



# Herts Inclusive Theatre

## Safeguarding Adults Policy & Procedure

### Introduction

At Herts Inclusive Theatre (HIT) we are committed to providing a caring, friendly and safe environment for all of our participants so they can take part in any of our activities in a secure atmosphere. Our safeguarding policy is intended to protect adults who receive HIT's services from harm & abuse. It is also intended to provide employees, contractors and volunteers, as well as participants and their families, with the main beliefs that guide our approach to safeguarding protection.

All adults have a right to live in safety, without abuse and neglect. Safeguarding adults 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.

At HIT we follow the principles of making safeguarding personal (MSP), meaning that each case is person led and outcome focused. The individual will be involved at every stage of the process, given all relevant information and be involved with identifying how best to respond to their safeguarding situation. This allows the individual more choice, control as well as improving quality of life, wellbeing and safety.

**This policy should be read in conjunction with our organisational policies, procedures, guidance and other related documents, particularly HIT's Safeguarding Adults Procedure.**

### Background

The regulations which apply to safeguarding adults include the include the Care Act 2014, the Equality Act 2010, the Human Rights Act 2010, The Mental Capacity Act 2005 and The Data Protection Act 2018 (encompassing General Data Protection Regulations 2018)

The Charity Commission requires that safeguarding duties apply to any charity that is working with vulnerable groups including adults attending regulated activity ([https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/406885/Safeguarding\\_strategy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/406885/Safeguarding_strategy.pdf))

The Care Act 2014 sets out that, adult safeguarding duties apply to any adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

This policy has been constructed with information from The Care Act 2014 along with the Care and Support statutory guidance (Updated 2020) and the London Multi Agency Adult Safeguarding Policy (2019). The policy is has been created with support from Harrow Safeguarding Adults Board (HSAB) and Hertfordshire Safeguarding Adults Boards (HSAB).



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### Responsibilities

The board of trustees is responsible for approving this policy and for reviewing it at least annually to ensure that safeguarding is continually promoted in the workplace and that any changes in legislation are adopted accordingly. The Director is responsible for implementing and integrating the policy into daily operations. The Director is also responsible for monitoring it for compliance and for making suitable training available where required.

Actions taken by the organisation will be prompt, proportionate and ensure that it includes the voice of the adult concerned.

In the event that an allegation is made against a member of staff or a volunteer or there are concerns about how to report the allegation. The Designated or Deputy Safeguarding Lead will consult with the Harrow Safeguarding Adults Board 0208 420 9453 / [safeguardingadults@harrow.gov.uk](mailto:safeguardingadults@harrow.gov.uk) or Hertfordshire Safeguarding Adults Board 01438 844655 / [adminhscphsab@hertfordshire.gov.uk](mailto:adminhscphsab@hertfordshire.gov.uk)

### Designated safeguarding lead:

Name: Ellie Short, Creative Participation Manager - Phone/email: 01727 22 14 14 (Work) / [ellie@hit-theatre.org.uk](mailto:ellie@hit-theatre.org.uk) (Please ask for Ellie's mobile if you want to contact her directly)

### Deputy designated safeguarding lead:

Name: Amy Pryke, Participation Coordinator - Phone/email: 01727 22 14 14 (Work) / [amy@hit-theatre.org.uk](mailto:amy@hit-theatre.org.uk)

### Trustee lead for safeguarding:

Name: Anielia Perriam, Email: [aniela@hit-theatre.org.uk](mailto:aniela@hit-theatre.org.uk)

### Care Quality Commission

Telephone No. 03000 616161

### Scope

This policy applies to anyone working on behalf of HIT, including senior managers and the board of trustees, employees, contractors, volunteers, and work experience students. Failure to comply with this policy could result in disciplinary action in accordance with the organisations Disciplinary and Grievance policy.

The policy will be drawn to the attention of funding agencies, stakeholders, participants and job applicants where required.

