

The Unicorn Safeguarding Policy (Children and Adults at Risk)

INTRODUCTION

The Unicorn – Vision and Values

The Unicorn is the UK's leading professional theatre for young audiences, dedicated to inspiring and invigorating young people of all ages, perspectives and abilities, and empowering them to explore the world – on their own terms – through theatre.

Year-round, the Unicorn works with some of the world's most exciting theatre-makers to produce, present and tour a surprising, innovative and broad range of work that is honest, refreshing and international in outlook.

At the Unicorn, we believe in:

- bringing art to young people and young people to art
- pushing the boundaries of what theatre for young audiences can be
- opening our doors to everyone
- speaking to the audience of today, not just creating the audience of the future
- diversity. Because the world is diverse.

At the Unicorn, we strive to push the boundaries of imagination in everything that we do; welcoming families, schools, and young people for unforgettable theatrical experiences that will expand horizons, change perspectives, and challenge how we all see and understand each other.

With over 65,000 young people coming through our doors every year, it is imperative that the Unicorn leads the field in providing a safe environment for participants and audience members alike, and provides a model of good practice in safeguarding children.

Unicorn Safeguarding Policy Statement

This policy is designed to outline our position and responsibilities in relation to safeguarding, and to provide a clear definition of our aims. This policy applies to staff, volunteers, co-producers, partner organisations and visitors to our building.

The Unicorn has a particular duty of care to safeguard all children, young people and Adults at Risk in its theatre and involved in its activities, regardless of age, developmental stage, ability, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background. The Unicorn is committed to providing a safe and secure environment for all children, young people and Adults at Risk involved in its activities, by ensuring that all staff (both paid and voluntary) working on premises controlled by the Unicorn adhere to the Safeguarding Guidelines and Procedures and are empowered to deal with issues relating to those people as appropriate to their role and our reputation. Under this policy the Unicorn includes all people who are vulnerable through disability or disadvantage.

All staff, and most especially those interacting and working with children, young people and Adults at Risk, are required to be vigilant at all times, to take responsibility for reporting concerns about poor practice or child abuse through the appropriate channels, and to make the Unicorn a safe, welcoming, well-run environment for everyone.

The Unicorn will promote, share and discuss this policy with all staff, volunteers, and visiting companies and artists to promote an environment of understanding and security for participants and practitioners. The Unicorn requires all staff, Board and volunteers to adopt and abide by this policy and procedures. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

- Promote and prioritise the safety and wellbeing of children
- Ensure that all staff and volunteers understand their roles and responsibilities and are provided with information to recognise, identify and respond to signs of abuse, neglect, and other concerns
- Ensure appropriate action is taken in the event of incidents/concerns, and support is provided to anyone who raises or discloses the concern
- Ensure that confidential, detailed, accurate records of all concerns are maintained and stored
- Prevent the employment of unsuitable individuals
- Ensure robust safeguarding arrangements and procedures are in operation.

This policy will be made available to staff and visiting artists and publicised to schools, visiting companies, partner organisations, parents/carers and young people as required. The policy will be reviewed every two years, agreed at Board level, and staff will be informed and trained/retrained as appropriate.

The Unicorn will collaborate fully with the statutory and voluntary authorities concerned with investigating abuse although it is important to note that it is the responsibility of the Police, Social Services and NSPCC – and not the Unicorn – to investigate the truth of any allegation of abuse.

Unicorn Board & Executive
December 2018
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Code of Conduct: Our Commitments

The Unicorn will:

- treat all people equally, and with respect and dignity, whatever their age, developmental stage, ability, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background.
- prioritise the wellbeing of the child/young person/Adult at Risk.
- make the arts a pleasure to watch and participate in.
- empower people – discuss with them their rights, what is acceptable and unacceptable and what they can do should there be a problem or if they are frightened or unsure.
- form appropriate relationships with children/young people/Adults at Risk based on mutual trust and respect, and encourage them to form the same.

We will ensure that:

- Allegations or suspicions about children are taken seriously.
- Children, young people and Adults at Risk are provided with appropriate safety and protection whilst in the care of the Unicorn.
- Staff are enabled to make informed and confident responses to specific Safeguarding issues and are adequately and appropriately trained in line with their level of responsibility within the organisation.

Some Useful Definitions [Appendix 1 contains more detailed definitions]

The following terminology is used throughout this policy:

- **Children and Young People:** for the sake of clarity, throughout this document we refer to 11 year olds and younger as ‘children’; and 12 year olds and up to 18 as ‘young people’.¹
- **Adults at Risk** are people who are, or may be, in need of community care services because of a learning and / or other disability, age or illness, and who are, or may be unable to take care of themselves or be unable to protect themselves against significant harm or exploitation.
- **Abuse and neglect** are forms of maltreatment. There are different types of abuse: physical, emotional, sexual, financial and neglect. These are outlined more fully in Appendix 1.
- **Activities** refers to Unicorn’s programme of activities available for children/young people/Adults at Risk. This typically (but not exclusively) includes productions, workshops, work placements, talks and participatory projects.
- **Bullying** is unwanted, aggressive behaviour that involves a real or perceived power imbalance. It may be repeated over time, and includes actions such as making threats, spreading rumours, attacking someone physically or verbally, and excluding someone from a group on purpose.
- **Unicorn-hosted** refers to activities that are being led by Unicorn, during which we are solely responsible for ensuring participants’ safety. These may include work undertaken with people offsite, for instance visits to other venues or projects outside the building.
- **Host** is used to describe an organisation or educational institution that has invited Unicorn to deliver learning or workshop activities for their members, students or exclusive audience.

¹ Note: all children/young people up to the age 18 are entitled to be protected under Children Act 1989 & 2004. The Unicorn’s programme roughly covers people aged from six months to adulthood, but this is a loose construction and does not limit us.

- **Visitor** refers to external companies, artists or staff coming to the Unicorn, who are required to adhere to our Safeguarding Policy and other policies.

Staff Structure and Practice of Safeguarding Children and Adults at Risk at the Unicorn

The Senior Producer (**Niamh Dilworth**), Learning Associate (**Cath Greenwood**), Producer (**Sair Smith**) and General Manager (**Amy Smith**) are the designated Safeguarding Officers (SOs) and their contact details are available to all staff [Please refer to Appendix 2: Unicorn Structure & Staffing].

- The SOs discuss practice and operations on a regular (monthly) basis and report to the Advisory Panel and Executive Director. Outside this, they respond to situations whenever they arise and draw them to the attention of the Executive Director or other internal/external reporting channels as appropriate.
- An Advisory Panel made up of key staff meets quarterly with the SOs to review changes in practice and policy, and explore best practices and communications with staff and external partners. This panel comprises:
 - Learning Associate Cath Greenwood
 - Producer Sair Smith
 - Senior Producer Niamh Dilworth
 - General Manager Amy Smith
 - Executive Director Anneliese Davidsen
 - Community Officer (in recruitment)
 - Director of Marketing & Communications Helen Tovey (e-safety co-ordinator, attends every six months)
 - Marketing Officer Grace Atkinson
 - Front of House Manager (in recruitment)

External support comes as required from Southwark Council.

