



## Safeguarding Policies

Policy A - General

Policy B - Adults at Risk

Policy C - Children

## **A - Safeguarding – General Policy**

### **1 Organisation and function**

The Ripon City Festival Trust is a charity, number 514981, operating as Ripon Theatre Festival. The Trust has no paid employees. Everyone involved in the Festival is a volunteer. In this policy on Festival attendance and safeguarding, “we”, “us” and “our” refers to The Ripon City Festival Trust.

We undertake all tasks and enter into all arrangements that are concerned or connected with organising and running the Festival and, from time to time, we may hold other events. The Festival, and any other events, are held for the benefit of performers, audience members or participants individually and collectively.

### **2 Festival Activities**

The Festival comprises a programme of public performances held over several days at a number of indoor venues and open spaces in and around the city of Ripon. Additionally, we provide workshops and other participatory events in a variety of settings including care homes, schools, colleges and community centres.

### **3 Attending Festival Events**

We aim to provide a safe environment for everyone attending the Festival and participatory activities. At all times, responsibility for care and supervision of children attending the Festival in any capacity rests with their parents/carers or with other adults to whom their parents/carers have entrusted this responsibility. Festival personnel are charged with the smooth running of events and do not act, *in loco parentis*. Similarly, responsibility for vulnerable adults attending the Festival rests with their carers.

### **4 Festival personnel**

Our personnel on duty at the Festival comprise voluntary organisers and stewards. Volunteers are recruited and supervised by the Volunteer Manager. We keep a record of each volunteer’s contact details. We provide all personnel with lanyards and badges so they can be identified at the Festival. We keep a record of organisers and stewards on duty at each Festival session.

### **5 Outreach and workshops**

Our Outreach Programme includes work with **children** and with **vulnerable adults** in a variety of settings. This activity is delivered by appropriate, trained professionals who meet the requirements of our safeguarding policies, including DBS checks. Activities are carried out in appropriate locations within the presence of parents or of carers or teachers. We have comprehensive safeguarding policies for these groups (Children and Vulnerable Adults) which are reviewed annually. All of our policies can be found at <https://www.ripontheatrefestival.org/about-ripon-theatre-festival/>

### **6 Concerns and complaints**

Anyone with a concern about the well-being of festival attendees should raise it in the first instance with the Duty Manager at the event. Where appropriate, an opportunity will be made to discuss the concern in private. All concerns raised will be taken seriously and recorded.

Anyone with a concern or complaint about the conduct of a Festival Team Member or volunteer should raise it with the Festival Director. Where appropriate, an opportunity will be made to hear the concern or complaint in private. All concerns raised will be taken seriously and recorded.

## **7 Safeguarding contact details**

Safeguarding Lead: Catherine (Katie) Scott (Trustee and Festival Director)

- Telephone: 07799 528937
- Email: [katie@ripontheatrefestival.org](mailto:katie@ripontheatrefestival.org)

Deputy Safeguarding Lead: Tina Salden (Trustee and Volunteer Manager)

- Telephone: 07788 934735
- Email: [tina@ripontheatrefestival.org](mailto:tina@ripontheatrefestival.org)

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## B - Safeguarding Adults at Risk Policy

### POLICY STATEMENT

Ripon Theatre Festival recognises our legal duty and responsibility under the Care Act 2014 to protect an adult's right to live in safety, free from abuse and neglect.

We recognise that among our volunteers and the public we engage with, there will be those who have care and support needs and may be vulnerable to abuse and neglect.

This policy outlines what we will do to fulfil this duty and responsibility and includes procedures for our members, volunteers and those who support our work in any way.

