



THE DUKES SAFEGUARDING POLICY

Definitions:

Vulnerable adult

A vulnerable adult is defined by the Safeguarding Vulnerable Groups Act as a person who is aged 18 years or over and who is:

- Living in residential accommodation, such as a care home or a residential special school
- Living in sheltered housing
- Receiving domiciliary care in their own home
- Receiving any form of healthcare
- Detained in a prison, remand centre, young offender institution, secure training centre or attendance centre, or under the powers of the Immigration and Asylum Act 1999
- Under the supervision of the probation services
- Receiving a specified welfare service, namely the provision of support, assistance or advice by any person, the purpose of which is to develop an individual's capacity to live independently in accommodation or support their capacity to do so
- Receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability
- An expectant or nursing mother living in residential care
- Receiving direct payments from a local authority or health and social care trust in lieu of social care services, and/or require assistance in the conduct of their own affairs.

The Chief Executive is **the designated person** for dealing with concerns about the protection of vulnerable adults at the Dukes. The Chief Executive will ensure that staff receive appropriate training in vulnerable adult protection and ensure that the safeguarding policy and procedures are followed.

THE DUKES POLICY STATEMENT

The Dukes has a duty of care to safeguard all vulnerable adults involved in our provision from harm. All vulnerable adults have a right to protection, and the needs of disabled vulnerable adults and others who may be particularly vulnerable must be taken into account. The Dukes will ensure the safety and protection of all vulnerable adults involved through adherence to the Vulnerable adult Protection guidelines outlined in this Policy.

THE DUKES POLICY AIMS

The aim of The Dukes Safeguarding Policy is to promote good practice, providing vulnerable adults with appropriate safety and protection whilst in the care of The Dukes and allow all staff /volunteers to make informed and confident responses to specific safeguarding issues.

To realise these aims we will:

- Adopt safeguarding procedures and a code of conduct for all staff

- Share information about safeguarding and good practice with Dukes employees
- Share information about concerns with agencies who need to know, involving parents and vulnerable adults appropriately
- Provide effective management for staff through supervision, support, and training
- Review our policy and practice annually

CODE OF CONDUCT FOR ALL STAFF

As an organisation and as individuals we must:

- Always work in an open environment (e.g., avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treat all vulnerable adults equally, and with respect and dignity.
- Always put the welfare of each vulnerable adult first, before creative projects or achieving goals.
- Ensure that whenever possible there is more than one adult present during activities with vulnerable adults, or at least that they are within sight or hearing of others
- Build balanced relationships based on mutual trust which empowers vulnerable adults to share in the decision-making process.
- Respect a vulnerable adult's right to personal privacy/encourage vulnerable adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- Be aware that any physical contact with a vulnerable adult may be misinterpreted
- Recognise that special caution is required when discussing sensitive issues with vulnerable adults
- Challenge unacceptable behaviour and report all allegations/suspicion of abuse
- Remember that someone else might misinterpret actions, no matter how well intentioned
- Be an excellent role model and provide an example of good conduct we wish others to follow.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs and capacity of vulnerable adults - avoiding excessive training or rehearsals and not pushing them against their will.
- Secure parental consent in writing to act *in loco parentis* if the need arises to administer emergency first aid and/or other medical treatment.
- Keep a written record of any injury that occurs, along with the details of any treatment given, in designated Accident Book
- Under no circumstances should you transport Vulnerable adults in private vehicles.

We must not:

- Have inappropriate physical or verbal contact with vulnerable adults
- Allow ourselves to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of vulnerable adults
- Jump to conclusions about others without checking facts
- Either exaggerate or trivialise vulnerable adult abuse issues
- Fail to act upon and record any allegations made by a vulnerable adult
- Show favouritism to any individual
- Share a room with a vulnerable adult
- Allow vulnerable adult to use inappropriate language unchallenged
- Do things of a personal nature for vulnerable adults that they can do for themselves
- Invite or allow vulnerable adults to stay with you at your home unsupervised
- Rely on our good name, as individuals, or that of the Dukes to protect us
- Believe "it could never happen to me"

- Take a chance when common sense, policy or practice suggests another more prudent approach

All staff who work directly with vulnerable adults are required to hold a DBS certificate at the appropriate level within 2 years of issue, to be held on record. Please ensure you have presented this before commencing any work. The Dukes is committed to abiding to any governmental changes and developments with the Disclosure and Barring Service and shall adopt new practices for safeguarding vulnerable adults in keeping with governmental legislation.

Guide to Using the Dukes Safeguarding Policy

1. Introduction

Work with vulnerable adults is central to the artistic policy of The Dukes.

The Dukes is committed to safeguarding the welfare of vulnerable adults. In this respect the Dukes acknowledges its position as a medium of influence. The Dukes works with many vulnerable adults every year in a variety of ways and has a Safeguarding policy to support staff in putting into practice the Dukes' commitment to safeguarding the welfare of vulnerable adults.

