

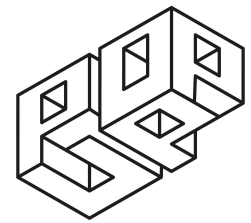
Pop Up Projects CIC

Children, Young People and Vulnerable Adults

Safeguarding Policy

Signed off by Board - November 2016

Last updated - June 2022



If you would like a copy of this document in a different format, such as large print or Braille, please telephone 07830801650, or email safeguarding@pop-up.org.uk.

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(1) Our Mission

Pop Up is a non-profit national children's literature development agency, established in 2011. We deliver imaginative education, talent and community programmes in diverse learning environments for all ages and abilities. Our mission is to transform lives through literature, especially through working with people in deprived places and challenging circumstances.

(2) Introduction

At Pop Up we have an organisational culture that promotes a positive environment for all children, young people and vulnerable adults involved in our activities; we want them to feel safe, confident, respected and valued. All staff, board directors and volunteers must be committed to adhering to this policy and the principles within it, and must also be familiar with the procedures to be followed in the event of any concern about child, young person or vulnerable adult abuse (including bullying) or neglect. It is every employee's duty to inform individuals and organisations working with children, young people and vulnerable adults on our behalf of this policy.

As an Arts Council England National Portfolio Organisation (NPO), it is our remit to be a leader and role model in the children's literature sector. We are currently expanding our work into new schools, colleges, universities and other learning communities across the UK, and internationally. Clear procedures and communication channels around safeguarding are therefore very important to the organisation and its employees. This policy sets out the procedures.

(3) Definitions

We define **children** as anyone under the age of 18, and this policy focuses on this age range.

We define **young people** as anyone between 18 and 25 years of age.

We define **vulnerable adults** as anyone over the age of 18 who may be more vulnerable due to disability or illness, neurodiversity and/or sexual orientation and gender identity.

We define **safeguarding** as any preventative measure or incident procedure intended to ensure children, young people and vulnerable adults are safe from harm and their values and opinions respected.

We define as **harm** any form of physical or emotional abuse and neglect through an adult or another child.

(4) Who is this policy for?

- Board of Non-Executive Directors
- Employees – who are full or part-time salaried staff
- Freelance individuals and consultants – who may interact with any number of our stakeholders and beneficiaries
- Children's authors – who deliver in-class workshops of up to two hours
- Artist facilitators – who deliver intensive (e.g. four whole days) or repeat (e.g. weekly) activities for children, young people and vulnerable adults
- Volunteers – who support delivery of activities involving children, young people and vulnerable adults for anything from one day (e.g. festivals) to repeated (e.g. weekly) sessions/workshops
- Organisations we collaborate with

(5) Our Commitment

We are committed to safeguarding and respecting the rights of all children, young people and vulnerable adults that come into contact with our work, and to consider all risks that may arise from our activities. We believe that all children, young people and vulnerable adults have an equal right to protection from physical and psychological abuse and neglect regardless of their age, race, religion, ability, gender, language, sexual identity, cultural or socio-economic background and consider the welfare of the child, young person or vulnerable adult to be paramount.

In addition to safety from harm, abuse and neglect, we believe that all children, young people and vulnerable adults have the right to

- explore and achieve their potential;
- be respected for their views and experience;
- play and take part in cultural, artistic and recreational activities.

Our aim is to create positive learning experiences for children, young people and vulnerable adults through our whole-school education programmes, our live literature festivals, our family and community projects and our digital presence, as far as that is under our control. All our activities and events are designed to promote the fullest possible inclusion of *all* children, young people and vulnerable adults.

To that end we commit to:

1. Having an appropriately trained and supported Designated Safeguarding Officer (DSO).
2. Holding all our staff to an Employee Code of Conduct, which is applicable both to the offline and online worlds (including social media),
3. Promoting a working environment in which children's, young people's and vulnerable adults' rights are respected and their safety prioritised.
4. Raising awareness of the need to protect children, young people and vulnerable adults and reduce risks with our staff and board as well as individuals and organisations we work with.
5. Sharing our practical *Code of Conduct for Working with Children, Young People and Vulnerable Adults* with individuals and organisations we work with.
6. Implementing and communicating appropriate and transparent reporting structures so that when abuse is suspected or disclosed, it is clear what action must be taken.
7. Promoting children, young people and vulnerable adults' social inclusion and providing cultural offers that help children, young people and vulnerable adults achieve their potential and raise aspirations.
8. Asking children, young people and vulnerable adults for and valuing their opinion after school programmes in our evaluation.
9. Undertaking risk assessments prior to public festivals or events, making them safe and accessible for everyone.
10. Obtaining permission from guardians before photographing / filming and using images of children, young people and vulnerable adults. Their identity will be protected, and Pop Up will only ever use first names.
11. Holding Public Liability and Employer's Liability Insurance; a copy of the certificate is available for inspection upon request.
12. Storing information provided by children, young people and vulnerable adults (for evaluation purposes) safely, as per our duty as registered ICO data controller; no identifying information on children, young people and vulnerable adults will ever be shared with a third party.