We will:

- Ensure that all members and volunteers are fully aware of their responsibilities in safeguarding the adults we work with and come into contact with, what to do if they have a concern, and how to work in a way which promotes the wellbeing of service users.
- Identify a lead person for adult safeguarding, who will act as the 'referrer' on behalf of the organisation. This will include making an informed decision about the appropriate action to take when a concern is raised, including making a referral to adult social care if there is evidence of abuse or neglect
- Actively co-operate with adult social care when they are undertaking any investigation into concerns raised
- Ensure that those we engage with, families and carers are informed about their right to be free from abuse and neglect, and what to do if they have a concern

### PROCEDURE

The following information and procedure is based on the Care Act 2014 and North Yorkshire County Council Safeguarding Adults Board Procedure and Guidance.

Further details can be found with the Joint Multi-Agency

[Safeguarding Adults Policy and Procedures](#)

(West Yorkshire, North Yorkshire and City of York), which can be referred to for additional guidance at [www.nypartnerships.org.uk/sab](http://www.nypartnerships.org.uk/sab)

Depending upon the nature of particular services or the requirements of particular funders or partner agencies, the policy and procedures may need to be supplemented by additional content.

### DEFINITIONS

The Care Act 2014 defines our safeguarding responsibilities as follows:

**Safeguarding duties** apply where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

- (a) Has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) Is experiencing, or is at risk of, abuse or neglect, and

- (c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The adult's care and support needs should arise from, or be related to a physical or mental impairment or illness however, they do not need to meet the minimum eligibility criteria as set out in the section chapter 6 (Assessment and eligibility) of the <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>, issued under the Care Act 2014.

The adult who safeguarding duties apply to will hereafter be referred to as the 'adult at risk' in these procedures.

**Safeguarding** is defined in the Care Act 2014 as:

*Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.*

## CATEGORIES OF ABUSE

The Care Act 2014 recognises ten categories of abuse:

**Physical abuse** including hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

**Domestic Violence** including psychological, physical, sexual, financial, emotional abuse and honour based violence.

**Sexual abuse** including rape and sexual assault or sexual acts to which the adult at risk has not consented, or is incapable of giving informed consent or was pressured into consenting. This may involve contact or non-contact abuse (e.g. touch, masturbation, being photographed, teasing, and inappropriate touching).

**Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

**Financial or material abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern Slavery** encompasses slavery, human trafficking; forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Discriminatory abuse** including racist, sexist, that based on a person's disability, culture and other forms of harassment, slurs or similar treatment.

**Organisational abuse (previously known as institutional abuse)** Neglect and poor professional practice in care settings also need to be taken into account. It may take the form of

isolated incidents of poor practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. It can occur when the routines, systems, communications and norms of an institution compel individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution. Repeated instances of poor care may be an indication of more serious problems.

**Neglect and acts of omission** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self-neglect** this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

More information, including some potential indicators of these types of abuse are available in the: <https://safeguardingadults.co.uk/>

## RESPONSIBILITIES OF MEMBERS AND VOLUNTEERS

**All trustees, volunteers, members, partners and supporters** (be they paid or unpaid) connected with Ripon Theatre Festival involved with the adult at risk, **have a duty** to act immediately to inform the person within their organisation responsible for 'referring to the local authority' of any concerns that an adult at risk:

- Has been abused or neglected; or
- Is being abused or neglected; or
- Is at risk of being abused or neglected.

This duty is to 'raise the concern' with the appropriate lead person in our organisation who has the responsibility to make a referral. It does not include any investigation into the concerns.

### **Ripon Theatre Festival nominated 'referrer':**

Name: Catherine (Katie) Scott

Position: Trustee/Festival Director

Contact telephone: 07799 528937

Contact email: [katie@ripontheatrefestival.org](mailto:katie@ripontheatrefestival.org)

### **Ripon Theatre Festival nominated deputy 'referrer':**

Name: Tina Salden

Position: Trustee/Volunteer Manager

Contact telephone: 07788 934735

Contact email: [tina@ripontheatrefestival.org](mailto:tina@ripontheatrefestival.org)

### **Ripon Theatre Festival Lead Member for Safeguarding:**

Name: Catherine (Katie) Scott

Position: Trustee/Festival Director

Contact telephone: 07799 528937

Contact email: [katie@ripontheatrefestival.org](mailto:katie@ripontheatrefestival.org)

In addition to this duty, **the 'referrer'** will:

- ensure the immediate safety and welfare of the adult at risk,
- carry out initial information gathering
- decide whether a safeguarding referral to adult social care is required
- seek the consent of the adult at risk. This should always be obtained unless there is an overriding public interest, or an issue of mental capacity. Refer to the multi-agency procedures and guidance for more information.