The policy establishes the responsibility of everyone who works for the Dukes in relation to the protection of vulnerable adults with whom their work brings them into contact. In the context of vulnerable adult protection, vulnerable adult refers to anyone over 18 years of age.

In addition, the Dukes has a duty of care to all its staff, and this extends to taking steps to ensure staff are not placed in situations where abuse might be alleged.

This guide supports the Dukes Safeguarding Policy by providing guidance on practice and procedure in areas of safeguarding.

2. Principles of Good Practice

The Dukes undertakes to:

- treat vulnerable adults with care, respect, and dignity;
- recognise that those working for the Dukes will be perceived by vulnerable adults as trusted representatives of the Dukes;
- ensure communication with vulnerable adults is open and clear;
- assess the risks to vulnerable adults of its activities;
- Ensure staff avoid physical contact with vulnerable adults except for reasons of health and safety, or under supervision.

3. Staff Recruitment and disclosure

New appointments

The Dukes works with an umbrella body registered with the Disclosure and Barring Service (DBS) which provides a disclosure service for organisations. As part of the Dukes recruitment and selection process, offers of employment will be subject to DBS disclosure at the appropriate level.

Volunteers

All volunteers working in the Creative Communities Department who will be working with vulnerable adults will be required to undertake a DBS disclosure, which will be defined by their appropriate line manager.

Creative Freelancers

All Creative Freelancers will be required to hold a current enhanced DBS certificate and be registered with the DBS update service as part of the contract terms. The Dukes will require copies of all DBS certificates and will check the details with the DBS update service.

All Creative freelancers will be required to sign to say they have understood and will adhere to the Dukes Safeguarding.

4. Making the policy effective

Relevant new appointments and volunteers will undertake DBS disclosures as discussed above and will be introduced to the Safeguarding Policy through the induction process.

All permanent staff and long-term volunteers will undertake refresher 'in house training' every three years, in which they will refresh their learning of the Safeguarding Policy.

5. Staff with special responsibility for Vulnerable adult Protection

The nominated designated safeguarding officer is the Head of Creative Communities and the Chief Executive acts as support for all matters relating to vulnerable adults.

The role includes:

- Identifying productions and events involving vulnerable adults and ensuring safeguarding measures are put in place, including licensing and parental consent
- Providing advice and guidance to staff who during the course of their work, believe that a vulnerable adult may be at risk of harm, and/or are told by a vulnerable adult or young person of a vulnerable adult welfare issue.

The Administrator is responsible for the maintenance and monitoring of staff DBS disclosure records.

6. Training

In addition to DBS checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against established good practice, and to ensure their practice is not likely to result in allegations being made.
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Respond to concerns expressed by a vulnerable adult or young person.
- Work safely and effectively with vulnerable adults.

The Dukes requires:

- Staff who have regular and unsupervised involvement with vulnerable adults to attend a recognised 3-hour good practice and safeguarding awareness training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and safeguarding.
- Staff who don't have regular or unsupervised involvement with vulnerable adults and volunteers to complete 'in house' awareness training on safeguarding every three years.
- Staff who have regular and unsupervised involvement with vulnerable adults to gain a national first aid training certificate.

7. Vulnerable adults and the Dukes

Vulnerable adults can be involved with the Dukes in several ways ranging from

- Being involved as actors and participants in Dukes productions across all settings;
- Being audience members within Dukes premises;
- Visiting the Dukes Website;
- Attendees at Dukes events;
- Attending a work experience placement;
- Corresponding with the Dukes by letter, email, or phone;
- Being involved in a Dukes Creative Communities Project.

8. Defining the nature of relationship between staff and vulnerable adults

It is anticipated that (on all except the most exceptional occasions) in Dukes productions or projects involving vulnerable adults, staff will be in the presence of those responsible for the welfare and supervision of vulnerable adults, e.g., Dukes Creative Communities Staff, Chaperones, Teachers, Volunteers, Parents/Guardians, or nominated staff members agreed by their line manager. It is important that staff do not expect to or assume caring responsibilities. Practical guidance is given in the 'good practice' paragraph below.

9. Schools and Events

Schools are responsible for the care of vulnerable adults attending school and are covered by legislation in this respect.

For Dukes productions and events involving visits to schools, school or event organisers concerned will be advised that the Dukes has a Safeguarding Policy in place and inform the school or event organisers that:

- Dukes staff who attend are in compliance with the Dukes policy;
- Dukes staff will not ask for the personal details or contact details of any young person or offer their own details. Only generic Dukes contact details will be provided;
- Dukes staff will not be placed in a caring or supervisory position, without the express agreement of all parties which has been made in advance of the visit/event etc

10. Work Experience/Internships placements

The Dukes offer a wide range of placements in various areas of the organisation's work including Marketing/Box Office, Administration, Technical, Creative Communities and Visitor Experience.