13. Storing and presenting creativity produced by children, young people and vulnerable adults in ways that protect their identity and safeguard them from disrespect and inconsiderate or derogatory comments.
14. Ensuring all staff undertake an enhanced DBS check prior to or during the first weeks of employment.
15. Communicating clearly to schools that authors and freelancers that are not DBS / PVG checked are never to be left unsupervised with children, young people and vulnerable adults.
16. Monitoring and annually reviewing this Children, Young People and Vulnerable Adults Safeguarding Policy, including the appropriateness and effectiveness of the procedures contained therein.

Where we are working with a partner organisation in the educational and arts sectors, we reserve the right to request to see their child, young person or vulnerable adult protection policy at any time.

(6) DBS / PVG Checks & Safe Recruitment

DBS stands for Disclosure and Barring Service, which is an executive non-departmental public body through which companies and organisations, where appropriate and according to legislation, can request criminal record checks on individuals which they intend to hire or contract for work (including volunteering) with children, young people or vulnerable adults. Individuals and the self-employed cannot apply for a check directly to the DBS.

PVG stands for Protecting Vulnerable Groups scheme in Scotland, which is the Scottish version of the disclosure and criminal record checks. The need for a person working for or on behalf of our organisation to undergo a PVG disclosure check will be assessed on the same basis as for the DBS check; if the entirety of the activity in question takes place in Scotland, rather than England, Wales or Northern Ireland, we will do the check for that person through the PVG, rather than the DBS, system. For the purpose of this policy, both schemes will be used interchangeably.

DBS checks have clear eligibility criteria:

- **Standard** – can be requested for paid or unpaid individuals in roles with access to sensitive personal information about children, young people and vulnerable adults, including legal, medical and financial.
- **Enhanced (excl. barred list check)** – can be requested for individuals who work with children supervised (paid or unpaid) at least once a week or more, or four days in any thirty-day period, or overnight; who work in a specified place or in a specified role (defined as ‘regulated activity’), incl. caring, teaching, training, providing advice/guidance or therapy/treatment, transporting; or who are in positions of responsibility, such as staff in children’s charities or school governors.
- **Enhanced (incl. barred list check)** – can be requested for individuals who work unsupervised with children, young people and vulnerable adults, in regulated activities (see above) and a small number of positions listed in Police Act 1997 (Criminal Records) regulations; to be eligible, unsupervised contact must be at least once a week or more, or four days in any thirty-day period, or overnight.

In light of this, **children's authors, freelance individuals and consultants** we work with, who are in contact with children, young people and vulnerable adults on our behalf on an infrequent basis and never unsupervised, are not eligible for standard or enhanced DBS checks; during one-off

visits we contractually require all partners to ensure there is a DBS checked adult present at all times.

Where we employ **artist facilitators** who deliver intensive (at least four whole days in any given month) or repeat (at least once per week) activities for children, young people and vulnerable adults we will require them to possess a current enhanced DBS / PVG check (within the last two years), or undergo a check through us.

We work with **volunteers** who support the delivery of activities involving children, young people and vulnerable adults for anything from one day (e.g. festivals) to repeated (e.g. weekly) sessions. Those engaging in repeated activities with children, young people and vulnerable adults (at least four sessions in any given month), e.g. leading reading groups, will be required to get enhanced DBS / PVG checked. Volunteers supporting one-time sessions or events e.g. festivals/workshops, will not be required to undergo DBS / PVG checks.

Pop Up sometimes contract **photographers or filmmakers** to document activities involving children, young people and vulnerable adults; we will only work with individuals that have been DBS / PVG checked, either through us or another organisation within the last 2 years, as these individuals will have unsupervised access to filmic or photographic material that depicts children, young people and vulnerable adults.