**N.B.** It is important to recognise that any person with mental capacity has the right to make their own decisions, even if this may not be regarded as in their best interests.

- Ask the adult at risk what outcome they want from any actions taken.
- make the referral to social care if required.
- consider any other actions required to support the needs of the adult at risk
- keep careful records.

## WHAT TO DO IF YOU HAVE A CONCERN

You may become aware of a concern in a number of ways:

- The adult at risk tells you themselves
- A member of public (e.g. carer, family member, friend) raises it with you
- You may have directly observed something

When you have a concern:

- Raise it immediately with the person designated as the 'Referrer' in your organisation, and your line manager if different. Do not discuss the concern with anybody else.
- If the concern implicates any of the above people, follow the organisation's whistle blowing policy.
- Ensure any immediate safety and welfare needs of the adult at risk are met
- Make a clear written record of the concern, how it was raised and any actions taken.

The **referrer** will then undertake the duties outlined above in section 5.1

**However**, any member, volunteer or person engaged with Ripon Theatre Festival (paid or volunteer) may report a suspicion of abuse to social care irrespective of the opinion of other members.

## MAKING A REFERRAL

Social services departments have been designated as the lead agencies with responsibility for co-ordinating a response to allegations or concerns of abuse.

The designated 'Referrer' in the organisation has the responsibility of informing the appropriate adult social care referral points, as follows:

If you or the person you are concerned about is in danger and immediate action is required, you should ring the emergency services on **999**.

If you or the person you are concerned about is not in immediate danger, you should ring our customer services centre on **01609 780780**. This includes outside of office hours.

All members and professionals associated/working with adults should use the Raising a Safeguarding Concern Form which is available from:

<https://www.northyorks.gov.uk/safeguarding-vulnerable-adults>

The Referrer will work within the following timescales for reporting allegations or suspicions of abuse:

- **Immediate** if the adult is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe. **Remember, if it's an emergency, dial 999**
- **Within 24 Hours** if it relates to a specific incident which is, or may be still going on, or may happen again

Members and volunteers will be supported in these circumstances. If social care need further involvement from members or volunteers following a report of abuse, the safeguarding lead person and / or a referrer will discuss with the social care department the nature of their needs and how they might be met.

### **Allegation of Abuse Made Against a Member or Volunteer**

Members and volunteers may be subject to abuse allegations. We will offer support in these circumstances, but any allegation will be reported to social care, and every assistance will be given in their investigation. If appropriate, the disciplinary procedure may be implemented.

### **CONFIDENTIALITY**

Confidentiality is central to our work, and the attention of all members and volunteers is drawn to the Confidentiality Policy.

### **PREVENTING ABUSE BY MEMBERS AND VOLUNTEERS**

It is important that any member or volunteers who are likely to be working alone with vulnerable people are thoroughly vetted before being engaged. This means as well as references being checked there will also be a requirement for offences to be declared and a Disclosure and Barring Service (DBS) check undertaken.

It should be noted that having a criminal record does not prevent someone from being recruited as a member or volunteer in all circumstances. Members or volunteers should seek the advice of the Festival Director in cases of doubt.

It may be very hard for members or volunteers to report a concern about a colleague to the Festival Director but, as with all the other difficulties people will come across, the safety and protection of a vulnerable person must be the priority in any decision that is made.



All members and volunteers will be made aware of the organisation's Ground Rules, which outlines how members and volunteers are expected to conduct themselves to minimise and prevent the possibility of abuse or neglect of people we engage with.

