




SAFEGUARDING POLICY (CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS)

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1. Introduction

The Traverse Theatre is fully committed to safeguarding the welfare of all children, young people and vulnerable adults. As a venue which promotes arts education and engagement, The Traverse Theatre recognises its responsibility to take all reasonable steps to promote safe practice and to protect children; young people and vulnerable adults from harm, abuse and exploitation.

Full time staff and freelance practitioners will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and vulnerable adults.

This policy relates to children and young people up to the age of 18 years and vulnerable adults.

2. Purpose

- 2.1 To state the responsibilities of the Traverse Theatre in relation to safeguarding children and vulnerable adults in response to current legislation and guidance.
- 2.2 To provide clear guidance to staff about how to respond when a case of possible harm, abuse or neglect is identified or suspected.
- 2.3 To ensure a prompt and effective response is taken when it appears a young person or vulnerable adult may be at risk of abuse or neglect.
- 2.4 To ensure staff are briefed in the implementation of the Traverse Theatre Safeguarding Policy (Children, Young People and Vulnerable Adults).
- 2.5 To ensure the roles and responsibilities of the key staff for child protection are known and understood by staff.
- 2.6 To establish the necessary reporting lines to enable complaints, allegations and concerns to be dealt with appropriately.

3. Applicability

- 3.1 The Policy applies to all employees, contractors and partners of the Traverse Theatre.
- 3.2 Partner companies who are performing at the Traverse Theatre are required to have their own Child Protection Policy and procedures in place where members of the company are children, young people or vulnerable adults or

where the Partner Company plan to work with children, young people or vulnerable adults as part of an ancillary education package.

The Traverse Theatre reserves the right to ask for copies of all child protection documentation on request and ensure that all permissions and arrangements for supervision are in place.

4. Policy Statement of Intent

The Traverse Theatre will endeavour to ensure that children, young persons and vulnerable adults are protected from harm while they visit the Traverse building and/or engage in Traverse led participation activity. It will be done by:

- 4.1 Making sure that staff are carefully selected.
- 4.2 Providing appropriate training for staff in issues of child protection.
- 4.3 Taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult in contact with the activities of the Traverse Theatre.
- 4.4 Not physically, emotionally or sexually abusing any child or vulnerable adult in contact with the Traverse Theatre. Being aware of the definitions of abuse and knowing where to source guidance when one recognises or suspects signs of abuse.
- 4.5 Taking all reasonable steps to prevent any staff member, contractors, partners or member of the public from putting any child or vulnerable adult in a situation in which there is an unreasonable risk to their health and safety.
- 4.6 Taking all reasonable steps to prevent any staff member, partners or member of the public from physically, emotionally or sexually abusing any child or vulnerable adult.
- 4.7 Reporting to a Wellbeing and Protection Officer any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused whilst in contact with the activities of the Traverse Theatre.
- 4.8 Referring to statutory authorities all incidents reported to the Wellbeing and Protection Officer.
- 4.9 Implementing this policy in conjunction with our Health and Safety guidelines already in place.

- 4.10 Ensuring Partner Companies are aware of the Traverse Theatre's Safeguarding policy and are aware of their responsibility to provide relevant evidence of their own Safeguarding Policy when requested.

5. Roles and Responsibilities

5.1 Institutional Responsibilities

- 5.1.1 The Traverse Theatre has a responsibility to carry out enhanced criminal record checks through the Disclosure Scotland, Protection of Vulnerable Groups (PVG) scheme for permanent and seasonal staff working with children and vulnerable adults in appropriate roles. Posts for which a Disclosure Scotland check is required will be identified during the recruitment process.
- 5.1.2 The Traverse Theatre will ensure that Employees who are working with children, young persons and vulnerable adults on behalf of the Traverse Theatre, whenever practicable, are always in the company of another appropriately qualified adult (parent, guardian, teacher, PVG checked adult).
- 5.1.3 The Traverse Theatre has a responsibility to refer information to Disclosure Scotland if they have moved or dismissed an individual because of harm or risk of harm to a child or vulnerable adult.

