopting safeguarding guidelines through a code of behaviour for staff and volunteers.
- Sharing information about safeguarding and good practice, parents/guardians, staff and volunteers.
- Ensuring safety procedures are adhered to.

1.2 We will endeavour to safeguard Adults at Risk by:

Our commitment to safeguard Abuse is a violation of an individual's human and civil rights; it can take many forms. The staff and volunteers in The Millennium Forum are committed to practice which promotes the welfare of adults at risk and safeguards them from harm. Staff and volunteers in our organisation accept and recognise our responsibilities to develop awareness of the issues that cause adults harm, and to establish and maintain a safe environment for them. We will not tolerate any form of abuse wherever it occurs or whoever is responsible. We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who use our services, carers, advocates, our staff and our volunteers with a view to how we may continuously improve our services/activities.

We will endeavour to safeguard the adults we work with and care for by:

- Adhering to our adult safeguarding policy and ensuring that it is supported by robust procedures;
- Carefully following the procedures laid down for the recruitment and selection of staff and volunteers;
- Providing effective management for staff and volunteers through supervision, support and training;
- Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies that need to know, while involving adults at risk and their carers appropriately;
- Ensuring general safety and risk management procedures are adhered to;
- Promoting full participation and having clear procedures for dealing with concerns and complaints;
- Managing personal information, confidentiality and information sharing; and
- Implementing a code of behaviour for staff and volunteers.

We will review our policy, procedures, code of behaviour and practice at regular intervals, at least once every three years

2. WHO DOES THIS POLICY APPLY TO?

All those who are employed by Derry Theatre Trust t/a the Millennium Forum (*See Appendix 2*) and all those who hire *or* use premises or facilities (*See Appendix 3*) of The Millennium Forum must complete and sign a declaration that they comply with this policy and that adequate child protection (AccessNI) checks have been carried out on those who will have unavoidable substantial access to children.

3. RECRUITMENT AND SELECTION

The Millennium Forum recruits and appoints all workers in accordance with relevant current legislation and actively seeks to equally offer employment and volunteering opportunities according to our Equal Opportunities Policy.

When recruiting staff the Millennium Forum reviews each role to assess if it is a 'regulated position' (defined by The Protection of Children and Vulnerable Adults (NI) Order 2003) – those who, in the course of their normal duties, care for, train, advise, counsel or supervise, or are in sole charge of children, as well as the supervisors / managers of individuals in regulated positions. Management Boards and Governing Bodies of the Millennium Forum are also included.

The Millennium Forum follows best practice guidelines in its recruitment and selection procedures by:

- Providing clearly defined job descriptions for all staff.
- Identifying 'regulated' roles as defined under the Protection of Children and Vulnerable Adults (NI) Order 2003.
- Adhering to an open recruitment process and advertising all positions to ensure their availability to the whole community.
- Using application forms to gather key information from an interested candidate in relation to the position. Job descriptions are sent to all candidates, along with information about the organisation and a copy of our safeguarding policy.
- Requiring short-listed applicants working with children, young people and adults at risk to declare any past (including spent) criminal convictions, cautions and cases pending against them under the Rehabilitation of Offenders (Exceptions) Order (NI) 1979. Applicants are asked to sign a declaration form stating that there is no reason why they should be considered unsuitable to work with children/adults at risk. This information is dealt with in a confidential manner and not used to discriminate against applicants unfairly (*See Appendix 10*).
- Requesting two forms of identification. One to be photographic (passport/driving licence) or birth/marriage certificate, the other to confirm the applicants address (utility bill/bank statement).
- Short-listing applicants according to their suitability for the position.
- Interviewing all applicants for positions which will lead them into contact with children/adults, whether voluntary or paid, before the position is offered. Applicants are interviewed by at least two representatives.
- Obtaining two references from each applicant, to whom they are not related.

- Taking up at least two references in writing for the preferred candidate, one of which is from a previous employer or volunteer coordinator. The Millennium Forum also asks questions that relate directly to a person's suitability for working with children/adults at risk.
- Following a conditional offer of employment appointment, an AccessNI check is requested on the preferred applicant. We request an Enhanced Disclosure Certificate for all Regulated Positions.
- Considering the results of the disclosure check and confirming or withdrawing an offer of employment role, based on the information received.
- Issuing an Employment Contract to staff.
- Drawing Service Level Agreements for workers contracted for projects that require regular input over a period of time and requesting an AccessNI check every 12 months for contract workers before renewing contracts.
- Inducting all workers in the Safeguarding Policy, procedures and guidelines.

3.1 Induction

- All new workers are inducted in the Safeguarding Policy, Code of Behaviour and Health & Safety Policies and Emergency Evacuation (*See Appendix 15*) procedures and guidelines before signing a contract to acknowledge that they have received, read and understood the policies (*See Appendix 2*).
- All workers are made aware of what is expected and required of them and the boundaries or limits within which they must operate.

3.2 Training

All workers will receive training specific to their roles in addition to clear guidelines on appropriate behaviour with children/ adults at risk. Training will also be reviewed regularly in line with changing legislation.

3.3 Probationary Period

All new appointments are conditional on satisfactory completion of a six month probation period. If this trial period is successfully completed, the post will be confirmed in writing.

3.4 Support and supervision

Regular meetings and annual appraisals between staff and line managers will serve to assess progress and identify any additional training needs, to ensure staff are qualified and competent in their role.

3.5 Annual Appraisal (Staff) / Review (Volunteers)

This meeting will serve to enhance support and supervision in order to highlight future support and training needs.

3.6 Recruitment of Volunteers

Volunteers who will work with children, young people or adults at risk will follow similar recruitment procedures following submission of a Volunteer Application Form (*See Appendix 11*) and on receipt of satisfactory references (*See Appendix 12*). Volunteers will also undergo an AccessNI check if they are to work in a 'regulated position.'

N.B. Since most abusers have not been convicted in a court of law there may be no records for AccessNI to check. However, as much as it is necessary to have anyone in a 'regulated position' undergo an AccessNI check it is accepted that it cannot be totally conclusive in its findings and that it is only valid on the date of issue.

4. REPORTING CONCERNS

All staff should adhere to guidelines and respond appropriately to concerns, allegations or disclosures of abuse and harm. It is a statutory responsibility to report any Safeguarding concerns.

4.1 Definitions of Abuse – Children & Young People

The following definitions are derived from "Co-operating to Safeguard Children and Young People in Northern Ireland" (March 2016) which provides the overarching policy framework for safeguarding children and young people. For the purpose of this guidance a child is a person under the age of 18.

Physical abuse is deliberately physically hurting a child. It may take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

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

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

Neglect is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Exploitation¹ is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Bullying Bullying is the repeated use of power by one or more persons to intentionally harm, hurt or adversely affect the rights and needs of another or others (NI Anti Bullying Forum). Although bullying is not defined as abuse, in its more extreme form it would be regarded as a form of abuse. It can take many forms but the main types are:

Emotional – excluding, being unfriendly;

Physical – hitting, kicking, theft;

Racist – racial taunts graffiti, gestures;

Sexual – unwanted physical contact or sexually abusive comments;

Homophobic – because of or focusing on the issue of sexuality; Verbal – name calling, sarcasm, spreading rumours, teasing;

Cyberbullying (e.g. .text message, picture/video-clip and phone call bullying via mobile phones; email, website bullying).

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, causes them significant harm. In these circumstances bullying should be considered as child abuse and treated as such.

4.2 Child Sexual Exploitation (CSE)

What is child sexual exploitation (CSE)? CSE is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology (May 2017 definition, Co-operating to Safeguard Children and Young People in NI). CSE can take a variety of forms and it can take place in person and online; or a combination of both. Like other cases of child sexual abuse, it can involve both contact and non-contact sexual activities.

Who does CSE affect? Any child, male or female, from any walk of life can be a victim of CSE, including those who can legally consent to have sex. However it primarily affects young people of a post-primary age with the average age at which concerns are first identified being 12 – 15 years of age.

Some factors which can increase the risk of CSE:

- Social isolation;
- Low self-esteem;
- Poverty or financial hardship;
- Substance misuse;
- Having a disability;
- Prior experience of abuse, particularly sexual abuse;
- Family breakdown;
- Bereavement;
- Involvement in crime;
- Online vulnerability;
- Links with other young people who are sexually exploited.

Identifying CSE

Potential indicators of CSE include, but are not limited to:

- Unexplained gifts – money, clothes, mobile phone;
- Leaving home/care without permission;
- Persistently going missing or returning late;
- Receiving lots of texts/phone calls prior to leaving;
- Returning distraught/dishevelled and/or under the influence of substances;
- Truancy from school;
- Entering or leaving cars driven by unknown adults or by taxis;
- Significantly older 'boyfriend' or 'girlfriend';
- Secretiveness around behaviours;
- Concerning use of the internet
- Physical symptoms or infections;
- Inappropriate sexualised behaviour for age.

CSE can be difficult to identify. Many children and young people, and professionals, can misinterpret such experiences as consensual and fail to recognise the exploitation involved. Adapted from "Child Sexual Exploitation: Definition and Guidance" (SBNi 2014)

4.3 What is Abuse - Adults at Risk?

What is abuse? Abuse is a 'single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights'.

Abuse is the misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse.

"Adult Safeguarding: Prevention and Protection in Partnership" (DOH and DOJ, July 2015) outlines the main forms of abuse:

Physical abuse is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing, rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty. Female Genital Mutilation (FGM) is considered a form of physical AND sexual abuse.

Sexual violence and abuse is 'any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability). Sexual violence and abuse can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities. It may involve

Psychological/emotional abuse is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation, or other verbal/non-verbal conduct. This may include threats,

humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.

Financial abuse is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.

Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can happen in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

Neglect occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others particularly where the person lacks the capacity to assess risk.

“Adult Safeguarding: Prevention and Protection in Partnership” does not include self harm or self-neglect within the definition of an ‘adult in need of protection’. Each case will require a professional HSC assessment to determine the appropriate response and consider if any underlying factors require a protection response. For example self-harm may be the manifestation of harm which has been perpetrated by a third party and which the adult feels unable to disclose.

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

This list of types of harmful conduct is not exhaustive, nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, s/he may very well be experiencing harm in other ways.

Related Definitions

There are related definitions which interface with Adult Safeguarding, each of which have their own associated adult protection processes in place.

Domestic violence and abuse is ‘threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member’. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography. The response to any adult facing this situation will usually require a referral to specialist services such as Women’s Aid or the Men’s Advisory Project. In high risk cases a referral will also be made to the Multi-Agency Risk Assessment (MARAC) process. Specialist services will then decide if the case needs to be referred to a HSC Trust for action under the safeguarding procedures. If in doubt anyone with a concern can contact the Domestic and Sexual Violence helpline (0808 802 1414) to receive advice and guidance about how best to proceed.

Human trafficking/Modern Slavery involves the acquisition and movement of people by improper means, such as force, threat, or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking/modern slavery can come from all walks of life; they can be male or female, children or adults, and they may come from migrant or indigenous communities.

Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person’s actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

The response to adults at risk experiencing hate crime will usually be to report the incident to the Police Service.

Where might abuse occur?

Abuse can happen anywhere:

- In someone’s own home;
- At a carer’s home;
- Within day care, residential care, nursing care or other institutional settings;
- At work or in educational settings;
- In rented accommodation or commercial premises; or
- In public places.

Who can abuse?

Staff and volunteers should be aware that abusers come from all sections of society, all professions and all races and can be male or female.

An abuser can be anyone who has contact with the adult including someone who is physically and/or emotionally close to the adult at risk, and on whom they may depend and trust. It could be a:

- Partner;
- Spouse;
- Child;
- Relative;
- Friend;
- Informal carer;
- Healthcare, social care or other worker;
- Peer; or less commonly a
- Stranger.

Professional abuse – the misuse of power and trust by professionals; the failure of professionals to act on suspected abuse/crimes; poor care practice or neglect in services; or resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems.

Peer abuse – the abuse of one adult by another within a care setting. It can occur in group or communal settings such as day centres, clubs, residential care homes, nursing homes or other institutional settings.

Stranger abuse – the abuse of an adult by someone they don't know such as a stranger, a member of the public or a person who deliberately targets adults at risk.

4.4 What might constitute a CONCERN about a child/adult at risk?

A concern relates to the possibility of a child/adult suffering harm. Indicators of this might include:

- Sudden, unexplained or worrying changes in behaviour.
- Physical signs or symptoms that may be indicative of abuse (emotional, sexual, physical or neglect).
- Worrying remarks made by a child/adult.
- A situation where a child is exposed to potential risk or harm.

ALL concerns should be recorded and passed to the Designated Officer Education & Outreach within 24 hours whether they relate to situations internal or external to the Millennium Forum.

4.5 What is a DISCLOSURE?

A disclosure is when a child/adult at risk tells a staff member that they have been or are being harmed or abused in some way. This may be physical, sexual, emotional abuse, neglect or bullying.

It is important to reassure the person who has made the disclosure and offer appropriate support. ALL disclosures must be reported to the Designated Officer within 24 hours (*See Appendix 9b/9c*).

4.6 What is a CONCERN / ALLEGATION about the behaviour of staff?

Inappropriate or unacceptable behaviour or communication, favouritism or negligence is an example of what may constitute a concern about the conduct of a member of staff.

An allegation about a staff member occurs when a child, parent or other staff member reports unacceptable behaviour where a child has been harmed, put at risk of harm or abused in some way.