The key objectives of this policy are for all to:

- have an overview of adult at risk safeguarding
- be clear about their responsibility to safeguard adults at risk



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- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

### **Policy**

Herts Inclusive Theatre believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

HIT is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

HIT, acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

HIT, recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

### **HIT adheres to following the six key principles that underpin safeguarding work (Care Act 2014)**

**Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

**Prevention** – It is better to take action before harm occurs.

**Proportionality** – The least intrusive response appropriate to the risk presented.

**Protection** – Support and representation for those in greatest need.

**Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

**Accountability** – Accountability and transparency in delivering safeguarding.

### **The Making Safeguarding Personal "I" statements which are linked to the 6 principles are:**

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

I know that staff treats any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

I understand the role of everyone involved in my life and so do they.



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HIT should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. HIT should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse.

**We value working in partnership with adults, their parents, carers and other agencies and feel it is essential in promoting adults at risk welfare. In this regard we will seek to keep them safe by:**

- Being transparent and accountable in delivering safeguarding actions
- Committing to providing a safe learning environment for those who use our services so that they will feel secure and able to concentrate on the learning process.
- Providing full support to any participant, trustee, employee, contractor or volunteer who is exposed to abuse
- Ensuring that each individual is dealt with on a case by case basis and the adult actively supported to communicate their views and wishes. Understanding the same process may not work for all.
- Respecting and supporting the individuals views and wishes unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Taking every concern seriously, responding promptly, and following up in line with this policy and associated procedures.
- Ensuring that the well-being of those at risk of harm will be put first and any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Taking confidential, detailed and accurate records of all safeguarding concerns. Maintaining and securely storing in line with our Data Protection Policy and Procedures.
- Cooperating with the Police and the relevant local authorities in taking action to safeguard an adult at risk. We will act with the best practise advice from Ann Craft Trust, Harrow and Hertfordshire Safeguarding Boards and other relevant governing bodies.
- Ensuring all employees, contractors and volunteers understand their role and responsibility for safeguarding adults at risk and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- Using safer recruitment practices and continually assessing the suitability of employees, contractors and volunteers to prevent the employment/deployment of unsuitable individuals in this organisation and within the community.



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- Sharing information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Police, Local Authority/Social Services.
- Reviewing actions taken under this policy by the Board of Trustees and senior management team on an annual basis.
- Having in place a Designated Safeguarding Lead, a Deputy Designated Safeguarding Lead and Lead Trustee for Safeguarding.
- Having a clear line of accountability within the organisation for the safety and welfare of all adults.
- Reporting at each meeting to the Board of Trustees detailing how risks to adult safeguarding are being addressed and how any reports have been addressed.
- Implementing Safeguarding Adult at Risk procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.
- Ensuring arrangements are in place to work effectively with other relevant organisations to safeguard and promote the welfare of adults.
- Having a codes of conduct for Trustees, employees, contractors, volunteers and participants that specifies zero tolerance of abuse in any form.
- Completing risk assessments that specifically include safeguarding of adults.
- Ensuring that relevant policies and procedures are in place to compliment and are consistent with this policy.

### Definition of Abuse

Abuse is a violation of an individual's human and civil rights by any other persons or person. The Care Act 2014 mentions 16 types of abuse. Abuse can take many forms; it can be physical, psychological, sexual, neglect/acts of omission, self - neglect, discriminatory, organisational and financial. Abuse also includes Domestic Violence, Forced Marriage, Female Genital Mutilation (FGM), Modern Slavery, Radicalisation, Hate crime, Mate crime and Cyber Abuse.

Examples of abuse are:

- Hitting, slapping, rough handling.
- Giving medication incorrectly.
- Deprivation of warmth, food, clothing health care etc.
- Any kind of sexual activity that the person has not consented to or cannot consent to.
- Misuse or theft of money or property.
- Shouting, swearing.
- Neglect of medical or physical need.
- Discrimination or harassment.

Abuse can happen anywhere by anyone but is usually someone the adult at risk knows and exploitation is noted as a common theme. Some kinds of abuse are a criminal offence and must be reported to the Police as soon as possible.



