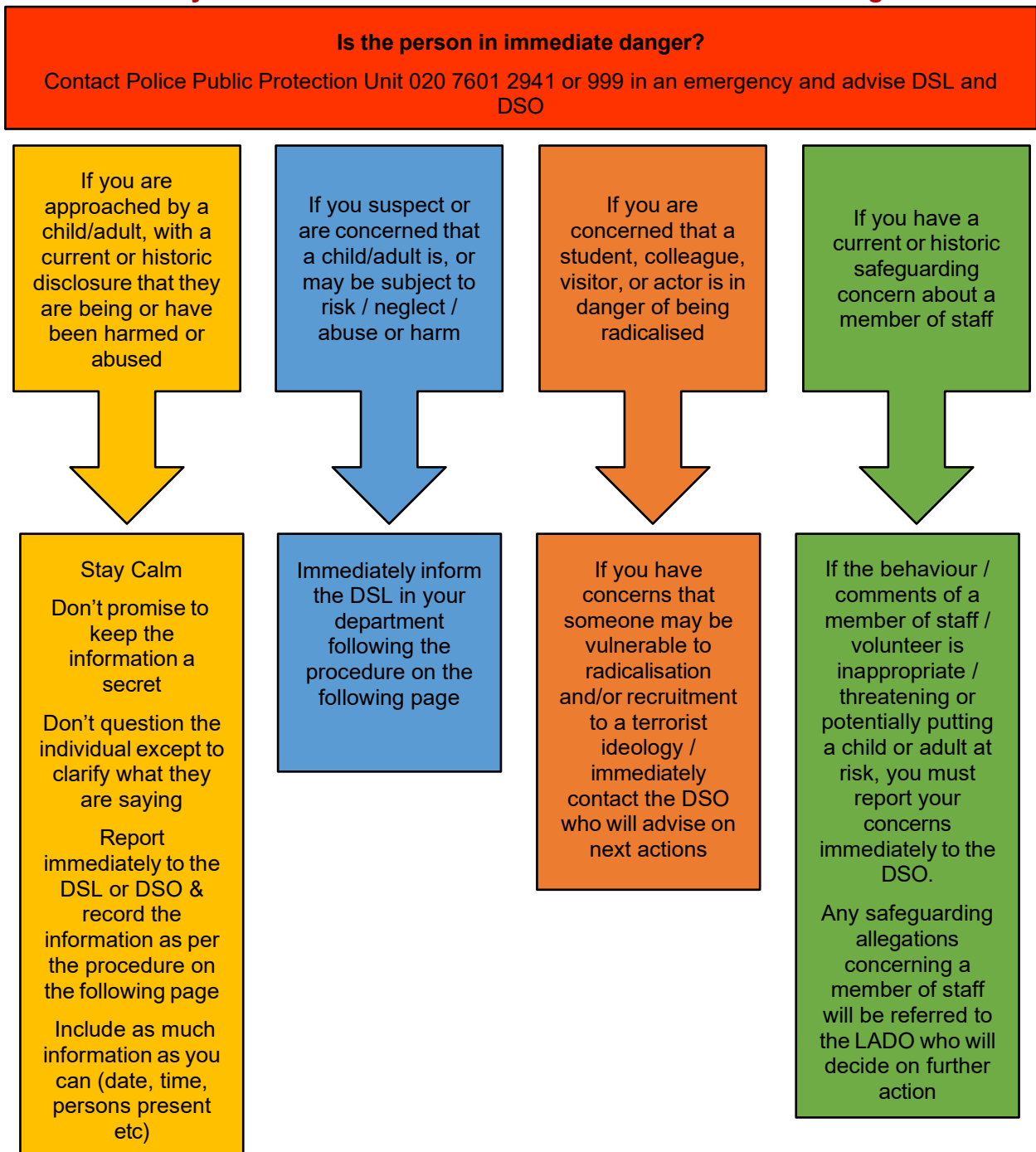


**What to do if you are concerned about a child/adult at risk or colleague**



**Please report any concerns even if you are unsure whether it is a safeguarding issue.**

If you have a concern and are unable to reach the Department Safeguarding Leads, Designated Safeguarding Officer, or Deputy Designated Safeguarding Officer do not hesitate to contact LADO, MASH, Adult Services or the police and inform the Designated Safeguarding Officer of any such referrals.

Contact details can be found on page 6.

## HOW TO REPORT A CONCERN ABOUT A CHILD/ADULT AT RISK

- You receive a direct report of **current** or **historical** abuse / harm / potential risk / concerns of radicalisation etc
  - You observe / hear something, but you are not sure it is a safeguarding issue
  - You receive third party information indicating potential safeguarding risk / harm

Report **immediately** to a DSL or DSO on the **same day** the concern was received  
You can also ask advice, or report concerns to the DSO [ben.cm@shakespearesglobe.com](mailto:ben.cm@shakespearesglobe.com)  
**Immediate danger or emergencies:** Agree with the DSL to ring Police / Emergency Services (See next page)

Department Safeguarding Lead (DSL) to alert the Designated Safeguarding Officer (DSO) on the same day of receiving information of a safeguarding nature  
**Please do not delay reporting, as this may increase risk**

Safeguarding Disclosure Form (Appendix 2) to be completed by DSL or staff member and emailed to the DSO **within 24 hours** of the date the concern was identified. DSO to alert the Chief Executive and Board Safeguarding Lead where applicable.

Feedback & support from the DSO to DSL and staff member to agree next actions / potential referrals to other partner agencies / support to the child, actor, student or staff member or closure of the notification (if safeguarding remit was not met).

DSO to keep a robust record of all notifications received (regardless of remit).

# Shakespeare's Globe

## Safeguarding Young People & Adults at Risk Protection Policy

Published	September 2024
Version	1.5
Next Review	September 2025
This policy is approved by the Board of Trustees	

### INTERNAL CONTACTS

#### Designated Safeguarding Officer (DSO)

Ben Cooper-Melchioris  
[ben.cm@shakespearesglobe.com](mailto:ben.cm@shakespearesglobe.com)



#### Deputy Designated Safeguarding Officer (DDSO)

Lucy Cuthbertson  
[lucy.c@shakespearesglobe.com](mailto:lucy.c@shakespearesglobe.com)



**Department Safeguarding Leads (DSL)**

Education:

Charlie Withers



Theatre:

Angie Fullman



Visitor Experience:

Rosie Lawton-Lloyd



Development:

Jessica Lowery



Communications:

Nicki Marsh



**Board Safeguarding Lead (BSL)**

Matt Jones



*If you are unsure where to direct your query, please contact [safeguarding@shakespearesglobe.com](mailto:safeguarding@shakespearesglobe.com)*