- The Executive Director will report to the Board whenever safeguarding situations arise, and will work with the advisory panel and SOs to revise this policy with Board approval no fewer than every two years, and as statutory and legal changes occur or incidents dictate.
- The SOs will undertake relevant development and training in order to stay informed of legislation and policies for protection of children, young people and Adults at Risk and to keep up to date with health and safety. They will stay abreast of developments in practice and ensure staff are regularly updated and trained as appropriate.

All Unicorn staff have a responsibility to report concerns to the SOs and to use the emergency procedures *immediately they arise*. Where an SO is unavailable and immediate action is required, a member of the advisory panel would be the next port of call. It is the responsibility of the Unicorn to report safeguarding concerns to Southwark Council.

Suspicion or Disclosure of Abuse

It is not the responsibility of Unicorn staff (paid or voluntary) to decide whether or not abuse has taken place. However, *it is the responsibility of all staff to act on any suspicion or disclosure of abuse by reporting it.*

Promoting Good Practice

The Unicorn acknowledges that child abuse and abuse of Adults at Risk, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about taking swift and appropriate action.

Abuse can occur within many situations, including the home, school and creative or educational environments. There may be instances when Unicorn employees or volunteers have regular contact with children/young people/Adults at Risk, and this could make them an important link in identifying cases where they need protection. There may also be occasions when a member of the Unicorn witnesses abuse or bullying, or when a young person discloses such information to them. All suspicious cases of poor practice should be reported following the procedures set out in Appendix 4 of this policy.

To promote best practice, the Unicorn SOs will work with core staff and freelancers to identify and manage risks.

- When children/young people/Adults at Risk have been identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, the CPO will discuss this with the relevant staff member in the context of the activity or with the parent/guardian, and where appropriate the young person, to ensure the person can be supported to participate safely.
- Practitioners should consider the individual needs of each participant, particularly where background information has been provided by parents/guardians/partner organisations.
- All representatives of the Unicorn should demonstrate behaviour that promotes the welfare of young people, promoting a safe and supportive environment for creativity.
- Staff and practitioners should be strong role models – this includes not smoking or drinking alcohol in the company of participants when in the role of practitioner or when responsible for a group of people.
- Practitioners should operate in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication).
- All staff must treat all children/young people/Adults at Risk people with respect and dignity and in a spirit of equality.
- All staff must be aware and respectful of people from different faiths and cultures.

It is important for all staff in contact with children/young people/Adults at Risk:

- Consider the individual needs of each participant, particularly where background information has been provided by parents or guardians.
- Be positive in their approach to working with people. Give enthusiastic and constructive feedback rather than negative criticism.
- As far as possible, be visible in working with children/young people/Adults at Risk – ensuring that there are two adults present when working with children/young people/Adults at Risk and where unavoidable ensuring that being alone with a participant is with the full knowledge and consent of someone in charge of the organisation and/or a parent or guardian.
- Use appropriate physical contact. Where contact occurs its purpose must be clear.
- If any physical contact/support is required by the practitioners, it should be provided openly and with explanation.
- Be aware of situations that may present risks and manage these.
- Plan, risk assess, and organise the work and workplace so as to minimise risks.
- Ensure that the Unicorn is not 'in loco parentis' when teachers and parents are present.
- Where workshops involve physicality, the practitioner should always remind people that there will be contact-based activities. This prepares the participants, giving them the option of whether they are comfortable taking part. Any physical contact/support should be provided openly and with explanation.

- When people have been identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, an SO will discuss this with the relevant staff member in the context of the activity or with the parent/guardian, and the person, to ensure the person can participate safely.

Poor Practice and Unacceptable Behaviour

- Language, suggestion or advice which is inappropriate, offensive or abusive.
- Bullying behaviour to control participants.
- Physical behaviour which is sexually provocative.
- Do things for participants of a personal nature that they can do themselves.
- Condone, or participate in, behaviour of children/young people/Adults at Risk which is illegal, unsafe or abusive.
- Act in ways intended to shame, humiliate, belittle or degrade people or otherwise perpetrate any form of emotional abuse.

Whistle-Blowing and Complaints

The Unicorn assures all staff that it will fully support and protect anyone who in good faith reports concerns regarding a colleague's behaviour towards a child, young person or Adult at Risk. The Unicorn has a whistle-blowing procedure that enables staff to share their concerns in confidence.

The Unicorn takes all complaints seriously. Any complaints made by a child, young person or vulnerable adult, staff, volunteer, parent or carer will be considered under the Unicorn's in house complaints' procedure, with reference to the Southwark Council's Designated Safeguarding Officer.

Unicorn Practice: Recruitment & Staffing

The Unicorn aims to recruit staff through best practice, with attention given to Equal Opportunities. This section articulates recruitment processes with an eye to safeguarding. Our application process asks for applicants to admit any criminal convictions, excluding any considered 'spent' under The Rehabilitation of Offenders Act 1974, or minor motoring offences, as all areas of the organisation might involve some contact with children, young people and Adults at Risk.

Relevant Posts

In the recruitment of all Unicorn posts the theatre is mindful of ensuring the best staff for the role and aiming to widen the diversity of the arts workforce wherever possible. The responsibility to check people's backgrounds varies from role to role, but the following illustrates our operations and commitment to best practice.

Pre-selection checks

The Unicorn's stance on safeguarding should be clear in information provided to applicants and new staff. All staff should submit the following information before commencing work with the company:

- Name, address and National Insurance number.
- Relevant experience, qualifications and training undertaken.
- Details of previous employment.
- Consent to a Disclosure and Barring Service Check being undertaken if relevant to their post.
- In the case of someone not having a DBS, not having a DBS that covers the appropriate groups, or their DBS being more than two years' old, as a placeholder, whilst a DBS is being generated by the Unicorn, two references (not relatives) will be taken up.

Interview and Induction

It is best practice to carry out an interview when employing new staff or volunteers. However, in a theatre there are exceptional cases where interviews are not possible or relevant for staff who will not be working directly with children/young people/Adults at Risk, for example when a performer or director artist is hired. Notwithstanding this, it is always the case that thorough checks and references should be carried out if staff or freelancers are to be in sustained or regular or close contact with children/young people/Adults at Risk. If any doubts or concerns are noted during the checks and references a formal interview should be arranged to raise these issues.

All employees should receive a full induction, during which:

- Personal information given during pre-selection is checked.
- The job requirements and responsibilities will be clarified.
- They will be introduced to organisational policies, procedures, guidelines and activities.
- They will be introduced to and understand the boundaries they work within and sign a contract to acknowledge they have read and understood the relevant policies.
- Any training needs will be identified.
- They will receive and have explained a copy of the Safeguarding Policy as well as identifying and addressing any queries.

References

For people applying for any position that may involve working with children/young people/Adults at Risk, a minimum of two references should be taken up and at least one should speak of the applicant's ability to work with young people. If an applicant has no experience of working with children, training will be undertaken and the staff member will be carefully managed by an experienced DBS checked staff member.

