



## **Policy for the Safeguarding and Protection of Children, Young People and Vulnerable Adults**

Approved by Board: December 2022

For review: December 2023

### **Statement of purpose**

The safeguarding of children, young people and other vulnerable people is the first priority of The Aloud Charity. All staff and volunteers recognise their responsibility to the safeguarding of all Aloud members.

Our safeguarding policy is designed to create a safe space for all our members, volunteers and staff, protecting their safety and wellbeing, regardless of their role.

The Aloud Charity will effectively safeguard children, young people and vulnerable adults by:

1. adopting safeguarding and child protection procedures and a code of practice for all who work on behalf of the organisation;
2. reporting concerns to the authorities;
3. providing effective management of recruitment, support and training of all staff
4. Share information and good safeguarding practice with members, parents, staff and volunteers.
5. Work in partnership with children, young people, parents, carers and external agencies to promote the safeguarding and physical and mental welfare of our volunteers, members and staff.

There are three main elements to our policy:

1. Prevention through awareness of each individual's needs.
2. Definitions of Abuse and Neglect
3. Procedures for identifying and reporting cases, or suspected cases, of abuse.

The aim of the policy is to promote good practice, providing children, young people and vulnerable adults with appropriate safety/protection whilst in the care of The Aloud Charity, and to allow staff and volunteers to make informed and confident responses to specific safeguarding issues.

We are committed to reviewing our Safeguarding & Child Protection Policy and Code of Practice at regular intervals.

## How does The Aloud Charity effectively safeguard children, young people and vulnerable adults?

1. All staff working on behalf of The Aloud Charity accept responsibility for the welfare of children, young people and vulnerable adults who come into contact with the charity in connection with its tasks and functions, and that they will report any concerns about a child or somebody else's behaviour, using the procedures laid down.
2. There is a **Designated Safeguarding Person** (DSP) within The Aloud Charity who will take action following any expression of concern and the lines of responsibility in respect of safeguarding are clear.
3. The DSP knows how to make appropriate referrals to statutory child protection agencies.
4. All those who are involved with children, young people and vulnerable adults on behalf of The Aloud Charity should adhere to the **Code of Conduct** in relation to these.
5. Information relating to any allegation or disclosure will be clearly recorded as soon as possible, and there is a procedure setting out who should record information and the timescales for passing it on.
6. The Children Act 1989 states that the "welfare of the child is paramount". This means that considerations of confidentiality which might apply to other situations should not be allowed to over-ride the right of children to be protected from harm. However, every effort should be made to ensure that confidentiality is maintained for all concerned when an allegation has been made and is being investigated (see Procedures for Reporting Concerns).
7. The Aloud Charity's policy on duty of care to children, young people and vulnerable adults will be referred to or included in contract and training material where appropriate, and the policies are openly and widely available to staff and actively promoted within the organisation via the portal.
8. A culture of mutual respect between children, young people and vulnerable adults and those who represent The Aloud Charity in all its activities will be encouraged, with adults adopting good practice in this context.
9. All staff, volunteers and anyone in paid or unpaid work on behalf of The Aloud Charity who may have unsupervised access to children, young people and vulnerable adults will be subject to DBS (Disclosure and Barring Service) check which will be renewed every 3 years.
10. It is part of The Aloud Charity's acceptance of its responsibility of duty of care towards children, young people and vulnerable adults that anybody who encounters safeguarding concerns in the context of their work on behalf of the charity will be supported when they report their concerns in good faith.

## Code of Conduct

The Aloud Charity expects that all staff, which, for these purposes, includes anybody in paid or unpaid work on its behalf, will be aware of this Code of Conduct and adhere to its principles in their approach to all children, young people, and vulnerable adults.