All Placements are managed by the Creative Communities Department.

Vulnerable adults on placement receive an induction which includes an 'Information Pack', a tour of the building, introduction to Dukes Safeguarding and Health and Safety Policies, and an introduction to working practices by their supervisor.

Most placements on offer are likely to include unsupervised contact due to the physical makeup of the building and the low staffing ratios in most departments.

11. Health and Safety

Dukes Health & Safety Policies and Procedures are comprehensive and well defined. In general, where a vulnerable adult or young person is involved, it must be considered whether the existing risk assessment takes account of their particular vulnerabilities which will include vulnerable adult protection. The risk assessment should set out what arrangements are in place for their care and supervision, e.g., by Dukes Creative Communities Staff, Chaperones, Teachers, Volunteers or Parents/Guardians and how these will be communicated to the appropriate parties.

The health and safety controls in place will include those needed for:

- the people staff and vulnerable adult will meet;
- the environment they will be in;
- the equipment they will be using;
- the work they will be doing;
- the way the work will be organised and carried out;
- The pattern and hours of work.

12. Good Practice

Staff should be guided by the following basic 'dos and don'ts' when working on a production or event or in the same context where there is contact with vulnerable adults:

Planning for Designated Safeguarding Officer

- Designated Safeguarding Officer should review necessary vulnerable adult protection measures as part of the risk assessment – using this document for guidance on best practice;
- Designated Safeguarding Officer should as require, ensure the necessary permissions are in place from the local council, education authority, school, parent/guardian etc;
- Designated Safeguarding Officer should plan for appropriate first aid to be available including, where vulnerable adults are involved, a first aider who is qualified to treat vulnerable adults;
- Designated Safeguarding Officer should prepare letters to be sent to schools, parents etc setting out the nature of the event and the vulnerable adult protection measures which will be in place – using this document for guidance on best practice;
- Designated Safeguarding Officer should prepare guidance for the staff involved, setting out the vulnerable adult protection measures which will be in place;
- Designated Safeguarding Officer should plan schedules taking account of the role of the vulnerable adults involved;

Planning for all staff

- All staff should be clear who is to be responsible for vulnerable adult protection practice on the production or event;
- All staff should be clear what is required from the vulnerable adults, and staff who have contact with the vulnerable adults;
- All staff should where possible choose a location where vulnerable adults feel at ease;
- All staff should plan so there is no requirement for unsupervised contact.

At the time of the production or event for all staff

- Designated Safeguarding Officer should ensure they have informed consent of the vulnerable adult and their parent/guardian (in case of productions or events entailing one-to-one contact) to be involved in the activity in question;
- All staff should avoid situations of one-to-one (i.e., unsupervised) contact with a vulnerable adult unless it has been specifically agreed with the parent/guardian and the line manager that it is necessary for the production or project; if unsure the staff member should always check with the appropriate line manager before continuing with interaction.
- All staff should recognise that vulnerable adults may change their mind about participating – this must be respected; to help, allow for breaks and make sure refreshments are on hand;
- All staff should never put vulnerable adults in danger; if you are working in a potentially complicated situation, ensure you have contingency plans in place and complete risk assessments were applicable
- All staff should never enter a room where vulnerable adults may be changing their clothes or not be fully dressed. When it is necessary to enter a dressing room, knock and wait for a response before entering.
- Vulnerable adults should be provided with separate changing rooms/spaces for males and females.
- All staff should not engage in or tolerate any bullying or harassment of a vulnerable adult, either by adults or other vulnerable adults;

Physical contact for all staff

- avoid physical contact, and situations where there may be physical contact unless it is a necessary part of the role;
- in other cases, e.g., costume, make up, audio operations, skills sessions, ensure you have the informed consent of the vulnerable adult and their parent or chaperone concerning the action required (consent will have been taken prior to any vulnerable adult being involved in a production) and avoid unobserved situations of unsupervised physical contact with a vulnerable adult. If it is unavoidable, always keep a door open and ensure you are within the hearing of others.

Interpersonal dealings for all staff

- never make suggestive remarks or discriminatory comments to a vulnerable adult;
- don't engage in or tolerate any other bullying or harassment of a vulnerable adult, either by adults or other vulnerable adults;
- Do not either offer personal details including contact details or ask for such details. Where an ongoing relationship is required for the production/project, this must be with specific consent of the parent/guardian and endorsed by the line manager.

