



# Heart n Soul Safeguarding Policy

At Heart n Soul we will do our best to keep young people and vulnerable adults safe from abuse, neglect or harm.

This is the responsibility of all staff, freelancers, volunteers or anyone working on behalf of Heart n Soul.

We will work in partnership with children, young people, vulnerable adults, their parents, carers and other organisations to make sure young people and vulnerable adults are safe.

Created February 2022

# What is abuse?

## **There are different types of abuse:**

- Physical abuse
- Emotional abuse
- Sexual abuse
- Financial abuse
- Neglect

## **Child abuse also includes:**

- Domestic violence (when people in the family hurt each other)
- Drug and alcohol abuse by parents
- Abuse by parents with mental health problems

## **Who are children and vulnerable adults?**

- A child is defined as anyone under 18 years old
- A vulnerable adult is someone over 18 years, who is considered vulnerable because they are not able to protect themselves from abuse, harm or exploitation. This may be because of illness, age, mental illness, disability or other types of physical or mental impairment

## **We will do our best to keep young people and vulnerable adults safe by:**

- valuing them, listening to them and respecting them
- sharing information about concerns with agencies who need to know, and involving parents, young people and vulnerable adults when necessary
- recruiting staff and volunteers safely, making sure all necessary checks are made

# Induction and training



All staff and volunteers will receive an induction on safeguarding when they first join Heart n Soul.

Attending Heart n Soul's formal training in safeguarding is mandatory for all Heart n Soul staff and strongly encouraged for regular freelancers and volunteers.

# What to do when someone reports abuse to you

Take it seriously

Stay calm

Listen carefully to what is said

Explain that it is likely that the information will need to be shared with others. Do not promise confidentiality.

Allow the person to continue at his or her own pace.

Ask questions to understand things clearly only, and do not ask questions that suggest a particular answer.

Reassure the person that they have done the right thing in telling you.

Tell them what you will do next and who you will share the information with.

# What to do if you believe someone is at risk

Record in writing what you observed or what was said, using the child/young person's/vulnerable adult's own words, as soon as possible.

## **REMEMBER:**

The person who first comes across possible abuse is not responsible for deciding whether or not abuse has taken place. That is a task for the professional child protection agencies following a referral to them.

Report concerns to your manager or Heart n Soul's Safeguarding Lead as soon as possible.



## **Safeguarding Lead:**

Esther Gagne

**Role:** Associate Director

**Address:** Heart n Soul,  
The Albany, Douglas Way,  
Deptford, London SE8 4AG

**Telephone:** 020 8694 1632

**Email:**  
esther@heartnsoul.co.uk

**If you think the child or vulnerable adult may be in immediate danger, you should call 999**

## **LEWISHAM AND SOUTHWARK**

### **LEWISHAM SOCIAL SERVICES**

**Lewisham Children's  
Social Care**

020 8314 6660

020 8314 6000 (out of hours)

mashagency@lewisham.  
gov.uk

### **LEWISHAM Adult Social Care Team**

020 8314 7777

SCAIT@lewisham.gov.uk

### **SOUTHWARK SOCIAL SERVICES**

**Children's Services**

020 7525 5000 (out of hours)

020 7525 1921

MASH@southwark.gov.uk

### **SOUTHWARK**

**Adult with Learning  
Disabilities Services**

020 7525 2333

LearningDisabilitiesDuty@  
southwark.gov.uk

**If you think the child or vulnerable adult may be in immediate danger, you should call 999**

## **GREENWICH**

### **GREENWICH Social Services**

On-call social worker for access to services for children, adults and older people.

Open 24 hours a day,  
7 days a week.

020 8854 8888 (out of hours)

### **GREENWICH Children's services**

020 8921 3172  
mash-referrals@  
royalgreenwich.gov.uk

### **GREENWICH Adult services**

020 8921 2304  
aops.contact.officers@  
royalgreenwich.gov.uk

### **NSPCC CHILD PROTECTION HELPLINE**

Open 24 hours a day,  
7 days a week.

0808 800 5000

# Checklist for when someone reports abuse

Name of child/vulnerable adult:

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Date of birth:

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Any special factors:

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Parent's/Carer's name(s):

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Home address:

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(Phone number if available):

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Your name and position:

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To whom reported and date of reporting:

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Signature:

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Today's date:

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This document has been written using guidelines from Firstcheck (2nd edition) the guide for organisations to safeguard children, published by the NSPCC.



## Checklist for when someone reports abuse (continued)

Are you reporting your own concerns or passing on those of somebody else?

Give details:

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Description of what has prompted the concerns; include dates, times etc. of any specific incidents:

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Any physical signs? Behavioural signs?  
Indirect signs?

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Have you spoken to the child/vulnerable adult? If so, what was said?

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Have you spoken to the parent(s)/carers?  
If so, what was said?