**EXTERNAL CONTACTS****Local Authority Designated Officer (LADO)**

Eva Simcock  
 020 7525 3297  
[Eva.simcock@southwark.gov.uk](mailto:Eva.simcock@southwark.gov.uk)  
[LADO - Southwark Council](#)

**Southwark Multi Agency Safeguarding Hub (MASH)** Working Hours  
 020 7525 1921

Out of Hours  
 020 7525 5000  
[MASH@southwark.gov.uk](mailto:MASH@southwark.gov.uk)

**Southwark Adult Safeguarding Services:**

**OPPD (Adults 65+ or with physical/sensory disability)** 020 7525 3324

**MH Team (Adults 18-65 with a mental illness)** 020 7525 0088

**LD (Adults with a learning disability)** 020 7525 2333

**Police Public Protection Unit:**

0207 601 2941  
 (or in an emergency 999)

**Southwark Prevent Team:**

0207 601 2420  
[prevent@southwark.gov.uk](mailto:prevent@southwark.gov.uk)

**Extremism email helpline:**

[counter\\_extremism@education.gsi.gov.uk](mailto:counter_extremism@education.gsi.gov.uk)

**Female Genital Mutilation Helpline:**

0800 028 3550  
[fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

**Forced Marriage Unit:**

020 7008 0151  
[fmf@fco.gov.uk](mailto:fmf@fco.gov.uk)

**NSPCC (for any concerns about young people)**

24 hour helpline  
 0808 800 5000  
[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**NSPCC (Childline number specifically for anyone who is under 18 no matter what their concern)**

24 hour helpline  
 0800 1111

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## **PART 1: SHAKESPEARE'S GLOBE SAFEGUARDING POLICY**

### **Safeguarding Statement**

#### SHAKESPEARE'S GLOBE

#### AN EXCITING AND SAFE PLACE FOR EVERYONE.

Our promise to the children, families and adults at risk who use our services:

- We aim to provide all children and young people who visit our premises and use our services with a safe, enjoyable and stimulating experience while ensuring that, as far as possible, they are properly safeguarded.
- We recognise all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or gender identity, have an equal right to protection from abuse or neglect.
- We recognise that some of the adults who use our services are vulnerable to abuse and neglect in the same way. We are determined to provide this group with a safe and stimulating experience at Shakespeare's Globe.
- We will ensure the rights of young people and adults at risk to be safe.

Safeguarding young persons and adults at risk is the responsibility of everybody but our Board of Trustees has ultimate responsibility for ensuring our safeguarding policy and procedures are current, relevant and adhered to. The Board will select at least one Trustee to act as Safeguarding Lead who has primary oversight of safeguarding matters.

We are committed to creating and maintaining a safe environment for everyone who comes into contact with the Globe, especially young persons and adults at risks including by recruiting safely, maintaining oversight and equipping staff and volunteers with the necessary tools and skills. To do this:

- We undertake a rigorous and thorough recruitment process, including pre-employment checks.
- We require staff in identified roles to complete compulsory DBS (Disclosure and Barring Service) disclosures and have processes in place to ensure rechecks are completed as appropriate.
- We provide effective management and support for staff and volunteers through supervision and training.
- We have a clear and well-known process in place for responding to safeguarding concerns, and we deal with matters sensitively, sharing only with the agencies and people who need to know, and involving families or carers as appropriate.
- Our Trustees maintain oversight.

*Ben Cooper-Melchior Chief Operating Officer (Designated Safeguarding Officer)*

*Shakespeare's Globe, 21 New Globe Walk, Bankside, London, SE1 9DT*



## Dissemination

All staff and volunteers will be made aware of this policy as part of their induction and asked to sign a declaration that they have read and understood their responsibilities towards safeguarding young people or adults at risk.

Visiting Companies working with young people and adults at risk will also be asked to adhere to The Globe's safeguarding policy and procedures. The Globe will request a copy of the visiting company's child protection policy and procedures in advance of their arrival and a member of the safeguarding team will meet with the visiting company for a briefing meeting upon their arrival.

The policy will be made available to The Globe's participants and their parents/carers via the Globe's website.

## Review Date

We will keep our policy and procedures up to date by reviewing annually.

This policy was last reviewed September 2024.

## Definitions

### Abuse –

- **Physical abuse** – including hitting, slapping, pushing, unnecessary restraint or misusing medications.
- **Domestic violence** – including all types of abuse between family members or partners; so called 'honour' based violence.
- **Sexual abuse** – including inappropriate touching, indecent exposure, rape, harassment, or any sexual acts an adult has not consented to.
- **Psychological abuse** – including emotional abuse, threats of harm, attempts to control, coercion, verbal abuse and bullying.
- **'Cuckooing'** is a term used where criminals exploit vulnerable people by taking over their homes to deal drugs and commit other crimes.
- **Financial or material abuse** – including theft, fraud, coercion with regard to financial affairs.
- **Modern slavery** – including forced labour and human trafficking. (Modern Slavery is a serious and brutal crime in which people are treated as commodities and exploited for criminal gain. The true extent of modern slavery in the UK, and indeed globally, is unknown - Home Office).
- **Discriminatory abuse** – harassment or slurs due to someone's race, gender, age, disability, sexual orientation, religion, or gender identity.
- **Organisational abuse** – including neglect and poor care practice within a care setting or in relation to care provided in one's own home.
- **Neglect and Acts of Omission** – failure to act or ignoring medical, emotional, or physical care needs.
- **Self-neglect** – neglecting to care for your own health, hygiene or surroundings. This can include hoarding.

**Allegation** - when it is alleged that a person who works with young people or adults at risk has:

- behaved in a way that has harmed a young person or adult at risk, or may have harmed them;

- possibly committed a criminal offence against or related to a young person or adult at risk; or
- behaved towards a young person, young people or adult(s) at risk in a way that indicates they are unsuitable to work with young people or adults at risk.

**Children/Young People/Person-** All safeguarding and child protection legislation and guidance recognises a child or young person as anyone up to the age of 18 years. Some organisations will differentiate age boundaries when using the terms 'children and young people'. The Globe uses the term 'young person/people' when referring to all under 18's.

**Adult at risk-** an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs);
- is experiencing, or at risk of, abuse or neglect;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

**The Globe Staff and Volunteers** - This includes all full-time, part-time, casual, freelance, contracted staff, company members, volunteers, and trustees.

**Designated Safeguarding Officer (DSO)** - The DSO is a designated employee who will lead the Safeguarding team in the dissemination and implementation of Globe's safeguarding procedures. DSO details are on page 3 of this policy.