ALL allegations against staff must be referred to the Designated Officer within 24 hours (See Appendix 4). In the case of allegations against the Designated Officer, this should be reported to the Chief Executive.

4.7 Recording

ALL concerns, disclosures and allegations should be recorded on pro-formas (Appendix 9b or 9c) and passed to the Designated Officer within 24 hours.

DO	DON'T
Stay calm.	<i>Don't panic.</i>
Listen and hear - Give time to the child/young person to say what they want. Accept what they are saying	<i>Don't ask leading questions.</i>
Reassure that they have done the right thing in telling	<i>Don't promise to keep secrets</i>
Record in writing what was said as soon as possible in the child's own words	<i>Don't enquire into details of the abuse</i>
Report to someone else in organisation	<i>Don't make the child/young person repeat the story unnecessarily</i>
Record your report	<i>Don't delay in reporting.</i>

4.8 Who is the Designated Officer and what is their role?

Designated Officer is Mags Anderson (02871 272776)

Email - magsc@millenniumforum.co.uk The role of the Designated Officer is to make contact with local statutory agencies such as Social Services and PSNI and to report any allegations against staff / volunteers, disclosures or concerns to the relevant agency.

Adult Safeguarding champion – Lisa Heaney (02871264455)

Email – Lisah@millenniumforum.co.uk

The role of Adult Safeguarding Champion (ASC) will be responsible for dealing with adult safeguarding concerns, disclosures or allegations about actual or suspected abuse, working with the adult at risk and making referrals to PSNI and/or HSC Trusts. ASC may delegate the operational day to day responsibility for safeguarding to an appointed person(s) within their organisation.

**5. REPORTING PROCEDURE
What to do if you Suspect Child Abuse / Inappropriate Behaviour**

Staff Member/ Volunteer has concerns

Physical or Behavioural indications	You suspect an adult is a threat to children	A child tells you they are being abused in some way
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Contact the Manager onsite and tell them of your concerns	Maintain surveillance of the suspect and immediately contact the Manger on duty to discuss your suspicions	React calmly, believe and reassure the child. Question only to clarify, not to investigate. Pass on the information to the Manager on duty
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Remain calm at all times, ensure safety of child / children and, where possible, maintain surveillance of suspect

The Manager on duty should record all information, actions and observations. Include dates, times, location, witness names, as this information may be required at a later date
(See Appendix 4 or Appendix 9b)

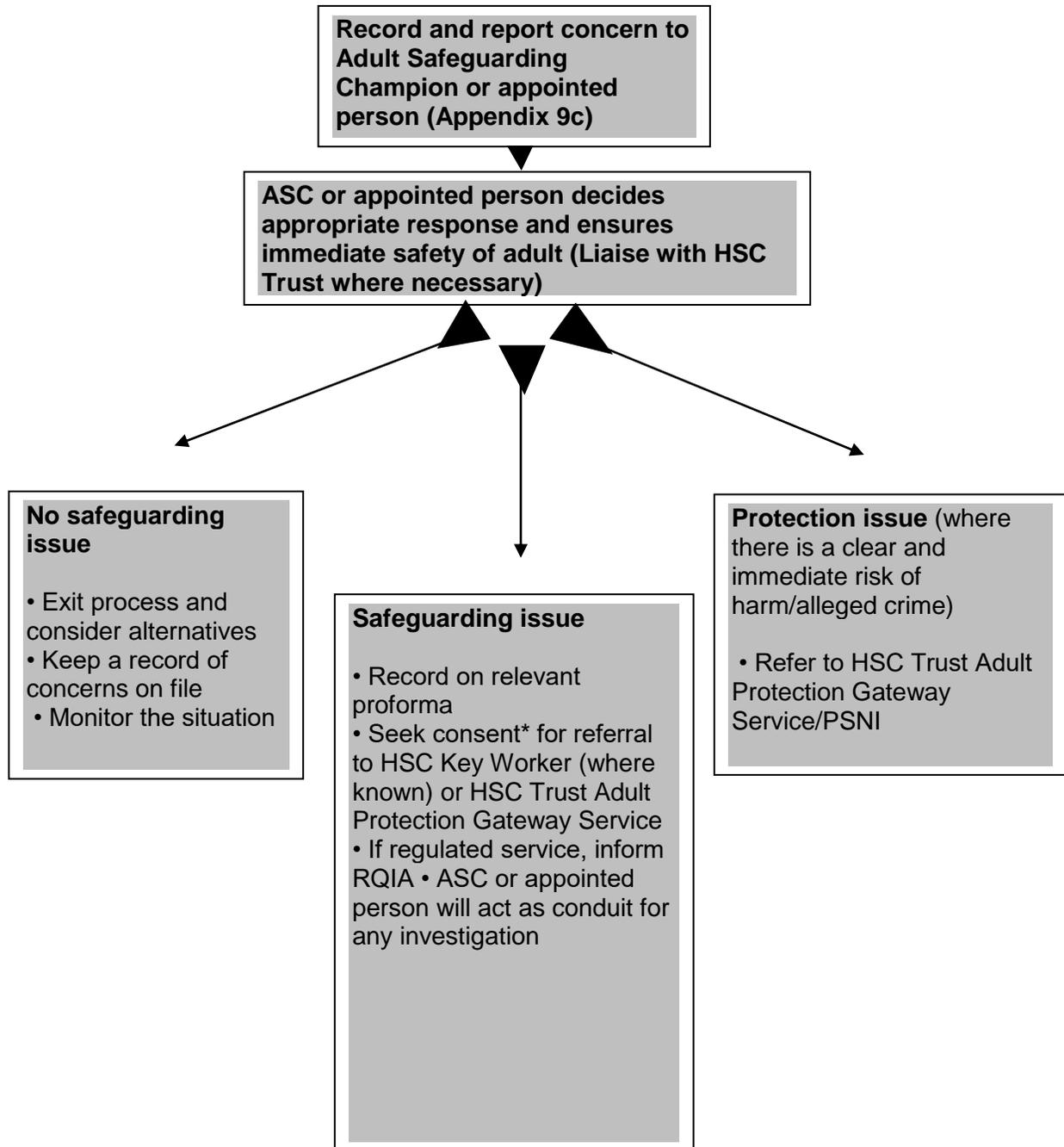
Report to Designated Officer: Mags Anderson 028 7127 2776 ext. 208
(in order to implement Safeguarding Procedures)

Designated Officer refers to Chief Executive
(in order to implement disciplinary procedures, if appropriate)

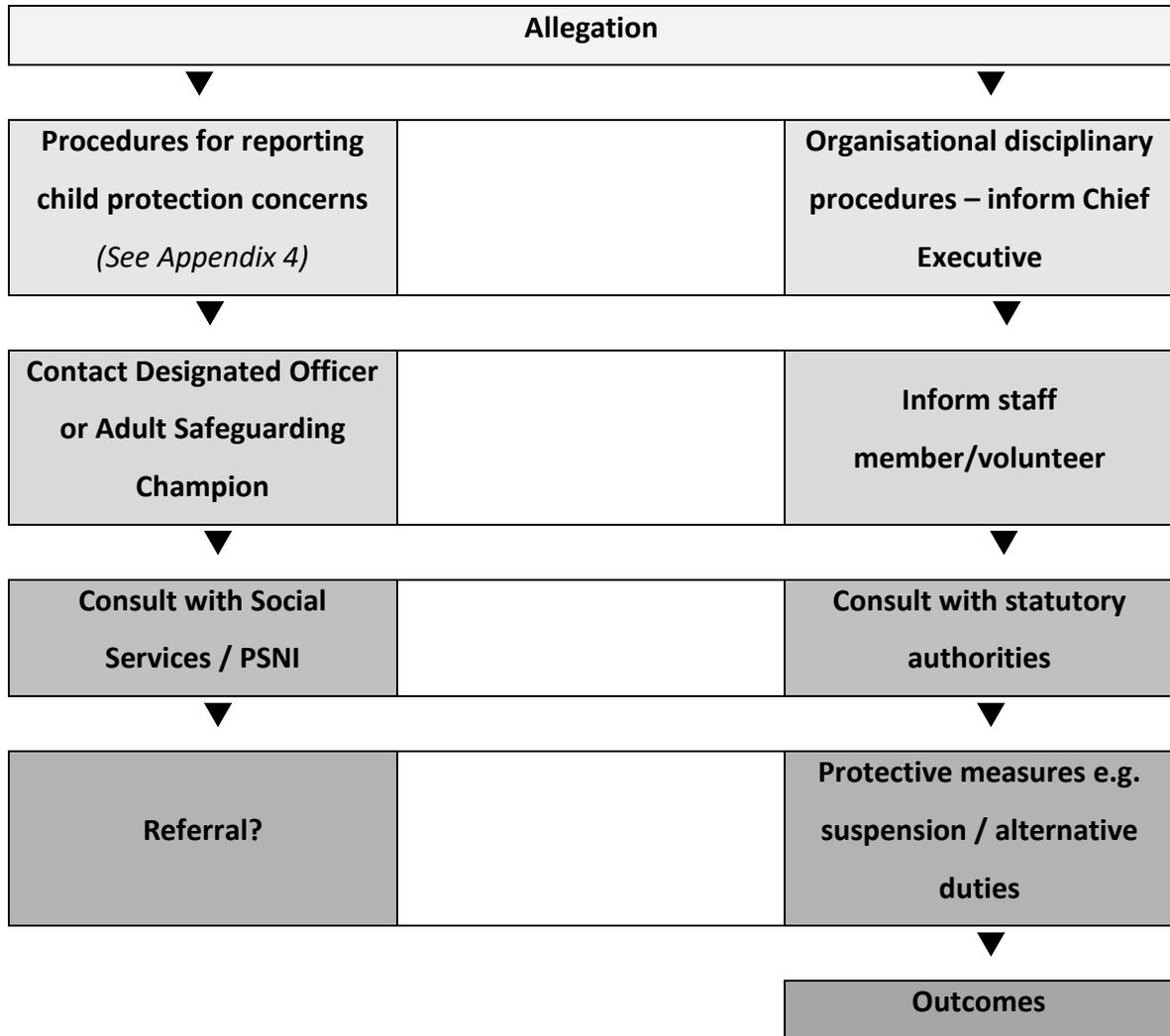
If it is a serious concern the Designated Officer will refer to Social Services and / or PSNI

Social Services will advise regarding contact with parents and police

5.1 Reporting Procedure Adult at Risk



**6. REPORTING PROCEDURE:
What to do if there is an allegation of Abuse against Staff/Volunteers**



6.1 Whistleblowing Policy

The Derry Theatre Trust's policy is to operate within the country's laws and regulations, and all employees are expected to co-operate in this by adhering to all laws, regulations, policies and procedures.

The Trust is committed to maintaining an open culture with the highest standards of honesty and accountability, where employees can report any legitimate concerns in confidence. The Trust takes all malpractice very seriously, and this document sets out the procedure by which employees can report any concerns.

Whistle blowing is the term used where an employee raises concerns about underhand or illegal practices within his or her Organisation or an associated Organisation.

The Trust offers protection to any employee who honestly and reasonably believes that underhand or illegal practices are taking place. The Trust undertakes to comply with all applicable laws relating to the prohibition of retaliation against good-faith whistle-blowers; see the Public Interest Disclosure (NI) Order 1999 as amended, which gives to employees who whistle blow protection against victimisation or dismissal.

Assuming the requirements of this policy have been met, the Trust undertakes to protect the employee from any personal claims and from any victimisation, harassment or bullying occasioned as a result of his or her disclosure. The Trust also undertakes not to initiate any disciplinary action. The aim is that the career of any employee should not in any way be harmed or hindered as a result of his or her disclosure (whether the item reported proves to be true or not, provided the reporting was carried out in good faith). Any reprisal or similar action taken against a discloser because he or she has made a protected disclosure under this policy may be regarded as gross misconduct and may result in disciplinary action.

Full Whistle Blowing Policy see Appendix 5

**7. CONTACT NUMBERS:
Reporting Allegations or Suspicions of Abuse**

Contact: Mags Anderson (Designated Officer)

Role: Education & Outreach Officer

☎ (work): 028 7127 2776 / ext. 208

Contact : Lisa Heaney (Adult Safeguarding Officer)

Role: Box Office Manager

☎ (work): 028 71264455 /ext. 214

If there is an emergency and the Designated Officer cannot be contacted, contact the relevant agency below:

HSC ,PSNI, RQIA & SOCIAL SERVICES CONTACT NUMBERS

HSC TRUST Western

☎: (028) 7161 1366 (9am to 5pm) Out of hours (028) 9504 9999

**NOTE: Out of hours means 5pm to 9am; weekends; and bank or other public holidays.*

PSNI Emergency

☎: 999

Non-Emergency 0845 600 8000

General Enquiries 0845 600 8000

RQIA

Normal working hours (9am to 5pm)

Belfast ☎: (028) 9051 7500

Omagh ☎: (028) 8224 5828

Social Services Office: Derry

☎: 028 7131 4090

It is not the worker's responsibility to investigate a concern or decide if abuse or harm has occurred. Workers simply need to ensure that all information is passed to the Designated Officer without delay.

8. REFERRAL TO DISQUALIFICATION TO WORKING WITH CHILDREN (NI) LIST

If a worker in a regulated position has harmed a child or placed a child at risk of harm as a result of misconduct, the Millennium Forum will make a referral to the Department of Health, Social Services and Public Safety.

