



Tyne Theatre & Opera House

Safeguarding Children and Young People Policy and Procedures

Policy information

Last Policy Review Date: 14.5.2025

Next Policy Review Date: May 2026

Version: 5

We are committed to reviewing our policy and good practice annually.

Signed:

Barry Speker
Trustee, Chair of Governance Committee

James Lloyd
Vice Chair, Board of Trustees

Tyne Theatre & Opera House Preservation Trust

Date: 14.5.2025

Safeguarding Children and Young People Policy Statement

The Tyne Theatre & Opera House is owned and maintained by the charitable Trust, the Tyne Theatre & Opera House Preservation Trust. The business is operated by the Preservation Trust's subsidiary company, the Tyne Theatre & Opera House Ltd. This policy covers staff, Trustees, volunteers, audiences, visitors, authorised users and other collaborators of both organisations, together known as Tyne Theatre & Opera House.

The Tyne Theatre and Opera House recognises that:

- **The welfare of the child is paramount.**
- All children and young people regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, or immigration status have the right to equal protection from all types of harm or abuse.
- It is not the responsibility of staff and volunteers to decide whether or not child abuse is occurring, but it is their responsibility to act on child protection concerns and do something about it.
- Working in partnership with children, young people, and their parents, carers and other agencies is essential in promoting children and young people's welfare.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Actions taken by Tyne Theatre and Opera House will be consistent with the principles of child safeguarding ensuring that any action taken is prompt and proportionate.

Purpose

The purpose of this policy statement is:

- to protect children and young people who receive Tyne Theatre and Opera House's services from harm. This includes the children of adults who use our services.
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

Scope

This safeguarding children and young people policy and procedures applies to all individuals involved in Tyne Theatre and Opera House, including board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users.

It is important to have policy and procedures in place so that all board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users can work to prevent abuse and know what to do should a concern arise.

Legal Framework

This policy has been drawn up following national and local guidance on legislation, policy and guidance.

Key legislation:

- A summary of key national legislation
learning.nspcc.org.uk/child-protection-system/England/
- Working together to safeguard children (2018), visit
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>
- **What to do if you're worried a child is being abused**, visit
<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>
- **Multi agency safeguarding children procedures**
Staff and volunteers who work with children and young people should use the latest version of the relevant Local Safeguarding Children Board (LSCB) multi-agency procedures / practice guidance.

Multi agency procedures / practice guidance for many LSCBs are hosted online and are updated regularly. Other LSCBs hold their guidance directly on their LSCB website.

If online procedures have been printed off, the date should be checked before use so that you know if it is a recent version. Please be aware that local authorities advise that printed policies are only valid for 72 hours due to them being regularly updated. Paper copies should be discarded following use.

Local multi agency procedures:

- **North and South of Tyne Safeguarding Children Partnership Procedures Manual** -
<https://nesubregion.trixonline.co.uk/>

Definition of a child

For the purposes of child protection legislation, the term 'child' refers to anyone up to the age of 18 years.

Child protection guidance points out that even if a child has reached 16 years of age and is

- living independently
- in further education
- a member of the armed forces
- in hospital; or
- in custody in the secure estate

they are still legally children and should be given the same protection and entitlements as any other child (Department for Education, 2018a).

Commitments

Tyne Theatre and Opera House believe that:

- children and young people should never experience abuse of any kind.
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take.
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them;
- appointing a nominated lead trustee/staff member for safeguarding;
- adopting child protection and safeguarding best practice through our policies and procedures;
- ensuring that all board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users are familiar with this policy and associated procedures;
- having a copy of this document available to all trustees, staff, volunteers, helpers and parents of children who attend our activities;
- providing effective management for staff and volunteers through supervision, support so that all staff and volunteers know about and follow our policies and procedures confidently and competently;
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made;
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately;
- using our procedures to manage any allegations against staff and volunteers appropriately.
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Supporting documents

This policy should be used in conjunction with other Tyne Theatre and Opera House policies, including:

- Safeguarding Adults Policy
- Equality, Inclusion and Diversity policy
- Complaints policy
- Code of conduct policy
- Volunteer policy
- Health & Safety policy

Types of Child Abuse

The generic term child abuse is used to describe various ways in which children can be harmed or mistreated. There are many different ways in which children can be harmed all with a common factor that the child feels under-valued and worthless.