5.2 Chief Executive

- 5.2.1 The Chief Executive holds overall responsibility for the protection of Children, Young Persons and Vulnerable Adults.
- 5.2.2 In case of absence of the designated Wellbeing and Protection Officer the Chief Executive must assume the responsibility for child, young person and vulnerable adult's protection.

5.3 Management

- 5.3.1 Managers are responsible for ensuring that their employees are aware of the requirements of the Safeguarding Policy and that they act in accordance with it. They are responsible for providing the necessary support and guidance to do so.

5.4 Senior Staff with Designated Responsibility for Child Protection

The Traverse Theatre has a designated Wellbeing and Protection Officer with lead responsibility for safeguarding practice for children and vulnerable adults. In case of absence of the Wellbeing and Protection Officer, the Deputy Wellbeing and Protection Officer will assume the responsibility of the

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Designated Wellbeing and Protection Officer. Contact details can be found on the Local Contact Information Sheet (see Appendix 2)

These roles will act as a source of support, advice and expertise to Traverse Theatre employees working with young people and vulnerable adults, and will ensure that all staff have appropriate training in line with their roles and responsibilities.

5.5 All staff

5.5.1 Everyone working for or with the Traverse Theatre must be aware that any child, young person or vulnerable adult may be the victim of abuse or may be at risk of physical abuse, neglect, emotional abuse or sexual abuse.

5.5.2 All staff must fully comply with the Traverse Theatre's policies, procedures, systems and guidance.

5.5.3 It is the responsibility of all members of staff to act immediately if they become aware of an actual case of abuse/neglect or become suspicious that there may be a risk of abuse/neglect.

5.5.4 It is not the responsibility of individual members of staff to investigate or make judgements on suspected instances of risks of harm to the welfare of a child or vulnerable adult. That is a matter for the relevant external agencies, or, in appropriate cases, the Traverse Theatre through the actions described in the accompanying Procedures.

6. Recruitment, Selection and Employment Procedures

6.1 The Traverse Theatre will take all appropriate steps to ensure that unsuitable people are prevented from working with children, young people or vulnerable adults.

6.2 Where the risk assessment has identified that staff or freelancers are likely to have regular contact with, or encounter, children, young people or vulnerable adults, rigorous checks into their eligibility will be required. Such processes will be compliant with the Traverse Theatre's Equality and Diversity Policy.

6.3 The Traverse Theatre is registered with Disclosure Scotland and will ensure that any member of staff/freelancer/volunteer who will have one-to-one contact with children, young people or vulnerable adults will be checked for relevant criminal convictions. This policy will be reviewed periodically to decide the extent to which staff member's PVG Scheme Membership Records should be reviewed.

7. Code of Behaviour

All staff at the Traverse Theatre are encouraged to demonstrate exemplary behaviour in order to safeguard the welfare of children, young people and vulnerable adults. Our aim is to strive towards creating a positive culture and climate by adhering to the following guidelines:

7.1 When working with young people or vulnerable adults, you should:

- Help to develop an ethos which promotes difference and diversity, where all people are treated equally and with dignity and respect
- Always put the care, welfare and safety needs of a child, young person or vulnerable adult first
- Actively encourage children, young people and vulnerable adults to be involved in making choices and decisions which directly affect them
- Respect a young person's or vulnerable adult's culture and/or religious beliefs
- Respect a young person's or vulnerable adult's right to privacy and personal space
- Ensure that in all activities external to the Traverse Theatre building, a teacher, parent or other responsible adult is present at all times. Traverse Theatre staff never work "in loco parentis" and should not be solely responsible for children, young people or vulnerable adults
- Be aware that any physical contact with a child may be misinterpreted and so must be avoided whenever possible
- Speak to the Wellbeing and Protection Officer immediately if you suspect that a child is experiencing bullying or harassment
- Listen carefully to any child who 'tells you' (sometimes through drawings and behaviour as well as words) that they are being harmed and report what you have heard immediately to your Line Manager or Wellbeing and Protection Officer
- Only restrain a child, young person or vulnerable adult who is at risk of inflicting harm to themselves or others.