The Millennium Forum will also make a referral if it receives information about the misconduct of a worker who has since left and if that information had been available at the time, the Millennium Forum would have considered dismissing the worker on the grounds of misconduct. A referral will not be made in circumstances where dismissal was not a serious option.

9. ANTI-BULLYING

Bullying is unacceptable and children/adults at risk are encouraged to tell a member of staff about any incidents so these can be dealt with promptly and efficiently.

Bullying is defined as the use of aggression with the intention of hurting another person, resulting in pain and distress to the victim and which will negatively impact on their wellbeing.

Bullying can be categorised as:

Emotional	Being unfriendly, excluding, tormenting (E.g. hiding possessions, threatening gestures).
Physical	Pushing, kicking, hitting, punching or any use of violence against another person.
Racist	Racial taunts, graffiti, gestures.
Disability	Gestures, taunts and exclusion on the grounds of disability.
Gender	Unfriendliness and exclusion.
Sexual	Unwanted physical contact or sexually abusive comments.
Homophobic	Because of, or focusing on, the issue of sexuality.
Verbal	Name-calling, sarcasm, spreading rumours, teasing.
Cyber	Internet, email and internet chat room misuse; mobile phone threats by text messaging, Bluetooth and phone calls; misuse of associated technology i.e. camera and video facilities.

Every child/adult at risk has the right to be treated with respect – no one deserves to be a victim of bullying and children/adults at risk who are bullying others need to learn different ways of behaving.

Bullying of any kind will not be tolerated by the Millennium Forum. Millennium Forum staff should ensure that all children/adults at risk are made aware of the anti-bullying policy and the code of behaviour.

**9.1 REPORTING PROCEDURES:
What to do if bullying takes place**

Staff Member/ Volunteer witnesses or is informed of bullying



**Report incident of bullying to the Designated Officer:
Education & Outreach 028 7127 2776 ext. 208
or Manager on duty without delay**



**The Manager on duty should record all information, actions and observations. Include dates, times, location, witness names, as this information may be required at a later date
(See Appendix 4)**



The Designated Officer will record a report of the incident



An investigation into the bullying behaviour / threats will be undertaken and the bullying quickly stopped. The bully / bullies will be informed:

- 1) What they are doing is unacceptable**
- 2) That it is against the accepted code of behaviour of the Millennium Forum**
- 3) That their behaviour is a danger to other children and their actions have excluded them from the group**



The bully / bullies will be asked to make a genuine apology and a commitment to change their behaviour



An effort will be made to reconcile the children/adults at risk, if possible. In serious cases, parents / guardians will be informed and asked to attend a meeting to discuss the problem



If the bullying persists, the perpetrator(s) will be suspended or excluded. If necessary, in serious cases, the PSNI may be consulted



After the bullying has been investigated and dealt with, the situation will be monitored to ensure a repeat incident does not take place

10. CODE OF BEHAVIOUR FOR STAFF	
DO	DON'T
Be supportive, approachable and reassuring.	Show favouritism towards a child/adult at risk
Show respect, be patient and listen to children/adult at risk.	Promise to keep secrets.
Respect a young person's right to personal privacy.	Belittle or demean children/adults at risk or other workers.
Treat and value children/adults at risk as individuals.	Embarrass, ignore or single out a child/adult at risk.
Set a good example by using appropriate attitude, demeanour and language at all times.	Shout at / argue with children/adults at risk or other workers in a humiliating / patronising / threatening manner.
Wear clothing that is appropriate to the art form and artistic need.	Give unnecessary orders or orders which humiliate / instigate fear in others.
Offer support and empathy in a manner appropriate to the child's age, stage and gender of a child/adult at risk– always in an open and transparent manner and within context e.g. if the child/adult at risk is distressed.	Engage in sexually provocative / inappropriate games (including horseplay). Any contact activities must be part of the planned activities for the group and clearly supervised.
Ensure that any time spent with children/adult at risk takes place in as open a setting as possible.	Allow or engage in inappropriate touching (kissing, hitting, smacking, etc.).
Provide clear instruction, clarify meaning and establish clear boundaries.	Make sexually suggestive comments about or to a child/adult at risk, even in jest.
Involve participants in the decision making process as much as possible e.g. planning activities.	Abuse privileges / your own position.
Focus on the child/Adult at risk and what they really want to do (i.e. it could be more damaging to push a child/adult at risk who is not ready to take part in a performance).	Give your personal contact details to children/adult at risk; organisational details should be used instead.
Encourage leadership, responsibility and participation in activities.	Text / telephone / email children/adult at risk on a one-to-one basis unless with parental consent and for a specific purpose.
Encourage children/adult at risk to do as much as possible for themselves and instil confidence – support them to make choices and to find acceptable ways to express their feelings. This will enable children/adult at risk to have the self-confidence and vocabulary to resist inappropriate approaches.	Invite / accept invites from children/adult at risk for social networking websites.
	Let allegations a child/adult at risk makes go unrecorded or leave issues unresolved.
	Teach or give instruction that is outside your remit.
	Be under the influence, or recovering from the effects of, alcohol / illegal substances.
	Leave children/adults at risk unsupervised.
	Allow children/adult at risk to use language that is deemed inappropriate or offensive to others within the group.
	Do things of a personal nature for children/adult at risk that they can do themselves.
	Take children/Adult at risk to your home (or their home if a parent / guardian is not there to meet them).

Failure to comply with the code of behaviour will result in disciplinary action (staff) and sanctions (volunteers).

ALL STAFF SHOULD AVOID:

Spending periods of time alone with children/Adult at risk.

An adult who needs to take a child/adult at risk aside (e.g. time out for misbehaviour) should stay within the sight of others. If it necessary to enter a separate room, use a room with visual access (e.g. a window) and leave the door open. Another adult should know, be vigilant and within ear shot if possible. A written record should be made and kept on file.

Physical contact that is out of the art form context.

Any required physical contact should only take place with the child's consent, within the context and any resistance should be respected.

Taking children alone in car journeys, no matter how short.

If this is necessary, try to take more than one child/adult at risk and ensure that they are seated in the back of the vehicle. It should also only take place with the full knowledge and consent of the leader / supervisor in charge and the child's parents / guardians. They should also know the route that will be taken and the estimated time of arrival.



Shouting at a child/adult at risk in a threatening, patronising or derogatory manner is unacceptable; however, appropriate shouting within the context of an activity (e.g. rehearsals or a theatre performance) may be required when children need to be alert and ready to respond. In many instances, workshops and technical rehearsals involve loud music, participants are excited and boisterous, the environment is often chaotic and the schedule may be running behind time. The importance of following direction and instruction given by the artistic team in these situations may make shouting appropriate and contextual as part of the learning process for participants.

11. PHYSICAL CONTACT

There will be instances when physical contact with a child/adult at risk is unavoidable and appropriate within the context. Some guidelines of what is considered appropriate and inappropriate touch include:

APPROPRIATE	INAPPROPRIATE
Context dependent touch within a controlled and supervised environment (e.g. demonstrations for dance, music, drama, craft or singing).	Touch which is unnecessary.
Administration of first aid (with parental consent and only by a trained first-aider).	Touch which is unexplained.
Assistance to avoid embarrassment (e.g. offering to help a child/adult at risk to their feet if they fall).	Touch which is out of context.
Support and guidance for performing arts such as drama, dance, circus and musical theatre (e.g. lifting / positioning / spotting).	Touch which is out of normal environment.
Offering comfort to a distressed child, in response to the child's needs.	Touch which is in response to adult's needs.
Preventing injury (e.g. catching a falling child, appropriate restraint).	Touch which is without consent.
Handshake and 'hi-fives'.	Sustained and prolonged 'appropriate' touch.
Group hug with all the children / group at the end of class / following a performance as a means of congratulations.	Kissing.
Undertaking personal care (e.g. for very young or disabled children) only with the full consent of parents / guardians and, if possible, by a worker of the same gender. In an emergency, personal care should <i>only</i> be undertaken with the full consent of a leader / supervisor and parents / guardians should be fully informed as soon as possible, if it was not possible to contact them beforehand.	Touch of breast, groin or buttocks.
Fitting / checking / fixing microphones and sound equipment.	Horseplay (adults – child; between peers).
Taking measurements / fittings for costume.	Sexual gestures.
Emergency costume repairs (e.g. when a child/adult at risk is wearing a costume during a performance).	Slapping / hitting (even in jest).
Fitting harnesses / checking safety equipment for 'flying'.	Holding hands (unless in context e.g. assisting very young children with crossing the road).
Assisting children with planned costumes in the wings / backstage.	

In addition, physical touch should *only* occur:

- After the type of activity and reason for it has been explained to the child.
- When the child's consent has been gained.
- In an open and transparent manner, preferably in view of others.
- When it is appropriate to the age and developmental stage of the child.
- In response to the particular needs of the child.
- When it is not in breach of appropriate physical contact guidelines.
- As lightly and sensitively as possible.

Care should also be taken to avoid standing behind the child/adult at risk whenever possible. A worker who feels something may have been misconstrued should address this **without delay** with the child/adult at risk/ other workers and tell a leader / supervisor.



Workers must remember that the safety of a child/adult at risk comes first. One example is a circus tutor who has been appointed to 'spot' a child/adult at risk to prevent injury if the child/adult at risk falls. If, when catching the child, the tutor accidentally touches the child/adult at risk in an inappropriate way / part of the body, they should address any issues or embarrassment with the child once that child/adult at risk is safe and make a note of it in their end of session report.

It is important to remember that the safety of children is paramount and that common sense must prevail in all instances.

12. REASONABLE FORCE

The Millennium Forum recognises its responsibility towards children in its charge and therefore takes all reasonable steps to ensure that the welfare of children is safeguarded and that their safety is preserved. The Millennium Forum's staff / facilitators / volunteers also have a duty to promote and secure good behaviour on the part of the children.

The following is guidance for staff on the use of reasonable force and restraint and is not deemed to be an exhaustive list of definitions or situations.

12.1 Definition of Reasonable Force

The working definition of "reasonable force" is the minimum force necessary to prevent a child/adult at risk from physically harming him/herself or others or seriously damaging property, but used in a manner which attempts to preserve the dignity of all concerned. The use of reasonable force will always depend on the circumstances of the case and staff should take the following into consideration:

- Whether it is reasonable to use force and the degree of force that could reasonably be employed, given the age, sex, physical strength, size, understanding and any known medical conditions of the child.
- The use of force can be regarded as reasonable only if the circumstances of the particular incident warrant it. The use of *any* degree of force is unlawful if the particular circumstances do not warrant the use of physical force. Therefore physical force could not be justified to prevent a child from committing a trivial misdemeanour, or in a situation that clearly could be resolved without force.
- The degree of force employed should be in proportion to the circumstances of the incident and the seriousness of the behaviour or the consequences it is intended to prevent. Any force used should always be the minimum needed to defuse the situation.

12.2 Use and Forms of Reasonable Force

(a) When might it be appropriate to use reasonable force?

Reasonable force should be limited to emergency situations and used only as a last resort in situations where:

- A child/adult at risk attacks a member of staff or another child.
- Children are fighting.
- A child/adult at risk is causing, or at risk of causing, injury or damage by accident, by rough play, or by misuse of dangerous materials, substances or objects;
- A child/adult at risk is running in an area or on a stairway in which he/she might cause an accident likely to injure him/herself or others.

(b) Physical intervention in these circumstances may take several forms e.g.:

- physically interposing between children;
- blocking a child's path;
- holding;
- leading a child by the hand or arm;
- shepherding a child/adult at risk away by placing a hand in the centre of the back; or
- (In extreme circumstances) using more restrictive holds.

(c) The law strictly prohibits the use of force, which constitutes the giving of corporal punishment. The use of force as a punishment or to intentionally cause pain, injury or humiliation, such as the examples below, (which are not exhaustive) should not be permitted under any circumstances;

- holding around the neck;
- any hold that might restrict breathing;
- kicking, slapping or punching;
- forcing limbs against joints;
- tripping;
- holding by the hair; and
- holding the child/adult at risk face down on the ground.

(d) When used, physical intervention should avert danger by preventing or deflecting a child's action or perhaps by removing a physical object which could be used to harm him/her or others. It should, at all times, be carefully applied and may be eased by degrees as the child/adult at risk calms down in response to the physical contact. The child/adult at risk should be advised throughout that physical intervention will cease when he/she calms down.

(e) The use of restraint is only likely to be needed in exceptional circumstances if a child/adult at risk appears to be unable to exercise self-control of emotions and behaviour and is presenting a threat to him / herself or others. The use of reasonable force should involve calm and measured approach by staff at all times.

(f) There may be times when members of staff should not intervene in an incident without help. Assistance should be sought when dealing, for example, with:

- an older child;
- a physically large child;
- more than one child;
- when the staff member believes that he/she may be at risk of injury.

In those circumstances where the member of staff has decided that it is not appropriate to restrain the child/adult at risk without, he/she should:

- remove other children who might be at risk;
- summon assistance from colleagues;
- where necessary, contact the PSNI;
- inform the child/children that help will be arriving; and
- continue to attempt to defuse the situation orally, and try to prevent the incident from escalating

12.3 Record Keeping

(a) All incidents involving the use of reasonable force should be recorded in a detailed, contemporaneous written report in accordance with Millennium Forum procedures (*See Appendix 4*). Such records may be required for future reference. Immediately following any such incident the member of staff concerned should inform the Designated Officer and provide a written report.