Disclosure and Barring Service (DBS) (previously Criminal Records Bureau Checks)

In 2012, the CRB merged with the Independent Safeguarding Authority (ISA) to become the Disclosure and Barring Service (DBS). There are some resulting changes to terminology and procedures.

Old Terms

CRB, ISA, VBS

Standard CRB check

Enhanced CRB check

Enhanced CRB check with Barred List check

ISA Adult First

Adults at Risk

New Terms

DBS

Standard DBS check

Enhanced DBS check

Enhanced check for regulated activity

DBS Adult First

Vulnerable groups

In accordance with the Protection of Children Act 1999, the Unicorn is required by law to check all company representatives who will work with young people under the age of 18 for any history of a criminal record. Any individual engaged by the Unicorn to work with, or have unsupervised contact with children, young people or Adults at Risk will be subjected to all reasonable vetting in accordance with the Unicorn.

Core staff – DBS checks run by the Unicorn will be accompanied by sign up to the Update Service. Provided the annual subscription is kept up to date, no renewal of the check should be necessary unless there is a change in the kind of check required (Standard / Enhanced, Child / Adult / Child and Adult Workforce).

Core staff who have not joined the Update Service will be resubmitted for a new check every three years, if they have remained in continuous employment with the Unicorn.

Volunteers and contracted workers with DBS checks will be resubmitted for a new check every two years if they are not part of the Update Service. Volunteers and contracted workers will be encouraged to join the Update service wherever possible.

The Unicorn may only arrange a DBS check following a successful job application, and can withdraw a job offer if the results show anything that would make the applicant unsuitable. The applicant's consent is required for the company to fulfil this obligation and it is the applicant who begins the application form. The Unicorn completes the application form and submits it to the Disclosure and Barring Services, and the Unicorn should see a valid Disclosure and Barring Service Check certificate before the Practitioner can work for the Unicorn.

Management & Training of Staff

The Unicorn aims to facilitate or provide training that is specific to the roles of employees, and is committed to facilitating or providing safeguarding training to relevant employees as well as clear guidelines on appropriate behaviour with children/young people/Adults at Risk as part of the theatre's overarching ethos. In undertaking training, the Unicorn will explore external options such as Southwark Council, etc.

Our Working Practice within the Building

E-Safety: Social Media including Facebook, Twitter, YouTube

Despite their very special value for communications and for inclusion, all technology carries the potential for misuse. Risks associated with user interactive services include: cyber bullying, grooming and potential abuse by online predators, identity theft and exposure to inappropriate content such as racism or pornography.

Good practice guidance produced by the social media industry (Internet Advertising Bureau 6) recommends that companies should not create or sell online behavioural segments intended for the sole purpose of targeting children they know to be under 13 years.

Our Marketing Officer has responsibility for the setting up, management, and moderation (overseeing, reviewing and responding to posted content) of the Unicorn webpage/profile. This includes uploaded content, links to our webpage/profile, and the communication or interaction with users. This person is most likely to have online contact with younger users, interacting with the webpage/profile; therefore there should be some level of accountability and support from the organisation. The Marketing Officer will be DBS vetted and receive safeguarding/child protection training. Training should also address online safeguarding issues, including what warning signs to look out for.

Information on how to report inappropriate posts or behaviour is made clear in the terms and conditions and on the website and inappropriate posts will be removed. We are currently reviewing the privacy and safety settings available across all aspects of the services i.e. photos, blog entries, image galleries, to set the appropriate level of privacy taking into consideration our audiences and their ages.

We will seek to promote e-safety by:

- appointing an e-safety coordinator (Helen Tovey, Director of Marketing & Communications);
- incorporating in our Staff Handbook a range of procedures that provide clear and specific directions to staff and volunteers on the appropriate use of ICT for staff and volunteers;
- immediately removing inappropriate content.
- supporting and encouraging the young people we are in contact with to use the opportunities around mobile phone technology and the internet safely and respectfully;
- reviewing and updating the security of our information systems regularly;
- providing adequate physical security for ICT equipment;
- ensuring that user names, logins and passwords are used effectively;
- using only official email accounts provided via the organisation, and monitoring these as necessary;
- ensuring that the personal information of staff, volunteers and service users (including service users' names) are not published on our website;
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given. Photos and video footage will be stored or used for up to five years unless otherwise agreed;
- risk assessing social media tools used in the course of our work;
- providing effective information to staff and volunteers on ICT issues;
- risk assessing emerging technologies before they are used by the Unicorn.

Photographs and Film Footage

The Unicorn will carry out permission procedures where photographs or film footage are taken of performances, or education and participatory activities. These permissions will allow the Unicorn to use the photos or video footage for promotional and archive purposes only. The photos will not be sold or used for commercial gain and will only be used in the promotion of the Unicorn's activities. Photos and video footage will be stored or used for up to five years unless otherwise agreed.

The Unicorn will endeavour to ensure that any photographs or film footage taken and used by the company or a third party will be taken with the permission of the participants, parents or other responsible adults as appropriate. In all cases we will not use the full name of any children/young people/Adults at Risk, except for professional cast members, where appropriate permissions will be sought.

The Director of Marketing & Communications is responsible for ensuring the following:

- Where photography is undertaken in a performance or Front of House, best efforts are made to inform attendees through posters in the foyer.
- Photos are used only for the agreed purpose.
- A photographed person(s) may request for that any photos or video footage featuring them no longer be used for the purpose as set out above.
- Any photos or film footage are disposed of appropriately. Our theatre archive is maintained at the V&A Museum under a deed of gift through which any personal data is handed to their management.

It is the responsibility of any organisation outside Unicorn that provides photographs or video footage to the Unicorn to obtain appropriate permissions.

Data of Participants and Visitors

The Unicorn follows the rules of the Data Protection Act 1998 and the General Data Protection Regulation 2018. We aim to protect files and folders, giving only DBS-registered staff access to young people's data, and taking only the data we need. We are ready to investigate breaches of security immediately they occur. We recognise that changes in technology mean that we must be mindful of our responsibilities in this area and try to stay abreast of changes in legislation and data capture.

To ensure our data sharing processes are carried out in compliance with relevant legislation (notably The Data Protection Act 1998 and The Privacy and Electronic Communications Regulations 2003) and in a way that considers the needs and expectations of our audiences, we will ensure that companies are in a position to enter into a data sharing agreement with us, as set out in our policy. This includes a requirement to register as a Data Controller with the ICO (www.ico.org.uk).

The key principles of our data protection are:

- To use data fairly and lawfully.
- To use data for limited, specifically stated purposes.
- To use data in a way that is adequate, relevant and not excessive.
- To maintain accurate data.
- To keep data for no longer than is absolutely necessary.
- To handle data according to people's data protection rights.
- To use data safe and securely.
- Not to transfer data outside the UK without adequate protection.