For detailed Adult Safeguarding Multiagency procedures see:

Joint Multi-Agency

[Safeguarding Adults Policy and Procedures \(West Yorkshire, North Yorkshire and City of York\)](#), which can be referred to for additional guidance at [www.nypartnerships.org.uk/sab](http://www.nypartnerships.org.uk/sab)

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## **C - Safeguarding Children Policy**

### **POLICY STATEMENT**

Ripon Theatre Festival recognises that all children and young people have a right to protection from abuse. Ripon Theatre Festival takes its responsibility to protect and safeguard the welfare of children and young people seriously. We will:

- Respond swiftly and appropriately to all suspicions or allegations of abuse, and provide parents and children with the opportunity to voice their concerns
- Have a system for dealing with concerns about possible abuse,
- Maintain good links with statutory child care authorities.

### **THE POLICY**

Ripon Theatre Festival recognises that many children and young people today are the victims of neglect, and physical, sexual and emotional abuse. Accordingly, Ripon Theatre Festival has adopted the policy contained in this document (hereafter "the policy"). The policy sets out agreed guidelines relating to responding to allegations of abuse, including those made against members and volunteers.

Ripon Theatre Festival recognises the need to build constructive links with the statutory services. These guidelines have been prepared in accordance with the North Yorkshire Safeguarding Children Partnership Procedures. They will be kept under review and be supported by appropriate training where necessary.

"Safeguarding is everyone's responsibility". ([Working Together to Safeguard Children July 2018](#)) Everyone who works with children has a responsibility for keeping them safe. This policy applies to all members and volunteers who act on behalf of Ripon Theatre Festival and who come directly into contact with children and young people.

Every individual has a responsibility to inform the Safeguarding Lead or their Deputy of concerns relating to safeguarding children. The Safeguarding Lead must decide if the concerns should be communicated to Children and Families Service or the Police.

### **DEFINITIONS**

#### **Child/Young Person**

In this policy a child or young person is anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection.

#### **Abuse**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by

others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

### **Child Sexual Exploitation**

Child sexual exploitation 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.

### **Controlling or Coercive Behaviour**

Also known as coercive control, the use of control and coercion in relationships is a form of domestic abuse and, since December 2015, a criminal offence.

Controlling and coercive behaviour is outlined in Government guidance issued under section 77 of the Serious Crime Act 2015 as part of the Government's non-statutory definition of domestic violence and abuse. It is described as:

- Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour; and
- Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim

Coercive control is a form of abuse that involves multiple behaviours and tactics which reinforce each other and are used to isolate, manipulate and regulate the victim. This pattern of abuse creates high levels of anxiety and fear. This has a significant impact on children and young people, both directly, as victims in their own right, and indirectly due to the impact the abuse has on the non-abusive parent. Children may also be forced to participate in controlling or coercive behaviour towards the parent who is being abused.

### **Domestic Abuse**

Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home.

Domestic abuse continues to be a prevalent risk factor identified through children social care assessments for children in need. Domestic abuse has a significant impact on children and young people. Children may experience domestic abuse directly, as victims in their own right, or indirectly due to the impact the abuse has on others such as the non-abusive parent.

## **Emotional Abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

## **Extremism**

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

## **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- a) provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b) protect a child from physical and emotional harm or danger
- c) ensure adequate supervision (including the use of inadequate care-givers)
- d) ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Physical Abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

## **Sexual Abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is

happening. The activities 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 of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

## TRAINING AND AWARENESS

Ripon Theatre Festival will provide all members and volunteers with adequate safeguarding training in order to carry out their role and responsibilities under this policy. Individuals within the organisation need to be alert to the potential abuse of children both within their families and also from other sources, including abuse by members and volunteers.

## RESPONDING TO A SAFEGUARDING CONCERN

All members of Ripon Theatre Festival should respond to any suspected or actual abuse of a child in accordance with these procedures.