1. All contact should be as open as possible with a presumption that no time will be spent alone with children, young people and vulnerable adults unless it is absolutely unavoidable.
2. It is important not to have physical contact with children, young people and vulnerable adults and this should be avoided.
3. Unless it is unavoidable, you alone should not take children, young people, and vulnerable adults on car journeys, however short
4. Do not make suggestive or inappropriate remarks to or about a child, young person or vulnerable adult, even in fun, as this could be misinterpreted.
5. It is important not to deter children, young people and vulnerable adults from making a 'disclosure' of abuse through fear of not being believed, and to listen to what they have to say. Guidance on handling a disclosure is set out in 'Procedure for Reporting Concerns'. If this gives rise to a safeguarding concern, it is important to follow The Aloud Charity's procedure for reporting such concerns, and not to attempt to investigate the concern yourself.
6. Remember that those who abuse children, young people and vulnerable adults can be of any age (even other children), gender, ethnic background or class, and it is important not to allow personal preconceptions about people to prevent appropriate action taking place.
7. Good practice includes valuing and respecting children, young people and vulnerable adults as individuals, and the adult modelling of appropriate conduct - which will always exclude bullying, shouting, racism, sectarianism or sexism.

## Designated Safeguarding Persons

The Aloud Charity have a Designated Safeguarding Person (DSP) who is responsible for dealing with any concerns about the protection of children, young people and vulnerable adults. The Aloud Charity also have a Deputy Safeguarding Officer who will act as the DSP in their absence.

|                             |                 |                    |               |                            |
|-----------------------------|-----------------|--------------------|---------------|----------------------------|
| Safeguarding Officer        | Chief Executive | Carys Wynne-Morgan | 029 2048 1715 | carys@thealoudcharity.com  |
| Deputy Safeguarding Officer | Project Manager | Llinos Williams    | 029 2048 1715 | llinos@thealoudcharity.com |

Other designated persons:

The first point of contact for many of our freelance staff and volunteers are our Project Managers. They are able to direct any safeguarding concerns to the DSP, ensuring confidentiality.

|                                     |              |                              |
|-------------------------------------|--------------|------------------------------|
| Project Manager, South              | 07837 636068 | obasouth@thealoudcharity.com |
| Project Manager, North              | 07487 601758 | obanorth@thealoudcharity.com |
| Project Manager, West               | 07497 391280 | obawest@thealoudcharity.com  |
| Only Kids Aloud Project Manager     | 07954 132812 | oka@thealoudcharity.com      |
| Merched Aloud Girls Project Manager | 07817 793662 | projects@thealoudcharity.com |

### The role of the DSP is to:

1. Know which outside safeguarding agency to contact in the event of a safeguarding concern coming to the notice of The Aloud Charity.
2. Provide information and advice on safeguarding within The Aloud Charity.
3. Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover.
4. Liaise with local children's social care services and other agencies, as appropriate.
5. Keep relevant people within The Aloud Charity informed about any action taken and any further action required; for example, disciplinary action against a member of staff.
6. Ensure that a proper record is kept of any referral and action taken, and that this is kept safely and in confidence
7. Advise The Aloud Charity of safeguarding and child protection training needs.
8. Regularly review the operation of the Policy for the Safeguarding & Protection of Children, Young People and Vulnerable Adults to ensure the procedures are working and that it complies with current best practice.

## Our Activities

1. The Aloud Charity's Project Managers are responsible for the organisation of all activities and are responsible for the safety and well-being of children, young people and vulnerable adults during the time they are in our care.
2. Risk Assessments will be conducted for every activity.
3. Parents and guardians should have full information of the activities their child/ward will be taking part in before the event.

### Supervision of children and young people:

1. Children and young people should be supervised at all times by responsible members of staff/volunteers. In the case of children aged 16 and under (in full time education) this should be 1 adult for every 12 children.
2. Children and young people will be supervised on transport organised by The Aloud Charity.
3. During performances, licenced chaperones should be in place, as per the condition of the performance licence (see below).
4. All staff and volunteers to hold a valid DBS certificate issued by The Aloud Charity or on the Update Service. DBS checks to be reviewed and carried out every 3 years.