Audiences and Age Guidance

Age guidance around productions at the Unicorn is designed to assist bookers in deciding the most appropriate show for them or their children. It is not definitive, but should help visitors understand how the production has been made or targeted. We may additionally use a further warning such as, 'contains strong language/scenes of a sexual nature/adult content' to flag up difficult subject matter that some people may find challenging or inappropriate. It remains the case that there are no hard and fast rules for what is palatable to different audience members, and for this reason, wherever possible, we aim to be as clear as possible about the nature of content.

Babes in arms are allowed into all spaces but if they are distressed during a performance and this becomes disruptive to other audience members we may gently ask the adult to leave the space with their baby until the baby is calm again. This procedure is true for all children and young people. Our special Relaxed

Performances, however, provide an environment free of pressure on children and their parents to behave in a certain way.

In line with most theatres we ask that there is no eating, no photography, and no use of mobile phones in the auditorium.

Parents leaving children with us

Where the Unicorn is acting in loco parentis, such as in a workshop situation, we will require parental permission forms, along with appropriate supervised checked staff in attendance.

It should be noted that in 2011 the Unicorn overturned the previous policy of refusing entry to unaccompanied children under 12. We actively encourage unaccompanied children to our performances. We are delighted for children to come to the Unicorn on their own, whether at shows or just in the foyer, and provided the children do not appear to be lost or distressed, we endeavour to provide a pleasant and safe environment for them to be in and staff who are welcoming. Where children are independently watching a show, the Unicorn is not in loco parentis.

Nevertheless, we have a duty of care to people of all ages within our building that extends beyond our legal responsibilities.

- We endeavour to make parents and guardians aware that our building is unsecured and open for children visiting performances or just in the foyer. To this end, we include information on our website and in our foyer that reminds bookers and visitors that the Unicorn building is openly accessible to the public.
- Unicorn staff may decide to double-check in the event that they believe there may be some reason – such as parental objection to an age-inappropriate show – why a child’s unaccompanied attendance decision may not be acceptable to their parent or guardian, or the production may be distressing to the child. The Unicorn also takes seriously its protection of frontline staff who may feel uncomfortable with a decision and wish to double check or defer to more senior staff, which they will do with minimal disruption or distress to the child; this means that while we want staff to welcome unaccompanied children, they may wish to clarify a situation or seek further advice.
- Under the circumstances that a child’s behaviour inside or outside the auditorium requires staff to take measures to manage the behaviour or remove the child from the performance, this will be done within the boundaries of the Unicorn’s Safeguarding Policy, with the correct staffing and approach. We reserve the right to contact a parent/guardian if we feel this is necessary.

Supervision

The Unicorn will expect appropriate supervision for children and young people for group or school bookings.

The following ratios required under The Children’s Act 1989:

- 0 – 2 years 1 adult to 3 children
- 2 – 3 years 1 adult to 4 children
- 3 – 7 years 1 adult to 8 children

Thereafter, for children over 8 years it should be noted that the following is *recommended* for visiting groups:

- Up to 20 children/young people 2 adults.
- One additional adult for every 1-10 extra children/young people.

In 2019 the Unicorn has made all our Back of House toilets All Gender. Front of House, our accessible toilets are All Gender, and we are consulting with schools about design changes to allow all our toilets to be All Gender.

External hires/Visiting Companies

All external companies or hirers must accept and follow our Safeguarding Policy and procedures. All contracts for visiting companies and hirers will include the short précis of the Safeguarding Policy in Appendix 3 and adherence to this is a contractual requirement.

Health, Safety, Accident and Injury

The Unicorn will record accident and incident forms for children, young people and Adults at Risk, regardless of whether teachers or parents/guardians are present. These may be reported through the H&S Committee to Trustees by means of the Finance & Risk Subcommittee where injuries are significant, or seen to occur repeatedly.

Practice in Working Directly or Indirectly with Young People

Where we work directly with young people (for example in our Young Company, performers and in schools) we aim to create an atmosphere of trust and respect where individuals are valued for their unique viewpoints and encouraged to talk and be listened to. Inclusive practice is at the heart of this work and informs its planning and delivery; this means that the character and needs of the group inform the creative work, and not the other way round.

Children Onstage

When an actor is cast who is under 18 in a Unicorn production, all safety issues, licences, chaperones and work limits comply with regulations set out by Equity and the Children and Young Persons Act 1963 and Children and Families Act 2014.

It is the Unicorn Senior Producer's and Producer's responsibility to report any concerns they become aware of, or are made aware of, about a child's welfare. Any concerns would need to be discussed with the Chaperone and Unicorn SOs and together they would decide next steps.

If there are concerns about the behaviour of a Chaperone, then the Unicorn Producers will need to report these concerns to the other Safeguarding Officers, and together they will determine what action is required.

Parents will be informed of with whom they can speak should they have concerns about the behaviour of a Chaperone or anyone else involved in a production towards their child. If the Chaperone identifies concerns about a child, they should discuss these with the Producers. All Chaperones will know who the licensee is for the production and will have the contact details of the SOs.

Children arriving for an audition will always be met by a Chaperone and where the Chaperone is not a staff member the Company Stage Manager or Producers. There will always be more than one adult present during auditions.

Onstage children are the responsibility of the Stage Manager. Chaperones should check that it is safe and appropriate before bringing them on stage.

Dressing rooms and toilet facilities separate from those used by adults will be provided and will be out-of-bounds to staff and other users during the duration of the rehearsals/production.

There are occasions when it is entirely appropriate and even necessary for adults to have physical contact with the child or young person with whom they are working, e.g. costume fittings, movement direction. This should be considered in planning the production involving children and be taken into account in the production risk assessment. The Chaperone should be satisfied that any risks which may affect the children in their care have been identified and that effective control measures are in place.

The key principles for physical contact should be that if contact is necessary, permission should be sought from the child, the reason should be explained, as should what form the touch will take. Staff should be sensitive to what the child says or what they observe from his/her body language as to whether they are comfortable about being touched, particularly when they are being asked to rehearse something repeatedly or during fittings.

Managing Challenging Behaviour – Practice & Recommendations

When working with children/young people/Adults at Risk, staff may, on occasions, be required to deal with challenging behaviour, such as:

- bullying
- violence towards others
- bad language
- discrimination and harassment
- venturing outside boundaries on purpose
- abuse of facilities or equipment
- disobeying staff and instructions
- deliberately making a situation unsafe.

In responding to challenging behaviour, staff members' reactions should always be consistent, proportionate to the actions, be imposed as soon as is practical and be fully explained to the person and their teachers/parents/carers.

When delivering activities, if staff are faced with people who display negative or challenging behaviours they are required to follow these guidelines:

- Immediately state that this behaviour cannot be tolerated in a workshop.
- Request that the young person takes a Time Out (leaves the room, supervised by the main contact/staff member).
- Explain to the main contact/staff member representing what has happened and request that they supervise the Time Out and follow up the incident.
- If the leader is happy for the young person to rejoin the group after a period of Time Out, you may wish to ensure that an apology is received from that young person.