7.2 When working with young people or vulnerable adults, you should not:

- Exaggerate or trivialise another member of staff's concerns about a child, young person or vulnerable adult.
- Ignore an allegation or suspicion of abuse in the hope that it will either 'go away' or that 'someone else will deal with it'
- Discuss personal issues about a young person or vulnerable adult or their family with other people except with your Line Manager or Wellbeing and Protection Officer when you are concerned about the young person's or vulnerable adult's wellbeing.
- Be drawn into any derogatory remarks or gestures in front of children, young people or vulnerable adults. You should lead by example and wherever

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possible comply with the rules that govern the organisation you are in (e.g. school).

- Allow a child, young person or vulnerable adult to be bullied or harmed by either a member of the organisation or by one of their peers.
- Allow children to swear or use sexualised language unchallenged.

7.3 When working with young people or vulnerable adults, you should never:

- Engage in sexually provocative games including horseplay.
- Allow others or yourself to engage in touching a child, young person or vulnerable adult in a sexually provocative manner.
- Make sexually suggestive comments to a child, young person or vulnerable adult, even in jest.
- Engage in rough or physical contact unless it is permitted within the rules of a game or sports activity or conforms to the guidance on appropriate physical restraint.
- Form inappropriate emotional or physical relationships with children, young people or vulnerable adults.
- Harass or intimidate a child, young person, vulnerable adult or co-worker because of their age, race, gender, sexual orientation, religious beliefs, socio-economic class or disability.
- Invite a child, young person or vulnerable adult to stay with you at your home.
- Send or invite emails or texts to/from young people/vulnerable adults, accept or invite friend requests via social networking sites, chat online, 'instant-message' via any format, send or accept receipt of any online messages to/from young people/vulnerable adults. In certain cases, a work-based profile may be used to connect with young people/vulnerable adults. Messages must be strictly related to project activity and staff members should never use a personal social media account to connect with these groups.

7.4 Photography and/or Filming

7.4.1 Written consent should be obtained to take pictures / film children and young people prior to any photographs / filming being taken. Permission should be obtained firstly to take the photograph and secondly for permission if the photograph is to be reproduced.

7.4.2 Photographs and recorded material are only published once permission has been sought from parents using the permission form attached in Appendix 5 and they may ONLY be used for legitimate Traverse Theatre purposes both locally and nationally. Photographs will not have any names attributed to

them. Permission is only sought once, when the young person joins a Traverse Learning Project.

8. Managing Concerns/Disclosures of Abuse

If the Wellbeing and Protection Officer is unavailable please contact your Line Manager or in an emergency situation contact social services or the police.

8.1 Dealing with Concerns Of Abuse

The following action should be taken if you suspect a child may be suffering abuse in some way:

- Do not attempt to investigate
- Privately voice your concerns to the supervising teacher/youth worker/carer
- If you continue to feel concerned speak immediately to the Wellbeing and Protection Officer who will contact the relevant authorities
- As soon as possible after becoming aware of possible abuse, make notes about your concerns.
- Pass on your written record to the Wellbeing and Protection Officer. Do not discuss the incident with anyone else
- Ask for support for yourself if you feel you need it

8.2 Dealing with Disclosures

The following action should be taken if a child who has suffered abuse confides in you:

- Listen attentively to what the child, young person or vulnerable adult is saying
- Do not promise confidentiality. The child, young person, vulnerable adult must understand that you will have to pass on information and why it is important.
- Ask open, non-leading questions which help to clarify what the child is saying but not lead into an investigative situation. Intrusive questioning could contaminate a subsequent child protection investigation.
- Reassure the child, young person or vulnerable adult that they have been courageous in speaking to you about this.
- Do not make judgements about what is disclosed or about the alleged abuser.
- Explain the next step, the child should know that they will be kept informed and supported as appropriate
- Treat the allegation seriously and report it immediately to the Wellbeing and Protection Officer
- Ask for support for yourself if you feel you need it

8.3 Dealing with Disclosures Against A Staff Member

- Good practice in both the recruitment and supervision of staff and volunteers should be designed in such a way that the risk of abuse is reduced and staff can protect themselves from false allegations. However, the possibility of abuse cannot be eliminated and constant vigilance is necessary.
- If a child / vulnerable adult tells you that someone in the organisation has caused them harm, this should be treated in the same way as any other disclosure a child may make.
- The information should be passed on to the Wellbeing and Protection Officer and handled in the same manner.