### Participants who are parents:

Due consideration should be given to participants who have parental / caring responsibility; however, in line with other procedures in place, we would not allow them to bring their child(ren) or ward(s) with them into activity spaces.

The person with responsibility for pastoral care during each activity should ensure a discussion is had with the participant(s) in question to ensure their needs are met in line with other charity procedures and policies. This might mean ensuring adequate breaks are in place to feed or time is given to take calls relating to their parental / caring responsibilities. This approach will be tailored to the individual involved to ensure their safety and well-being during our activities.

### Keeping performers safe:

The Aloud Charity ensures compliance with Welsh Government legislation (2015) on Keeping Young Performers Safe:

[https://gov.wales/sites/default/files/publications/2019-08/keeping-young-performers-safe-guidance-to-accompany-the-2015-child-performance\\_0.pdf](https://gov.wales/sites/default/files/publications/2019-08/keeping-young-performers-safe-guidance-to-accompany-the-2015-child-performance_0.pdf)

1. The Aloud Charity will liaise with promoters and organisers on ensuring correct licences are in place for each performance.
2. The Aloud Charity has a Body of Persons licence issued by Welsh Government in place (issued July 2021, reviewed every 2 years) to cover the charity's promoted events involving Only Boys Aloud and Only Kids Aloud.
3. In accordance with the licence conditions, The Aloud Charity will ensure facilities such as appropriate toilets, dressing rooms or holding areas for members, as well as adhering to rehearsal and performance hours.

4. In accordance with the licence conditions, during performances, The Aloud Charity will ensure Licenced Chaperones are in place to a ratio of 1:12 for children and young people aged 16 or under (of compulsory school age).

## **Procedure for Reporting Concerns**

Staff could have their suspicion or concern raised in a number of ways, the most likely of which are:

1. the conduct of a member of The Aloud Charity's staff;
2. a child, young person or vulnerable adult "disclosing" abuse;
3. evidence of physical hurt; which may or may not be accompanied by;
4. unusual behaviour by a child, young person or vulnerable adult.

If a member of staff has such concerns, they should be reported to the DSP using the form as set out in Appendix D as a part of the process flowchart. Concerns about a specific child or young person should be reported immediately to the DSP and confirmed in writing within 24 hours using the form below. Delay could prejudice the welfare of a child or young person.

If the concerns relate to the conduct of a member of staff these should be reported by phone or e-mail to the DSP immediately. Steps will be taken to fully support anyone who in good faith reports their concerns about a colleague and every effort will be made to maintain confidentiality for all parties whilst the allegation is considered.

Concerns in relation to a member of staff may indicate unsuitability to continue working with children, young people and vulnerable adults in their present position, or in any capacity. Consideration will need to be given to whether:

1. Someone has behaved in a way that has harmed a child, young person or vulnerable adult, or may have harmed a child, young person or vulnerable adult
2. Someone has possibly committed a criminal offence against or related to a child, young person or vulnerable adult; or
3. Someone has behaved towards a child, young person or vulnerable adult or children, young people and vulnerable adults in a way that indicates they are unsuitable to work with children, young people and vulnerable adults.

There may be up to three strands in the consideration of an allegation against a member of The Aloud Charity's staff:

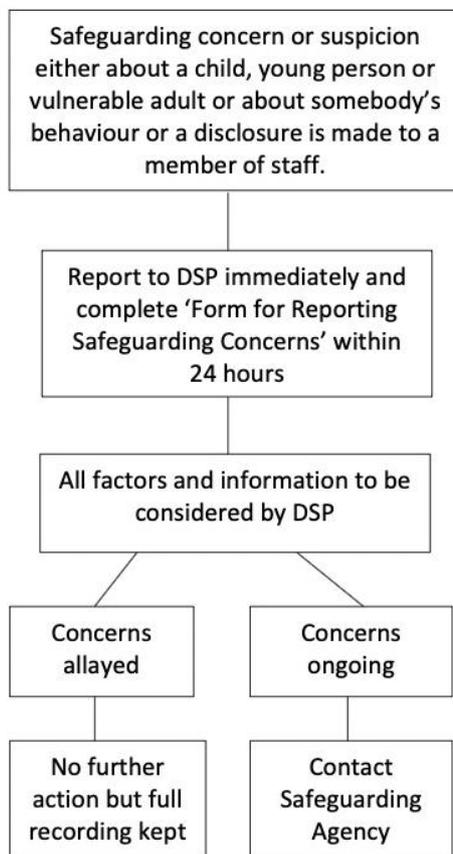
1. A police investigation of a possible criminal offence;
2. Enquiries and assessment by social care about whether a child, young person or vulnerable adult is in need of protection or in need of services; and
3. Consideration by an employer of disciplinary action in respect of the individual.

## Responding Appropriately to a Child, Young Person or Vulnerable Adult Making an Allegation of Abuse

1. Stay calm.
2. Listen carefully to what is said.
3. Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
4. Tell the child, young person or vulnerable adult that the matter will only be disclosed to those who need to know about it.
5. Allow the child, young person or vulnerable adult to continue at her/his/their own pace.
6. Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
7. Reassure the child, young person or vulnerable adult that they have done the right thing in telling you.
8. Tell them what you will do next, and with whom the information will be shared.
9. Record in writing what was said, using the child/young person / vulnerable adult's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated (see form attached).
10. It is important to remember that the person who first encounters a case of alleged abuse is **not responsible** for deciding whether abuse has occurred. That is a task for the professional safeguarding agencies, following a referral from the designated person in the organisation.

## Process Flowchart for reporting concerns

This flowchart demonstrates the process by which child protection concerns will be addressed by The Aloud Charity:



## Related Policies

Related Policies and documents - available via Project Managers.

- Volunteering policy
- Equal Opportunities Policy
- Data Management Policy
- Diversity and Dignity at Work
- Image and Sound Consent Form (participants)

## Useful External Links

Wales safeguarding procedures 2019 - <https://www.safeguarding.wales>

NSPCC website - <https://learning.nspcc.org.uk/research-resources/2019/safeguarding-child-protection-standards>

## **Digital Safeguarding**

### **Online events/rehearsals/workshops**

On occasion, The Aloud Charity uses the online video meeting platform Zoom to run rehearsals and events. The follow steps apply to every online session:

- Every meeting will be password protected.
- The default setting of each meeting will ensure that only hosts or co-hosts can share their screen.
- A waiting room is set up for each session.
- Every session will be recorded to the 'cloud' and kept on file for 7 days.
- The staff member hosting the session will ensure that every member attending the session have their cameras turned on at the beginning so that they are identified.
- Access to the virtual rehearsal room is via the Aloud Member's Portal – access to the portal is only permitted by validating the member's email address with the developers.
- The members should label their screen name before joining the waiting room.
- If a member is removed from the rehearsal for any reason, they are not allowed and unable to re-join the session.
- The Chat feature between members is disabled and the general Chat feed should be monitored by the host.
- Details of the meeting should not be shared publicly before the meeting, including in 'closed' groups such as Facebook Member's groups.
- Parent/guardians are advised to supervise the children/young people when they are using Zoom.
- Staff hosting the meeting should familiarise themselves with the security features of Zoom such as locking the meeting, using the waiting room and removing participants.

### **Staff and Volunteer Digital Code of Conduct**

- Staff and volunteers should not "friend" or "follow" children or young people from personal accounts on social media.
- Staff and volunteers should not communicate with children or young people via personal accounts or private messages.
- E-mails should be sent to parents as well as participants and placed in the BCC section in line with GDPR.
- Any disclosures reported via digital means should be dealt with in the same way as a face-to-face disclosure.
- Staff and volunteers and members should not send messages or images that are indecent, inappropriate or sexual in nature.