Thereafter an SO may wish to follow up the incident and talk to the person about their actions, asking what happened and discussing what is wrong with this behaviour. The SO will liaise with the lead practitioner to make a decision about whether further action is necessary. This may include:

- Reparation – the act or process of making amends (i.e. apologising for actions).
- Restitution – the act of giving something back (i.e. returning stolen property).
- Sanctions or consequences, e.g. missing out on a trip.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Increased supervision by staff.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's or adult's needs are met appropriately e.g. referral for support to Social Care, discussion with the key worker if they have one, speaking to a child's school about management strategies (all require parental or guardian consent where a person is felt to be 'at risk' or 'in need of protection').
- Temporary or permanent exclusion.

Physical Intervention

Working for Other Organisations: Where Unicorn staff are delivering activities at another organisation, the overall responsibility for behavioural management lies with that organisation. Every organisation has its own procedures for managing challenging behaviour but it is essential that staff do not use any form of physical intervention at any time and that they operate in a manner fitting the Unicorn's philosophy.

Working at the Unicorn: For activities undertaken at the Unicorn or under its banner, the Unicorn has responsibility for the safety of those young people. In all instances of working directly with children/young

people/Adults at Risk, physical intervention should be avoided unless it is absolutely necessary to prevent a person from injuring themselves or others, or causing serious damage to property (such as arson). All and any forms of physical intervention should form part of a broader approach to the management of challenging behaviour.

Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction. Before physically intervening, the member of staff should ask themselves, 'Is this the only option in order to manage the situation and ensure safety?'. It is good practice to ensure that if they *must* physically intervene in a situation with a person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted.

Where people have been identified as having additional needs or behaviours that may require physical intervention, an SO will discuss this with parents/guardians in advance and where necessary seek advice from the NSPCC or local authority to ensure that a person can be supported to participate safely. This may include employing a suitably trained support worker or accessing training in physical intervention.

The following must always be considered:

- Physical intervention is an absolutely last resort and should be only used where absolutely necessary to prevent a person from being harmed.
- Physical intervention should NOT involve inflicting pain to a person, but be restricted to restraining and protecting them.
- All forms of physical intervention should employ the minimum force needed to avert injury to a person or serious damage to property, applied for the shortest period of time.
- Staff should consider the circumstances and the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- Staff should never employ physical interventions which are deemed to present an unreasonable risk to people or staff/volunteers.
- Staff shall never use physical intervention as a form of punishment.
- Contact should be avoided with buttocks, genitals and breasts.
- Any physical intervention used should be recorded as soon as possible after the incident by the staff involved using the Incident Report Form and passed to an SO immediately.

A timely debrief for staff, the person in question and parent/guardian/key worker should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional well-being of those involved has been addressed and ongoing support offered where necessary. All involved should be given an opportunity to talk about what happened in a calm and safe environment. There should also be a discussion with the person in question and parent/guardian/key worker about the person's needs and continued safe participation in the group or activity.

Incidents that must be reported/recorded

If any of the following occur you should report this *immediately* to the appropriate Safeguarding Officer and record the incident. The SO will liaise to ensure that the parents/guardian/key worker of the person are informed, unless this puts the person in danger:

- If you accidentally hurt someone.
- If a person seems distressed in any manner.
- If a person appears to be behaving inappropriately or makes you feel uncomfortable.
- If a person misunderstands or misinterprets something you have done.
- If a person discloses anything to you that causes concern.

- If physical intervention is required to manage challenging behaviour.

SECTION 2: APPENDICES

APPENDICES

APPENDIX 1: Definitions of Abuse

APPENDIX 2: Unicorn Safeguarding Structure: Staffing

APPENDIX 3: Short Information to Visiting Artists & Companies

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APPENDIX 5: Unicorn Investigative Procedure

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Appendix 1: Definitions of Abuse

There are four recognised types of abuse and the Unicorn refers to these within this policy document. In 2019 we added financial abuse to this list to protect Adults at Risk who might be at risk of exploitation. According to the World Health Organisation, 'Child abuse' or 'maltreatment' constitutes 'all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.' It also includes when someone knowingly fails to prevent serious harm to a child. We apply these definitions when addressing safeguarding Adults at Risk also.

- Physical abuse: including hurting or injuring a child, inflicting pain, poisoning, drowning, or suffocating
- Sexual abuse: including direct or indirect sexual exploitation or corruption of children by involving them (or threatening to involve them) in inappropriate sexual activities.
- Emotional abuse: repeatedly rejecting children, humiliating them or denying their worth and rights as human beings.
- Neglect: the persistent lack of appropriate care of children, including love, stimulation, safety, nourishment, warmth, education, and medical attention.
- Financial abuse: type of abuse which includes having money or other property stolen, being defrauded, being put under pressure in relation to money or other property and having money or other property misused.

Terms:

- **'Children' and 'Young People'**: the Unicorn refers to 11 year olds and younger as 'children'; and twelve year olds and older as 'young people'.²
- **Young person/people** should be understood as referring to children and young people under 18 years old.
- **Adults at Risk** are people who are, or may be, in need of community care services because of a learning and / or other disability, age or illness, and who are, or who may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.
- **Abuse and neglect** are forms of maltreatment. There are different types of abuse: physical, emotional, sexual or neglect.
- **Activities** refers to Unicorn's programme of activities available for children/young people/Adults at Risk. This typically (but not exclusively) includes one-off workshops, productions, work placements, talks and longer-term engagement projects.
- **Bullying** is unwanted, aggressive behaviour that involves a real or perceived power imbalance. It may be repeated over time, and includes actions such as making threats, spreading rumours, attacking someone physically or verbally, and excluding someone from a group on purpose.
- **Neglect** is the persistent failure to meet a child/young person/Adult at Risk's basic physical and psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failure to protect a person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a person's basic emotional needs.
- **Unicorn hosted** refers to activities that are being led by Unicorn, during which we are solely responsible for ensuring participants' safety. These may include work undertaken with people offsite, for instance visits to other venues or projects outside the building.
- **Host** is used to describe an organisation or educational institution that has invited the Unicorn to deliver learning or workshop activities for their members, students or exclusive audience.

² Note: all children/young people up to the age 18 are entitled to be protected under Children Act 1989 & 2004. The Unicorn's programme roughly covers people aged from 2-21 but this is a loose construction and does not limit us.

- **Visitor** refers to external companies or artists coming to the Unicorn, who are required to adhere to our Safeguarding and other policies.
- **Bullying:** may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but types include are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group).
- **Standard Disclosure** is a request to the Disclosure and Barring Service (DBS) to disclose any spent and unspent convictions, cautions, reprimands, final warnings.
- **Enhanced Disclosure** is a request to the Disclosure and Barring Service (DBS) to disclose any spent or unspent convictions included in the standard disclosure, plus any additional information held locally by police forces that is reasonably considered relevant to the post applied for.