8.4 Please note that in managing concerns/disclosures it is not your responsibility to decide whether or not abuse has taken place. You must abide by these guidelines if you are concerned about the welfare of a child or vulnerable adult.

8.5 Defamation

"Concerned adults are sometimes reluctant to report suspicions of abuse for fear that the person suspected will sue them for defamation if the allegation turns out to be unfounded. To be defamatory, a statement must first of all be untrue. Even if subsequently shown to be untrue, the statement will be protected by 'qualified privilege' if it is made to the appropriate authority 'in response to a duty, whether legal, moral, social or in the protection of an interest.

Unjustified repetition of the allegations to other persons will not be protected by privilege. The qualification on privilege refers to statements motivated by malice. If a statement, even to the appropriate authority, can be shown to be not only untrue, but motivated by malice, then an act of defamation could be successful."

- From 'Guidelines for Child Protection Prepared for the Independent Schools in Scotland' (Kathleen Marshall, 1997).

If you are still concerned about defamation you are advised to seek legal advice.

9. Storing of and Access to Confidential Child Protection Data

9.1 The Traverse Theatre abides by the Data Protection Act 2018. This act sets out provisions for the regulation of processing of information relating to

individuals, including obtaining, holding, use or disclosure of such information. Children are entitled to the same duty of confidence as adults, provided they have the ability to understand the choices and their consequences relating to the proposed lines of action. Where consent had not been obtained the law permits disclosure of confidential information necessary to safeguard a child where they are considered to be at risk.

9.2 All child protection information will be stored securely and will only be shared with authorised personnel and appropriate authorities.

9.3 Whatever happens, staff should always be open and honest with the child or vulnerable adult if intended to take the case further. Staff must not discuss the case with anyone other than those involved in the case. If staff have any concerns about the progress of the case or have any other concerns these must be discussed with the Wellbeing and Protection Officer.

9.4 Managing Disclosure Scotland Information

In accordance with the Scottish Executive's Code of Practice for registered persons and other recipients of Disclosure information, Traverse Theatre will ensure the following practice:

- Disclosures will only be requested when necessary and relevant to a particular post/role and the information provided on a Disclosure certificate will only be used for these purposes
- Traverse Theatre will ensure that an individual's consent is obtained before seeking and using Disclosure information.
- Disclosure information will only be shared with Traverse personnel who are authorised to see it in the course of their duties
- Where additional disclosure information is provided to Traverse Theatre this will only be discussed with the applicant should the Disclosure information have an impact on the outcome of the recruitment process.
- Disclosure information relating to Traverse Theatre authorised personnel will be stored securely until expiry date or the end of employment, whichever is earlier. Thereafter, information will be shredded and disposed of through confidential waste.
- Disclosure information for unsuccessful applicants will be stored securely for a maximum of six months and will be accessible only to Traverse Theatre authorised personnel. Thereafter, information will be shredded and disposed of through confidential waste.
- No image or photocopy of the Disclosure information will be made.

10. Risk Assessment

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- 10.1 All staff that intend to work, or may be put in the position of working, with children, young people or vulnerable adults should ensure that they understand the implications of this policy before commencing any programme, event, visit or other activity.
- 10.2 The Project Manager should complete a risk assessment before any new or changed programme, event, visit or any other activity involving children, young people or vulnerable adults.
- 10.3 All those involved in the risk assessment process should understand that the risk assessment is not only a way to mitigate or remove any potential risks but may also be a prompt to consider alternative working practices.
- 10.4 What to do if an accident happens:
 - 10.4.1 Depending on the member of staff's judgment of the situation, they must go to the scene immediately if possible and/or summon First Aid assistance and/or contact the emergency services.
 - 10.4.2 In accordance with the Health and Safety policy, it is the responsibility of the first responder on the scene of an accident to record exact details of the incident within the Accident Report.