- Abuse may be carried out deliberately or unknowingly.
- Abuse may be a single act or repeated acts.
- Abuse can happen anywhere, but research indicates that the perpetrators of such abuse are likely to be known and trusted by the child or young person.

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

Sexual abuse - involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities such as involving children in looking at, or in the production of pornographic materials or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional abuse - the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve:

- Telling a child they are worthless, unloved or inadequate, valued only in so far as they meet the needs of another person.
- Age or developmentally inappropriate expectations being imposed on a child.
- Overprotection and limitation of exploration and learning.
- A child seeing or hearing the ill treatment of another person.
- Serious bullying.
- Causing a child to frequently feel frightened or in danger.
- Exploitation or corruption of a child.

Neglect - persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health and development. Neglect may occur:

- During pregnancy as a result of substance abuse.
- Failure to provide adequate food and clothing.
- Failing to provide shelter including exclusion from home or abandonment.
- Failing to protect the child from physical harm or danger.
- Failing to ensure adequate supervision (including the use of inadequate care givers).
- Failure to ensure access to appropriate medical; care or treatment.

Discriminatory abuse - this includes racist, religious and sexist abuse, plus abuse based on a person's disability or based on any other protected characteristic.

Concerns about a child or young person being radicalised or a girl is at risk of FGM .

Where there is a concern that a child or young person has been or is being radicalised, or there is a risk of FGM, normal multi-agency safeguarding children procedures apply.

Further information can be found in the North and South of Tyne Safeguarding Children Partnership Procedures Manual - <https://nesubregion.trixonline.co.uk/>

How to recognise the signs of abuse

It is not always easy to recognise signs of abuse, but it is important for you to have some idea about some of the signs to look out for when you're concerned about a child.

Some common signs that there may be something concerning happening in a child's life include:

- Unexplained changes in behaviour or personality
- Unexplained or suspicious bruises or injuries
- Becoming withdrawn
- Seeming anxious
- Becoming uncharacteristically aggressive
- Lacking social skills and having few friends, if any
- Poor bond or relationship with a parent
- Knowledge of adult issues inappropriate for their age
- Always choosing to wear clothes which cover their body

For more information visit:

<https://www.nspcc.org.uk/what-is-child-abuse/spotting-signs-child-abuse/>

Designated children and young people Safeguarding Lead (DASL)

Tyne Theatre and Opera House has a named person who is responsible for dealing with any concerns about the safeguarding of children and young people. In their absence deputies will be available to consult with.

Designated children and young people safeguarding lead

Name: Riikka Heiskanen

Phone: 07 534 241 305

Email: riikka.heiskanen@ttoh.uk

Deputy safeguarding lead

Name: Rachel Snape

Phone: 07 943 297 592

Email: rachel.snape@ttoh.uk

Email for all general safeguarding matters: safeguarding@ttoh.uk

Should these named people be unavailable then board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users should contact the relevant Health and Social Care department and / or the Safeguarding Children and Young People Unit in the relevant authority directly.

The roles and responsibilities of the DSL:

- Play a lead role in developing and establishing the organisation's approach to safeguarding children and young people and in maintaining and reviewing the organisation's implementation plan for safeguarding children and young people in line with current legislation and best practice.
- Ensure the Tyne Theatre and Opera House Safeguarding Children and Young People Policy and Procedures are followed and act as a source of advice on safeguarding matters.
- Ensure that all board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users are aware of what they should do and who they should go to if they have concerns that children and young people at risk may be experiencing, or has experienced abuse or neglect.
- Receive reports of and manage cases of abuse reported to the organisation - including an appropriate recording system.
- Ensure that concerns are acted on, clearly recorded in writing and referred to the appropriate body.
- Manage and have oversight over individual complex cases involving allegations against an employee or volunteer.
- Reinforce the utmost need for confidentiality and to ensure that board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- **Urgent referrals should be reported immediately by those aware of** even if the named person and the named deputies are not available. It is the role of the named person for safeguarding children and young people to ensure that all staff and volunteers know how to do this.
- Follow up any referrals or allegations, ensure verbal and telephone referrals are made in writing, and ensure the issues have been addressed.
- Ensure that any records are kept safely, securely and in line with data protection requirements.