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### Adult Safeguarding & Reporting

#### **Best Practice**

- Herts Inclusive Theatre aims to have best practise when working with adults at risk.
- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all participants equally, and with respect and dignity.
- Always putting the welfare of each adult first in every situation.
- Maintaining a safe and appropriate distance with participants
- Building balanced relationships based on mutual trust which empowers participants to share in the decision-making process.
- Making theatre and the arts fun and enjoyable.
- Do not make suggestive or inappropriate remarks to or about a participant, even in fun, as this could be misinterpreted.
- Employees, contractors and volunteers are not permitted to transport participants in their cars or share private hire cars under any circumstances.
- Keeping a written record of any accidents or injuries that may occur, alongside any details of treatment administered.
- Remember those who abuse can be of any age, gender, ethnic background or class, and it is important not to allow personal preconceptions about people prevent appropriate action taking place.
- Best practise includes valuing and respecting participants as individuals, and the modelling of appropriate conduct – which will always exclude bullying, shouting, racism, sectarianism or sexism.
- All participants have a responsibility to get themselves or arrange drop off/collection to and from workshops, rehearsals or performances. It must therefore be clearly stressed that it is NOT the responsibility of the HIT to arrange for adults to be taken home.

#### **Physical Contact**

- There will always be two adults in the room when working with adults at risk, unless under extraordinary circumstances.
- If unsupervised contact is unavoidable, steps must be taken to minimise any risk. For example, work will be carried out in a public area or in a designated room with an open door.
- Employees, contractors and volunteers will only touch participants in an appropriate manner when it is absolutely necessary in relation to a particular activity or exercise.
- Employees, contractors and volunteers will seek a participants consent prior to any physical contact and clearly explain the purpose of the contact.

#### **Accidents**

- To avoid accidents, employees, contractors, volunteers and participants will be advised of any health and safety rules that apply to them and will be clearly notified of particular areas that are out of bounds or present a hazard.
- Participants will be advised of the correct clothing and footwear that is appropriate to the work that will be undertaken.
- If a participant is injured while in the care of HIT, a designated first aider will administer first aid as necessary to the participant and the injury will be recorded in



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the accident book. If the injury requires further urgent medical attention, a member of the HIT Facilitation Team will ensure that the emergency services are called. Carers, parents, guardians will be contacted immediately and instructed to attend the hospital

- If a participant attends a workshop, rehearsal or joins a production with an obvious physical injury a record of this must be made and reported to the Designated Safeguarding Lead to demonstrate that the participant did not sustain the injury while participating in any of HIT's activities, productions or events.

### Responding to suspicions, concerns and allegations

All trustees, employees, contractors, and volunteers need to follow the 5 'R's.

#### 1. Recognise

All trustees, employees, contractors and volunteer volunteers should be alert to signs of abuse and take action immediately – **NON ACTION IS UNACCEPTABLE**

#### 2. Respond

Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Obtain brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation.

#### 3. Respect

Seek consent from the adult at risk to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

#### 4. Report/Refer

Participants, employees, contractors and volunteers need to report any potential safeguarding concerns to the safeguarding lead, deputy safeguarding lead or member of management should either of these not be available.

#### 5. Record

Any safeguarding incident should be recorded on the appropriate form supplied by the designated or deputy safeguarding lead.

### In the event of a disclosure, all employees, contractors and volunteers should:

- Stay calm
- Do not press for information by questioning the individual. Encourage the person to talk and note what they say.
- Do not express disbelief, anger, embarrassment, shock or fear.
- Reassure the individual and tell them you are glad they are speaking to you and that you know it is not their fault.
- Never promise to keep a secret.
- When appropriate write down what has happened on the safeguarding log form and where possible, recount any conversations verbatim.
- As far as possible, records should be written contemporaneously, dated and signed.
- Speak with your line manager as soon as possible and notify them that it has been logged.