## **Appendices**

### **Appendix A: Definitions of Abuse**

Statutory guidance provides four defined areas of abuse;

#### *1. Physical Abuse*

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

#### *2. Emotional Abuse*

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

#### *3. Sexual Abuse*

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

#### *4. Neglect*

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

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers); or
- Ensure access to appropriate medical care or treatment.

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

#### *4. Financial Abuse*

Financial abuse includes theft, fraud, pressure about money and misuse of money.

In relation to children and young people, this might involve:

- Child workers without pay
- Education Maintenance Allowance taken by family without the child's consent
- Belongings sold or missing
- Fabricated illnesses and benefit claims for the child, which are not real
- Misusing allowances / grants for children's care
- Inappropriate cars that have been supported by a child's allowances and / or Motability
- Children's looked after payments being spent, but not to the benefit of the child, by foster carer or kinship carer.

### **Appendix B: Recruitment and Selection Procedures**

The Aloud Charity has adopted appropriate recruitment and selection procedures for staff recognising that whilst we aspire to open and fair procedures in the appointment of core roles, this is not always possible for contracted performers and others recruited for specific tasks. In the context of safeguarding and child protection we will:

1. Ensure that The Aloud Charity's commitment to safeguarding is included in all recruitment and selection materials.
2. Ensure that we have an up-to-date job/role description and person specification for the role we wish to recruit to.
3. Ensure that an appropriate assessment of the candidate's ability to meet the person specification and job description is made. For The Aloud Charity employees this will include a face to face interview, and in all cases direct personal contact will be made with all being offered a role with the Charity.
4. Ensure that all specific questions designed to gain required information about each candidate's suitability have been asked, including those needed to address any gaps in information supplied.
5. Ensure that we are able to make a confident selection of a preferred candidate based upon their demonstration of suitability for the role.
6. Ensure that all appropriate checks have been undertaken on a preferred candidate, including references and DBS (Disclosure and Barring Service) checks.
7. Ensure that the preferred candidate is informed that the offer of employment (including volunteer positions) is conditional on receiving satisfactory information from all necessary checks.

## **Appendix C: The Aloud Charity's Staff Training in Safeguarding Issues**

It has been recommended to the Charity (by Cardiff Council's Safeguarding officer) that Safeguarding training is attended every three years. They also recommend that a briefing session is held, or a note is distributed to staff and others working with the Charity, on an annual basis, to share best practice and any company changes of staff with designated responsibility for safeguarding. Additionally, staff with designated responsibility should attend level 2 training in Safeguarding.

As part of The Aloud Charity's Safeguarding policy therefore:

- All those working with The Aloud Charity will be given a copy of this Safeguarding policy
- A schedule of relevant training will be implemented, and a record of training status, DBS status and – if relevant – chaperone license details will be kept by the Chief Executive



**Form for reporting Safeguarding Concerns  
Confidential**

Where a referral is made, this form will be sent to the children's social care services as a written confirmation of the referral with a copy retained by the DSP.

|   |  |
|---|--|
| Name of child, young person or vulnerable adult   |  |
| Age (if known)  |  |
| Date of report  |  |
| Location of report/incident   |  |
| What prompts your concerns?<br><i>(Please be specific and include the dates and times of any incidents)</i> |  |
| Where there any physical or behavioural signs?  |  |
| Any other causes for concern?   |  |
| Have you spoken to the child?<br>If so, what was said?  |  |
| Have you spoken to the child's parents/carers?<br>If so, what was said?                                     |  |
| Has anyone been alleged to be the abuser?<br>If so, give details  |  |
| Please give your name and contact details   |  |

|              |  |
|--------------|--|
| Signature    |  |
| Today's date |  |

This form must be completed and given, emailed or sent in a sealed envelope marked “private & confidential” to the DSP: Carys Wynne-Morgan, The Aloud Charity, Unit 1 Regents Court, Nettlefold Road, Cardiff CF24 5JQ or to [carys@thealoudcharity.com](mailto:carys@thealoudcharity.com)