How to respond to a child or young person telling you about abuse

- Respond in a way appropriate to the child's age and understanding.
- Reassure the child or young person concerned; abuse is not their fault.
- Listen to what they are saying.
- Record what you have been told or have witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell the child or young person that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

Reporting abuse or allegations of abuse, including when the allegations of abuse are against someone working or volunteering at Tyne Theatre and Opera House

Tyne Theatre and Opera House recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of children and young person abuse is never easy.

If you witness abuse, or abuse has just taken place, the priorities will be *(the sequence of priorities will depend on the circumstances)*:

- To call an ambulance if required.
- To call the Police if it is suspected that a crime has been committed.
- To preserve evidence.
- To keep yourself and others safe.
- To inform the Designated Children and Young People Safeguarding Lead.
- To record what happened in name of place/file/log where safeguarding children and young people concerns will be recorded.

Reporting abuse

Reporting abuse has different levels of action, from what to do if you are worried to taking urgent action.

1 Advice

If you are worried about a child or young person or are not sure if you are right to be worried, you can ask for advice, or if you think a child or young person is being abused, you should make a referral to children's social care.

- Local authority children's social care services
- Northumbria Police Safeguarding Department 101
- NSPCC helpline 0808 800 5000.

In Newcastle call the Initial Response Service in Newcastle Children's Social Care or if it is outside normal office hours call the Emergency Duty Team.

- Initial Response Service Call 0191 277 2500
- Out of hours number Emergency Duty Team (EDT) Call 0191 278 7878

In Gateshead you can contact Gateshead Children's Services and Assessment Team for advice about the appropriateness of a referral.

- Gateshead Children's Social Care, call 0191 433 2653
Monday to Friday 8.30 am to 5.00 pm
- Call 0191 477 0844 Out of hours at night, at weekends and bank holidays

In North Tyneside discuss a concern to Multi Agency Screening and Coordination Team

- North Tyneside Front Door Call 0345 2000109 weekdays, office hours
- Call 0330 333 7475 (evenings and weekends).

In Durham you can call First Contact and speak to a trained officer. They will work with you to decide the level of response needed.

- First Contact call 03000 267 979.

In Redcar/Cleveland to discuss a concern, call Redcar & Cleveland Multi Agency Children's Hub (MACH).

- 01642 130 700 (Monday to Thursday 8:30am to 5:00pm, Friday from 8:30am to 4:30pm)
- Out of hours please contact the Emergency Duty Team on 01642 524 552

In South Tyneside call Children and Families Social Care

- 0191 424 5010 (office hours)
- 0191 456 2093 (out of hours)

2 Raising concern

If you are concerned about a situation you should refer the matter immediately to the Tyne Theatre and Opera House's named person. The concern should be written down using the form for 'Logging concerns about a child or young person' (see below in Appendix 1). If further investigation is necessary the named person will refer the matter to children's social care.

3 Make a referral

If you think a child or young person is being abused you should make a referral to children's social care. Contact details have been provided above.

For referrals in all areas:

You or the Tyne Theatre and Opera House's named person for safeguarding must confirm verbal/telephone referrals in writing within 24 hours of being made.

If you think a crime against a child or young person has been committed you should contact the police on telephone 101 asking for your local police station.

If you have intelligence to share with the police, email forceintelligence@northumbria.pnn.police.uk

4 Urgent

If you think a child is at risk now, you should contact the police on telephone 999.

Urgent referrals should be reported immediately by those aware of them, even if the named person and the named deputies are not available.