(b) Staff and the Designated Officer should keep record of the written report.

12.4 Complaints

(a) If an incident occurs in the Millennium Forum involving the use of reasonable force by a member of staff, the procedures governing such incidents should be followed.

(b) In the event of a subsequent complaint made against a member of staff either by or on behalf of the child, this should be dealt with in accordance with the Millennium Forum's complaints procedures. A dispute about the use of force by a member of staff might lead to an investigation either under disciplinary procedures, or by the PSNI and Social Services Department under child protection procedures.

(c) Staff who themselves are subject to physical violence or assault should be supported, as appropriate, in taking any necessary action against an assailant.

12.5 Training and Development

(a) Although it is anticipated that incidences involving the use of reasonable force or physical intervention will be infrequent, all staff members should be aware of the issues relating to the use of reasonable force and physical intervention as well as procedures and practices relating to the Millennium Forum's child protection procedures. As part of the Forum's training and development policy, all staff should receive appropriate training in the use of preventative strategies and approaches for managing difficult situations when they arise.

12.6 Complaints in Relation to the user of Reasonable Force

(a) Involving parents when an incident occurs with their child, and having a clear policy about the use of reasonable force that staff adhere to, should help to avoid complaints from parents/guardians. It will not, however, prevent all complaints, and any complaint from a parent/guardian about the use of reasonable force on his/her child/adult at risk should be dealt with in accordance with the Millennium Forum's existing procedures.

(b) The possibility that a complaint might result in a disciplinary hearing or a criminal prosecution, or in a civil action brought by a child or parent/guardian, cannot be ruled out. In these circumstances it would be for the disciplinary panel or the court to decide whether the use and degree of force was reasonable in all the circumstances. In doing so, the disciplinary panel or court would have regard to the Millennium Forum's policy on the use of reasonable force, whether that had been followed, and the need to prevent injury, damage, or disruption, in considering all the circumstances of the case.



Workers may encounter a circumstance when it is necessary to restrain a child/adult at risk to prevent injury to them (e.g. who is about to walk in front of a moving vehicle) or others (e.g. child/adult at risk attacks another child or worker). In all instances, reasonable force should only be used in emergency situations when it is necessary to do so and only the minimum force should be used.

13. CODE OF BEHAVIOUR FOR CHILDREN/Adults at risk

A code of behaviour should be developed for children/Adults at risk taking part in an activity/group. As with a code of behaviour for staff, it should outline appropriate and inappropriate behaviours and should be valid for a specified period of time (e.g. the duration of the project).

All staff working with children/Adults at risk should develop their own code of behaviour, in discussion with the children, for each project. In doing so, children will be encouraged to take ownership of their code of behaviour and minimise the necessity to impose sanctions.

The following is an example of a code of behaviour for children/adults at risk:

DO	DON'T
Include and encourage the participation of other group members.	Shout.
Listen to others.	Swear or use inappropriate language.
Ask questions if you are unsure about something.	Make fun of others.
Respect other children and adults at all times.	Exclude or make assumptions about others.
Tell a leader straight away if you (or another child/adult at risk) feel uncomfortable or frightened by the actions or words of another adult or child.	Fight / push / pull / hit / nip / bite – even in fun.
Say 'no' if you feel uncomfortable at any time (e.g. during an activity).	Tell jokes or stories that are rude or may offend or hurt others.
	Run throughout the building / backstage.
	Keep bullying or inappropriate behaviour a secret.
	Promise to keep secrets.
	Use mobile phones during activities (including breaks).



Dangerous behaviour by children should not be allowed.

14. DISABILITY AND ADDITIONAL NEEDS

The Millennium Forum welcomes children with and without a disability to participate in activities. Parents / guardians and staff are involved in consultation to identify and assess additional needs on an individual basis to provide appropriate learning opportunities for all children.

The Millennium Forum aims to maximise inclusion by:

- Planning for inclusion in advance, with regards to accessibility of activities, venue, equipment, transport and sanitary / changing and catering facilities.
- Involving the child, parents / guardians, staff and support organisation with regards gathering information, planning and reviewing.
- Minimising fuss when including a child with additional needs and taking care to avoid singling them out.
- Ensuring appropriate supervision ratios are maintained at all times.
- Asking parents / guardians to provide detailed information about medical, dietary and intimate care needs to ensure the comfort, safety and privacy of their child (*See Appendix 5 & 6*).
- Only giving out information on a need to know basis and with strictest confidentiality.



In all instances, it is important to remember that a child with additional needs is a child first.

15. SANCTIONS

A breach of procedures and guidelines will be taken seriously and staff, volunteers, children, parents / guardians and other service users should note the following:

- **Staff** in breach of guidelines will be disciplined in line with the Disciplinary Procedure. If there is an allegation of gross misconduct, the employee will be suspended from work on full pay. Two independent investigating officers appointed by the relevant Senior Manager in conjunction with the Chief Executive will conduct a formal investigation. They will report on their findings to the Senior Manager / Chief Executive. In accordance with the Millennium Forum's Disciplinary Procedure and the outcome of the formal investigations:
 1. Dismissal may occur;
 2. The PSNI may be informed;
 3. The Department of Health & Social Services may be informed.
- Guidelines for dealing for difficult situations will be followed for **volunteers** who breach policy, as outlined in their Volunteer Agreement.
- **Children/adults** who breach the code of behaviour, anti-bullying policy or instructions for an activity / task will be disciplined in the context of the seriousness of the incident. This may include challenging difficult behaviour, taking time out from participating in an activity or temporary suspension from the Millennium Forum. Depending on the seriousness of the breach the child's parents / guardians may be contacted and in some instances and in the most extreme cases, it may be necessary to consider permanent suspension.
- **Service users (including parents / guardians, audience members and user groups)** must adhere to the Millennium Forum's Safeguarding Policy in order to facilitate the safety of children/adults. Failure to do so will result in sanctions and in extreme cases, possibly permanent suspension.

Any breach should be reported to the Designated Officer without delay.

16. SHARING INFORMATION

Good communication helps to foster an environment in which children will be protected from harm. The Millennium Forum strives for best practice through implementing the following:

- Ensuring all parents / guardians, children, staff and other service users are aware of policies, procedures and guidelines relevant to them, including the Safeguarding Policy. **The Safeguarding Policy is also displayed in the Marketing Department (where the Designated Officer is based), at the Box Office and at the Stage Door. The policy is also available from the Millennium Forum's website www.millenniumforum.co.uk**
- Keeping parents / guardians and children fully informed about meetings, workshops, training, events and specific activities (including any particular requirement e.g. suitable clothing).
- Regularly circulating updated information about activities and events through publicity leaflets / brochures / letters, etc.
- Holding events in accessible and appropriate venues.
- Welcoming and considering suggestions from parents / guardians and children (verbal / written) and undertaking surveys and evaluations to assess services.
- Explaining the complaints procedures to parents / guardians and children and volunteers and the grievance procedure to staff.
- Encouraging parental assistance with specific events.
- Producing and circulating information with key points in advance of events; highlighting key points at the start of an event (e.g. policy on photographs and videos) and placing posters around the venue to remind individuals about the organisation's commitment to good practice in relation to Safeguarding Policy.
- Holding regular meetings with staff, facilitators and user groups to outline Safeguarding Policy responsibilities.
- Informing children, parents / guardians and staff about sanctions that apply to breaching codes of behaviour.
- Extracting key information from the full Safeguarding Policy as a quick reference guide for staff / volunteers / children / parents / guardians (e.g. code of behaviour, dealing with disclosure, reporting procedure, emergency contact numbers).

17. SAFEGUARDING IN OUTREACH SITUATIONS

On the occasions when the Millennium Forum and its staff are conducting workshops or events in locations outside of the Forum, the **Millennium Forum's Safeguarding Policy must still be adhered to.**

Safeguarding policies should be exchanged in advance so that both organisations can familiarise themselves with the procedures and guidelines of the other organisation, and any differences should be discussed in advance of a session and definitive procedure agreed upon.

For example, the agreed reporting procedure may be that any safeguarding concerns are reported through the host organisation's procedure but, if the visiting organisation is not satisfied that it has been appropriately dealt with, then it will deal with the concern via its own procedure.

Millennium Forum staff should hold a preliminary meeting with the host venue to explain the activities that will be undertaken and the process for interacting with the children. The staff will explain the rationale behind the techniques that will be used within the given art form and emphasise the benefits to the children.

Attention will be given to how the workshop facilitators operate and how they deliver a session within the guidelines of the Millennium Forum's Safeguarding Policy (this is particularly important if the art form requires using techniques that would not be used by the host organisation's workers to interact with children/adults at risk).

By improving a host organisation's understanding of how and why a particular approach is taken, the Millennium Forum aims to reduce any conflict of interest between workshop facilitators and workers from the host organisation.

If we are unhappy at the level of supervision, inadequate facilities or if we feel our staff are being mistreated or abused, the Millennium Forum will reserve the right to halt or cancel an activity.

The responsibilities of the visiting and host organisations, the safeguarding procedures to be used and the specific details of the sessions should be negotiated and agreed in advance of a session including:

Date:	Time:
Workshop facilitator(s):	
Facilitator(s) contact details:	
Name of supervising worker(s) who will be present at the session:	
Supervising worker(s) contact details:	
Workshop venue, set-up:	Location:
Workshop activities:	
<p>Supervision requirements(e.g. worker from the host organisation will greet and escort the facilitator to the workshop venue and must be present for the duration of the session and in the instance that a worker will be unavailable on the day, another worker will be present) and guidance of the required level of input from the host organisation’s worker (e.g. the workshop facilitator will manage all aspects of the session and the host organisation’s worker will observe, unless asked for input or assistance):</p>	
Code of behaviour for workshop facilitators and workers from host organisation:	
Code of behaviour for children/adult:	
Reporting procedures for concerns:	
Procedure for communication any changes to session (e.g.) different workers	

This information should be written into a formal agreement and sent to the head of the host organisation, who should then confirm that they agree to the workshop taking place and provide the names of workers from the host organisation who will be involved in organising the workshop (e.g. venue set-up, session supervision).

The facilitator will then write to these workers and outline the key information to avoid confusion on the day of the workshop. The host organisation’s worker(s) should be asked to speak to a workshop facilitator if they have a concern about the approach used during an activity.

18. PARENTAL CONSENT

For events which involve children the Millennium Forum will gain information about children in its care and parental consent in relation to medical / dietary requirements, activities and emergency situations (*See Appendix 6 & 7*). Consent must be given by those with Parental Responsibility. Records are maintained and regularly updates for the following information:

- Names, addresses and contact numbers for persons with parental consent
- Information about health issues / medication / dietary requirements.
- Parental consent for all activities / emergency situations (including emergency contact numbers).

A generic consent form is used to gain parental consent for regular activities (e.g. gaining parental consent at the start of the youth musical. *See Appendix 6*). In addition, a new consent form is issued to parents / guardians for any specialist activities over and above the normal ones (e.g. a visit to another theatre).

Parents / guardians are made aware of the Millennium Forum's commitment to ensuring the safety and welfare of all children and the requirement to know of any medical, dietary or behavioural conditions in relation to a child/adult at risk (*See Appendix 7*). The need to provide the Millennium Forum with all information is clearly communicated, in order to minimise placing a child and / or others at risk of harm.

The Millennium Forum highlights its commitment to inclusiveness through communication with parents / guardians, emphasising that a condition is very unlikely to preclude a child/adult at risk from being involved and that efforts will be made to provide appropriate methods of support.

Comprehensive information is provided by the Millennium Forum about activities (e.g. wearing make-up and dressing up) and specifies any requirements that parents / guardians, and children, should be aware of (e.g. to wear loose clothing when engaging in dance or free movement activities).

Guidelines are provided on inappropriate and / or unacceptable clothing and the procedures that children must adhere to when participating in an activity (e.g. to use allocated changing facilities and to follow safety instructions at all times).

19. EQUAL OPPORTUNITIES POLICY

The United Nations Convention on the Rights of the Child (1991) states:

“It is the State’s obligation to protect children from any form of discrimination and to take positive action to promote their rights.”

The Millennium Forum’s activities and events are accessible to children and families from all sections of the local community.

The Millennium Forum promotes Equal Opportunities by:

- Widely circulating information about activities and events in local communities.
- Welcoming individuals from all cultural, ethnic, religious and social groups, with and without disabilities.
- Ensuring that our literature is available in large print format.
- Monitoring the gender and ethnic background of children to avoid exclusion and foster respect and awareness (*See Appendix 13*).
- Being flexible to accommodate the needs of individual children and families e.g. regarding attendance patterns.
- Promoting and encompassing cultural diversity within the local community.

A copy of the Millennium Forum’s Equal Opportunities Policy is available upon request.

20. COMPLAINTS PROCEDURE

The Millennium Forum's complaints procedure **applies to children, parents / guardians, staff and other service users.**

All complaints are taken seriously and dealt with in a fair, consistent and confidential manner.

Informal Stage

This may be appropriate when the complainant simply wants to raise awareness and resolve a specific issue. This type of complaint can usually be dealt with through dialogue and a written report kept on file.

Formal Stage

Should individuals wish to make a formal complaint, they can do so in writing for the attention of:

Chief Executive
Millennium Forum
Newmarket Street
Derry/Londonderry
N. Ireland
BT48 6EB

20.1 Grievance Procedure for Staff and Volunteers

Staff wishing to make a complaint should follow the formal grievance procedures of the Millennium Forum. Full details are available within the Staff Handbook which is available upon request.