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### **Refer (Designated and Deputy Leads only)**

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- The adult's wishes and preferred outcome
- Whether the adult has mental capacity to make an informed decision about their own and others' safety
- The safety or wellbeing of adults with care and support needs
- Whether there is a person in a position of trust involved
- Whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Harrow Safeguarding Adults Board
- Hertfordshire Safeguarding Adults Board
- relevant regulatory bodies such as the Charities commission for possible violation of conduct
- service commissioning teams
- family/relatives as appropriate (seek advice from HSAB)

The designated safeguarding lead should keep a record (audit) of the reasons for referring the concern or reasons for not referring. Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

### **Roles and Responsibilities**

All service users, employees, management, trustees and volunteers HIT are expected to report any concerns to the designated or deputy safeguarding leads. If the allegation is against the designated or deputy safeguarding leads then speak to HIT's Director, Caroline Stevens.

The designated safeguarding lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

Once a concern is referred, HIT nor anyone acting on its behalf should conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

If the referrer is not satisfied with the outcome of the safeguarding concern they need to speak to HIT's Director, Caroline Stevens, the HIT Safeguarding Trustee or contact the Harrow or Hertfordshire Safeguarding Adult Boards. HIT is committed to ensuring that anyone who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.



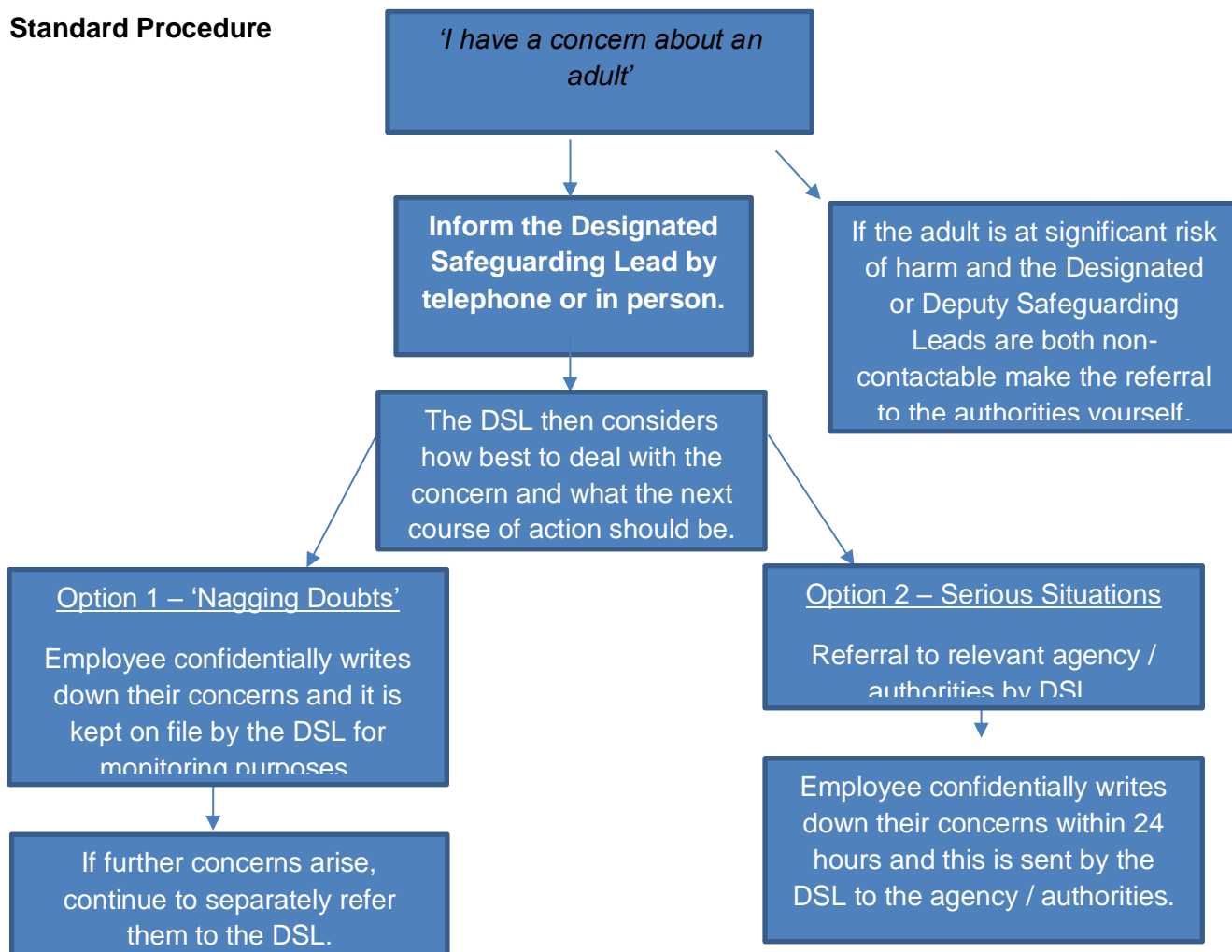


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The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

### Standard Procedure



### Designated and Deputy Safeguarding Leads

Herts Inclusive Theatre's Designated Safeguarding Lead is the Creative Participation Manager, Ellie Short, the Deputy Designated Safeguarding Lead is Amy Pryke, Participation Coordinator. Ellie is the first point of contact with regards to Child Protection, in person or on the phone – 01727 22 1414. If the concerns are regarding the Deputy Lead, the Designated Lead can be contacted or vice versa. HIT's Director, Caroline Stevens can be contacted under extreme circumstances – [caroline@hit-theatre.org.uk](mailto:caroline@hit-theatre.org.uk) Please do not use this contact for anything other than safeguarding concerns.



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### **Trustee lead for safeguarding:**

Name: Aniela Perriam, Email: [aniela@hit-theatre.org.uk](mailto:aniela@hit-theatre.org.uk)

### **Access Harrow Adult Services (During normal office hours)**

Telephone No. 020 8901 2680