Further information

As part of the North and South of Tyne Safeguarding Children Partnership a manual has been produce which outlines practice and procedures for missing, sexually exploited & trafficked children as well as for girls at risk of FGM.

For multi-agency and referral procedures visit:

- Child sexual exploitation
<https://nesubregion.trixonline.co.uk/chapter/child-exploitation-sexual-and-criminal?search=child%20sexual%20exploitation>
- Trafficking and exploitation
<https://nesubregion.trixonline.co.uk/chapter/children-from-abroad-including-victims-of-modern-slavery-trafficking-and-exploitation?search=trafficking>
- FGM <https://nesubregion.trixonline.co.uk/chapter/female-genital-mutilation?search=mutilation>

Government Multi-agency statutory guidance on female genital mutilation:

<https://www.gov.uk/government/publications/multi-agency-statutory-guidance-on-female-genital-mutilation>

Non-recent (historical) abuse

Non-recent abuse (also known as historical abuse) is an allegation of neglect, physical, sexual or emotional abuse made by or on behalf of someone who is now 18 years or over, relating to an incident which took place when the alleged victim was under 18 years old. Non-recent abuse is a crime and can be reported at any time.

If someone has made an allegation of non-recent abuse and you believe that the alleged offender is still alive, children may still be at risk (remembering that some sexual abusers actively abuse for decades). Tyne Theatre and Opera House will ask for the name of the alleged offender and a referral to the LADO (contact details below) will be made whether or not the alleged victim gives consent.

You can also ask for advice from Northumbria Police Safeguarding Department or from the NSPCC.

- Call Northumbria Police Safeguarding Department on 101
- Call the NSPCC helpline 0808 800 5000

For more information and to support someone who has made an allegation of non-recent abuse visit <https://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/non-recent-abuse/>

Responding to allegations of abuse against a Tyne Theatre and Opera House's member of staff or volunteer

If you hear any allegation against a Tyne Theatre and Opera House member of staff or volunteer (including Trustees) you should refer the matter immediately to Tyne Theatre and Opera House's named person. If the allegation is about one of named safeguarding leads, please get in touch with Newcastle Initial Response Service or Newcastle Out of Hours Emergency Duty Team (contact details above).

If it is outside office hours and the matter cannot wait until the next working day, then you should contact the relevant authority.

- Newcastle Out of Hours Emergency Duty Team (EDT) 0191 278 7878
- Gateshead Emergency Duty Team (EDT) 0191 477 0844
- North Tyneside 0191 200 6800 (out of hours)
- South Tyneside 0191 456 2093 (out of hours)
- The NSPCC Helpline 0808 800 5000 for advice if about a child

You should not question the person making the allegation further but if it is a child you should respond appropriately to their age and understanding.

The allegation should be written down using the form for 'Logging concerns about a child or young person' (see Appendix 1).

If there are allegations that a member of staff or volunteer (including a Trustee or Director) has significantly harmed a child or is likely to harm a child, Tyne Theatre and Opera House's named person will contact the Local Authority Designated Officer (LADO) for managing child abuse allegations against staff and volunteers **within one working day**.

The Newcastle LADO:

<https://nesubregion.trixonline.co.uk/chapter/newcastle-local-contacts>

Tel: 0191 277 4636

E-mail: lado@newcastle.gov.uk

The Gateshead LADO:

<https://www.gatesheadsafeguarding.org.uk/article/9201/Allegations-against-staff-and-volunteers>

The North Tyneside LADO

<https://my.northtyneside.gov.uk/category/884/local-authority-designated-officer>

The Durham LADO

<https://durham-scp.org.uk/practitioners/allegations-against-staff-or-volunteers-lado/>

The Redcar/Cleveland LADO

<https://www.redcar-cleveland.gov.uk/children-and-families-services/concerns-about-a-child>

The South Tyneside LADO

<https://www.southtyneside.gov.uk/article/13719/South-Tyneside-Safeguarding-Children-and-Adults-Partnership-STSCAP>

Disclosure and barring service

The safeguarding regulations of the Vulnerable Groups Act 2006 came into effect from October 2009 and are in the Protection of Freedoms Act 2012.