21. CONFIDENTIALITY

Information gathering and reporting procedures can bring Millennium Forum staff into contact with confidential information.

All information pertaining to health, additional needs, family circumstances, a child's development and behaviour is treated in the strictest of confidence and is held securely.

All individuals associated with the Millennium Forum (i.e. staff, service users, user groups, parents / guardians, children) are advised of the confidentiality policy and are required to respect it.

The Millennium Forum respects confidentiality by:

- Only allowing parents / guardians access to any files and records held on their own children but not those of other children.
- Ensuring that information received from parents / guardians will not be used inappropriately and, even then, will only be communicated on a **need to know basis**. Staff/volunteers should follow reporting procedures in relation to a safeguarding concern.
- Recording any anxieties and evidence relating to a child's personal safety in a confidential file, accessible only to the Designated Officer, Education & Outreach

Any breach of confidentiality may lead to sanctions being imposed.

In all instances, the welfare and safety of children is of paramount consideration and only in strict circumstances when the child's welfare is at risk should confidentiality be overridden.

21.1 Record Keeping

All information held by the Millennium Forum is gathered, stored and shared in accordance with the General Data Protection Act 2018 (GDPR)

22. GENERAL SAFETY AND MANAGEMENT OF ACTIVITIES

The Millennium Forum strives to provide a healthy and safe environment for children, workers and other service users.

22.1 First Aid

First aid kits are located at:	
Level 1	Backstage
Level 2	Arbutus Restaurant
Level 2	Shop
Level 3	Box Office
Level 3	Bar
Level 4	Administration Office

Members of staff who are qualified to administer first aid:	
Paul Mason, General Manager	ext. 205/ contact Front of House radio)
Catherine Ming, Marketing Officer	(ext. 207 / Admin)
Margaret Pulis	(ext. 216 / Box Office Radio)
Clare McNabb	(ext. 219 / Box Office Radio)
Jacqueline McFarland	(ext. 217 / Box Office Radio)
Liz O'Neill	(ext. 215 / Box Office Radio)
Restaurant Supervisor	(ext. 263 / Encore Radio)
Bronagh McLaughlin	(ext. 243 / Front of House staff Radio)
Barney Crawford	(ext. 233 / Technical Staff Radio)
Rory Harkin	(ext. 233 / Front of House staff Radio)
Maureen McElroy	(ext. 213 / Front of House staff Radio)
Nat	(ext. 261 / Front of House staff Radio)
Michael	(ext. 261/ Front of House staff Radio)
Maurice	(ext. 261/ Front of House staff Radio)
Lorcan McLaughlin	(ext. 233 / Technical Staff Radio)

The contents of the First Aid boxes are regularly checked and replenished.

In the absence of a first aider in an emergency situation, leaders should use their best endeavours to ensure the welfare of children in their care.

In the event of it being necessary to administer medicine to children, this should be done with written parental consent (*See Appendix 6 & 7*).

22.2 Safety including children with a disability

The Millennium Forum's Equal Opportunities Policy outlines our commitment to including all children where possible.

The Millennium Forum strives to make venues and activities as accessible as possible to children living with a disability. When disabled children are involved due regard is given to higher supervision ratios, training and support needs of workers and intimate care requirements of the child.

When an activity is deemed unsuitable for disabled children, reasonable alternatives are assessed in line with the Millennium Forum's responsibilities under the Disability Discrimination Act. Any decisions taken are recorded by the Designated Officer.

22.3 Supervision of Children

- It is the Millennium Forum's policy that children must be supervised at all times by at least **two adults**. *Children will be safer if supervised by two or more adults.*
- **Children must not be left unsupervised at any time.**
- Staff should know at all times where children are and what they are doing.
- Any activity using potentially dangerous equipment should have constant adult supervision (e.g. onstage technical rehearsal).

22.4 Adult/Child Ratios

Levels of supervision must be adequate. Therefore, when deciding how many adults are required to supervise, leaders must take into consideration a range of practical matters:

- The number of participants in the group;
- The nature of the set-up/venue;
- The activities to be undertaken. If the activity is one of a hazardous nature then there are specific ratios of adults to children which must be adhered to. This can be verified by contacting the WELB (028 8241 1411);
- It is important that each individual supervisor knows the responsibilities s/he is expected to bear;
- It is recommended that no journey/visit should be undertaken without a minimum of two adults in attendance, one of whom must be a worker. Bus drivers should not be considered as supervisors;
- Where a party consists of children of both sexes, both male and female supervision should be provided unless otherwise agreed;
- The standard **recommended ratios** are:
 - **0 - 2 years** - one adult to three children
 - **2 - 3 years** - one adult to four children
 - **4 - 8 years** - one adult to six children
 - **9 - 12 years** - one adult to eight children
 - **13 - 18 years** - one adult to ten children

There should be one additional staff member for every 10 extra children and / or young people. The ratio of staff and volunteers to children with disabilities is dependent on the needs of the individual child.

Supervision ratios must be met and maintained at all times.

22.5 Insurance

The Millennium Forum has appropriate, adequate and up to date public indemnity insurance to cover injury to any person who enters the building. This cover applies to staff, customers or members of the general public.

23. PHOTOGRAPHY AND VIDEOS

The Millennium Forum balances its need to have photographs for press and publicity purposes against its requirement to provide a safe environment for children/Adults at risk.

Parental consent is sought in advance from parents / guardians for the filming / photographing of children in activities / workshops (*See Appendix 6*). Should permission not be granted to include a child in image recording, this must be respected and honoured. At the consent stage, parents / guardians should be informed of the purpose of the image recording.

There is a blanket prohibition on the use of cameras and mobile phones, DVD and video recorders in the Millennium Forum's auditorium during a performance. Recording restriction signs are prominently displayed at each entrance to the auditorium. A recorded announcement broadcast in-house before each curtain-up reinforces this prohibition. This prohibition exists for the benefit of the performers and audiences and to protect copyright.

Press photographers come to the Millennium Forum at the request, for the most part, of the Marketing Department, to take pictures for publicity purposes. **At least two members of staff must be present at all times while press photographs are being taken.**

If the children/adult at risk are part of a school party, the school involved will already have received written permission from parents / guardians at the beginning of the school year which covers the children/adults at risk for any photo-call situation. This also covers any photo-call organised by the Millennium Forum of school groups. When the Millennium Forum wishes to photograph auditions, this is explicitly communicated in advance and only takes place with parental consent and the consent of the child/ adult at risk.

In any non-school photo-call situation involving individual children/Adult at risk, written permission must be given by the parents / guardians.

User groups taking part in photo-call situations in the Millennium Forum organised independently or in conjunction with the Millennium Forum **must ensure that the children/ adults at risk involved have written permission from parents / guardians.**

The Millennium Forum staff and user groups should follow these guidelines during the use of photographic and video equipment:

- Do not permit unsupervised access to children/adults at risk or one-to-one sessions.
- Do not allow sessions outside the remit of the event / brief or at a child's/adult at risk's home.
- If the child/adult at risk is named, avoid using their photograph.
- If a photograph is used, avoid naming the child/adult at risk.
- Only appropriate images of children/adults at risk in suitable dress should be used, to reduce the risk of inappropriate use. Some activities have a greater risk of potential misuse than others. In these instances, the content of the photograph should focus on

the activity as opposed to a particular child/adult at risk and should avoid full face and body shots.

Report the use of / taking of inappropriate images to the Designated Officer Education & Outreach (See Appendix 4).

24. GUIDELINES

The following best practice guidelines should be adhered to should any of the following eventualities arise. These guidelines have been created to address concerns and questions voiced by Millennium Forum staff during Child Protection training.

24.1 Drop Off and Collection at the Millennium Forum

Parents / guardians are responsible for dropping off and collecting their child /adult at risk from the Millennium Forum. All children/adults at risk must be dropped off and collected at the advertised start and finish times of the activity.

Should another nominated person be collecting your child/adult at risk at the end of the activity you must inform the activity staff when you drop your child/adult off. Photo ID (driver's license) will also be required from the nominated person collecting your child/ adult at risk before allowing the child/adult at risk to be taken from the Forum.

If a parent / guardian fail to turn up to collect a child/adult at risk the staff will:

1. Try home telephone/mobile number of parent / guardian
2. Try business numbers of parents
3. Try emergency numbers given by parents (it is the responsibility of parents / guardians to fully complete the parental consent forms to ensure this information is at the disposal of the Millennium Forum)

If the parent / guardian give permission for the child/adult at risk to make his/her own way to and from the Forum, this must be explicitly stated in the Parental Consent Form.

If a Millennium Forum staff member is made aware of a child/adult at risk who has not been collected on time that staff member must ensure that two staff members (preferably one male and one female) stay with the child/adult at risk until their parent / guardian arrives.

There is a designated area for those who are awaiting collection: the child/ adult at risk along with two members of staff (one male and one female if possible) should wait at the seating area in the Millennium Forum foyer in front of the mural on Level 3.

24.2 What to Do - If a Child/adult at risk Loses Their Parents / Carer in the Forum

In the event of a child/adult at risk approaching a staff member to inform them that they have lost their parent / carer the staff member should:

- Assure the child
- Take note of the child's name, age, group they attended the Forum with (if applicable), parent / carers name.
- Radio to request one male and one female staff member to report to FOH where they can supervise and accompany the child/adult at risk to the Designated Waiting Area (Level 3 seating area below the mural).
- Make an announcement over the tannoy: ***"Ladies and gentlemen, could I have your attention please. Could the parent or carer responsible for a young person who has been lost, please report to Front of House immediately please."*** (Please Note: Under no circumstances should you announce the child's name over the tannoy).
- Once the parent / guardian comes to FOH ask their name and the child's name to ensure that it is the same as given to you by the lost child, if so, accompany the adult to the child/adult at risk in the waiting area.

24.3 What to Do - When Children Attend a 16+ Show with Their Parent / Guardian?

Should an event contain adult material, this will be specified in the Millennium Forum's event brochure. It will also be reaffirmed at the point of ticket sale. Children can only attend such events if they are accompanied by a parent / guardian.

On the date(s) that the event takes place, posters on the entrance to the auditorium will inform audiences once again that the show contains material of an adult nature.

It is the understanding of the Millennium Forum and its staff that if a child attends such a show in the company of a parent / guardian that it is with the parent's / guardian's consent, in full knowledge that they are aware of the content.

24.4 What to Do - If an Incident Occurs and the Child's Parents Are in the Building?

In the event of an incident occurring to a child/adult at risk while their parents are in the Millennium Forum, continue to follow the reporting procedures as detailed in the Safeguarding Policy. The Designated Officer (or the Duty Manager, in the absence of the D.O.) will contact and discuss the incident with the parents once the procedures have been followed through.

24.5 How to Respond - To Requests for Stewards to Take Children to the Toilet?

Under no circumstances should stewards accompany children/adult at risk to the toilet to carry out intimate care. Parents / guardians must accompany children/adult at risk to the toilet. Only in instances where written consent from the parent / guardian has explicitly been given should a staff member who has been vetted by AccessNI accompany a child/adult at risk to the toilet.

24.6 Who Is Responsible For Children: Millennium Forum Or User Groups?

The Millennium Forum is responsible for the safety and welfare of children/young people/adults at risk while they are attending the Millennium Forum's events, shows, activities and workshops. User groups and hires are responsible for the safety and welfare of children/adults under their care when they are involved in independent events, shows, activities and workshops.

The Millennium Forum requires all hires to adhere to our Safeguarding Policy and Code of Behaviour for working with Children/Young Adults and Adults at risk (*See Appendix 3*). It is however the responsibility of the hirer to ensure a safe environment for children/young adults and adults at risk working with their organisation.

The Millennium Forum has an overarching responsibility of all children/young people / adults at risk who use the Millennium Forum's facilities. Therefore it is crucial that the M. F. Safeguarding Policy is adhered to at all times by all users. It is the responsibility of user groups / hires to seek AccessNI checks, parental consent, health forms and all relevant documentation required to work with children/young people/adults at risk.

25. SECTOR SPECIFIC ISSUES & GUIDELINES FOR WORKSHOPS / EVENTS

The following issues have been identified in addition to those that already appear in the Safeguarding Policy. Please note, that while an issue has been categorised into a particular art form, it may also apply to others.

25.1 Generic areas to consider across all art forms:

- Children, young people and adults at risk must be treated with respect at all times.
- Children, young people and adults at risk have a right not to partake in an activity which they feel uncomfortable with.
- The need to seek permissions required from parents / guardians / children and young people.
- The need to obtain consent / release forms for use of any material produced by participants e.g. film, video, photography, etc. These Parental Consent forms must provide as much information as possible for parent / guardians to give informed consent.
- The need for the provision of information in advance in relation to the content and requirements of the performance / workshop e.g. methods, touch, etc.
- The need for content and material that is age specific and appropriate to the needs of the group.
- The need to be aware of guidance in Safeguarding Policy re: adult / child ratios.
- Any creative medium can invoke personal reaction and emotions in participants and therefore sensitivity and awareness is important.

25.2 ART & CRAFT:

- Children, young people and adults at risk and the supervising adults should be told in advance what, if any, physical touch will be involved.