**Deputy Designated Safeguarding Officer (DDSO)** – the DDSO is a designated employee who will support the DSO in leading the Safeguarding team in the dissemination and implementation of Globe's safeguarding procedures. The DDSO will deputise for the DSO if the DSO is not onsite or uncontactable for a safeguarding incident or receive a report. The DSO and DDSO will coordinate annual leave. DDSO details are on page 3 of this policy.

**Department Safeguarding Leads (DSL)** - designated employees from Education, Theatre, Development, Visitor Experience and Communication to take a departmental lead in disseminating and implementing The Globe's safeguarding procedures. DSL details are on pages 4-5 of this policy.

**Disclosure** – when a child, young person or adult at risk says or indicates that they are being abused, or information is obtained which gives concern that a child, young person or adult at risk is being abused.

**Board Safeguarding Lead (BSL)** - designated Board member/s taking responsibility to monitor safeguarding policy and procedure and reporting regularly to the Board of Trustees. BSL details are on page 5 of this policy.

**Safeguarding** - the range of measures in place to protect people in a charity or those it comes into contact with, from abuse and maltreatment of any kind. For the avoidance of doubt the term 'safeguarding' in this document always refers to young people and adults at risk.

**Safeguarding Emergency** - a situation in which a child or adult is in immediate danger and to do nothing would result in actual harm to the individual.

**Safeguarding Team** - the safeguarding team is the collective term for the DSO, DDSO, DSLs and the BSL. At least one member of the Safeguarding Team will also be part of the Health and Safety Committee.

Members of the Safeguarding Team will:

- be specifically trained to carry out their roles with regards to safeguarding and Prevent;

- be familiar with and have an understanding of legislation and guidance relating to safeguarding and child protection;
- receive information from staff, volunteers, young people, adults at risk, parents, carers and others about safeguarding and child protection concerns;
- assess information promptly and take appropriate action (usually within 24 hours);
- maintain secure, confidential records of any child protection or other safeguarding concerns raised, action taken and follow-up required;
- provide support during and after incidents involving safeguarding;
- know how to contact and establish links with the Local Authority Designated Officer (LADO), Southwark Multi Agency Safeguarding Hub (MASH) and the relevant departments within Local Authorities and Police and be familiar with local referral procedures for safeguarding and Prevent;
- assess the safeguarding and child protection learning and development needs of all staff and volunteers and coordinate the training;
- promote safeguarding across the organisation and keep all staff and volunteers informed on good practice and new legislation and guidance; and
- monitor the overall trend of safeguarding concerns, keep records of their disposal and feed back to the organisation on the quality of their safeguarding work.

## Training

The Globe is committed to ensuring that all members of staff, as part of their induction, undertake a programme of safeguarding awareness training which is then renewed annually. This training is regarded as **Level 1** and will be for anyone, no matter what their previous knowledge, to understand key safeguarding terms and procedures alongside the most common types of abuse that learners may come across.

In addition, practitioners and those working directly with children and vulnerable young adults will undertake higher-level safeguarding training including safeguarding legislation and procedures, referred to as **Level 2** or equivalent.

The Directorate, safeguarding group and department safeguarding leads will undertake **Level 2 or Level 3** training or their equivalent, as appropriate. This training is designed for those who will be the first point of contact for staff and families, providing information and guidance on the safeguarding lead's specific responsibilities.

Level 2 and Level 3 training, or their equivalents will be updated every two years.

Members of the board will undertake Level 1 training, as well as more bespoke training to understand their role and responsibilities and the risk register requirements under the Charity Commission Safeguarding duties for Trustees. This training will be provided upon their appointment, re-appointment, or following significant changes to safeguarding guidance.

## Code of Conduct

The following Code of Conduct clearly outlines what behaviour is expected of staff and volunteers whilst undertaking duties for the Globe in relation to young people and adults at risk.

The Globe is fully committed to safeguarding the welfare of all young people and adults at risk. The Globe expects that all members of its staff and volunteers have a clear understanding of the responsibilities and powers their positions of trust carry. The below clearly outlines what is acceptable behaviour and what is not, and how to behave appropriately when working with young people, and as such ensuring that the 'position of trust' is not abused.

This not only protects those in the positions of trust, but also safeguards those being cared for.

Failure to comply with the Code may be deemed a disciplinary matter.

Staff and volunteers should always:

- understand and be familiar with the safeguarding policy and guidance;
- put the welfare of young people and vulnerable adults at risk first;
- work in an open environment (e.g. avoiding private or unobserved situations and encourage open communication);
- strive to build balanced relationships based on mutual trust which empowers young people and adults at risk to share in the decision making process;
- observe and follow up on changes of behaviour and signs of harm, and take seriously any allegations, suspicions or concerns about abuse that a young person or adult at risk makes (including those made against staff) and report them following appropriate procedures (please see section 4.3 in part 1 of this document regarding what you must do if a young person or adult at risk confides in you);
- provide an opportunity and environment for young people and adults at risk to talk to staff and volunteers about any concerns they may have;
- provide an environment e.g. establishing ground rules/group agreements that encourages people to feel comfortable and confident in challenging bullying and any attitudes or behaviours that may be discriminatory in any way (e.g. racial, sexual or homophobic, or in relation to disability or refugee or asylum status, etc.).