In accordance with its duties under the Act, if Tyne Theatre and Opera House dismisses or moves a member of staff or a volunteer because they have harmed a child or adult (or would have dismissed or moved them if the person had not left), Tyne Theatre and Opera House will notify the Disclosure and Barring Service (DBS). The DBS process and referral form will be used.

DBS referral form and guidance: <https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>

Recording and managing confidential information

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Tyne Theatre and Opera House is committed to maintaining confidentiality wherever possible and information about safeguarding children and young people or child protection should be shared securely only with those who need to have it. The decision on whether to share information or not, and the reasons for the decision will be recorded in writing.

All allegations and concerns should be recorded on the form 'Logging concerns about a child's safety or welfare'. The information should be factual and not based on opinions. It should record what the person tells you and what you have seen, and should record witnesses if appropriate.

The information should be factual and not based on opinions, record what the person tells you, what you have seen, and record witnesses if appropriate. The information that is recorded will be kept secure and will comply with data protection. For further information, please see the Tyne Theatre and Opera House Privacy policy.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Appointment of staff, trustees and volunteers

The appointment of staff, trustees, volunteers and helpers is at the discretion of the Board of Trustees and the Operating Company Directors.

At recruitment, all personnel will be carefully selected and vetted to take all reasonable steps in ensuring they do not pose a risk to children and young people. The Board of Trustees and the Limited Company Directors will seek a disclosure and barring service (DBS) check on workers, volunteers and helpers where appropriate. References and DBS will be sought before the appointment of a worker, volunteer or helper who will work directly with children or young people.

If the applicant has had employment or acted in a voluntary capacity working with children, references will be sought from the employer or a person with first-hand knowledge of this work.

Where an applicant has no experience of paid or voluntary work with children, a reference will be sought from a reputable person who can comment on the applicant's character and relationships with others.

Any reference sought will be in the strictest confidence and deal solely with the applicant's suitability to work with children.

All personnel will receive information on safe conduct and what to do if they have concerns about a child or young person, where to get advice and what to do if no-one seems to have taken their concerns seriously.

Tyne Theatre and Opera House will endeavour to make this organisation a safe and caring place for children and young people by having a code of conduct for personnel (see Appendix 2). This will be explained to all personnel and they will be expected to comply with it.

Training, induction and supervision of staff and volunteers

Tyne Theatre and Opera House will provide effective management for staff and volunteers through induction, supervision, support and training.

This policy will be included in the induction documents for all trustees and volunteers. All personnel, through this document, will be aware of the arrangements for safeguarding.

Safeguarding issues will be discussed and recorded in supervision when appropriate. The designated safeguarding leads will be required to complete safeguarding training every 3 years.

Useful information

North and South of Tyne Safeguarding Children Partnership Procedures Manual

This is regularly updated.

<https://nesubregion.trixonline.co.uk/>

Newcastle Safeguarding Children Board website

Visit <https://newcastlesafeguardingchildren.org.uk/welcome-to-the-new-nscp-website/>

Gateshead Local Safeguarding Children Board

<https://www.gatesheadsafeguarding.org.uk/article/9175/Gateshead-Safeguarding-Children-Partnership>

North Tyneside Safeguarding Children Board

<https://www.norhtynesidescp.org.uk/>

South Tyneside Safeguarding Children Board

<https://www.southtyneside.gov.uk/article/13719/South-Tyneside-Safeguarding-Children-and-Adults-Partnership-STSCAP>

Disclosure and Barring Service checks

For enquiries about DBS checks (previously called CRB checks)

Call 03000 200190

<https://www.gov.uk/disclosure-barring-service-check>

Disclosure and Barring Service

To make DBS referrals and for online guidance

<https://www.gov.uk/guidance/basic-dbs-checks-guidance>

NSPCC Helpline: call 0808 800 5000 for advice.