We also require all individuals or organisations delivering events and activities, commissioned by Pop Up, to implement event-specific children, young people and vulnerable adults safeguarding procedures.

Pop Up Employees

In our recruitment procedures, we will take all practical measures to ensure that people unsuitable for working with children, young people and vulnerable adults are not recruited to positions where they will have direct or indirect contact with children, young people and vulnerable adults during the course of their work. In respect of all applicants:

- They will be asked to account for gaps in employment history.
- Two references will be checked before new members of staff begin work.
- Referees will specifically be asked to state whether concerns of any kind have been raised about the candidate's relationships and work with children, young people and vulnerable adults.
- All applicants are made aware of our Policy for the Recruitment of Ex-Offenders and a copy of this policy, and our Equal Opportunities Policy, is available upon request.
- All new staff have to undertake a DBS check as individuals in positions of responsibility without regular unsupervised contact with children, young people and vulnerable adults (see above); they will be subscribed to the automatic update service, which lets them keep their certificates up to date online and allows Pop Up to check it online annually, when contracts are renewed. Pop Up will pay the DBS subscription for as long as an individual is employed with us.
- Once appointed, they will be inducted in the safeguarding procedures and additional training in child, young person and vulnerable adult protection will be arranged if required.
- Information on enhanced DBS / PVG checks will be stored in accordance with our data protection policy, the 1998 Data Protection Act and The General Data Protection Regulation 2016/679 [GDPR].

(7) Designated Safeguarding Officer (DSO)

Pop Up's Designated Safeguarding Officer is:

Finance & Operations Manager, Medhat Gindi

07830801650

safeguarding@pop-up.org.uk

In his absence, **Projects Manager, Amanda Saakwa-Mante**

will act as DSO

07415721551

amanda@pop-up.org.uk

It is not the role of the DSO – or of Pop Up as an organisation – to decide whether a child, young person or vulnerable adult has been abused or neglected. This is the task of each Local Authority's social care services, which has an overarching responsibility for safeguarding and promoting the welfare of all children, young people and vulnerable adults in their area. They have a number of statutory functions under the 1989 and 2004 Children Acts, including the implementation of Local Safeguarding Children Boards (LSCB) in each local authority and a mandatory system of Safeguarding Children leads in every school.

DSO responsibilities are:

- to make aware all individuals and organisations we work with of the policies and procedures for keeping children, young people and vulnerable adults safe, including our practical Code of Conduct;
- to respond appropriately to disclosures by children, young people and vulnerable adults relating to abuse, neglect, or other forms of harm by implementing the necessary procedures;
- to respond appropriately and swiftly to allegations of abuse or neglect against our own staff, freelancers or volunteers; and to share relevant information with involved organisations, schools, social care services, and police as appropriate;
- to always remain up to date with and consult all staff re. current legislation and good practice, suggesting changes to existing procedures where necessary.

The Board Chair is currently Cynthia Davis, who will be informed by the DSO if any issues are raised relating to the conduct of Pop Up staff, or anyone acting on our behalf.

As of January 2020, all Board members are required to complete an introductory e-learning course as Introduction to Safeguarding by the NSPCC when they join the Board.

(8) Understanding Abuse & Neglect

It is necessary for everyone working with children, young people and vulnerable adults for or on behalf of Pop Up to be alert to the possibility that a child, young person or vulnerable adult with whom they come into contact might be at risk of abuse.

The Children Act 1989 defines an abused child as “a person under the age of 18 who has suffered from, or is likely to suffer from significant harm”. When an observation or a disclosure is

made, Pop Up staff, volunteers, authors or freelancers are not to judge the severity of the harm suffered by a child because there are no absolute criteria on which to rely when making that judgement. Any and all suspicions, or disclosed incidents, have to be passed on via our Designated Safeguarding Officer (see below: Procedure).

Abuse and Neglect are forms of maltreatment of a child, young person or vulnerable adult. Somebody may abuse or neglect by inflicting harm, or by failing to act to prevent harm or providing reasonable care. Children, young people or vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by strangers. They may be abused by an adult, or another child / children.

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

Emotional / psychological abuse is the persistent emotional maltreatment of a child, young person or vulnerable adult such as to cause severe and persistent adverse effects on the child, young person or vulnerable adult's emotional development. It may involve conveying to children, young people or vulnerable adults that they are worthless or unloved. It may feature the imposition of age or developmentally inappropriate expectations. These may include interactions that are beyond the child, young person or vulnerable adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child, young person or vulnerable adult participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, exploitation, humiliation, corruption or radicalisation. Some level of emotional abuse is involved in all types of maltreatment, though it may occur alone.