Appendix 2

Safeguarding Procedures: Staffing

1. Safeguarding Officers:

Designated Safeguarding Officers (SOs)

Senior Producer	Niamh Dilworth
Learning Associate	Cath Greenwood
Producer	Sair Smith
General Manager	Amy Smith
Community Officer	in recruitment

The role of SOs is to liaise with social services and Police and to provide support and advice to all those who have responsibility to children and Adults at Risk.

Training

Unicorn commit to training for staff in Safeguarding to the appropriate level for their job role within the organisation. There are four tiers of training and all job roles fit within in this structure.

- i. Safeguarding Officers: Designated SO for the organisation – has advisory capacity to all Unicorn staff.
- ii. Key roles: defined as undertaking intense and extensive work with children and young people.
- iii. Subsidiary roles: defined as assisting the key roles working with children and young people.
- iv. All Other Staff: defined as staff, volunteers, contracted workers, who are expected to maintain a good understanding of Safeguarding grounding.

Disclosure and Barring Service (DBS)

Under the Disclosure and Barring Service (DBS), employees and volunteers (paid or unpaid) who work with children/young people/Adults at Risk in the following ways will have to be checked through DBS. The definition of regulated activity covers those who, teach, train, instruct, care for or supervise children on a regular basis. Under the terms of the Disclosure and Barring Service, these activities are not recognised as regulated activity when they relate to Adults at Risk. Regulated activity relating to Adults at Risk relates to personal care (eg. dressing, toileting) and accompanying people to medical or financial appointments; none of which are carried out by Unicorn staff in the regular course of their work. The Unicorn chooses to include Adults at Risk in our definition of regulated activity here, as we judge the risks posed to be equivalent, and sometimes our work involves working with children and Adults at Risk together (eg. Intergenerational projects, hospital visits).

Regulated activities are defined as where staff frequently, or overnight:

- a. train or supervise children or Adults at Risk;
- b. moderate any public social media or technology communications likely to be used by children or Adults at Risk;
- c. carry any type of work frequently or intensively involving contact with children or Adults at Risk in an educational institution.

‘Frequently’ means carried out by the same person once a week or more, or on four or more days in a 30-day period, or in some cases overnight. The regularity of the contact applies in particular *but not exclusively* to regular contact with the same child each time.

The DBS will make all decisions about who should be barred from working with children and, most importantly, will tell employers who is barred from taking part in regulated activities relating to children. (The activities detailed above are outside the Unicorn’s scope of activity and so the Unicorn is not entitled to find

out via DBS whether a person is barred from regulated activity with Adults at Risk under the definition described above.

Individuals will be subject to a fine or imprisonment if they apply to work or actually start work in a regulated activity when they are barred from doing so. Any organisation recruiting employees or volunteers could also be subject to a fine and/or the senior management to imprisonment if they do not check with DBS prior to employing someone in a regulated activity or if they employ someone who is barred from working in a regulated activity. If an individual is dismissed or leaves in connection with an act that could lead to him/her being barred from working with children, the employer is obliged to report this to the DBS and could be subject to a fine if they do not do so.

The scheme will clearly be relevant to staff or contracted workers providing performances, workshops and other activities in schools and other educational institutions on a frequent basis. It will also be relevant to Chaperones. Adult actors, directors and others working on shows with child performers will not have to be vetted unless they frequently train, supervise, care for or transport the children, or carry out any other regulated activity.

Unicorn activities involving children that ARE defined as regulated:

Unicorn Young Company
 Play in a Week
 Sleepovers
 Collaborate schools' activities
 Being a cast member

Unicorn activities involving children NOT defined as regulated:

Regular performances
 Access performances
 Behind the scenes' visits
 Insights
 Development events
 Interact – in-school workshops

Unicorn activities involving Adults at Risk that ARE regulated:

Currently n/a

Unicorn activities involving Adults at Risk that ARE NOT regulated

Workshop participation
 Employment including being a cast member

This is not an exhaustive list and will be updated regularly in response to our changing activities.

We advise that list A) and list B) below are Enhanced DBS checked as very few criminal offences will result in *automatic* barring from working with children and Adults at Risk. For instance, a man convicted of GBH who has assaulted his wife (but never his child) might not be barred from working with children. We may however consider that this conviction makes him an unsuitable candidate for such a role. An enhanced DBS check would reveal this conviction.

A) Job titles requiring enhanced registration that are covered by the above definitions:

Artistic Director
 Producers
 Learning Associate
 Company Stage Manager
 Front of House Manager
 Community Officer

B) Job titles that MAY require enhanced registration due to external organisations' (e.g. schools') requirements or as part of Unicorn best practice:

Executive Director

General Manager

Marketing Officer

Unicorn Young Company Assistants

Freelance workshop leaders

Stage Management for participatory projects

Work Experience/Placements

We do not require DBS checks to supervise work experience placements unless the placement lasts for over 28 days. However, at the Unicorn we plan to take only over 18s for placements of this length. Work experience placements at the Unicorn are one week long; young people move around different departments and rarely work consistently with any one member of staff; where a half day session is one on one with another staff member, *and* outside a public area (e.g. in the costume store), that staff member will hold a DBS check.

Appendix 3: Short Information for Visiting Artists & Companies [2 pages]

The Unicorn

The Unicorn is the UK's leading professional theatre for young audiences, dedicated to inspiring and invigorating young people of all ages, perspectives and abilities, and empowering them to explore the world – on their own terms – through theatre.

Year-round, the Unicorn works with some of the world's most exciting theatre-makers to produce, present and tour a surprising, innovative and broad range of work that is honest, refreshing and international in outlook.

At the Unicorn, we believe in:

- bringing art to young people and young people to art
- pushing the boundaries of what theatre for young audiences can be
- opening our doors to everyone
- speaking to the audience of today, not just creating the audience of the future
- diversity. Because the world is diverse.

The Unicorn's Safeguarding Policy

This policy is designed to outline our position and responsibilities in relation to child protection, and to provide a clear definition of our aims. This policy applies to staff, volunteers, co-producers, partner organisations and visitors to our building.

The Unicorn has a particular duty of care to safeguard all children, young people and Adults at Risk in its theatre and involved in its activities, regardless of age, developmental stage, ability, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background. The Unicorn is committed to providing a safe and secure environment for all children, young people and Adults at Risk involved in its activities, by ensuring that all staff (both paid and voluntary) working on premises controlled by the Unicorn adhere to the Child Protection Guidelines and Procedures and are empowered to deal with issues relating to those young people as appropriate to their role and our reputation. Under this policy the Unicorn includes all young people who are vulnerable through disability or disadvantage.

All staff, and most especially those interacting and working with young people, are required to be vigilant at all times, to take responsibility for reporting concerns about poor practice or child abuse through the appropriate channels, and to make the Unicorn a safe, welcoming, well-run environment for everyone.

This policy will be made available to staff and publicised to schools, visiting companies, partner organisations, parents/carers and young people as required. The policy will be reviewed every two years, agreed at Board level, and staff will be informed and trained/retrained as appropriate.