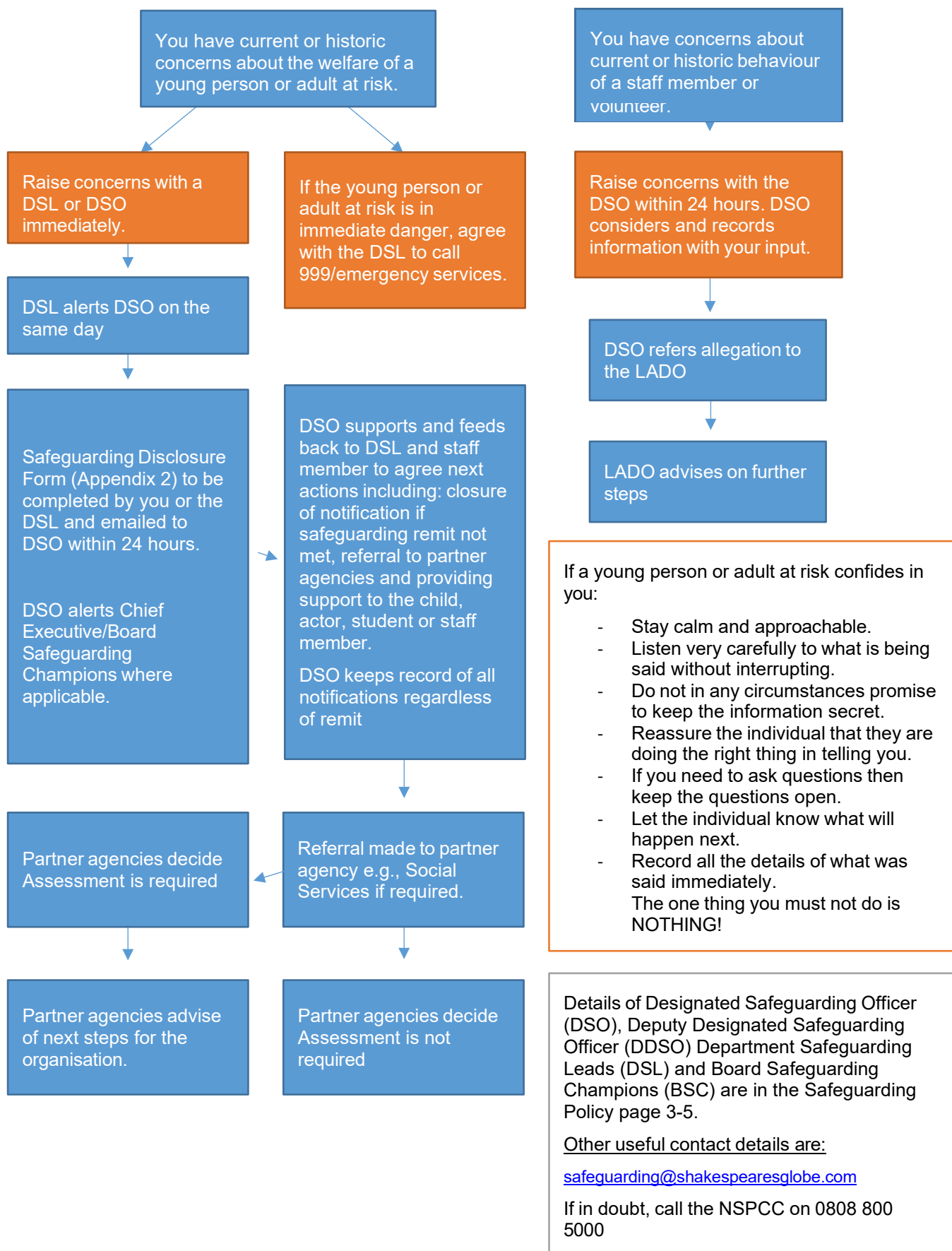
Staff and volunteers should never:

- engage in, permit or accept abusive and discriminatory behaviour or peer-led activities (e.g. initiation ceremonies, bullying, taunting or behaviour that frightens, embarrasses or demoralises or reduces to tears as a form of control);
- engage in inappropriate behaviour or contact (e.g. physical, verbal or sexual, including horseplay);
- allow or encourage others to engage in inappropriate behaviour and contact;
- use inappropriate or demeaning language;
- engage in sexual relationships or personal relationships with young people and adults at risk, including outside of the workplace;
- make sexually suggestive comments to anyone;
- give or lend personal money to young people or adults at risk;
- invite young people or adults at risk to individual homes;
- share a dressing room or a bedroom with a young person or adult at risk;
- show favouritism to anyone;
- use alcohol, drugs or other substances prior to or when working, or buy it for or supply it to young people or adults at risk;
- deliberately put their self or others in compromising or potentially dangerous situations or situations which could be misinterpreted by young people, adults at risk or others, e.g. when supporting or comforting a young person under distress, make sure it is an open environment whilst also balancing their right to privacy;
- promote their religious or political ideas or beliefs;
- rely on their good name for protection;
- facilitate games or exercises that require physical contact without first gaining consent;
- allow allegations/disclosures to go unrecorded or unreported; and
- give out personal contact details including mobile telephone numbers and email addresses or become friends on social networking sites or gather personal contact details of young people or adults at risk for their own use.

If anyone is unclear on how to achieve the code of conduct points, they must discuss it with their Line Manager who can approach their DSL for support if required.

### Reporting concerns, suspicions and allegations

The Globe recommends framing its approach within the 5Rs i.e. **Recognise, Respond, Report, Record and Refer.**



## Decision Making

The purpose of this section is to outline the procedure for decision making by the DSO once a safeguarding concern of disclosure has been referred to them as per reporting procedures.

Initial decision making about whether it is possible to move forward with the report, or whether the safeguarding remit has not been met should be based on whether:

- The reported incident represents a breach of Globe's Safeguarding Policy.
- There is sufficient information to follow up on the report.

The DSO should alert the Chief Executive and/or the Board Safeguarding Lead based on their assessment of the risk, impact, and severity of the report.

If the report contains immediate risk to a young person or adult at risk, the DSO should immediately seek the advice of partner agencies including the police.

If the DSO decides to move forward with the report, appropriate advice for next steps and further decision making should be sought from partner agencies including but not limited to social services, MASH and/or LADO.

## 5 R's of safeguarding

**Recognise** - Signs and symptoms of abuse (Appendix 1)

**Respond** – To an allegation from a young person or adult at risk against another visitor on Globe premises, or member of staff/volunteer; a disclosure from a young person or adult at risk; suspicions regarding the conduct of other staff member or concerns from a staff member regarding safeguarding.

**Report** - To DSL or DSO. It is their responsibility to make further decisions.

**Record** - Exactly what has happened using the words said by the person disclosing information. This record should be signed, dated, and kept in a secure place by the DSO.

**Refer** - This will be the role of the DSO who will make all further decisions. The only agencies that can investigate child protection cases are the Police, specific people within the MASH team and NSPCC.

## Responding to Concerns

If a young person or adult at risk confides in you or makes a disclosure, you must do the following:

- stay calm and approachable. Do not let your shock show;
- listen very carefully to what is being said using empathic listening skills without interrupting;
- explain at an appropriate time as early as possible that the information being given by them will need to be shared and passed on to others –but stress only to those who need to know. Do not in any circumstances promise to keep it a secret;
- make it clear that you are taking them seriously and acknowledge how difficult this must be. Reassure them that they have done the right thing;
- allow them to speak at their own pace;
- reassure them that they are doing the right thing in telling you;
- if you need to ask questions, then only ask questions for clarification, avoid asking questions that suggest particular answers, avoid asking probing questions – you do not need to know all the details - that is the job of the experts. Keep your questions open;
- let them know what will happen next, to whom you will report the information, and what will happen once it has been reported;
- record all the details of what was said immediately after using the Globe Safeguarding Disclosure Form (Appendix 2) - use their exact wording. Do not try to

interpret any of the information yourself or make any assumption unless necessary and if you do, identify which part is your interpretation or assumption;

- record details such as names mentioned, dates, times, to whom the information went and what action was taken next- don't forget to sign and date the form;
- share this information with the DSL and DSO as soon as practical, and;
- act immediately – do not delay.