It is good practice to be as open and honest as possible with parents/carers about any concerns; however, you must not discuss your concerns with parents/carers in where:

- a) this would delay the sharing relevant information with an appropriate person or authority which would increase the risk of harm to the child or young person
- b) asking for consent may increase the risk of harm to the child, young person, you or anyone else.

## What to do if children talk to you about abuse or neglect

It is recognised that a child may seek share information about abuse or neglect with staff and volunteers, or talk spontaneously to individuals or in groups. In these situations:

You must:

- Listen carefully to the child.
- Give the child time and attention
- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present, the child's presentation as well as what was said. Recordings must be kept secure and in accordance with organisation policies and procedures
- Use the child's own words where possible
- Explain that you cannot promise to keep information secret and you may need to speak to others about the information they have shared
- Reassure the child that:
  - ☐ you are glad they have told you
  - ☐ they have not done anything wrong
  - ☐ what you are going to do next

- Where appropriate, explain that you need to get help to keep the child(ren) safe
- Treat all children and young people with respect
- Ensure that, whenever possible, there is more than one adult present with children and young people, or at least that you are within sight or hearing of others
- Respect a young person's right to personal privacy
- Make children or young people comfortable and caring enough to point out any safeguarding concerns
- Recognise that caution is required when you are discussing sensitive issues with children or young people
- Operate within Ripon Theatre Festival principles and behaviour policy, specific procedures and any other guidance as applicable and required
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse

You must not:

- DO NOT directly question the child
- Children should not be required to provide multiple accounts of events within Ripon Theatre Festival
- Have inappropriate physical or verbal contact with children or young people
- Allow yourself to be drawn into inappropriate attention-seeking behaviour/ make suggestive or derogatory remarks or gestures in front of children or young people
- Reach conclusions about others without checking facts
- Either exaggerate or trivialise safeguarding issues
- Show favouritism to any individual

### **What you should do if you suspect abuse**

You may become concerned about a child for a number of reasons, this may include but is not limited to the child or young person:

- Speaking to you about something which is concerning them
- Telling you about a concern for a friend or other child(ren)
- Avoiding speaking to you
- They are clearly upset
- Displaying a change in behaviour
- Being disengaged or are having trouble concentrating
- Changing their friendship groups and associates
- Having new marks, bruises or scars, or are trying to conceal them

You may also identify concerns:

- Because of your observations, or
- Changes in performance of the child or young person
- A concern has been raised to you by a colleague, parent or third party

It is good practice to ask a child why they are upset or how a cut or bruise was caused or respond to a child wanting to talk to you. This practice can help clarify concerns and result in appropriate action.

If you are concerned about a child, you must share your concerns. Initially you should talk to the Safeguarding Lead or their deputy. You should make a note of your concerns and any actions agreed following your discussion with the Safeguarding Lead or their deputy.

The Safeguarding Lead is: Katie Scott

Tel: 07799 528937

The Deputy Safeguarding Lead is: Tina Salden

Tel: 07788 934735

If neither is available, contact any Festival Team Member.

### **Informing parents**

The General Data Protection Regulation (GDPR) and Data Protection Act 2018 sets out the requirements for how organisations obtained, use and share information.

Ripon Theatre Festival will be transparent and accountable in relation to their use of data for collecting, storing, and sharing information.

Information to be shared with another agency will usually require explicit consent except where there are concerns for the welfare or safety of the child. In these circumstances the need for consent changes where it is believed that a child has or is likely to suffer:

- Significant harm and/or;
- Has developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent).

For cases not reaching this threshold, it is good practice to be open and honest at the outset with the parents/carers about concerns, and the need for a referral. All reasonable efforts should be made to inform parents/carers prior to discussing concerns with Children and Families Service; however, this should not be delayed if concerns cannot be discussed with the parents.

Where the child expresses a wish for his or her parents not to be informed, their views should be taken seriously and a judgement made based on the child's age and understanding, as to whether the child's wishes should be followed (see <http://www.nspcc.org.uk/preventing-abuse/child-protection-system/legal-definition-child-rights-law/gillick-competency-fraser-guidelines/>).