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Has anybody been alleged to be the abuser? If so, give details:

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Have you consulted anybody else?  
Give details:

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# Role of Safeguarding Lead

## **The role of the Safeguarding Lead is to:**

- Receive and record information from anyone who wants to report a concern
- Assess the information quickly and carefully, make it clear and get more information about the matter if necessary
- Contact and make a formal report to a statutory agency (see below) or the police as soon as possible



## **They must:**

- Be aware of the local statutory child protection and learning disabilities network
- Have received basic level training in child and vulnerable adults protection

## What to do if you have a concern relating to an adult who works with young people and vulnerable adults?

This may be a volunteer, a member of staff, a foster carer, a religious leader, or a school governor.

Report your concern to the Heart n Soul Safeguarding Lead as soon as possible. If the concern are about the Safeguarding Lead, you should contact the Board of Trustees.

Heart n Soul may make a referral to the Local Authority Designated Officer (LADO).

The LADO provides advice and guidance to employers and other individuals/ organisations who have concerns relating to an adult who works with children and young people.

**Please see page 12 for LADO information and contacts.**

# What to do if you have a concern relating to an adult who works with young people and vulnerable adults? (continued)

## **Lewisham LADO**

Finola Owens

Email: LewishamLADO@Lewisham.gov.uk

Telephone: 020 8314 3114

## **Greenwich LADO**

For educational matters:

Laura Lumbis, Rachel Walker

For non-educational matters:

Sharon Pearson

Email: childrens-Lado@royalgreenwich.gov.uk

Telephone: 020 8921 3930

## **Southwark LADO**

Eva Simcok

Email: eva.simcok@southwark.co.uk

Telephone: 020 7525 0689

**Use this link to send an email about a concern:**

<https://www.southwark.gov.uk/childcare-and-parenting/children-s-social-care/child-protection/allegations-against-people-who-work-with-children-in-southwark>

# Safety and good practice in our sessions for young people and vulnerable adults

Where possible, at least two adult leaders should be present in a session. One of these may be an experienced leader with learning disabilities.

Session leaders should have a clear plan for the activities during the session.

All participants, artists and trainees should be properly supervised at all times. If people have extra support needs, this should be discussed as soon as possible with the Event Co-ordinator.

Any activity using equipment that might be dangerous should have adult supervision at all times. Dangerous behaviour should not be allowed.

Leaders are responsible for young people and vulnerable adults during the session – including break times – and until they are safely connected with the Event staff.

If a taxi or other transport is late, the Event staff should stay with the young person or vulnerable adult until they are collected.

# Safety and good practice in our sessions for young people and vulnerable adults

Continued



## Session leaders and the Events Team should never:

- allow or take part in rough physical games
- allow or take part in games of a sexual nature
- allow or take part in inappropriate touching of any form
- allow young people or vulnerable adults to use inappropriate language or swearing
- make sexually suggestive comments about a child or vulnerable adult (even in fun)
- ignore a child or vulnerable adult when they say someone is hurting or harming them – this should always be reported
- do things of a personal nature for young people or vulnerable adult that they can do themselves

## **Safety and good practice in our sessions for young people and vulnerable adults**

**Continued**

### **Bullying of any type will not be tolerated during Heart n Soul activities.**

This includes physical violence, name calling, making people feel bad or foolish, sexual comments or suggestions, unwanted touching, negative comments about race, disability, gender, sexuality or on any other grounds, bullying via text messages, phone calls or online.

Young people and vulnerable adults should be encouraged to talk about bullying with their session leader or Event Team who should listen carefully and support the person, whether they are the one who is being bullied or the one doing the bullying.

They should then discuss any necessary action with the appointed person.

Punishments that involve long periods of being alone, or which make people look foolish in front of others should be avoided.

# Involving parents and carers

Heart n Soul understands that involving parents and carers is helpful and creates a healthy work place. When they are around it is even safer for young people and vulnerable adults who work, take part and learn here.

We aim to work in partnership with parents and carers to make sure young people's needs and the needs of vulnerable adults are met.

Parents and carers will be consulted regularly, given information about the sessions and feedback on the child or vulnerable adult's progress.

Parents and carers may stay in the building during the sessions and meet the young people or vulnerable adults at break time. Sometimes participants will need the support of their parent or carer. This should be arranged in advance with the Event Coordinator.

Parents and carers are responsible for the young people or vulnerable adults up to the session start time and should not drop them off very early or leave them on their own in public areas of our building or any other place.



# Transport

Where possible, Heart n Soul encourages artists, participants and trainees to travel independently or with the support of family and carers. However some of our artists, participants and trainees need transport to be supplied by us, including some under the age of 25.

Heart n Soul will only employ taxi companies with security-checked drivers or local authority approved transport schemes.

Heart n Soul will provide an escort for passengers under the age of 18.



Any issues or problems concerning transport should be reported to the Administrative Officer.

Staff should not travel alone with children, young people or vulnerable adults in a car, even for short journeys.

# Touring

Sometimes young people and vulnerable adults will be invited to go on tour with Heart n Soul. This could mean staying away from home for a night or more.

Young people under the age of 25 should not share a bedroom with an adult.