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, including prostitution, whether or not the child, young person or vulnerable adult 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 a child, young person or vulnerable adult in looking at, or producing, sexual images, watching sexual activities, or encouraging them to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet a child, young person or vulnerable adult's basic physical and /or emotional needs, likely to result in the serious impairment of the child, young person or vulnerable adult's health or development. Neglect may involve a parent or carer failing to:

- Provide adequate food, clothing, shelter
- Protect a child, young person or vulnerable adult from physical / emotional harm or danger
- Ensure adequate supervision
- Ensure access to appropriate medical care or treatment
- Provide, or being unresponsive to, a child, young person or vulnerable adult basic emotional needs

(9) Prohibited Behaviour

The following types of behaviour are never acceptable when working with children, young people or vulnerable adults for or on behalf of Pop Up and will always lead to disciplinary action:

- Hitting or striking a child, young person or vulnerable adult

- Verbally abusing (including shouting or swearing at) a child, young person or vulnerable adult, or using foul language in front of a child, young person or vulnerable adult
- Deliberately humiliating or undermining a child, young person or vulnerable adult
- Encouraging or knowingly being involved in a child, young person or vulnerable adult committing a crime
- Taking illegal substances before or during a Pop Up activity or being intoxicated
- Any forms of sexual misconduct towards a child, young person or vulnerable adult whether verbal, physical or implied.

Any individual acting for or on behalf of Pop Up, who suspects or is aware of a colleague behaving in any of the above ways, should immediately inform Pop Up's Designated Safeguarding Officer.

Awareness of the possibility of a child, young person or vulnerable adult being abused or neglected might be raised in a number of different ways:

- A child, young person or vulnerable adult may disclose abuse or give reason to suspect that they or another child, young person or vulnerable adult are being abused or at risk of significant harm
- A parent or other adult may raise a concern about either their own or another child, young person or vulnerable adult
- A member of staff or volunteer may be suspected of abusing a child, young person or vulnerable adult.

(10) Reporting Suspected Abuse or Neglect

If anyone working for or on behalf of Pop Up has reason to believe that a child, young person or vulnerable adult is suffering or likely to suffer significant harm, then the safety and welfare of that, or any other child, young person or vulnerable adult likely to be affected, is the paramount consideration in deciding what action needs to be taken.

The first indication of abuse or neglect does not necessarily have to be the presence of an injury or the observation of abusive / neglectful behaviour towards that child, young person or vulnerable adult through an adult or another child; indicators may also be an overheard remark or noticeable behavioural changes. The concerns must be discussed with the DSO immediately, who – where appropriate – will bring this to the attention of the Executive Director and the Board, as well as the school's Safeguarding Lead (if in a formal learning environment).

Any action to be taken will be determined by the urgency and seriousness of the situation. If the personal safety of the child, young person or vulnerable adult is immediately threatened, urgent action must be taken. In most cases, this will mean contacting the duty social worker or an out-of-hours duty social worker or NSPCC child protection helpline. In exceptional circumstances, a referral can be made to the police.

For step-by-step instructions on how to react to an observation or a disclosure that suggests a child, young person or vulnerable adult safeguarding concern, please see [Appendix C](#).

Information concerning a disclosure, or any other child, young person or vulnerable adult protection concern, should be recorded as soon as possible. The record should be detailed, precise, objective and factual; the transfer of this information – verbally, through the mail,

electronically, etc. – should be done in such a way that confidentiality is maintained. Records will be kept safely by Pop Up with only involved staff having access, and they will only be shared with relevant parties.

The child, young person or vulnerable adult must be informed, whenever possible, about any action being taken on their behalf and what is likely to happen. If there is no immediate danger, it is advisable to give the child, young person or vulnerable adult time to fully understand what action is being pursued and why before proceeding.