There may be some circumstances where it is not appropriate to seek consent, either because the individual cannot give consent, it is not reasonable to obtain consent, or where seeking consent would put a child or young person's safety or well-being at risk.

Where a decision to share information without consent is made, the Safeguarding Lead will be informed and a written record of what has been shared should be kept along with the reason why consent was not obtained. The record will include the time/date and how it was obtained.

### **Consultation with the Children and Families Service**

The North Yorkshire Safeguarding Children Partnership [Framework for decision-making: Right help, at the right time by the right person](#) should be used to help identify if a concern should be referred to the Children and Families Service.

Where concerns are to be raised with the Children and Families Service, the Safeguarding Lead, they will contact the Customer Resolution Centre to discuss the concerns with the Children and Families Service. Please see *Making a Referral to the Children and Families Service*.

You may also wish to consult with the Children and Families Service before making a referral. Consultation is not the same as making a referral. You should contact the [Professionals' Consultation Line](#) where:

- You have been unable to contact the Safeguarding Lead or their deputy and you believe the child is at risk of harm
- You remain unsure after internal consultation as to whether safeguarding concerns exist
- When there is disagreement as to whether safeguarding concerns exist, or
- When the concerns relate to any member of the organising committee.

The Professionals' Consultation Line can be contacted on 01609 535070.

### **Making a Referral to the Children and Families Service**

In order to make a referral to Children and Families Service, the Customer Resolution Centre should be contacted in the first instance. This will usually be undertaken by the Safeguarding Lead or their deputy but should not be delayed if they are not available. The Customer Contact Centre can be contacted by the following methods:

#### *During Office Hours*

By Phone: 01609 780780

Email: [children&families@northyorks.gov.uk](mailto:children&families@northyorks.gov.uk)

#### *Outside Office Hours*

Emergency Duty Team (for evenings, weekends and bank holidays): 01609 780780

For more information visit:

- <https://www.safeguardingchildren.co.uk/about-us/worried-about-a-child/>

### **Contacting North Yorkshire Council**

When contacting the North Yorkshire Council Customer Resolution Centre the staff should:

- Clearly identify themselves, their agency/relationship with the child(ren) and family,
- Give details of where they can be contacted.
- Provide as much relevant family information as possible and, clearly stating the name of the child, the parents/carers and any other children known to be in the household, the dates of birth and addresses and any previous addresses known
- Provide details of any special needs or communication needs of either the child or any family member
- State why they feel the child is suffering, or is likely to suffer, significant harm.
- Share their knowledge and involvement of the child(ren) and family
- Share their knowledge of any other agency involved
- Indicate the child's, parent's/carers' knowledge of the referral and their expectations
- Ensure they record within their agency files the concerns and action taken

### **Confirmation of Referral**

Where a referral has been made to the Children and Families Service, a written confirmation of the referral must be completed and submitted within 24 hours. This will normally be completed by the Safeguarding Lead.



Where a safeguarding concern has been raised, the referral will be passed to the North Yorkshire Multi-Agency Safeguarding Team (MAST). Where possible, the MAST request that you use the “Universal Referral Form Referral Form”, and that you include all relevant information to ensure that the referral can be progressed as effectively as possible.

#### Contact Details

Safeguarding Lead: Katie Scott

- Telephone: 07799 528937
- Email: [katie@ripontheatrefestival.org](mailto:katie@ripontheatrefestival.org)

Deputy Safeguarding Lead: Tina Salden

- Telephone: 07788 934735
- Email: [tina@ripontheatrefestival.org](mailto:tina@ripontheatrefestival.org)

North Yorkshire Council Customer Referral Centre

- Telephone: 01609 780780
- Email: [children&families@northyorks.gov.uk](mailto:children&families@northyorks.gov.uk)

North Yorkshire Police

- Telephone (emergencies): 999
- Telephone (non-emergencies): 101

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