- Consent from the child / adults at risk should be received before any physical touch is carried out.
- Awareness that children, young people and adult at risk do not harm or attempt to harm themselves or others with any of the craft materials. Attention should be given to the type of materials and tools used, the safe storage of materials, dealing with an emergency (e.g. spillage or medical – contact with skin/eyes or an allergic reaction).
- Good practice in working with arts and crafts would indicate that physical touch is only necessary to guide the person's hands in the activity and therefore this should be a light minimal touch.

25.3 CIRCUS:

- Confirm who is responsible for checking the safety of the equipment in advance of a session (e.g. which worker from which organisation, if applicable).
- Parents / guardians should be made aware of the need to fit / alter costumes and sound equipment, sometimes at very short notice during a performance and while being worn by the child.
- Ensure the participants permission is received before any physical contact occurs.
- Ensure adult / child staff ratios are observed.

25.4 DANCE & DRAMA:

- In relation to physical touch it is important that all children and young people are fully aware that touch is integral to doing drama.
- Staff should be aware of the variation in physical size, appearance and ability within their group and set tasks / roles accordingly.
- Staff may encourage children to work in small groups or in pairs. If so, they should be vigilant and make children aware if their behaviour is making other children frightened or uncomfortable.
- **Separate changing facilities should be used (with regards to gender and children / staff) and privacy should be upheld at all times. Workers should not be involved in assisting children/adults at risk to change. Children/adults should only change in designated dressing rooms. Changing in any other part of the building is a breach of the Code of Behaviour.**
- Separate changing facilities should also be used by the choreographer / dancer.
- Touch is given and directed in a respectful and non-threatening manner.
- Permission is sought from the child/adult for touch to take place.
- It is important to highlight to children, young people and adults at risk that it is OK to say no and they do not have to partake in any activity which they do not want to.
- Where possible provision of tutors / supervisors of both sexes should be made available.

25.5 SCRIPT DEVELOPMENT:

- In addition to ensuring the material, theme, subject matter and language is appropriate to the age and stage of the group, workers should ensure it will not exclude, offend or degrade any participants.

- Workers should use a variety of exercises and audio/visual stimuli to ensure that sessions are inclusive to all participants.
- Use of imagination and exploration of feelings will trigger hidden thoughts and emotions. Workers should also make children/adults aware of this possibility. Workers should follow recording and reporting procedures in the event of a disclosure or concerns.

25.6 MUSIC & CHORAL:

- The teaching of specific musical instruments will involve at times the physical touch of children and young people to ensure they are following the tutor's directions. Good practice would highlight the importance of ensuring that children and young people are informed that touch may be involved. Physical touch may involve the touching of the diaphragm to enhance / demonstrate breathing techniques. This needs to be carried out firstly with permission and secondly as lightly and as sensitively as possible.
- The importance of recognizing that touch or personal space being invaded is and can be a threatening experience. Therefore all artists must be aware of their need to respect personal space and if touch must occur it is carried out in a respectful manner but importantly with consent.
- Ensure written parental consent has been gained for one-to-one tuition (e.g. singing lessons, music instruction). It may be necessary to make alterations to ensure visibility and workers should be aware of protocol for physical contact (e.g. regarding breathing techniques for singing).
- If a child is playing a musical instrument, the parents / guardians and the child should understand that it will involve an element of physical contact and be aware of the precise nature of the contact. This information should be discussed at the first rehearsal / lesson and any uncertainties discussed.
- Should physical contact be necessary as part of a vocal lesson or demonstration, ensure that the child/adult at risk is aware of the need for and is comfortable with the contact by informing them of any actions that need to be taken during the course of the lesson and respecting any resistance. As with musical instruments, necessary and appropriate physical contact should be discussed at the outset with parents / guardians and children.
- Consideration should be given to the content of lyrics and the appropriateness for the age groups, as well as the type of instruments being used (e.g. some instruments may be viewed as culturally specific).
- Wherever possible, ensure there is more than one adult present during activities with children, or at least that you are within sight or hearing of others. In the case of individual singing or instrumental lessons, all rooms should have a glass-panelled door.
- Types of appropriate touch include:
 - Touching a musician's head / neck / torso to demonstrate correct breathing and singing technique;
 - Holding hands in a circle;
 - Clapping hands with a tutor;
 - In the case of instrumental teaching, demonstrating correct fingering / posture on an instrument.

25.7 THEATRE / PERFORMANCE:

- Ensure that productions with inappropriate content for under 18's are clearly marked as such and remind the audience of this prior to the commencement of a performance.
- User groups should also provide an outline of production details.
- It is inappropriate to involve child/adult at risk actors in 'sexualised' stage roles and/or to dress child/adult at risk actors in 'sexualised' outfits and/or use inappropriate language/content.
- Equipment and /or props should be checked for safety in advance of a production. For in-house productions, the Millennium Forum's stage manager will be responsible for this, for touring productions, their stage manager must take responsibility.
- Parents / guardians should be made aware of the need to fit / alter costumes and sound equipment, sometimes at very short notice during a production while being worn by the child/adult. It is necessary to provide guidelines to workers to whom this is applicable and ensure parental consent has been sought.
- It is essential to clearly highlight a user group's responsibility to ensure it does not breach Safeguarding policy, procedures and guidelines and that it understands the sanctions related to a breach in contract. This also applies to visiting performers (e.g. if using a hypnotist, the venue must provide clear written guidelines regarding appropriate and inappropriate content if children – under 18's – will be in the audience and if so, that it is the hypnotists' responsibility to ensure all participants selected from the audience are aged 18 and over and that the content is appropriate for children. It should be clearly stated that the responsibility for 'checking' a participant's age lies with the hypnotist and if they are in any doubt, that the participant should not be selected).
- User groups must adhere to the Millennium Forum's Safeguarding Policy while using the building and the user groups are responsible for ensuring supervision ratios are met for their events / activities.
- To ensure the safety of children/adults taking part in a production, colour coded ID passes may be used to outline area access, highlight who is meant to be there and what their responsibilities are (e.g. area – backstage, dressing room; role – sound technician, wardrobe department, chaperone/supervisor).
- Appropriate supervision backstage and in dressing room areas is essential. It may be effective to establish additional systems (e.g. using walkie-talkie contact) to assist supervision, particularly for a large group or according to a venue (e.g. dark areas behind stage) or performance (e.g. long waits between scenes).
- If a performance requires special effects make-up, such as a mask, consent should be received from parents / guardians and the children/adult. Before the make-up commences, it should be agreed how the child/adult can communicate if they are not comfortable and / or want the treatment to stop (e.g. tapping the table during a latex mask treatment).
- Restricting the use of and/or disallowing unauthorised cameras and videos in workshops or performances as outlined in the Photography and Videos section (*See Page 40*).
- Identifying supportive individuals within the audience (e.g. parents / guardians, family members, key workers) can have an immensely positive impact upon a child/adult in terms of their sense of achievement, confidence and wellbeing.
- Ensuring that performance exposure is a positive experience involves prior preparation, assessing the readiness and willingness of child/adult, and creating a supportive environment (including the audience). One example of how this can be achieved is to

- ensure that an audience is aware of the background to a project or performance, if applicable (e.g. a youth group attending a performance by children with disabilities or a cross community project should understand the nature of the performance, which may be achieved by providing information to leaders and supervisors in advance so they can support the youth group's understanding and develop respect for the performers).
- Fitting microphones / checking sound packs / fixing broken microphones – explain to children/adult before a performance and inform the child/adult what you need to do...or get another child/adult to buddy-up and assist each other.

25.8 VISUAL/FILM & ANIMATION/DIGITAL PHOTOGRAPHY/INTERNET

- It is essential that parental consent is explicitly sought prior to involving children/adult in photography or films. The exact nature of the activity should be highlighted in detail, as should information regarding how and where the material will be used. The consent of the child/adult should also be sought (*See Appendix 6, 7 & 8*).
- If the material is to be used in the Internet, stringent guidelines should be established and adhered to.
- Guidelines on safe use of the Internet are outlined in the Millennium Forum's IT Policy. This includes protective blocks on computers being used by children, protecting user access to on-site networks, ensuring appropriate levels and quality of Internet usage.
- Supervision of children/adult using photographic and recording equipment is essential and workers must provide a clear outline of role allocation and purpose.
- As the Code of Behaviour of workers outlines, workers should never be alone with a child/adult in a darkroom or editing suite. If the Millennium Forum is providing training services to another establishment, for example a school, it should ensure that an adult supervisor from the school is present alongside the worker at all times. Another worker should be instructed to check-in on the session at specified regular intervals.
- As with art, writing and storytelling, workers should be aware that visual imagery will enable a child/adult to explore their innermost feelings and thoughts. Workers should respond in accordance with recording and reporting procedures to any concerns about a child/adult or disclosures.
- It is important to understand the motivation of a person who is involved in the sexual exploitation of children, young people and adults at risk and that for them even the most innocent of photographs, images or film can provide them sexual stimulation.
- The inclusion of a child, young person or adult at risk image on a website has been another positive communication medium for visual facilitators to highlight their work and showcase the work of groups. However, the internet is a medium with no boundaries and therefore an image can be forwarded to any number of other websites / emails / individuals. The security of these images to any website cannot be guaranteed.
- In recognising these issues it is therefore good practice to ensure that those adults signing a consent form are aware of all the visual mediums that their child, young person's or adult at risks image may be displayed on and permission sought for their consent in this way.
- Good practice would highlight that all material generated in the visual arts workshops remains the property of the individual participants / receiving organisation. Further consent for the showcasing of work needs to be given by the consenting parent / guardian. For further information in relation to issues of copyright / ownership of intellectual property please go to www.culture.gov.uk

- Do not allow unsupervised access to young people or one-to-one photo sessions at events.
- Do not approve/allow photo sessions outside the events or at a young person's home.
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser and recorded in the same manner as any other safeguarding concern (*See Appendix 4*).

SAFEGUARDING POLICY STATEMENT

“We, **Derry Theatre Trust t/a The Millennium Forum**, are committed to practice which protects children and adult at risk from harm. Staff, volunteers and artists in this organisation accept and recognise their responsibilities under the Children (NI) Order 1995, about safeguarding children and adults at risk, and will endeavour to carry these out by:

- Having an awareness of the issues which cause children & adults at risk;
- Adopting safe guarding policy guidelines for staff, leaders, volunteers and artists;
- Providing information about safeguarding and good practice to children, adults at risk, parents, staff, volunteers and artists;
- Sharing information about concerns with children, adults at risk, parents and others who need know;
- Following carefully the procedures and recruitment and selection of helpers (staff, volunteers, artists) and the management of the group;
- Undertaking appropriate training;
- Keeping Safeguarding policies under regular review; and
- Providing information as required to management committees/funders.

This Safeguarding Policy statement was updated in November 2021

Position in Organisation: **Chief Executive**

Authorised Signature: _____

Date: _____

3/11/21

DECLARATION
For staff / volunteers

I have received, read and understood the Millennium Forum’s Safeguarding Policy. I understand that it is my responsibility to adhere to its requirements.

PLEASE PRINT DETAILS

Name:

Position:

Signature:

Date:

Completed forms to be submitted to:

Mags Anderson
Education & Outreach Officer
Millennium Forum
Newmarket Street
Derry/Londonderry
BT48 6EB

DECLARATION
For user groups, hires and facilitators

The Millennium Forum requires people/organisations who hire our facilities to adhere to our Safe Guarding Policy and Code of Behaviour for working with Children/Young Adults and Adults at risk as well as the guidelines they themselves have put in place for their own behaviour in relation to the safety and welfare of children, adults at risk. It is however the responsibility of the hirer to ensure a safe environment for children/young adults and adults at risk working with their organisation.

If the guidelines in our Safeguarding Policy are not followed, the Millennium Forum reserves the right to ask the hiring group to leave and will refuse further requests to use our facilities.

I have received, read and understood the Millennium Forum’s Safeguarding Policy. I understand that it is my responsibility to ensure that whilst my organisation uses the Millennium Forum all our representatives will be made fully aware of and adhere to its requirements.

PLEASE PRINT DETAILS

Name:

Position:

Organisation:

Date of Event: **From:** **To:**

Signature:

Date:

Completed forms to be submitted to:

Education & Outreach Officer
Millennium Forum
Newmarket Street
Derry/Londonderry
BT48 6EB

**BREACH OF THE MILLENNIUM FORUM'S
CODE OF BEHAVIOUR – SAFEGUARDING POLICY**

Name of Staff MemberPosition.....
Date & Time of incident.....

Observation i.e. behaviour / injury / cause for concern / breach.....
.....
.....

Child /young person/adult at risk statement / comments (if applicable).....
.....
.....

Name/s of Supervising Adult.....

Action to be taken – date / time, who will be informed.....
.....

Follow-up action:
Form forwarded to Safeguarding Designated Officer in Millennium Forum within 24 hrs

Name (Millennium Forum Designated Officer).....
Date.....
Signed.....

Follow-up Outcome.....
.....

WHISTLE BLOWING POLICY MILLENNIUM FORUM'S**When are Disclosures Protected under the Public Interest Disclosures Order?**

Public Interest Disclosure (NI) Order 1999 as amended does not introduce a general protection for whistle-blowers in all circumstances. A qualifying disclosure is one that the employee has a reasonable belief that one of the following has been, is being or is likely to occur:

- a criminal offence
- a failure to comply with a legal obligation
- a miscarriage of justice
- the endangering of an individual's health and safety
- damage to the environment
- deliberate concealment of information relating to any of the above.

The legislation does not provide protection to anyone who raises issues, which they know to be untrue or which are raised in a vexatious or mischievous way.