(11) Confidentiality

In the event that a child, young person or vulnerable adult divulges information to an individual working for or on behalf of Pop Up about being abused, mistreated or in danger – and where there is no teacher or other child care professional available to involve, the following steps should be taken:

- The child, young person or vulnerable adult should be informed as soon as possible that it may not be possible to protect their confidentiality. The staff member (etc.) should inform the child, young person or vulnerable adult that they will have to discuss the matter with colleagues, and that it may be necessary to refer the issue to other organisations.
- The staff member (etc.) should make all efforts to help the child, young person or vulnerable adult understand the need for seeking appropriate help, e.g. a referral to the social care services. The child, young person or vulnerable adult should be informed of what is happening and why as much as possible.
- Always remember and be sensitive to the fact that the child, young person or vulnerable adult may want the abuse / neglect to stop but that they still have a strong emotional connection to the abuser (especially if this is a family member), and thus do not want anything to happen to them.

(12) Pop Up Staff: Allegations of Abuse

If the behaviour of a Pop Up employee towards children, young people or vulnerable adults causes you concern:

- Do not ignore your concerns.
- Do not confront the person about whom you have concerns.
- Discuss your concerns with the Designated Safeguarding Officer; you will always be taken seriously.
- Do not delay in passing on concerns to someone who is in a position to take them forward and ensure that a proper investigation takes place.
- Do not worry that you may have been mistaken. It is better to have discussed it with someone with the experience and responsibility to make an assessment.

In the case of allegations against an employee, an investigation may have three related strands.

- If the allegation reaches the threshold of significant harm, the matter must be referred to the social care services who will undertake inquiries relating to the safety and welfare of any children, young people or vulnerable adults involved.
- There may be a police investigation into a possible crime.
- If it appears that allegations may amount to misconduct or gross misconduct (see point (9) above, 'Prohibited Behaviour'), Pop Up's disciplinary procedures will be invoked.

Staff about whom there are concerns should be treated fairly and honestly, and be given information as soon as possible to help them understand the concerns expressed, the processes invoked and the possible implications. The investigation should be completed as quickly as possible, consistent with its effective conduct. In any case involving a criminal investigation, the decision as to when to inform the suspect of the allegations should always be jointly agreed with the police.

Any member of staff who is suspected of or charged with a criminal offence against a child, young person or vulnerable adult, either in a personal or professional capacity, will be immediately suspended pending the outcome of the criminal proceedings. A referral to the Disclosure and Barring Service (DBS) or PVG in Scotland will be made as per our legal obligation. The referral will also be made if Pop Up were planning to dismiss an employee for harming a child, young person or vulnerable adult (or another adult), but they resigned first.

We will make every effort to maintain confidentiality while an allegation is being investigated. Apart from keeping the child, young person or vulnerable adult, parents and accused person (where this would not place the child, young person or vulnerable adult at further risk) up to date with progress, information should be restricted to those who have a need to know in order to protect children, young people or vulnerable adults, facilitate enquiries, manage related disciplinary or suitability processes.

All enquiries into allegations will be overseen by the Designated Safeguarding Officer (DSO) who will liaise with police, social care services, and other involved parties, attend relevant meetings, and keep staff informed as appropriate. We will keep a clear and comprehensive summary of the case record in the personnel file in order to be able to give accurate information in response to any future reference request if the person has moved on.

(13) Communication with Children, Young People and Vulnerable Adults

All guidelines within this policy equally apply to all children, young people and vulnerable adults. Where personal communication is concerned, guidelines differ; this is specifically to allow for the successful project delivery of projects in FE and HE settings.

- **Ages 0-15:** Young people may not be contacted individually; all communication has to go through educators in formal settings or parents/carers;
- **Ages 16+:** Young people may be contacted individually if the following criteria are fulfilled:
 - a. the person leading on communication on behalf of Pop Up (employee, freelancer, artist) is in possession of a clear, recent DBS check;
 - b. communication is instrumental to the successful delivery of a project;
 - c. this has been expressly allowed by an educator or parent / carer;
 - d. all communication is kept transparent and in writing; an educator or parent / carer must be copied into all emails; direct messages via Social Media (Facebook, Twitter, etc.) are not acceptable, but if a closed group has been created by an educator, communication may take place where it is visible to everyone within that group.
- **Ages 18+:** Emails and phone calls are acceptable means of communication, and subject to criteria (a) and (b) as above.

Pop Up acknowledges the exceptional responsibility of storing personal contact information for young people (16+) safely and according to data protection legislation.

Where Pop Up, or a partner organisation acting on the behalf of Pop Up, commission an artist or freelancer under the age of 25 in a professional capacity, and where a contract or agreement has been signed (including or excluding remuneration), these guidelines do not apply, and Pop Up or the partner organisation may store and use the contact information of the artist as they would with anyone over the age of 25. The same applies in situations of work placements or internships.