### **Reporting Concerns**

If you have a concern, suspect, or have a disclosure made to you about abuse, report any safeguarding concerns to a DSL or the DSO as soon as possible and within 24 hours. If the concern is regarding one of these people, then it should be raised with one of the Safeguarding Board Lead(s). If you are not certain whether something should be reported – report it anyway. Once concerns about abuse have been reported to the DSO the responsibility for taking action lies with them. If a referral is necessary, the DSO should do so within 48 hours. Any concern being reported will be taken seriously.

Globe will support the person raising any concern or suspicions. This support will continue through investigations. Their identity will be kept anonymous wherever possible. Globe will think carefully about what confidential information it shares and what support should be given by whom.

For reporting procedures and responsibilities, including when to involve the Safeguarding Board Lead and external agencies refer to the reporting diagrams on page 1,2 and 13.

### **Record information for internal records, Social Care, or the Police**

To ensure that this information is as helpful as possible, a clear, accurate and detailed record should always be made at the time of the disclosure/concern (or within 24 hours) on the Globe Safeguarding Disclosure Form (Appendix 2). Where disclosed, this should include details of:

- A person's name, age, date of birth, home address, email and/or telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors, and other relevant information.
- Make a clear distinction between what is fact, opinion, or hearsay.
- A description of any visible bruising or other injuries. Also, any indirect signs, such as unusual or distinctive behaviour.
- Details of witnesses to the incidents.
- The young person's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- If the parents have been contacted and if so, what has been said?
- If anyone else has been consulted? If so, record details.
- If the young person was not the person who reported the incident, has the young person been spoken to? If so, what was said?
- Has anyone been alleged to be the abuser? Record details.

Where possible the DSO will make a telephone referral to the Police or appropriate Local Authority Services should be confirmed in writing within 48 hours and the name of the contact who took the referral should be recorded.

### **Refer to external agencies**

Referral is the responsibility of the DSO. The DSO should include on the Globe Safeguarding Disclosure Form (Appendix 2) what action they have taken and any feedback as a result of the referral.

As a charity, there is an obligation to report serious incidents to the Charity Commission. This should only be done by the COO.

### **Support**

Globe acknowledges that recording a disclosure or reporting concerns can be traumatic. Appropriate support will be provided in this case and determined in consultation with their line manager and/or DSL.

### **Whistleblowing**

The Globe's definition of whistleblowing is the revelation of wrongdoing, abuse or unethical behaviour by a member of staff or volunteer that pushes boundaries beyond acceptable limits within an organisation to those in positions of authority. This should happen where someone feels there has been a breach of trust, other policies and procedures or other behaviour.

The Globe recognises that it is important to create an environment where staff and volunteers trust each other and the organisation and can honestly discuss things in confidence which concern them.

Where an allegation has been made about a member of paid staff or a volunteer, they will receive support throughout the process and thereafter as necessary, as agreed with their Line Manager or the senior member of staff who their submitted their disclosure to, and in accordance with the Whistleblowing Policy.

### **Dealing with Allegations against Staff or Volunteers**

Any member of staff or volunteer who has concerns about the behaviour or conduct of another individual working within the group or organisation will report the nature of the allegation to the DSO immediately. A member of staff who has a concern or to whom an allegation or concern is reported should not question the young person or adult at risk, nor investigate the matter further.

Depending on the context of the allegation the DSO may invoke Globe's Disciplinary Procedure which may include suspending the subject of the allegation pending further investigation. If serious the DSO will report the matter to the Local Authority Designated Officer.

In cases where there is an immediate risk to any young person or adult at risk, the information must be passed to Southwark's Multi Agency Safeguarding Hub (MASH) or the Police, as soon as possible.

### **Dealing with allegations not involving the Globe's Staff or Volunteers (on or off the Globe's premises), including historic claims**

Any member of staff or volunteer who has safeguarding concerns about a young person or adult at risk, historic safeguarding concerns, or who has been approached by a young person or adult at risk to make a disclosure should follow the reporting procedures outlined on pages 1-2, and 13 of this policy.

### **Confidentiality**

Any personal information gathered about a person regarding a safeguarding concern will be stored in a secured and confidential place in accordance with the Data Protection Policy. Only appropriate staff will have access to this information (e.g. the DSO, DDSO, administrative support staff and Safeguarding Board Lead(s)). It may be necessary to pass this information on to the relevant Local Authority (LADO) and Police or other authorities and regulators. When doing so, the Globe will ensure that the young person or adult at risk is informed and involved in making that decision whenever possible or appropriate. If a person is at risk of serious harm a referral can be made without their consent. In this situation the DSL should consult with the DSO or DDSO.



Globe staff and volunteers will ensure that any information gained or given will be treated confidentially. The young person or adult at risk will be consulted and involved in the decision-making process whenever possible or appropriate.

### **Recruitment and Disclosure and Barring Service (DBS) Checks**

The Globe is committed to protecting young people and adults at risk through a careful recruitment and selection process, including appropriate due diligence checks. All new employees and regular freelancers will have a compulsory basic DBS check, with any candidates filling roles which have unsupervised and/or regular access to children and/or adults at risk needing to complete an enhanced compulsory DBS check.

A criminal record does not necessarily mean an individual is barred from working in such a role identified as having contact with children and adults at risk. Such matters will be considered on a case-by-case basis and suitability for employment determined by the DSO and People & Culture department. Failure to disclose information that subsequently comes to light may result in employment being terminated.

In accordance with best practice, Globe requires employees to undergo a DBS recheck every three years. In addition, employees are required to inform the Globe of any changes in circumstances that may impact on their suitability for working with children and adults at risk with urgency. Any new information that is received through a DBS recheck or voluntary disclosure will be considered by the DSO.

As an organisation using DBS checking, Globe complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the Data Protection Act 2018 and other relevant legislation. Further details can be found in Globe's Data Protection Policy.

### **Data Protection and handling of Young People's Data in Tessitura**

The Globe holds young people's personal contact data, or interacts with young people over the phone, for specific purposes such as ticket sales, mailing lists, work placements, workshops, and performance. The Globe restricts access to young people's data to those staff that will specifically require it for the purpose of their job. Staff should be aware that:

- all young people's personal contact data must be securely stored, accessed and managed in-line with the Data Protection Act 2018 and the Data Protection Policy and processes;
- a limited number of approved Globe staff have access to the data and the process of approval will be managed through the Head of Digital and Data and DSO;
- other staff members who require access to young people's data must do so via nominated Globe staff and with approval from the Head of Digital and Data and DSO;
- young people's data must be used for the Globe's business purposes only;
- young people's data must not be printed off or shared with others (internal or external) unless it is for a clear work purpose and has formal documented line management approval for the role or specific project e.g. an email trail;
- staff should report any concerns about inappropriate use of young people's data to the DSO; and
- staff should store and delete images of young people as required by the Globe's Internal Filming and Photography Policy.