11. Online Safeguarding

Digital safeguarding is much like safeguarding in any other context. It details expected standards of conduct for staff, contracted freelancers and participants in Traverse activities, as well as privacy and security measures in place.

The Traverse Theatre will risk assess and create safeguarding guidelines for any project that involves online working with young people and vulnerable adults, as well as the content we make publically available online.

Most Traverse projects involving young people are in partnership with schools or youth groups. These organisations are directly responsible for the young people and keeping parents informed of activity relating to the project. If a project requires the Traverse to work directly online with young people, we will issue a letter to parents and carers, detailing the nature of the online engagement, details of any content created, as well as safeguarding measures in place for the overall project.

11.1 Content

When creating or programming digital content, the Traverse will ensure it is created, distributed and consumed safely and upholds our duty of care to young people and vulnerable adults.

11.1.1 Content produced or programmed by the Traverse:

The Traverse will protect young people and vulnerable adults from exposure to content that promotes worrying or harmful behaviour, such as the digital depiction of self-harm. This will be achieved by:

- Trigger warnings
- Signposting to organisations which provide support for issues raised in produced and programmed work that is potentially triggering.

The Traverse will also work in partnership with individuals, companies and co-producers to apply these guidelines to co-produced and programmed online work.

11.1.2 Content created by young people through Traverse projects:

The Traverse will issue a Code of Conduct to young people who are asked to submit videos they have created themselves (see Appendix 3 Code of Conduct for Young People working digitally with the Traverse Theatre). When sharing work created online, either by the young people or the Traverse, we will take the following steps:

- Share the final edits with the young people and their parents/carers before publically sharing.
- Not use a child's surname in photography or video content.
- Gain parental/guardian consent for their child to be photographed and videoed.
- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Only share content through official accounts, while acknowledging that third party accounts can re-share.

If, for whatever reason, a parent/carer or young person is not happy with the use of content that depicts them, the Traverse will undertake re-edits to re-work or to remove them.

11.2 Conduct

All Traverse Theatre staff and contracted freelancers working with young people will be issued with Guidelines for Remote Working with Children and Young People (see Appendix 4). Any staff or contracted freelancers working directly with young people online will be required to undertake online safeguarding training in addition to their Disclosure check. They will also issue the Traverse's Code of Conduct for Young People When Working Digitally with Traverse Theatre (see Appendix 3) to participants at the start of each project.

Traverse staff and contracted freelancers are required to also follow the organisation's overall Code of Behaviour (see section 7 of this policy) and, in the event of a safeguarding incident or concern when working online will follow the Managing Concerns/Disclosures of Abuse detailed in section 8 of this policy.

12. Breaches of Policy

- 12.1 Staff who breach any of the above may be subject to the provisions of the Traverse Theatre Disciplinary Procedure.

13. Training

- 13.1 The Traverse Theatre will provide appropriate guidance and training on this policy.
- 13.2 The Traverse Theatre will ensure that the Wellbeing and Protection Officer and associated members of safeguarding staff receive annual update training as appropriate, and that all other staff receive regular update training as required to ensure compliance with changes to legislation.

14. Communication and Review

- 14.1 The Traverse Theatre aims to ensure all employees and other relevant staff will be made aware of this Policy and a copy of the Policy will be included in the Employee Handbook.
- 14.2 Recommendations for change should be reported to the Head of Finance and Operations.
- 14.3 The Traverse Theatre aims to review the Policy and its implementation on a yearly basis or more frequently if significant changes to its effective operation are necessary.