(14) E-Safety

We define as e-safety (1) the protection of children, young people and vulnerable adults from harm when they use electronic media, and (2) the necessary support and guidelines that will help them to reap the maximum benefit from accessing new and developing technologies without risk to themselves or others.

Potential harm can be grouped in four categories:

- Commercial (adverts, spam, sensitive personal / financial information)
- Aggressive (violent / hateful content, cyber bullying)
- Sexual (pornographic or unwelcome sexual content, grooming through adults)
- Value-based (bias, discrimination, misleading information or advice)

Pop Up uses various social media channels, such as Facebook, Twitter and Instagram, as well as a company website (www.pop-up.org.uk). Everything outlined in this policy relates to these online spaces as much as to offline ones. It is paramount that no child, young person or vulnerable adult will ever come into contact with potentially harming content via a Pop Up social media channel or website.

Pop Up are the creators and owners of Pop Up Hub (www.pop-up-hub.com), a website that allows children, young people or vulnerable adults to browse a virtual library of books, access information on children's authors, be inspired to write, draw or make through online resources made available by authors and teachers, and to showcase their own creativity. We consider ourselves responsible that no children, young people or vulnerable adults come into contact with harmful content through our website, or that they are treated in a disrespectful way (incl. cyber bullying).

These are the steps we undertake to ensure children, young people's or vulnerable adults' safety on Pop Up Hub:

- We will moderate all content being added to Pop Up Hub for safety and quality purposes, even where it has been pre-moderated by teachers;
- Sponsors, branding or advertisements may be visible, but we will only feature sponsors which fall within our ethical sponsorship criteria;
- We will feature learning resources from third parties, such as museums and publishers; these will be uploaded by Pop Up staff, and are thus subject to our strict control of quality and appropriateness;
- Currently, children are not able to have their own accounts and login details. We rely on teachers to moderate the content and post creative outcomes for their pupils, which will then be reviewed by Pop Up; in the future we might develop a feature that allows children to create their own accounts, in which case this e-safety section will be overhauled;

- Pop Up Hub does not have a “chat” or “forum” function that allows children to talk to each other or to adults, which eliminates the potential for cyber bullying amongst peers or grooming through adults;
- Teachers and authors, who are the only groups of people able to create accounts and post content to Pop Up Hub (besides our employees), must read and accept the terms and conditions when first signing up for an account; these (a) outline the kinds of content that are not admissible, (b) state that posting links to third party websites is not permitted and (c) state that teachers are responsible for monitoring content by children, young people and vulnerable adults;
- We never ask children for sensitive personal, contact or financial information (incl. phone numbers or email addresses);
- When developing new or changing existing parts of the website, we will prioritise systems that enhance e-safety.

Should any user – child or adult – find content on Pop Up Hub they deem inappropriate, despite our best efforts and posted against our guidelines, we will review the content and alter or remove it where necessary.

The email address safeguarding@pop-up.org.uk is publicised on Pop Up Hub, where users can send complaints for the attention of our Designated Safeguarding Officer. Illegal content will be reported to the police immediately via their Child Exploitation and Online Protection Command (CEOP).

As it is beyond our remit and our control, we rely on teachers and parents to:

- appropriately educate children, young people and vulnerable adults on how to responsibly navigate the world wide web;
- ensure the internet equipment used by children, young people and vulnerable adults has appropriate access controls, filters and firewalls;
- monitor children, young people and vulnerable adults’ internet usage and teach them how to be critical users.

If teachers or parents are unclear on how to teach responsible and safe internet use and online behaviour, please see our [Appendix A: Resources](#) below. They can also get more e-safety support from their Local Safeguarding Children Boards.

(15) Important Contacts

London Councils LSCB – Click [HERE](#) for each London Borough’s child protection contact

NSPCC – Child Protection Helpline – 0808 800 5000
– Click [HERE](#) to report an incident or concern online

CEOP Command – Click [HERE](#) to report an e-safety issue, such as illegal content

Our Designated Safeguarding Officer will have up-to-date referral contact details for all Local Authorities Pop Up works in, as well as the names of the Child Safeguarding Leads in all of our partner schools.

If you think a child, young person or vulnerable adult is in immediate danger, call 999.