Young people and vulnerable adults on tour should know who to go to for support and information if they have any concerns or needs.



Parents or carers of young people and vulnerable adults must give their written consent to the tour and be fully informed of the tour schedule and contact details. Young people and vulnerable adults should be supervised.

The person responsible for co-ordinating the tour must be informed of any medical conditions and any medication the young person or vulnerable adult is taking.

# Safety at our clubs and other public events



**The Beautiful Octopus Club** is an adult event.

It is not suitable for young people under the age of 16.

Young people aged 16 and 17 should come with an adult.

**The Squidz Club** is a family friendly event for young people between the ages of 10 and 25.

Younger and older family members and friends are welcome if they come with a young person.

Children under 16 must come with an adult. Adults can take part or relax in the parents' and carers' room.

Children under 11 must be supervised at all times during the event.

# Photography and filming

**Audience members at our events can take photographs and film their friends.**



Anyone else wishing to film or photograph the event must ask for permission from Heart n Soul.

Heart n Soul films and photographs its events. We will put up clear, accessible signs that tell people they may be filmed or photographed during the event and that these photographs and films may be used by Heart n Soul.

If anyone does not want to be photographed or filmed they can tell any member of staff and we will make sure they do not appear in any photographs or films.

## Printed materials, audio recordings, films and publicity

### To make sure young people are safe, Heart n Soul will:

- Only use children's first names (not last names) in photograph captions (titles) and stories. Adults' names can be used with their permission
- Before a young person or vulnerable adult takes part in Heart n Soul sessions, they or their parents/carer will be asked to fill in a form giving their permission or not for them/ their child to be photographed, recorded or filmed
- Only use photographs or film of children who are fully dressed
- Limit the use of photographs or film giving personal information about children on Heart n Soul's website

(Photographs next to personal information, e.g. *this is X who likes to collect stamps* – could be used by an individual to learn more about a child before grooming them for abuse.)

- Provide clear guidelines and specifications for professional photographers or the press who are invited to an event, making clear the organisation's expectations of them in relation to child and vulnerable adult protection
- Make sure photographers are not alone with children or vulnerable adults. There will be someone supervising at all times.
- Not approve taking photo sessions outside the event or at a person's home unless they or their parents have given their consent and their parents or a member of Heart n Soul staff is present

# Young People and Vulnerable Adults

## Photographs and Film Consent Form

Our policy says that photographers and filmmakers will not take pictures of vulnerable adults, children and young people at our events without the consent of the vulnerable adults, parents/ carers and the children.

Heart n Soul will make sure these pictures are used only for the purposes they were taken for. If you find that these pictures are being used inappropriately you should let us know.

I (parent/carer):

\_\_\_\_\_

give my consent to Heart n Soul to photograph / film

(Name of child):

\_\_\_\_\_

and use the images for Heart n Soul and associated publicity only.

Signed:

Date:

\_\_\_\_\_

I (name of young person/vulnerable adult):

\_\_\_\_\_

give my consent for Heart n Soul to photograph / film me at (event):

\_\_\_\_\_

Signed:

Date:

\_\_\_\_\_

## Young People and Vulnerable Adults

Heart n Soul will ensure the safety of children and vulnerable adults while they are using the internet during sessions or at our clubs.

This includes internet access via computers, games consoles and mobile phones/iPads.

Staff and session leaders in charge should have up to date knowledge of the technology and any risks.

Young people and vulnerable adults must be supervised at all times when online and regular checks made if they are using chat rooms or networking sites.

## Photographs and Film Consent Form

Young people should not be allowed to look at websites containing anything illegal, nor any sexual or violent material aimed at an older audience.

Games consoles: only games for the Squidz Club age group should be played at Squidz Clubs.

We will take care to prevent young people and vulnerable adults being taken advantage of by anyone on the internet.

This includes people offering contracts, selling poor quality items or trying to get personal information from children or vulnerable adults.

# Disclosure and Barring Service Checks (DBS)

**Heart n Soul requires that all people who work regularly with vulnerable adults and young people have an Enhanced DBS check. This currently includes:**

- All staff
- All volunteers
- All members of Allsorts and Do Your Own Thing event teams
- All co-producers of Allsorts
- Visiting artists and leaders of creative sessions at Allsorts and Do Your Own Thing who work on more than one or two occasions
- All members of front of house teams at Clubs
- All stage managers at Clubs
- All people working in Zones at Clubs
- All artist mentors/tutors
- All photographers and filmmakers

Heart n Soul encourages the use of the DBS Update Service. If a person is not a member of this Service, we require a new Enhanced DBS check for people working with us for the first time and subsequently a new check after 3 years working with us.

In most cases we will allow people to start work prior to receipt of the new check if they hold a check from a previous organisation within the last 3 years.





Visit: [www.heartnsoul.co.uk](http://www.heartnsoul.co.uk)



Call: 020 8694 1632



Email: [takingpart@heartnsoul.co.uk](mailto:takingpart@heartnsoul.co.uk)



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