### **Contractors and Visitors to Globe Premises**

It is the responsibility of all staff to ensure that any contractors or visitors that they invite to the Globe who are likely to be working in or around spaces with young people or adults at risk in them (such as Sackler Studios) should be given the guidance document at Appendix 3 and required to comply with it.

## Volunteers

The Globe carefully recruits volunteers aged 18 and over in the Volunteer Steward, Access Ambassador, Library & Archive Volunteer and Remote Transcriber role, none of which involve regulated activity with young people or adults at risk. Risk assessments for each role are in place and are revised annually. These risk assessments sit within the main Volunteer Policy.

Clear role descriptions, comprehensive interviews, robust references, induction, training, ongoing supervision and a shadowing programme ensure volunteers fully understand the parameters of their role and the safeguarding procedures used by Globe.

The volunteer policy and annual training provides volunteers with clear guidelines and practical advice on what to do in the event of an allegation or incident, or if concerns are raised about the welfare of a young person or adult at risk.

The Safeguarding Policy gives clear procedures for responding to concerns regarding the safeguarding and protection of young people and adults at risk. Combined with the associated procedures and guidance, the policy provides a structure for staff and volunteers that may come across concerns of this nature within the context of their work. All volunteers should read this policy and are asked to do so annually. An accompanying guidance note given in annual training gives summary information on the volunteer's role under this policy.

## Young people as audience members

Young people are the legal responsibility of their parents/guardian, and they should always ensure an appropriate adult accompanies young children, under the age of 16, while on the Globe premises. Members of staff and volunteers should not agree to look after a young person if asked.

## Found young person or adult at risk

If a young person or adult at risk who is lost comes to a member of staff or volunteer, they should follow this procedure:

- If you are on your own with the young person or adult at risk, ensure that you move into a public area where you can be seen and heard. Try to choose an area covered by CCTV.
- If anyone else is with the young person or adult at risk (e.g. another visitor), ask them to remain with you until the parent / leader / responsible adult has been located.
- Reassure them. Volunteers should then contact the nearest member of staff who will contact an Assistant Visitor Operations Manager (AVOM) or a DSL. To ensure privacy and security, please use radios with an earpiece, the telephone or report face to face. The code word **Mr/Mrs Potter** should be used when reporting a lost or unaccompanied young person or adult at risk over the radio. Staff should then:
- Try and obtain the following information from the young person / adult at risk:
  - Name
  - Age
  - Address / name of school or organisation they came with
  - Physical description (height, colour of hair, gender, ethnicity, disability, clothing, etc.)
  - Where they were found
  - Where they last saw their parent / guardian / responsible adult
- If the parent or responsible adult cannot be located, the AVOM or DSL will be responsible for contacting the local police. Security can assist with police liaison.
- Every effort should be made to calm and reassure the found person whilst waiting for the responsible adult or police.

- A written record will be kept by the (AVOM) or DSL and relevant personnel of lost or found young person or adult at risk and the procedures followed.

If a young person or adult at risk is found in distress, it is appropriate to give verbal reassurances, and clarify what you will do to help them. When a young person or adult at risk is claimed, it is important to verify with them that the parent / guardian / responsible adult is indeed who they say they are.

### **Photography and Filming**

Images of people are defined as personal data and subject to the Data Protection Act 2018 regarding the processing of images. This includes capturing images, holding images, storing images, sharing images and destroying images.

Before using any images of a young person, Globe must gain permission from their parent or carer using the Globe's photo permission form, which outlines the purpose for which the image(s) will be captured and how they could be used.

The parents or carers of young people in Globe productions are required to sign a parental consent form giving express permission for the use of images for press and marketing purposes. Once given, this consent lasts indefinitely unless it is explicitly withdrawn. This can be done at any time.

Images or video recordings of individuals must be kept securely. Images should not be stored on unencrypted equipment such as unencrypted laptops, computers, memory sticks and mobile phones.

Young people's surnames will not be used in any media work or publications without the consent of parents, carers, or their school. Without this, first names and surnames should not be published alongside photos or any other information that could aid in locating the child or young person. This includes reference to a specific location (school, village, or area of town/city) alongside their photograph. Where it is desirable or unavoidable to name the child and the location (for example, where school uniforms are clearly visible or a local project needs to be acknowledged) only the child's first name will be used, and any additional information will be limited.

There will be exceptions where surnames are required for programmes, online cast photo galleries, legal or credibility purposes. On such occasions, the Company Management department are responsible for advising parents and/or carers how these details will be used and will explain to them that it is not normal practice to display full names in accordance with our Safeguarding policy and therefore we require their express permission to do so.

Members of the public are permitted to take photographs on a guided tour inside the Globe Theatre, unless there is a rehearsal or education group on the stage. The tour guide will advise when members of the public are not able to take photographs. At no time is filming allowed by members of the public on the tour.

Some performances are filmed for public release. The Globe will put signage up in the front of house areas if a performance is being filmed.

### **Prevent: Radicalisation and Extremism**

If there are concerns that a student or young person is becoming radicalised or attempting to radicalise others this needs to be reported to the Designated Safeguarding Officer immediately.

The Prevent Duty is part of the Counter Terrorism and Security Act 2015. Section 26 of the Act places a duty on educational institutions to have 'due regard to the need to prevent people from being drawn into terrorism'.

Prevent is one strand of the Government's counter terrorism Strategy, CONTEST. Its main aim is to prevent people from becoming terrorists or supporting terrorism. More information available here: [Protecting the UK against terrorism policy](#)

There are three main objectives:

1. Terrorist ideas should be identified and challenged.
2. Vulnerable people should be supported and protected from becoming terrorists or supporting terrorism.
3. Communities, institutions and the Government should all work together to tackle the problem of extremism.

Radicalisation is the process of causing someone to become a supporter of terrorism, or forms of extremism that lead to terrorism.

Any evidence of any aspect of extremism must be reported immediately.

### **What Causes Radicalisation**

Yet, there has been no clear link or exact cause identified for someone becoming radicalised. This creates the sense that 'it could happen to anyone' which, in turn, increases the fear of radicalisation. The lack of an exact cause doesn't mean we know nothing and it's important to focus on what we do know and staying informed of current guidance. Radicalisation is constantly shifting and changing.