The Unicorn will collaborate fully with the statutory and voluntary authorities concerned with investigating abuse although it is important to note that it is the responsibility of the Police, Social Services and NSPCC – and not the Unicorn – to investigate the truth of any allegation of abuse.

The full policy is freely available on request.

Code of Conduct: Our Commitments

The Unicorn will:

- treat all children/young people/Adults at Risk equally, and with respect and dignity, regardless of age, developmental stage, ability, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background
- prioritise the wellbeing of the child/young person/adult.
- make the arts a pleasure to watch and participate in.
- empower children and Adults at Risk – discuss with them their rights, what is acceptable and unacceptable and what they can do should they be a problem or if they are frightened or unsure.
- form appropriate relationships with children/young people based on mutual trust and respect, and encourage them to form the same.

Staff and volunteers must avoid action or behaviour that could be construed as poor practice or potentially abusive such as:

- using language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- using bullying behaviour to control children.
- behaving in a manner which is sexually provocative.
- doing things for children of a personal nature that they can do themselves.
- condoning, or participating in, behaviour with or around children which is illegal, unsafe or abusive.
- acting in ways intended to shame, humiliate, belittle or degrade children or otherwise perpetrate any form of emotional abuse.

Bad practice will be dealt with through the Unicorn Disciplinary procedure and reporting procedures explained in the Staff Handbook.

We will ensure that:

- Allegations or suspicions about children are taken seriously.
- Children, young people and Adults at Risk are provided with appropriate safety and protection whilst in the care of the Unicorn.
- Staff are enabled to make informed and confident responses to specific child protection issues and are adequately and appropriately trained in line with their level of responsibility within the organisation.

Unicorn Theatre, 2019

Appendix 4: How to Report an Incident

If during an activity or event delivered by the Unicorn any person has reason to suspect any form of abuse or risk to the safety of a child or Adult at Risk, it should be reported to the appropriate person in charge immediately. This is a Unicorn Safeguarding Officer if at a Unicorn activity, or the named contact at a Host organisation (school, other venue), *as well as* a Unicorn Safeguarding Officer. If you report an incident an SO will give you an incident report form to complete. A full breakdown of the reporting procedure is in Appendix 6.

If the incident reported has taken place during a Unicorn activity it is the responsibility of a Unicorn SO to liaise with Senior Management and the NSPCC as to whether the concern should be reported to Local Authority Children's Services or to the Local Authority Adult Safeguarding Team. If this is deemed the necessary course of action, the incident report form will be passed on to the Local Authority within 24 hours.

If the incident reported happens at a Host organisation, the main contact will be responsible for following the Safeguarding procedures as outlined by that particular organisation's policy. In this instance a Unicorn Safeguarding Officer is responsible for following up with the Host to ensure appropriate action has been taken and will seek advice from the NSPCC/ local authority if necessary. The Unicorn will fully support and protect staff and volunteers who in good faith report their concerns about abuse.

Roles and responsibilities relating to suspicions or allegations of abuse:

- It is not the responsibility of Unicorn staff to decide whether abuse has taken place or not. All Unicorn staff must act if there is any cause for concern.
- Any suspicion, allegation, or incident of abuse must be reported to a named Designated Safeguarding Officer as quickly as possible.

Responding to allegations of abuse or inappropriate or dangerous behaviour by a member of staff, volunteer or other contracted worker

- If the allegation concerns a member of staff, volunteer, contract worker then the concern should be reported in the first instance to a Safeguarding Officer immediately. If an SO is unavailable, a Line Manager should be contacted.
- If however the allegation concerns your Line Manager, then that concern should be reported directly to the Executive Director (A copy of all the Safeguarding information used by the SOs will be kept with Executive Director for reference for Line Manager – only to be used an SO is unavailable.)
- Irrespective of action by the Local Authority or the Police, Senior Management must follow the appropriate internal Disciplinary Procedure.

In the Event of an Allegation of Abuse/Violation of the Unicorn Code of Conduct

Abuse or suspected abuse of a child may appear in two ways: you may observe some indicator of abuse or a child / Adult at Risk / parent / carer may confide in you. Observation of an actual injury requires consideration of:

- immediate action to protect the child or Adult at Risk.
- immediate medical attention.
- in these circumstances, ALWAYS consult with an SO who will make contact with the appropriate services or if very serious call 999.

Disclosure / Confidentiality

If a child or Adult at Risk confides in you that they are being, or have been abused, they have placed you in a position of trust. They trust you to help them, even if they ask you not to do anything or tell anyone. Simply telling you demonstrates their trust that you will act.

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information will not be shared without consent from the complainant, except where required to do so by law or by court order, or where it is in the public interest to do so, for example in cases of suspected child abuse.

Advice from NSPCC / Children's Services / Adult Safeguarding Services and the LADO (Local Authority Designated Officer) will be followed carefully to ensure information is not shared unless completely necessary. Information will be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

You should:

- React calmly so as not to frighten the person.
- Take what the person says seriously, listen and record as soon as possible all information disclosed to you (using the Incident Report Form or the Unicorn Safeguarding email address).
- Tell the person that you will report this, and that you cannot keep secrets.
- Pass on information on to a Unicorn Safeguarding Officer. .

Do not:

- make promises you cannot keep.
- promise you can make it stop.
- ask leading questions.

Allegations made against Unicorn staff

It is highly advisable to follow the good practice guidelines at all times to avoid allegations of child abuse. All allegations or concerns should be directed to a Unicorn SO, who will liaise with NSPCC / local authority for advice. If an allegation made against a member of staff or a volunteer meets any of the following criteria, the Unicorn will contact the Local Authority Designated Officer (LADO):

- Where someone has behaved in a way that has harmed or may harm a young person.
- Where someone may have committed a criminal offence against, or related to a young person.
- Where someone has behaved towards a young person/people in a way that indicates they are unsuitable to work with young people.

The LADO is responsible for:

- Providing advice and liaison.
- Monitoring the progress of each case.
- Ensuring that cases are dealt with as quickly as possible.
- Ensuring the process is fair and thorough.

Where there is a complaint against a member of staff there may be up to three types of investigation, depending on the nature and seriousness of the concern:

- A criminal investigation by the police.
- A child protection investigation by Children's Services.
- A disciplinary or misconduct investigation by Unicorn.

The results of the police and child protection investigation may well influence and inform the disciplinary investigation, but all available information will be used to reach a decision. Disciplinary and appeals procedures are outlined in the Staff Handbook.

Record retention periods

In line with Guidance contained in the Data Protection Act (1998) and the General Data Protection Regulation (2018), personal information should not normally be held for longer than six years after the subject's last contact with the authority. Exceptions to the six year period will occur when records:

- Need to be retained because the information in them is relevant to legal action that has been started.
- Are required to be kept longer by law.
- Are archived for historical purposes (e.g. where the organisation was party to legal proceedings or involved in proceedings brought by a local authority). Where there are legal proceedings it is best to seek legal advice about the retention period of your records.
- Consist of a sample of records maintained for the purposes of research.
- Relate to individuals and providers of services who have, or whose staff, have been judged unsatisfactory.
- Are held in order to provide, for the subject, aspects of his/her personal history (eg where the child might seek access to the file at a later date and the information would not be available elsewhere).