Where the nature of a disclosure is not included in the above list, it should be made by way of the Trust's grievance procedure and not under this whistle blowing policy.

How to raise a Concern Internally

In the event an employee has reason to believe that underhand or illegal practices are taking place, the employee is encouraged to make his or her disclosure immediately to either his or her line manager, who should report it to the Chief Executive, or the employee can report it to the Chief Executive directly if they feel unable to raise a particular matter with their line manager.

The Chief Executive will then investigate the alleged offence in conjunction with [*insert name of another senior employee of the Organisation*] and any other employees as appropriate.

If the alleged offence is substantiated, appropriate action will be taken. The discloser will be informed of the outcome where reasonably practicable.

If the discloser is unhappy about the outcome of an investigation, he or she should make a further report to the Chief Executive, and if there is good reason to do so, the concern will be investigated again.

General Points

When disclosing any concerns, the employee will not be expected to have absolute proof of malpractice, but will need to be able to show the reasons for his or her concern.

It is particularly important in matters concerning the health, safety and welfare of those on our premises (whether employees, contractors, patrons or visitors) that anyone who becomes aware of a hazard (actual or potential) or dangerous occurrence is expressly required to immediately notify [*specify name/position*] before making any other report (e.g. to an outside body) not least so that immediate action can be taken if necessary to deal with the hazard.

Failure to notify the Trust when reasonably aware or certain of an occurrence included in the list of categories of disclosures above is regarded by the Trust as misconduct. Failure to notify

internally before notifying externally without good cause is also regarded as misconduct. Only if an employee has reasonable grounds for believing that the [*specify above named person/position*] may be involved may contact be made to an outside body in the first instance.

Where requested, the Trust will keep the identity of the discloser confidential as far as possible. However, in certain circumstances, e.g. if a criminal investigation follows, the employee may be needed as a witness. If this happens, the HR manager will inform the employee at the earliest opportunity.

Any deliberate false or malicious allegations will be taken very seriously and appropriate disciplinary action will be taken. Where an employee acts in a malicious way (for example by leaking information to the press), the protection outlined above will not apply and the employee will be subject to disciplinary action which could result in summary dismissal for gross misconduct.

If an employee has a concern and is unsure whether this is the appropriate procedure for raising it, or is unhappy about the final outcome of an investigation, he or she can contact the independent charity, Public Concern at Work, on 020-7404 6609 for independent advice. This does not preclude the employee from seeking legal advice of their own choice and at their own expense.

In the event you have reason to believe that underhand or illegal practices are taking place, you are encouraged to make your disclosure as soon as possible so that the matter can be dealt with swiftly and decisively.

How to raise a Concern Internally

Step 1 Making your Disclosure

1. You should put your complaint in writing, outlining the alleged wrongdoing or malpractice providing as much information as you can e.g. when it occurred or may occur, the harm caused, how you became aware of it, the names of any witnesses and the name of the alleged wrongdoer. If you find it difficult to set out your disclosure in writing, then you should contact a member of management, who will provide assistance. (You will not be expected to have absolute proof of wrongdoing, but you will need to be able to show the reasons for your concern.)
2. You should make your disclosure to your section manager. However, it is recognised that this may present difficulties in certain instances, therefore, a flexible approach may be adopted whereby you may, as an alternative, make your disclosure to the Chief Executive, another section manager or the Finance and Personnel Officer. (If the disclosure is against the Chief Executive or a Director of the Trust then you may make your disclosure to a Director of the Board, preferably either the Chairman or Secretary.)
3. Your section manager, or the official to whom you lodged your complaint with, will acknowledge receipt of your complaint in writing.
4. The disclosure will then be passed to the Chief Executive. If the disclosure is against the Chief Executive then it should be passed to the Chairman or Company Secretary as appropriate.

Step 2 The Investigation

1. The Chief Executive will appoint a section manager, who has had no previous involvement with the situation, to investigate your complaint. (An external facilitator or a Board Director may be appointed to conduct the investigation instead of a section manager.)
2. The nature of the investigation will depend on the information you have provided and may range from a cursory discrete check of records to a full scale investigation during which employees may be formally interviewed.
3. Following the investigation into the complaint, the investigator will produce a written report setting out the findings on the specific complaints made by you and a copy of will be given to the Chief Executive.

Step 3 Outcome of Disclosure

1. You will be informed of the outcome of an investigation where reasonably practicable.
2. If you are unhappy about the outcome of an investigation or new information comes into your possession which could alter the outcome of the investigation then you should make a further report to the Chief Executive, and if there is good reason to do so, the concern will be investigated again.
3. If the alleged offence is substantiated, appropriate action will be taken.

General Points

1. Confidentially

Complaints of wrongdoing or malpractice may include allegations of a highly sensitive nature and the release of such information could be damaging to the reputations of complainants or alleged wrongdoers.

It is vital that employees who may wish to raise a complaint can be assured that the matter will be handled in the strictest confidence. Equally an employee who is accused of wrongdoing or malpractice is entitled to the same protection of their reputation, particularly should a complaint proved to be unfounded.

At all stages of the procedure, staff involved in any way with a complaint shall be personally responsible not to disclose any details of the complaint to any person who does not have a proper interest in this matter. Failure to ensure this high level of confidentiality may lead to appropriate disciplinary action.

Neither the complainant nor the alleged wrongdoer should discuss the complaint with potential witnesses as this may prejudice the investigation. If it is subsequently revealed that either party or other parties acting on their behalf have been involved in activities that may be regarded as actually or potentially perverting the course of the investigation, then this may lead to disciplinary action.

2. Health and Safety

It is particularly important in matters concerning the health, safety and welfare of those on our premises (whether employees, contractors, patrons or visitors) that anyone who becomes aware of a hazard (actual or potential) or dangerous occurrence is expressly required to immediately

notify [*specify name/position*] before making any other report (e.g. to an outside body) not least so that immediate action can be taken if necessary to deal with the hazard.

3. Failure to make a Disclosure

Failure to notify the Trust when reasonably aware or certain of an occurrence included in the list of categories of disclosures above is regarded by the Trust as misconduct. Failure to notify internally before notifying externally without good cause is also regarded as misconduct. Only if an employee has reasonable grounds for believing that the [*specify above named person/position*] may be involved may contact be made to an outside body in the first instance.

4. Malicious Complaints

Employees have the right to be protected against deliberate false malicious claims of wrongdoing or malpractice, which could be made against them. If after investigation, it is discovered that a claim of wrongdoing was ill founded and without substance and maliciously made, then this may be regarded as gross misconduct.

Depending on the facts and circumstances of the case, the Trust may take disciplinary action against the person who made the complaint.

Where an employee acts in a malicious way (for example by leaking information to the press), the protection outlined above will not apply and the employee will be subject to disciplinary action which could result in summary dismissal for gross misconduct.

5. Use of External Facilitators

The Employer reserves the right to seek assistance from external facilitators at any stage in the Procedure for Dealing with Complaints of Harassment, in the interest of seeking a satisfactory outcome for all those concerned.

6. Further Advice

If an employee has a concern and is unsure whether this is the appropriate procedure for raising it, or is unhappy about the final outcome of an investigation, he or she can contact the independent charity, Public Concern at Work, on 020-7404 6609 for independent advice. This does not preclude the employee from seeking legal advice of their own choice and at their own expense.

PARENTAL CONSENT FORM – to be completed with Health Form

Please complete this form and return it to *(name)*
The Millennium Forum, Newmarket Street, Derry/Londonderry, BT48 6EB

A signed consent form is a condition of participation in this activity for those under the age of 18 or Adult at Risk.

Participant's name.....Date of birth.....

GP name.....GP telephone number.....

I am willing for *(participants name)*to participate in *(activity)*and confirm that s/he is willing to participate as fully as possible.

(Participant's name) has the following medical condition and requires the following medication *(give details)*

.....
.....
.....

(Participant's name)will be dropped off and collected at the Millennium Forum by

Signature.....

Date.....

Print Name.....

Relationship to participant.....*(Consent must be provided by the person with parental responsibility)*

HEALTH FORM – to be completed in addition to Parental Consent Form

All information is strictly confidential and should be as detailed as possible

Name (*organisation*)

Activity

Personal Details

Name (*participant*)Date of birth

Address.....

Postcode.....Telephone.....

Medical card number.....

Contacts for emergencies (*Should be in a position to collect participant if necessary*)

Contact 1 Parent/guardian/person with parental consent

Name.....

Address.....

Postcode.....Relationship to participant.....

Telephone (*work*).....Telephone (*home*).....

Telephone (*other*).....

Contact 2 Parent/guardian/person with parental consent

Name.....

Address.....

Postcode.....Relationship to participant.....

Telephone (*work*).....Telephone (*home*).....

Telephone (*other*).....

Doctor's Details

Name.....

Address.....

Tel.....

Continued overleaf...

Medical Details

Does she/he suffer from any medical conditions? Yes No

Does she/he suffer from any allergies? Yes No

If yes please list any detail and related medicines or inhalers used.....

Does she/he have:

Impaired hearing Yes No , Impaired vision Yes No , Other disability Yes No

Please detail.....

Current Medication

Is she/he taking any medication / treatment? Yes No

Please detail.....

If the participant is unable to administer the medication themselves

I give permission for the leader in charge/first-aider to give (*participant's name*)

..... the (*medication, dosage and frequency*)

I enclose a letter from the GP stating that the leader in charge/first-aider can administer the medication.

In the unlikely case of an emergency it is important to know if she/he can take:

Paracetamol Yes No , Panadol Yes No , Aspirin Yes No

When did she/he last have a tetanus injection?

Has she/he had any adverse reaction to an anaesthetic? Yes No

If yes please give details.....

Any other relevant information?

In the case of emergency leaders will do everything possible to contact the parents/guardians so that they can make the appropriate medical decisions for their child/adult at risk. In extreme circumstances where medical treatment is required without delay and it has been impossible to contact those named on the health form, I authorise the certified first-aider and/or the leader in charge to give consent for any medical treatment on my/our behalf.

Please delete as appropriate Yes No

Signature.....Date.....

Print name.....

Relationship to participant..... (*Consent must be provided by the person with parental responsibility*)

CONSENT FORM FOR THE USE OF PHOTOGRAPHS OR VIDEO

The Millennium Forum recognises the need to ensure the welfare and safety of all young people & Adults at Risk. In accordance with our Safeguarding Policy we will not permit photographs, video or other images of young people/adults at risk to be taken without the consent of the parents/guardians and children/adults at risk.

The Millennium Forum will follow the guidance for the use of photographs, a copy of which is available from the Designated Officer, Education & Outreach.

The Millennium Forum will take steps to ensure these images are used solely for the purposes they are intended. If you become aware that these images are being used inappropriately, you should inform the Millennium Forum immediately.

**I (parent/guardian)consent to The Millennium Forum
photographing or videoing (insert name of participant).....**

Signed:Date:

**I (insert name of participant)consent to the Millennium Forum
photographing or videoing my involvement in
(activity).....**

Signed:Date:

INCIDENT REPORT FORM

Name of group.....

Name of group leader.....

Date, time and location of incident.....
.....

Name and address(es) of witness(es)
(a).....
(b).....
(c).....

Please state in your own words what happened including details of names and status of those involved:

Describe what action was taken (e.g. details of first-aid, PSNI or medical involvement):

Signed: Date:

Print name/job title:

**Child/Young Person Abuse Report Form
Recording Concerns, Disclosure and Allegations or Suspicions of Abuse**

Work Location -
Name of Child -
Age/ Date of Birth -
Gender -
Name of Parents/ Person with parental responsibility (If Known)
Home Address (If Known)
Please complete those sections below that are relevant.
1. Disclosure by Child or Young Person
When was the disclosure made (dates and times)?
Who did the child /young person make the disclosure to?
What did the Child/Young person actually say?

2.Indicators

Describe any signs or indicators of abuse (with times and dates)

Has the child/young person alleged that any particular person is the abuser (if so, please record details and the relationship, if any, to the child/young person below)

3 CONCERNS EXPRESSED BY ANOTHER PERSON ABOUT A CHILD/YOUNG PERSON

Record the concerns that were passed to you (with dates and times) and if possible ask the person who expressed the concerns to confirm that the details as written are correct.

5 DOES THE CHILD/YOUNG PERSON HAVE ANY PARTICULAR NEEDS,E.G. COMMUNICATION,ETC?

To be signed by the person reporting the concern

Name;

Job Title;

Signed;

Date;

Date received and actioned by Designated Officer/Deputy Designated Officer

Name:

Signed:

Date:

Action taken by Designated Officer/Deputy Designated Officer

Signed:

Date:

Adult Abuse Report Form
Recording Concerns, Disclosure and Allegations or Suspicions of Abuse

Adult Abuse Report Form

Please answer all relevant questions as fully as you can

Work Location -
Name of Adult-
Age/ Date of Birth -
Gender -
Name of Carers (If Known)
Home Address (If Known)
Please complete those sections below that are relevant.
1. Disclosure by adult at risk
When was the disclosure made (dates and times)?
Who did the adult make the disclosure to?
What did the adult actually say?

2. Indicators

Describe any signs or indicators of abuse (with times and dates)

Has the adult alleged that any particular person is the abuser (if so, please record details and the relationship, if any, to the adult below)

3. Concerns expressed by another person about an adult at risk

Record the concerns that were passed to you (with dates and times) and if possible ask the person who expressed the concerns to confirm that the details as written are correct

4. Details of any immediate action taken, e.g. first aid, etc

5.Has the adult expressed any reservations about you talking to your Line Manager/Adult Safeguarding Champion/appointed person about the matter

6.Does the adult have any particular needs, e.g. communication,etc?