Fax No. 020 8420 9674

### **Harrow Safeguarding Adults Team**

Telephone No. 020 8420 9453

Fax No. 020 8416 8269

Out of hours number Emergency Duty Team (EDT)

Telephone No. 020 8424 0999

The out of hours number can be used for emergency referrals to the above services that cannot wait until normal office hours.

### **Hertfordshire Safeguarding Adults Board**

If you have a concern about an adult please call Adult Care Services on 0300 123 4042. HSAB Business Unit Team is based at County Hall.

If you wish to contact HSAB please email [adminhscphsab@hertfordshire.gov.uk](mailto:adminhscphsab@hertfordshire.gov.uk)

Telephone 01438 844655

### **Care Quality Commission**

Telephone No. 03000 616161

The roles of the Designated and Deputy Safeguarding leads can be found in the job description - [..\Personnel\Job Descriptions and Person Specifications\2019\Designated safeguarding and deputy leads JD 2019.docx](#)

Herts Inclusive Theatre has a duty to have due regard to the need to prevent people from people drawn into terrorism and to ensure that measures are taken to identify the extent at which an individual might be vulnerable to being drawn into terrorism (The Counter-Terrorism and Security Act 2015).

### **Managing sensitive information**

HIT will make every effort to ensure that confidentiality is maintained in order to protect the rights of its participants, by ensuring the following:

- that permission will be sought for use of photographic images or material featuring participants for promotional use or other purposes
- that any backstage photographs will only be allowed in designated areas
- that any sensitive information is safely handled, stored and disposed of.

### **HIT Website, Facebook and other social media**

- HIT understands that the internet and social media is a good opportunity of promoting its work to adults. However, we understand the risks involved with using this medium.
- The Marketing and Development Assistant will monitor who has access to the username and password for HIT's social media accounts.
- We will not post photographs on our website or social media networks without written consent.



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- HIT will avoid using participants names where information about the photograph is concerned.
- HIT will never use their website or social media accounts inappropriately.
- HIT takes no responsibility for participants befriending each other through social media.

**Under no circumstances should an employee, contractor or volunteer befriend a participant of HIT through social media, nor exchange email addresses, postal addresses or phone numbers.**

Authors: Aniel Perriam & Caroline Stevens	Approved on behalf of Trustees: Aniel Perriam & Gayle Bryans
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