NVCO safeguarding information

<https://www.ncvo.org.uk/help-and-guidance/safeguarding/#!/>

Appendix 1

Logging concerns about a child or young person

Your name:	Name of organisation:
Your role::	
Contact information (you):	
Address:	Postcode:
Telephone numbers:	Email address:
Child's name:	Child's date of birth:
Child's ethnic origin: <i>Please state</i>	Does child have a disability: <i>Please state</i>
Child's gender:	
☐ Male ☐ Female	
Parent's / carer's name(s):	
Contact information (parents/carers):	
Address:	Postcode:
Telephone numbers:	Email address:
Have parent's / carer's been notify of this incident?	
☐ Yes ☐ No	
If YES please provide details of what was said/action agreed:	
Are you reporting your own concerns or responding to concerns raised by someone else:	
☐ Responding to my own concerns ☐ Responding to concerns raised by someone else	
If responding to concerns raised by someone else: <i>Please provide further information below</i>	
Name:	
Position within the sport or relationship to the child:	
Telephone numbers:	Email address:
Date and times of incident:	
Details of the incident or concerns: <i>Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.</i>	
Child's account of the incident:	

Please provide any witness accounts of the incident:
Please provide details of any witnesses to the incident: <i>Name:</i> <i>Position within the organisation or relationship to the child:</i> <i>Address:</i> <i>Telephone number:</i> <i>Postcode:</i> <i>Email address:</i>
Please provide details of any person involved in this incident or alleged to have caused the incident / injury: <i>Name:</i> <i>Position within the organisation or relationship to the child:</i> <i>Address:</i> <i>Telephone number:</i> <i>Postcode:</i> <i>Email address:</i>
Please provide details of action taken to date:
Has the incident been reported to any external agencies? ☐ Yes ☐ No
If YES please provide further details: <i>Name of organisation / agency:</i> <i>Contact person:</i> <i>Telephone numbers:</i> <i>Email address:</i> <i>Agreed action or advice given:</i>

Your Signature:		Print name:	
Date:			

Contact your organisation's Designated Safeguarding Officer in line with Tyne Theatre and Opera House's reporting procedures.

Appendix 2

Code of conduct

Children and young people are able to enjoy activities at Tyne Theatre and Opera House because of the many adults who provide opportunities for them to do so.

All of these adults have special responsibilities to these children and young people.

This Code of Conduct provides clear guidance on the type of practise that will meet these responsibilities.

Good conduct not only prevents incidence and allegations but also helps to highlight any conduct (by other people) that is unsafe or unprofessional.

Therefore, those working with children or young people should:

- Be professional and maintain a high standards of personal behaviour at all times.
- Recognise the trust placed in adults by children and young people and recognise the power held over children by adults. Treat this trust of power with the highest responsibility.
- Try to work in an open and accountable manner at all times. Working in view of others whenever possible. Be wary of working alone and unobserved. Be willing to accept questions or criticism regarding good practice.
- Expect others to work in an open and accountable way, question and criticise the practice of others if necessary.
- Maintain a professional relationship with children. Any form of sexual relationship or activity with a child is unacceptable and is likely to lead to disciplinary or legal action.
- Not be under the influence of drink, drugs or illegal substances when working with children or young people.
- Use appropriate and respectful forms of discipline and communication. Physical aggression, intimidation, verbal abuse and persistent shouting are not acceptable. Any form of assault (e.g. hitting, kicking, pinching, slapping) should be regarded as a serious incident.
- Use appropriate language at all times do not swear and never make sexual or suggestive comments to a child. If a child makes such comments be ready to enforce these boundaries in your response.
- Do not appear to favour one child or show interest in one child more than another.
- Do not discriminate against a child because of their age, gender, disability, culture, language, racial origin or sexual identity.
- Use physical contact with children or young people only where necessary. If contact is necessary (e.g. for the purpose of coaching or first aid), explain to the child what the contact is for and change your approach if they appear uncomfortable.
- Be aware of situations that can be misunderstood or manipulated by other adults (e.g. if an adult is alone with a child in a room or a car, they may be vulnerable to allegations of misconduct).
- Always be vigilant and aware of how actions can be misinterpreted by children. Actions made with good intentions can seem intrusive and intimidating to some children. Sometimes children become attracted to the adults working with them. Adults should be aware of the impact of their action and should sensitively address any misunderstanding.