Managing sensitive information for all staff

- Never leave vulnerable adult's personal details lying around – keep them securely. Dispose of personal details in confidential waste;
- Erase all personal details as soon as they are no longer needed;
- Do not use vulnerable adult's personal details for purposes other than the purpose they were given for;
- Do not pass on a vulnerable adult's personal details to anyone outside the Dukes, without the express permission of the vulnerable adult's parent or guardian;
- Ensure that the identity of the vulnerable adult is safe at all times, do not disclose any information that would put the vulnerable adult at risk in any way;
- Never publish information that could identify a vulnerable adult. Under normal circumstances it is acceptable to print a vulnerable adult's first name and the name of the large town or area they come from (not a small village!), unless specific consent has been given by parent/guardian;
- Make all attempts to hide email addresses in communications by using the blind cc function;
- Never let allegations by a vulnerable adult go unreported, refer to one of the Designated Safeguarding Officers,

13. Use of Photography, film, and Social Media

Marketing

All vulnerable adults registered with the Dukes through our Creative Communities Department will be required to complete a Release and Consent form, signed by Parents/Guardians allowing images taken in rehearsals and productions to be used for marketing, evaluation, or archive purposes. These images should not be released to any third party, namely the press, unless specific written authority has been provided by Parents/Guardians.

Workshops and Events

Dukes' staff working in a school or community venue must seek authority, parental consent to take photographs or to film workshops prior to the event through staff at school or community venues. The material captured should only be used for the purposes outlined in the initial request for consent, i.e., evaluation to funders, marketing tools etc.

Public Events and Productions

The Dukes insists that there is no photography or filming of any sort undertaken by the public during events or productions.

Social Networking

The Dukes staff, trainees and volunteers will not directly engage with young people or vulnerable adults via personal social media platforms, such as through direct messaging or becoming 'social media friends'.

Communication via social media should be reserved only for observed Dukes channels, including Facebook pages and twitter feeds, which are monitored by The Dukes. Contact via email should only take place via a Dukes email address, and not personal email accounts.

Communication with vulnerable adults via mobile phone and SMS messages should be avoided, and in circumstances requiring immediate direct communication a parent/guardian should be contacted first. Any text messages or digital communications received from Young People or vulnerable adults by a member of The Dukes should be recorded and reported as appropriate for future reference.

14. Recognising signs of Abuse

Warning signs of emotional abuse in vulnerable adults

- Excessively withdrawn, fearful, or anxious about doing something wrong.
- Shows extremes in behaviour (extremely compliant or extremely demanding; extremely passive or extremely aggressive).
- Doesn't seem to be attached to the parent or caregiver.
- Acts either inappropriately adult (taking care of other vulnerable adults) or inappropriately infantile (rocking, thumb-sucking, tantrum).

Warning signs of physical abuse in vulnerable adults

- Frequent injuries or unexplained bruises, welts, or cuts.
- Is always watchful and "on alert," as if waiting for something bad to happen.
- Injuries appear to have a pattern such as marks from a hand or belt.
- Shies away from touch, flinches at sudden movements, or seems afraid to go home.
- Wears inappropriate clothing to cover up injuries, such as long-sleeved shirts on hot days.

Warning signs of neglect in vulnerable adults

- Clothes are ill-fitting, filthy, or inappropriate for the weather.
- Hygiene is consistently bad (un-bathed, matted, and unwashed hair, noticeable body odour).
- Untreated illnesses and physical injuries.
- Is frequently unsupervised or left alone or allowed to play in unsafe situations and environments.
- Is frequently late or missing from school.

Warning signs of sexual abuse in vulnerable adults

- Trouble walking or sitting.
- Displays knowledge or interest in sexual acts inappropriate to his or her age, or even seductive behaviour.
- Makes strong efforts to avoid a specific person, without an obvious reason.
- Doesn't want to change clothes in front of others or participate in physical activities.

Disclosure of Abuse from a Vulnerable Adult

It is not the responsibility of anyone working in Dukes, in a paid or unpaid capacity to decide whether or not any vulnerable adult abuse has taken place. However, it is the responsibility of everyone working at the Dukes to protect the welfare of vulnerable adults with who they come into contact as part of their work. In following the guidance below, staff are always expected to maintain a sense of proportion, apply common sense to situations and protect the vulnerable adult's welfare as priority.

Responding to a vulnerable adult making an allegation of abuse

- Stay calm;
- Listen carefully to what is being said;

- Find an early opportunity to explain that the information will need to be shared with others – do not promise to keep secrets;
- Allow the vulnerable adult to continue at their own pace;
- Ask questions for clarification only. NEVER ask questions that suggest a particular answer.
- Be empathetic to the situation but don't comment on your feelings or thoughts concerning the disclosure
- Reassure the vulnerable adult that they have done the right thing in telling you;
- Tell them what you will do next and with whom the information will be shared;
- Record in writing what was said using the vulnerable adult's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated. This information should immediately be passed onto the relevant Designated Safeguarding Officer who will liaise with the appropriate external agencies.