When records are being kept for more than the six year period, files will be clearly marked and the reasons for the extension period clearly identified.

If an allegation is made against a Unicorn employee or volunteer, a record will be kept until the person reaches normal retirement age, or for ten years if that is longer. Such records will contain details of how the allegations were followed up and resolved, and of any action taken and decisions reached. These records will be kept in a confidential personnel file and a copy should be given to the individual whom the allegation is against.

Appendix 5: Unicorn Investigative Process

Introduction

These procedures are to ensure all parties are treated fairly, to protect the potential victim, the witness and the person whom accused of misconduct or alleged abuse. These procedures cover cases of allegations that might indicate that a Unicorn employee is unsuitable to continue to work with children/young people/Adults at Risk in their present position, *or* in any capacity. It should be used in all cases in which it is alleged that a person who works with children/young people/Adults at Risk has:

- behaved in a way that has harmed, or may have harmed, a person.
- possibly committed a criminal offence against, or related to, a person.
- behaved towards a person in a way that indicates they are unsuitable to work with children/young people/Adults at Risk.

There may be up to three investigative strands in the consideration of an allegation:

- A police investigation of a possible criminal offence
- Enquires and assessment by Social Services and whether a person is in need of protection or in need of services
- Consideration by an employer of disciplinary action in respect of the individual.

Whistle blowing

Any employee who is concerned with the conduct of their colleagues or the general public must report their concerns to a Unicorn Safeguarding Officer, and failing that their Line Manager or the Executive Director, which they may do without fear of recrimination.

Confidentiality

We will make every effort to maintain confidentiality and guard against publicity whilst an allegation is being investigated or considered. In accordance with guidance from the Association of Chief Police Officers, the police do not normally provide information to the press or media that might identify an individual who is under investigation, unless and until the person is charged with a criminal offence.

Any employee reporting an incident will remain anonymous. Equally, any employee who is reported will be informed of the progress of the case and we provide appropriate support to the individual while the case is ongoing. The individual reported will be subject to the following disciplinary and investigation procedures:

1. If an allegation is made or there is reasonable suspicion of misconduct. A panel meeting is organised with the individual's Line Manager, Safeguarding Officer and Executive Director (Chair).
2. If it becomes apparent at any time during the discussions that potential misconduct has occurred or the allegation requires further investigation/criminal investigation. The Chair of the panel will immediately halt discussions and the Child Protection Officer will report the allegation to the Local Authority Designated Officer (LADO) and/or the police (if serious incident – police immediately contacted).
3. The LADO must be informed of any allegations that have been reported to the police.
4. The employee who reported the misconduct or allegation may be required to submit a statement to the authorities.

Initial discussions

The LADO will establish in discussions with the Unicorn SO and Executive Director that the allegation is within the scope of the Working Together to Safeguard Children Procedures (2015), or the remit of the Local Authority's Safeguarding Adults at Risk Procedure, and therefore may have some foundation.

If the parents/guardians/key workers of the person concerned are not already aware of the allegation, the LADO will also discuss how and by whom they should be informed. However in some cases the Unicorn SO may need to advise parents/guardians/key workers of an incident involving someone in their care straight away e.g. if the person has been injured while in the Unicorn's care and requires medical treatment.

We will inform the employee about the allegation as soon as possible after consulting the LADO. However if a strategy discussion is needed, or it is clear that the police or Children's Social Services may need to be involved, notification should not occur until those agencies have been consulted and have agreed what information can be disclosed to the person involved. If the person is a member of a union we will advise to seek support from that organisation.

If a formal strategy is not required because the threshold of 'significant harm' has not been reached, the above agencies will have evaluation discussions. In cases where a police investigation *is* necessary, the Unicorn evaluating team (SOs and Executive Director) should also consider whether there are matters that can be taken forward in a disciplinary process in parallel with the criminal process, or whether any disciplinary action needs to wait for completion of the police enquires/prosecution.

If the allegation/misconduct is such that it is clear investigations with the authorities are not necessary, or the strategy discussion or initial evaluation concludes this is the case, the LADO should discuss the next steps with Unicorn SOs/ED. In such circumstances, options available to the Unicorn range from taking 'no further action', to 'summary dismissal' or a 'decision not to use the person's services in the future'. In some cases further investigation is needed to enable a decision about how to proceed. The Unicorn reserves the right to commission an independent investigation in the case of a complex allegation.

Suspension

In the event that the Unicorn is in discussions with the Local Authority and police and that: there is cause to suspect a child/young person/Adult at Risk is at risk of significant harm; the allegation warrants investigation by the police; or the allegation is so serious that it might be grounds for dismissal, then the Unicorn will canvass the authorities on their view with regards to suspending the staff member in question. Under such circumstances, the staff member will be suspended on full pay.

Action on conclusion of case

If the allegation is substantiated and the person is dismissed, or if we cease to use their services, or the person resigns or otherwise ceases to provide their services, then the LADO will discuss with the employer whether a referral to the Protection of Children Act List or Department for School Children and Families List 99 is required, along with the form and content of the referral.

If it is decided on conclusion of the case that a person who has been suspended can return to work, we will provide support and consider how the person's contact with the child/young person/Adult at Risk or staff member who made the allegation can best be managed if they are still in the workplace. We will review the circumstances of the case and implement any improvements to the Unicorn's procedures to help prevent similar events in the future.

Action on false or unfounded allegations

If an allegation is determined to be unfounded, the Unicorn will refer the matter to social care to determine whether the person concerned is in need of services or may have been abused by someone else. In the rare event that an allegation is shown to have been deliberately invented or malicious, the police will be asked to take action against the person responsible.

Appendix 6: Emergency Contact numbers (in the event that SOs are unavailable, a line manager or Executive Director should be consulted)

The NSPCC can be contacted for any advice if you are unsure about whether to refer to social services.

Police Emergency: 999

NSPCC Child Protection Helpline (24 hour service for advice and guidance)

T: 0808 800 5000

Southwark Child Protection Services (office hours)

020 7525 1921

MASH@southwark.gov.uk

Southwark Adult Safeguarding Services

For older people and adults with a physical disability, including older people with a mental illness or impairment (if aged over 65):

OPPDContactteam@southwark.gov.uk

020 7525 3324

For adults with a mental illness or impairment (aged 18-65):

MHContact@southwark.gov.uk

020 7525 0088

For adults with a learning disability or living with autism:

LearningDisabilitiesDuty@southwark.gov.uk

020 7525 2333

Southwark Social Services (out of office hours)

020 7525 5000 option 3

Southwark Police Station – 24 hours

323 Borough High Street

London

SE1 1JR

T: 020 7378 1212 / 101

For all enquiries about DBS checks

Gov.uk customer Services: 03000 200 190

Capita / Security Watchdog (the system used by the Unicorn to generate DBS checks): 01420 593 830

hello@securitywatchdog.org.uk