What we know as of now is that the main risk factor identified in victims is vulnerability.

Those who are most vulnerable are (but not limited to):

- Younger people from age 13 upwards;
- Those experiencing an identity or personal crisis;
- Individuals with feelings of un-met aspirations or a sense of injustice;
- People with a need for adventure or excitement;
- Pre-existing conviction that their religion or culture is under threat;
- Individuals who feel socially isolated, and possibly, suffering from depression;
- Those who have a history of criminal behaviour.

Some potential indicators:

- Change in appearance
- Search for answers - identity, faith and belonging
- Desire for adventure/excitement
- Desire to enhance self esteem
- Sense of grievance triggered by personal experience of racism/discrimination/aspects of government policy etc
- Isolated from peers, associates with only 1 group of people
- Withdrawal from family members
- Additional vulnerability risk factors: Special Educational Needs, Mental Health Issues, Alcohol and Drug abuse

Some potential warning signs:

- Graffiti, symbols or artwork promoting extremist messages

- Accessing extremist material online
- Changes in behaviour, friendship and actions
- Young people voicing opinions drawn from extremist ideologies or narratives
- Use of extremist or hate terms to exclude others or incite violence

Reducing the risk of someone becoming radicalised whilst working with the Globe.

- Vetting of staff, teachers, board members, staff and students before they are recruited or enrolled (in line with Safeguarding Policy).
- Prevent awareness included in safeguarding training so that staff and other stakeholders have knowledge of Prevent duty and how it relates to their role in the organisation.
- Students / users not provided with unmonitored IT equipment.
- High premises security – meaning people from outside of the organisation can't come in and speak to students.
- Monitoring of literature / posters available to students
- Consideration when selecting external speakers and events with regards to suitability of content and likelihood to express radicalised views.
- Whistleblowing procedures in place.
- Information sharing and effective communication within the Safeguarding group.

### **Raising a Radicalisation Concern**

If you believe that someone is vulnerable to being exploited or radicalised, use the safeguarding procedures within this document to escalate your concerns to the DSO, who can raise concerns to Southwark Council and channel if appropriate.

### **Female Genital Mutilation (FGM)**

It is illegal in the UK to subject a child to female genital mutilation (FGM) or to take a child abroad or aid or abet someone to take a child out of the country to undergo the procedure – Female Genital Mutilation Act 2003.

Despite the harm it causes, FGM practicing communities consider it acceptable to protect their cultural identity. The age at which girls are subject to FGM varies greatly from shortly after birth to any time up to adulthood. The average age is thought to be 6 - 12 years but it is also thought that the age at which girls are mutilated is dropping. A child/young person may disclose that she is at risk of FGM, has suffered FGM or that she has a sister or family member who is at risk of mutilation.

Staff should be alert to the following indicators:

- The family comes from a community that is known to practice FGM.
- A child/young person may talk about a long holiday to a country where the practice is prevalent.
- A child/young person may confide that she or a sister or family member is to have a 'special procedure' or to attend a special occasion.
- A child/young person may request help from a teacher or another adult.

Any girl/young woman born to a woman who has suffered FGM or has a sister or relative who has been subjected to FGM must be considered to be at potential risk Any information or concern about a child/young person or member of her family being at risk of FGM must be

reported to the Designated Safeguarding Officer as matter of urgency. This may be treated as an immediate child protection referral to the child/young person's home borough.

**PART 2: DEPARTMENTAL SAFEGUARDING**

For specific departmental safeguarding advice and guidance please refer to your individual departmental policies and/or seek guidance from your Department Safeguarding Lead.

## **APPENDICES AND OTHER RESOURCES**

### **Policy Attachments:**

- Appendix 1 Signs and symptoms of abuse
- Appendix 2 Globe Safeguarding Disclosure Form
- Appendix 3 Contractor Safeguarding Information
- Appendix 4 Whistleblowing Policy

### **Related Materials (available on the intranet):**

- Data Protection Policy
- Internal Filming and Photography Policy
- Lone Working Policy
- Working with Young People – Theatre Procedure



## Appendix 1 – Signs and Symptoms of Abuse

### Definitions of Abuse

#### What is child abuse?

There are four main categories of abuse. These are physical, sexual, emotional abuse and neglect. Bullying can also be a form of abuse. These are described in more detail below.

- *Physical Abuse* – This is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child
- *Sexual Abuse* – A child is sexually abused when they are forced or persuaded to take part in sexual activities whether or not they are aware of what is happening. This doesn't necessarily involve physical contact, but could involve involving children in looking at or producing sexual images online. The process by which children are befriended and gradually prepared for inappropriate sexual activity is called grooming
- *Emotional Abuse* – is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects of the child's emotional development. It may involve bullying or conveying to the child that they are worthless, unloved or inadequate
- *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
- *Bullying* – is the abuse and or intimidation by a person, persons or organisations against others, singly or in groups. It is an abuse of a perceived power relationship. It may include verbal abuse, intimidation and acts of physical or sexual abuse. Among children and young people, a good deal of the bullying involved texting, sexting, filming on mobiles and posting on social media networks identifying child abuse

Definitive signs of child abuse are rare. The following are some possible signs that may mean that a child has been abused. They are listed here to assist staff members and volunteers in evaluating any concern they may have about a child or young person.

- *Possible signs of Physical Abuse* – injuries with inconsistent or improbable explanations, reluctance to discuss injuries, untreated injuries. Withdrawal from physical contact
- *Possible signs of Sexual Abuse* – acting in a sexual way, inappropriate to age, reluctance to change for an activity, involving other children in sexual activity, self harm, unexplained sources of money or gifts.
- *Possible signs of Emotional Abuse* – withdrawal, nervousness, aggressive behaviour. This may be difficult to recognise over a short period of time
- *Possible signs of Neglect* – constant hunger, poor personal hygiene, constant tiredness, poor state of clothing, untreated medical problems
- *Possible signs of bullying* – reluctance to attend activities previously enjoyed, tearfulness, erratic emotions, frightened of other children, shortage of money, or frequent loss of possessions

Although large numbers of children and young people visit the Globe, the majority do so for relatively short periods of time i.e. half a day or less. It follows from this that the forms of Child Abuse that become evident over time, such as Emotional Abuse, Neglect or patterns of sustained Bullying will be less likely to be observed by staff and volunteers in their interaction with children at the Globe.