Document Review Record

Review/Amendment Details		Date
General	Safeguarding Policy reviewed and revised:	09.02.2017
General	Review and update	08.03.2018
5.4: 9.1: appendix 2	Change of job titles to Creative Producer and Head of Finance & Operations Change to Data Protection Act 2018 Update contact number for Children's Reporter General review and update	24.10.2019
5.4 7.4.2 11. 12-14 Appendix 2 Appendix 3 Appendix 4 Appendix 5 General	Contacts updated to Designated Child Protection Officer; Deputy Child Protection Officer and Assistant Child Protection Officer. Job titles removed. Signpost to Parental/Guardian permission form for Photographic / Video Recording Insertion of guidance on Online Safeguarding Existing sections renumbered Internal contact information inserted and updated Addition of Code of Conduct for Young People working digitally with Traverse Theatre Addition of Guidelines for Remote Working with Children and Young People Addition of pro-forma Parental/Guardian Photograph and Recording permission form General review and update.	24.09.2020
General	Change of title from Child Protection Officer to Wellbeing and Protection Officer.	17.02.2021
Appendix 2	Contact information updated	

Appendix 1: Pro-Forma for Recording Concerns/Allegations of Abuse

Name of Child:
Age:
Address and telephone number:
Name of parents/carers:
Name of other siblings (if known):
Any special circumstances relating to the child (e.g. special needs, health and welfare issues):
What is the nature of your concern (e.g. allegation by a child, young person or vulnerable adult or a suspicion of abuse by a concerned adult)
If a child has alleged abuse, give the name of the person they spoke to and the time and place when this allegation was made
If a user has alleged abuse, record as quickly as possible what was said. This should be as accurate as possible and in the child's own words

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If another adult has expressed concern about the safety of a user record their concerns and ask them to confirm that the details are correct

Have any possible signs or indicators of abuse been identified? By whom?

If known record the name(s) of the person(s) implicated in the abuse

Record when the referral to social work, police or reporter was made and the name of the person who received your call and advice given

What advice was given about liaising with the user's parent(s)/carer(s)?

Signed (member of staff) _____

Date _____

Signed (member of staff) _____

Date _____

Appendix 2: Local Contact Information Sheet

Agency	Contact Details
Traverse Theatre Administration Office	0131 228 3223 Currently our phone lines are unmanned. In the meantime, please contact the Designated Wellbeing and Protection Officer
Traverse Theatre Designated Wellbeing and Protection Officer	Kevin McCallum Head of Production Kevin.mccallum@traverse.co.uk
Traverse Theatre Deputy Wellbeing and Protection Officer	Julie Pigott, Head of Finance & Operations Julie.pigott@traverse.co.uk
Social Care Direct	40 Captain's Road Edinburgh EH17 8HN 0131 200 2324 0800 731 6969 (out of hours Emergency Line)
Police	St Leonard's Police Station Divisional Head quarters 14 St. Leonard's Street Edinburgh EH8 9QW 01786 289 070 999 (EMERGENCY)
Children's Reporter	1 Fountainhall Road Edinburgh EH9 2NL 0131 244 4111
NSPCC Child Protection Helpline	0808 800 5000

Appendix 3: Code of Conduct for Young People working digitally with Traverse Theatre.

The Traverse is increasingly working digitally to connect, create work and support each other. In order to do this, we use digital platforms. When using these platforms, it is important to protect you and your families and follow our online code of conduct.

Live Video Chat

- Be kind.
- Never use your full name, first names will do.
- Make sure people you are living with know you are on a live video chat. Don't include them in the chat.
- Wear appropriate clothing, even on parts of you that you think won't be seen.
- Remember it's easy to misinterpret things online.
- Refer to a group leader directly if you feel worried about anything.
- Do not record or take photos of anything without the others consent.
- If you are worried about anything, message the workshop leader.

Submitting Videos

- Don't use your full name.
- Don't film things that might reveal your exact address, school or somewhere you go regularly (e.g. a sports club or activity).
- Don't wear clothing that features your school, sport club, or other logo from somewhere you regularly attend.
- Don't film anyone else under the age of 18.
- Wear appropriate clothing.
- Keep yourself safe - don't share something that feels too personal, complicated or sad.