Appendix 3 Key information

Safeguarding at Tyne Theatre & Opera House

Key information

This document includes key information and advice about safeguarding matters relating to the Tyne Theatre & Opera House. Please refer to full policies for Safeguarding Children and Young People and Safeguarding Vulnerable Adults for detailed procedure, this is an easy access guide meant for casual visitors, volunteers, or staff members for immediate action.

Contact details for Tyne Theatre & Opera House safeguarding leads

To report an incident or discuss anything relating to safeguarding at the Tyne Theatre & Opera House, you can contact our designated safeguarding leads:

Designated children and young people safeguarding lead

Riikka Heiskanen

Phone: 07 534 241 305

Email: riikka.heiskanen@ttoh.uk

Deputy safeguarding lead

Name: Rachel Snape

Phone: 07 943 297 592

Email: rachel.snape@ttoh.uk

You can also email: safeguarding@ttoh.uk

This email is monitored by the safeguarding leads.

You can also leave a written letter at the theatre Box Office, label your envelope as Safeguarding/confidential. Please note you need to include your contact information if you wish for the matter to be addressed through legal ways, or if you think someone is in danger.

Should these named people be unavailable, then you should contact the relevant Health and Social Care department and / or the Safeguarding Children and Young People Unit in the relevant authority directly. Please see details below.

If there is an incident at the theatre or you need help immediately

If you or someone else is in danger, or you suspect a crime has been committed, you should always call 999. Urgent referrals should be reported immediately by those aware of them, even if the named deputies are not available.

If you are unsure if you need to contact officials, and the named safeguarding leads are not available, refer the matter on to the Duty Manager, on-site registered chaperone, or a senior staff member, who can consult the policy and help make the decision.

You can also call the initial Response Service in Newcastle Children's Social Care for advice. If outside normal office hours, call the Emergency Duty Team.

- Initial Response Service Call 0191 277 2500
- Out of hours number Emergency Duty Team (EDT) Call 0191 278 7878

Appendix 4 Lost child procedure

The purpose of this procedure

All staff, volunteers and other people who work for the Tyne Theatre & Opera House must be made aware of the correct procedure in the event of a child getting lost in the building.

Procedure

If you are approached by either a guardian who has lost their child, or a child who has lost their guardian, please follow these steps:

1. Radio for the Duty Manager with **CODE 3**, followed by your level or area. **Do not say “missing child” over the radio!**
2. Take the following details from a **guardian who has lost a child**:
 - Name of child
 - Age of child
 - Colour of hair
 - What they’re wearing
 - Where the child was last seen (which floor or area)

Or

Take the following details from a **child who has lost their guardian**:

- The child’s name and age
 - The name of their guardian
 - A description of the guardian
 - What floor or area they were last in
3. Try to keep the guardian or child calm and informed. If possible, find another adult with you to look after a lost child and avoid spending time alone with them. Do not leave the child alone or with strangers.

FIRE STEWARD should go stand in the main foyer to cover the front doors and ensure nobody leaves the building.

GUEST EXPERIENCE TEAM LEADER should go in the café to cover the café doors and ensure nobody leaves the building.

DUTY MANAGER will allocate staff to search all areas. All staff should remain vigilant and not discuss this with members of the public.

Once the child / guardian has been found, the Duty Manager will announce **CODE 3 STAND DOWN** over the radio.

Child not found

In the unlikely but serious scenario where a child has gone missing and cannot be found after a thorough search of the building, the Duty Manager needs to inform the Senior Leadership Team immediately, and either the DM or one of the SLT will inform the police. Access to CCTV will be required. Follow any instructions the police give you and co-operate with the officers who attend the site, including facilitating a possible lock-down of the building.