Signatures

To be signed by the person(s) reporting the concern

Name

Job Title

Signed

Date

Date Received and actioned by Line Manager

Name

Signed

Date

Date Received and actioned by Adult Safeguarding

Name

Signed

Date

Action taken by line mangager/Adult Safeguarding Champion/appointed person

--

Signed	Date
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CONSENT TO ENHANCED CRIMINAL RECORD CHECK

We are committed to safeguarding children and young people and to ensuring equal opportunity for all applicants. Information about criminal convictions is requested to assist the selection process and will be taken into account only when the conviction is considered materially relevant to the position applied for. You have applied for a position that is defined as Regulated Activity under the Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012. This post is not open to anyone who is included on the Children's Barred List.

It also falls within the position of an 'excepted' position under The Rehabilitation of Offenders (Exceptions) Order (NI) 1979. This means that you must tell us about all offences and convictions, including those considered 'spent', which are not protected. If you leave anything out it may affect your application. This information will be verified through an AccessNI Enhanced Disclosure Check (EDC) if you are considered to be the preferred candidate and are being offered the position. The EDC will tell us about your criminal record history (and, if the post is regulated activity, if your name has been included on a Barred List). It is to make sure that individuals who are considered a risk to children and young people are not appointed.

The information received will be treated confidentially and will be assessed alongside normal selection criteria to determine suitability for the position. A separate meeting will be held with you if clarification is required to discuss any issues around your disclosure before a final decision is reached. After the decision has been made the information will be destroyed. Please complete the attached form and return it with your application. The form also asks you to give your written consent to the AccessNI Check and to agree to further enquiries being made relevant to the declaration, which will only be obtained if you are the preferred candidate. If you do not consent we will not accept your application. Applicants can also submit a separate statement of disclosure if they wish. This may include details such as the particular circumstances around the conviction(s); how circumstances may have changed; and what has been learnt from the experience. Applicants can contact the Northern Ireland Association for the Care and Rehabilitation of Offenders (NIACRO) for more information.

Declaration of Criminal Convictions, Cautions & Bind-Over Orders In Confidence

1. Are you included in the Children’s Barred List? (if yes please give details) YES NO

.....
.....
.....

2. Do you have any cases pending? YES NO (if yes please give details)

.....
.....
.....

3. Do you have any convictions, cautions, informed warnings, diversionary youth conferences or bind-over orders that are not subject to ‘filtering’ (as defined by the Rehabilitation of Offenders (Exceptions) Order (NI) 1979, as amended in 2014)? YES NO If yes, please provide details below, giving as much information as you can, including, if possible, the offence, the approximate date of the court hearing and the court which dealt with the matter.

.....
.....
.....
.....
.....

4. Have you ever been the subject of a Child Abuse investigation which alleged that you were the perpetrator? YES NO If yes, please list full details below including the name of police unit or HSC Trust involved in the investigation. If possible please provide the approximate date/s.

.....
.....
.....
.....

Declaration and Consent I declare that the information I have given is complete and accurate. I understand that I will be asked to complete an AccessNI Disclosure Certificate Application Form if I am considered to be the preferred candidate. I consent to the appropriate AccessNI check being made and I agree to enquiries relevant to this declaration.

Signature:

Date:.....

Print name:

Any surname previously known by:.....

Position applied for:.....

VOLUNTEER APPLICATION FORM

Name of organisation:							
Address:							
Town:				Postcode:			
Tel No:							
Please note that the information given below will be used to try to match potential volunteers to the most appropriate roles available at the time of application to volunteer with Millennium Forum Theatre & Conference Centre.							
Name:							
Address:							
Postcode:							
Home Tel No:				Work Tel No:			
May we contact you at work? YES <input type="checkbox"/> NO <input type="checkbox"/>							
Mobile No:							
Email Address:							
Please tick the volunteer roles that you would be interested in:							
Role Title 1 <input type="checkbox"/> Role Title 2 <input type="checkbox"/> Role Title 3 <input type="checkbox"/> (Or etc. list Geographical area/sites available to volunteer in).							
When would you be available to volunteer with us? (Please tick)							
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Do you have any hobbies or interests relevant to the post?

What skills, knowledge and experience do you feel you could bring to a voluntary role in our organisation?

Are there reasonable adjustments that we could make as part of your recruitment process that would enable you to enjoy equality of opportunity in seeking a volunteer role with us?

Please specify:

Please provide names and addresses of two people who we could contact for a reference.
 (Someone who is not a relative, but has known you for 2 years within the last 5 years.)

1. Name:		2. Name:	
Address:		Address:	
Post Code:		Post Code:	
Work Tel No:		Work Tel No:	
Home Tel No:		Home Tel No:	

Signature:

Date:

Thank you for your interest, we will be in touch soon.
 Please return completed form to:
 Volunteer Organiser, The Millennium Forum

Please note:

All information received will be dealt with in confidence, consistent with our commitment to safeguard children and young people.

APPENDIX 13

EQUAL OPPORTUNITIES MONITORING QUESTIONNAIRE

Please answer the following questions by ticking the appropriate box Ref: _____
and/or providing details as required.

1. Gender:

Male Female

2. Date of Birth:

3. Perceived Religious Affiliation/Community Background:

Protestant Roman Catholic Neither

4. Disability: Under the Disability Discrimination (NI) Act 1995 a disabled person is defined as a person with: "A physical or mental impairment which has a substantial or long term adverse effect on their ability to carry out a normal day's activity."

Having read this definition, do you consider yourself to have a disability?

Yes No

5. Family Status:

No caring responsibilities Care for children Care for other relative

Other (Please specify)

6. Ethnic Origin/Race:

Bangladeshi Black African Black Caribbean

Chinese Indian Irish Traveller

Pakistani White Mixed Ethnic Group

Other (please specify) Nationality (please specify)

7. Which category best describes your age?

Under 18 18-34 35-54 55+

Access to this information will be strictly controlled. Monitoring will involve the use of statistical summaries of information in which the identities of individuals will not appear. The information will not be available for any other purpose other than equal opportunities monitoring.

Children's Law Centre

Philips House, York Street, Belfast, BT15 1AB

T: 028 9024 5704

W: www.childrenslawcentre.org

Kidscape

2 Grosvenor Gardens, London, SW1W 0DH

T: 020 7730 3300

W: www.kidscapre.org.uk

Early Years

6C Wildflower Way, Apollo Road, Boucher Road, Belfast, BT12 6AT

T: 028 9066 2825

W: www.nippa.org

NSPCC

Northern Ireland Divisional Office, Jennymount Court, North Derby Street, Belfast, BT15 3HN

T: 028 9035 1135

W: www.nspcc.org.uk

Volunteer Development Agency

129 Ormeau Road, Belfast, BT7 1SH

T: 028 9023 6100

W: www.volunerring-ni.org

YouthNet

5th Floor, Premier Business Centre, 20 Adelaide Street, Belfast, BT2 8GD

T: 028 9033 1880

W: www.youthnetni.org.uk

Websites**Anti-bullying**

- Bullying online www.bullying.co.uk
- Kidscape www.kidscape.org.uk
- Anti-bullying Alliance www.anti-bullyingalliance.org.uk
- Child Line www.childline.org.uk

First Aid

- British Red Cross www.redcross.org.uk
- St John's Ambulance www.sja.org.uk
- Department for Education & Skills (DfES) www.dfes.gov.uk/publications

Protecting Children Online

- Child Exploitation and Online Protection Centre (CEOP) www.ceop.gov.uk
- Internet Watch Foundation (IWF) www.iwf.org.uk
- Stop It Now! www.stopitnow.org.uk
- Childnet International www.childnet-int.org
- Department for Education & Skills (DfES) www.safety.ngfl.gov.uk/schools
- Get Safe Online www.getsafeonline.org

EMERGENCY EVACUATION – NON-SHOWTIME PROCEDURE

In order for the following procedure to be carried out correctly it is necessary that all Customer Service Officers, Duty Managers and Backstage Staff carry radios at all times.

Once alerted the fire system will go into a timed countdown of three minutes. The message emitted will be "**STAFF CALL 100,**" after which the **automatic alert** will be triggered and the building will be evacuated as instructed. For evacuation purposes the building will be split into two areas i.e. Backstage and Front of House.

All staff (without alarming members of the public) should get ready for full evacuation during "Staff Call 100."

Staff Procedure

Box Office – Staff should immediately finish serving customers they are dealing with either at the box office or on the telephone explaining politely that we may have a technical problem and requesting that they contact the box office again in 30 minutes. All tills should be locked in the safe. All members of the public in the vicinity of the box office should be asked to immediately leave the premises.

Admin Staff – Staff should finish any telephone conversations/meetings and prepare to evacuate the building if necessary accompanying any guests they may have.

Technical Staff – All work must be stopped immediately on stage. **All** members of the technical staff must go to the backstage fire control panel to identify the affected area. If the fire is detected backstage technical staff must go and investigate whether it is a false alarm or an actual fire. If it is a false alarm please contact by radio or telephone the Front of House to inform them. If fire is detected press the nearest break glass point to put the system into full evacuation and begin the evacuation procedure. The Duty Technician must also remain in the vicinity of the back door so that they can advise the fire brigade on their arrival.

Technical Staff Evacuation Procedure: go to Level Three on full alert and evacuate the Studio Theatre and all dressing rooms and all stage levels. (If assistance is required s/he should delegate an area of evacuation to other members of the technical team). Before leaving the building a member of the technical department must ensure that the Safety Curtain has been brought in.

Café Aroma & Encore Brasserie – Staff should immediately finish serving any customers that they are dealing with, explaining that we may have a technical problem. At this stage customers should not be allowed to leave the restaurant. Staff should be aware that if the alarm should go into full evacuation mode, they should remain at Café Aroma & Encore Brasserie until a Duty Manager or Customer Service Officer advises them of which route to take out of the building. Café Aroma & Encore Brasserie staff are responsible for making the premises/kitchens safe and evacuation of their staff and customers. The restaurant Duty Manager must report to the Forum's Duty Manager outside the building to ensure that all restaurant areas are clear.

Customer Service Officers – Staff should immediately go to the Main Doors and the Piazza Doors to inform customers that we may have a technical problem. Within 60 seconds of "Staff Call 100" commencing the alarm receiving company will phone the front desk to be advised on the attendance of the fire brigade. Please instruct them to hold on the line until it is deemed that it is a false alarm or whether fire brigade attendance is required. Admittance will not be allowed into the building during this period until the building has been checked and clearance has been given by the Duty Manager. Customer Service staff will aid the Duty Manager during full evacuation by making sure that their area is clear, checking toilets and informing the retail units on Newmarket Street of the problem.

Customer Service Officers, Out of Hours Responsibilities – At a time when a Duty Manager or Duty Technician is not in the building (i.e. Sundays, Bank Holidays or evenings when there is no performance, but groups are using the building), it will be the responsibility of the Customer Service Officer to follow the drill of a Duty Manager, evacuating both front and back of house (if in use) in the event of the alarm going into full evacuation mode. You will not be required to wait at the front door for a phone call from the alarm company (unless more than 1 customer service officer is on duty), the alarm company will automatically advise the fire brigade to be dispatched when they get no reply to their phone call.

The Duty Manager should go directly to the control room where the master alarm panel is situated and identify the position of possible fire. If the extent of the problem has not been identified by another member of staff then the Duty Manager should approach the identified area of alarm to assess danger and determine action. If however a danger has been identified the system will kick into **automatic alert** of "**Attention please. A fire has been reported in the building. Please leave the building at the nearest exit. Do not use the lifts**". The affected area should be safely managed from a distance to stop any other staff or public from approaching it. All staff, members of the public should immediately leave the building by the nearest safe exit as directed. S/he must also ensure that the three retail units on Newmarket Street are aware of the need for evacuation if open.

The Duty Manager should immediately dial 999.

Meeting Points - The meeting point for Front of House evacuees is outside **Primark on the City Walls** and for those leaving the backstage areas the meeting point is on the **City Walls over Shipquay Gate**.

Once the Duty Manager and Duty Technician are confident that everybody has been evacuated and the building has been checked, they will take up their appointed positions to await the emergency services (the Duty Manager must remain at the Front Doors on Newmarket Street and the Duty Technician must remain at Stage Door along Bank Place). On the arrival of the Fire Services (the Duty Manager must immediately make themselves known to the Fire Officer in charge who will be wearing a white helmet) the Duty Manager should have already ensured that all staff have been accounted for by checking with each person with evacuation responsibility and report any missing persons and last known location immediately to the Fire Officer.

To ensure procedure is followed properly in case of fire, there will be regular fire drills.

Where to obtain further copies of this Policy:

This edition of the Millennium Forum's Safeguarding Policy (updated October'21) will remain current until further notice, pending further review to coincide with any changes recommended by the new Vetting & Barring Scheme – Safeguarding Vulnerable Groups (NI) Order 2007

Copies of this Policy are available upon request from:

Education & Outreach Officer

Millennium Forum

Newmarket Street

Derry / Londonderry

BT48 6EB

T: 028 7127 2776

The Policy is also available to download from www.millenniumforum.co.uk

This Safeguarding Policy statement was formally adopted by us on **November, 2021**

Position in Organisation: Chief Executive
Authorised Signature: 