The two most likely manifestations of Child Abuse are expected to be:

- When staff observe an incident of abuse which takes place at the Globe – e.g. an adult striking a child or inappropriate sexual interaction between an adult and a child, or between children or
- When a child/young person discloses something to a staff member that leads to a concern that that child is at risk of abuse

### **Abuse of vulnerable adults**

Vulnerable adults can be abused in similar ways to children. Physical abuse and neglect can become evident in broadly similar ways than occur with children as can bullying. Sexual abuse may be harder

to assess as it involves a judgement about how much the adult understands and whether he/she is in a position to consent to any sexual activity. Other forms of abuse such as financial exploitation affect adults but not children, however they are unlikely to become evident during a relatively short visit to the Globe.

### **Female Genital Mutilation (FGM)**

Female Genital Mutilation (FGM) comprises all procedures that involve the partial or total removal of external genitalia, or other injury to the female genital organs for non-medical reasons. It is a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and long-term health consequences, including physical problems, mental health problems, and complications in childbirth. Girls and women who have undergone FGM are at risk of suffering from its complications throughout their lives.

The age at which FGM is carried out varies enormously according to the community. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy.

FGM is a criminal offence; it is child abuse and a form of violence against women and girls, and should, therefore, be treated as such. Cases should be dealt with as part of existing Child Protection and Safeguarding Adults policies and procedures. There are, however particular characteristics of FGM that front line professionals should be aware of to ensure that they can provide appropriate protection and support to those affected.

FGM is a deeply rooted practice, widely carried out mainly among specific ethnic populations in Africa and parts of the Middle East and Asia. It serves as a complex form of social control of women's sexual and reproductive rights.

### **Radicalisation**

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, go on to participate in terrorist groups.

"Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas" (HM Government Prevent Strategy 2011).

Following publication of the Prevent Strategy, there has been an increased awareness of the specific need to safeguard children, young people and families from violent extremism.

Across the UK there have been attempts to radicalise vulnerable children and young people to develop extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

Keeping children safe from these risks is a safeguarding matter and should be approached in the same way as safeguarding children from other risks. Children need to be protected

from messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right / Neo Nazi / White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.

### **Child Sexual Exploitation (CSE)**

The **2017 DfE publication Child Sexual Exploitation: Definition and Guide for Practitioners** defines Child Sexual Exploitation as follows:

*“Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.”*

Children who are sexually exploited should be treated as the victims of child sexual abuse and their needs carefully assessed. They are likely to be in need of welfare services and in many cases protection under the Children Act 1989.

Child Sexual Exploitation can also include children who have been sexually abused through the misuse of technology and coerced into sexual activity by criminal gangs or the victims of trafficking.

Safeguarding and promoting the welfare of children in this context, depends on effective joint working between different agencies and professionals. Their full involvement is vital if children are to be effectively supported and action is to be taken against perpetrators of sexual exploitation. Everyone should be alert to the risks of sexual exploitation and be able to take action and work together when an issue is identified.

It is also recognised that there are other sources of stress for YOUNG PERSON OR VULNERABLE ADULT and their families, for example social exclusion, domestic violence, mental illness or drug and alcohol misuse.



## SAFEGUARDING DISCLOSURE REPORT FORM

This form will be used by members of staff to record disclosures or suspicions of abuse. The completed form should be sent to the Designated Safeguarding Officer (Ben Cooper-Melchior) or Deputy Designated Safeguarding Officer (Lucy Cuthbertson) if the DSO is not available (see reporting procedure in the Safeguarding Policy).

Date and time of disclosure:	
Date and time of incident:	
Name of person disclosing:	
<b>Details :</b>  <i>State exactly what you were told/observed and what was said. Use the persons own words as much as possible, include dates and times of any specific incident.</i> <ul style="list-style-type: none"> <li>• Remember to advise that you must pass the information on</li> <li>• Do not ask leading questions</li> <li>• Record and report the facts</li> <li>• Allow the person to speak without interruption, accepting what is said</li> <li>• Do not make any judgements about what may have happened</li> </ul>	
<b>Referral Details (as available)</b>	
<b>Full Name:</b>	<b>Group / School / Parents / Guardian:</b>
<b>D.O.B</b>	<b>Is the subject aware of the referral?:</b> Y            N
<b>Gender:</b>	<b>Has the subject consented to this referral?:</b> Y            N
<b>Email Address:</b>	<b>Is the Parent / Guardian aware of referral?:</b> Y            N
<b>Telephone:</b>	<b>Has the Parent / Guardian consented to this referral?:</b>
<b>Address &amp; Postcode :</b>	Y            N
Further details of the disclosure or suspicions ( You can fill this in later if not convenient)	

Are you recording:

- *A disclosure made directly to you by the child or vulnerable adult?*
- *A disclosure or suspicions from a third party?*
- *Your own suspicions or concerns?*

Are there any physical signs? Behavioural signs? Indirect signs?

Action taken so far:

Have you consulted anybody else? Give details

If the disclosure was not made to yourself to whom was it made and when

In what capacity have you had any contact with the child or vulnerable adult?

Have you spoken to the parent/s or guardian/s? If so, what was said?

Signed:

Today's Date:

Full name:

Department:

Email Address:

Telephone:

Please hand this to the DSO or DDSO as outlined on the first page.

## **Appendix 3 - Safeguarding Guidance for Contractors and Visitors to the Globe**

The Globe is fully committed to safeguarding the welfare of all children and young people. The below clearly outlines what is acceptable behaviour and what is not and how to behave appropriately when working around young people. This not only protects those visiting and working at our premises, but also safeguards those being cared for.

Should you have any concerns about a young person or adult at risk please contact your Globe point of contact in the first instance or a Designated Safeguarding Officer if you have concerns regarding your point of contact.

The following Code of Conduct clearly outlines what behaviour is expected of our contractors carrying out services for or on behalf of The Globe in relation to young people and adults at risk.

Contractors and Visitors should always:

- Put the welfare of children and young people first.
- Report any concerns about a young person or adult at risk to their point of contact. The safeguarding team will address any concerns appropriately.
- Take seriously any allegations, suspicions or concerns about abuse that a young person makes or that is overheard (including those made against staff) and report them to their point of contact.

Contractors and Visitors should never:

- Enter a room with a young person or young people in, if no guardian or carer is with them. Contractors should report to their point of contact so they can accompany them or find an appropriate time to revisit the space.
- Engage in inappropriate behaviour or contact (e.g. physical, verbal or sexual, including horseplay).
- Use inappropriate or demeaning language.
- Make sexually suggestive comments to anyone.
- Give or lend personal money to young people.
- Use alcohol, drugs or other substances when working on Globe premises or buy it for or supply it to young people.
- Deliberately put them self or others in compromising or potentially dangerous situations or situations which could be misinterpreted by young people or others.
- Give out personal contact details including mobile telephone numbers and email addresses or become friends on social networking sites or gather personal contact details of young people for their own use.