If you are worried or concerned about anything online or personal during this period please contact Traverse staff they will listen and direct you to the right support.

Appendix 4: Guidelines for Remote Working with Children and Young People.

Traverse Theatre staff and contracted freelancers are increasingly working from home and with young people digitally. This document provides the guidelines for all workers to keep themselves and the young people they work with safe. It should be read in partnership with the Traverse Theatre's main safeguarding policy and digital code of conduct.

Working From Home

When working from home staff will have their own accounts to access emails and a log-in to access files. Files are saved on the Traverse Theatre's server, Microsoft Teams and SharePoint. Files with personal and contact details are password protected.

- No young person's details or images will be saved on staff computers (unless it is a computer provided for work use only).
- Staff and contracted freelancers will not share their accounts or log-ins with anyone else and will only log into their own accounts.
- If a young person's image needs to be downloaded for photo or video editing then it will be deleted once the edit has taken place and the edited film is uploaded to the Traverse Theatre's server.
- Artists who need access to creative content including videos are given links which enable them to watch videos online. If the content is downloaded to be edited, it will be uploaded again and not saved on personal computers.
- Staff and contracted freelancers will always lock their computer or close documents with sensitive information when they are away from their laptops / computers.

Communication via Telephone

Staff and contracted freelancers should not contact young people directly by phone. If a message needs to reach the young person it will go through the school or youth group which the project or activity is attached to. If it is an emergency situation, and there is no option but to call or message a young person directly, a company landline or mobile phone will be provided. Staff and contracted freelancers will not use their personal mobile phone for this purpose. All company mobile phones are to be PIN locked so that data is not accessible by others.

Use of Company Phones Outside of Working Hours

Staff members should turn their work phones off when they are not working. Status messages on WhatsApp, other instant messaging services and Voicemail messages should state that the phone will only be turned on during working hours.

Communication via Email

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Staff and contracted freelancers should not contact young people directly by email. If a message needs to reach the young person it will go through the school or youth group which the project or activity is attached to. If it is an emergency situation and there is no option but email, staff or contracted freelancers should use clear language to avoid any misunderstanding on the part of the recipient. Another member of staff should be copied in for transparency. Staff members or contracted freelancers who have concerns regarding the content of an email that they send or receive from a young person should consult the Designated Wellbeing and Protection Officer for guidance.

Communication via Social Media

The Traverse Theatre may use social media to communicate with young people. Current social media applications staff could use include Twitter, Facebook, and Instagram. Contact with young people through such forums should only take place through organisational accounts. The Traverse Theatre will not follow young people's accounts and only invite members to follow Traverse Theatre accounts.

If a Traverse Theatre staff member or contracted freelancer receives content from a young person which they believe is inappropriate, they will not forward the content or delete it, but immediately contact the Designated Wellbeing and Protection Officer to report the content. They will follow the safeguarding incident procedure of the company (see main safeguarding policy).

Current organisational accounts are as follows:

Active accounts:

Platform	Address	Moderated by
Facebook	www.facebook.com/TraverseTheatre	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.
Twitter	https://twitter.com/traversetheatre	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.

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Platform	Address	Moderated by
Instagram	https://www.instagram.com/traversetheatre	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.
Youtube	https://www.youtube.com/user/traversetheatre	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.
Soundcloud	https://soundcloud.com/traverse-theatre	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.
Vimeo	https://vimeo.com/user101745481	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience). Future access may be granted to staff or freelancers, as deemed appropriate.

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Currently inactive accounts:

Platform	Address	Moderated by
Tumblr	https://traversetheatre.tumblr.com	Lauren McLay (Marketing Officer), Victoria Murray (Head of Brand and Audience).

Communication via Digital Platforms

When communicating with young people via digital platforms, staff and contracted freelancers will use official accounts and phones and ensure that the personal numbers of young people and freelancers are not shared. Staff and freelancers will be the only adults present in digital platform sessions.

All parents will be informed of the platforms to be used, the dates and times of sessions, details of the project and the adults who will be in these platforms. Contact will be made using the template letter to parents and carers. When working with schools or youth groups it will be their responsibility to inform parents and carers of the project and workshops sessions.

Staff and contracted freelancers will set clear rules of engagement for working on digital platforms. These rules will be in line with the rules of the company when working in person.

Staff and contracted freelancers will also remind young people that this is not a private space and whatever they share online will be seen by the group.

Any young person who breaks the above rules will be removed from the platform by staff or contracted freelancers and parents/carers will be informed.

Receiving a disclosure via social media or mobile phone

We recognise that at times a young person might disclose information to staff members or contracted freelancers via texts, calls or digitally.

If a staff member or contracted freelancer receives a worrying message that they think may indicate that the young person communicating with them is at immediate risk during or outside of work hours, they should immediately refer it for action to the Designated Wellbeing and Protection Officer or an executive staff member, ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone. The Designated Wellbeing and Protection Officer will follow the procedure below. If the staff member or contracted freelancer cannot contact the Designated Wellbeing and Protection Officer, or a senior member of Traverse staff, they should also follow this procedure.

- Check with the young person – What is happening? Where are you? The staff member or contracted freelancer should not attempt to solve the problem.
- Contact the young person's parent/guardian, or – if applicable – the social worker/key

Safeguarding Policy (Children, Young People and Vulnerable Adults)

worker associated with that young person. If there is no response:

- o Alert the emergency services (in most cases this will be the police) by calling 999 and giving as much information as possible.
- o For support or guidance contact the NSPCC helpline on 0808 800 5000.
- Write up an incident report on the situation within 24hrs to be sent to the Designated Wellbeing and Protection Officer.

Sharing Work Created Online

When sharing work created online the Traverse Theatre will take the following steps:

- Share the final edits with the young people and their parents/carers before sharing.
- No use of child's surname in photography or video content.
- Gain parental/guardian consent for their child to be photographed and videoed.
- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Only share content through official accounts.

If, for whatever reason, a parent/carer or young person is not happy with the use of content, then the Traverse will re-edit and, if appropriate, edit out footage of that young person.

Safety Measures for Working on Zoom with Young People

Zoom can be made more secure through a host of additional features available in its settings:

- Enable a waiting room
- Set a password for your meetings
- Enable abilities for the host to mute and eject participants from the room
- A selection of chat features from disabling the chat entirely to stopping private messaging
- Disable ability for participants to join before the person leading the session
- Encourage participants and staff to place themselves on mute when they are not speaking
- Encourage participants to use gallery view to see everyone at the same time
- Read out the Traverse online Code of Conduct when working online (see Appendix 3) for any new participants
- Create or source a step-by-step Zoom guide for participants

If the meeting or workshop that is to be delivered online contains sensitive issues or sharing of work then a more secure platform such as Microsoft TEAMS will be used instead.

Appendix 5: Parental/Guardian Photographic and Recording Permission Form



Traverse Theatre: Photographic & Recording Permission

From time to time, photographs and recordings taken during Traverse-based learning and artistic activities (e.g. Masterclasses, Class Act, Auditions, Post-Show Discussions, etc.) are used for display or publicity purposes in printed publications and/or on the Traverse website (In the case of auditions, photos maybe taken to aid the selection process).

Photographs are only published once permission has been sought via the use of this form and they may ONLY be used for legitimate Traverse Theatre purposes both locally and nationally. Photographs will not have any names attributed to them.

Permission is only sought **once**, when you join a Traverse Engagement Project or attend a Traverse audition.

If you would like to withdraw permission at any time, please contact Kevin McCallum, Head of Production at kevin.mccallum@traverse.co.uk

Name of participant _____

I agree/do not agree * to permit the use of any photographs of myself being used for legitimate Traverse Theatre purposes.

Signed (participant) _____

Date _____

Name of parent / guardian _____

I agree/do not agree * to permit the use of any photographs of this child/young person being used for legitimate Traverse Theatre purposes.

Signed (parent/guardian) _____

Date _____

(*Please delete as applicable)