(16) Endorsement

This policy is fully supported by senior management and has been agreed with our Board of Non-Executive Directors. It stands in conjunction with our **Code of Conduct for Working with Children, Young People and Vulnerable Adults** (see [Appendix B](#)), which translates this policy into a concrete set of guidelines for our team, as well as for authors, artists, and other third-party representatives who encounter children, young people and vulnerable adults on Pop Up's behalf.

Signed by:



Dylan Calder
Executive Director & Member of Board of Trustees

15.12.2021

Date

Appendix A: Resources

This policy was developed using the following guidelines and sources of information:

- *Protection of Children Act 1999*, click [HERE](#) for the PDF or [HERE](#) for a web-based version.
- *Working Together to Safeguard Children*, DfE (2018), click [HERE](#) for the PDF.
- *What To Do If You're Worried A Child Is Being Abused*, DfE (2015), click [HERE](#) for the PDF.
- *London Child Protection Procedures* (accessed Sept 2015), viewable [HERE](#).
- *Safeguarding Children, Young People & Vulnerable Adults*, Ofsted (2015), click [HERE](#).
- *Disclosure and Barring Service* guidelines, click [HERE](#) for the website.
- *Protecting Vulnerable Groups (PVG) Scheme Scotland*, click [HERE](#) for the website.
- *Child Safety on the Internet*, Barnardos, (accessed Mar 2019), viewable [HERE](#).
- *Think You Know* online safety campaign, click [HERE](#) for the website and toolkits.
- *Online Safety*, NSPCC (accessed Mar 2019), viewable [HERE](#).
- *Creating a Safe Environment for Children*, Discover Story Centre's Child Protection Policy (2010).

Appendix B: Code of Conduct for Working With Children, Young People and Vulnerable Adults

Pop Up will ensure all staff, board directors, partners, authors, freelancers, volunteers and anyone else working with children, young people and vulnerable adults for or on behalf of Pop Up is familiar with this Code of Conduct.

1. Always put the welfare and safety of children, young people and vulnerable adults first.
2. Treat all children, young people and vulnerable adults equally, with dignity. Listen to what they have to say; respect their opinions.
3. Be sensitive about religious or cultural implications when engaging with children, young people and vulnerable adults in activities.
4. Ensure your activities are accessible to all children, young people and vulnerable adults in the group, as far as that is in your control.
5. Ensure you have agreed roles and responsibilities with other adults involved, including teachers.
6. Avoid spending time with individual, or small groups of, children, young people and vulnerable adults unobserved; ensure a teacher/DBS checked adult is always in the room; even if you are DBS checked, avoid – wherever possible – unsupervised contact.
7. If it is absolutely necessary to be alone with a child, young person or vulnerable adult:
 - Make sure another adult knows where you are and how long you will be;
 - Invite the child, young person or vulnerable adult to bring a friend;
 - Leave the door open of the room you are in;
 - Move into the centre of the room so you are in plain view.
8. Always maintain appropriate professional boundaries. Avoid physical contact with children, young people and vulnerable adults unless it is necessary for a particular activity or if a child, young person or vulnerable adult has been, or is about to be injured. If contact is initiated by the children, young people or vulnerable adults themselves, and in an open space, this is not a safeguarding issue.
9. If physical contact cannot be avoided, seek permission from the child first and ensure they are comfortable with what you are going to do.
10. Communicate safe behaviour and potential dangers clearly to children, young people and vulnerable adults when engaging in an activity; make yourself aware of all risks beforehand.
11. Do not offer to give lifts to children, young people and vulnerable adults.
12. Do not give children, young people and vulnerable adults your contact details, and do not accept any that are offered by them; do not contact children, young people and vulnerable adults outside of education settings.
13. Young people over 16 but under 18 years of age may be contacted individually if (a) the person leading on communication has a clear, recent DBS check, (b) communication is instrumental to the successful delivery of a project, (c) this has been expressly allowed by an educator or carer. All communication must be transparent and in writing and an educator or carer must be copied into all emails. Communication with young people over 18 is not restricted, and may happen via email or phone calls, but it is also subjected to criteria (a) and (b). If you hold personal information for young people, you have an exceptional responsibility for keeping this data safe and private.
14. Do not develop social or sexual relationships with the children, young people or vulnerable adults you are working with.
15. Never give gifts or money to children, young people or vulnerable adults, unless as previously agreed reward or prize relating to a project-related activity. Gifts must be given openly and not based on favouritism.

16. Do not take pictures of children, young people or vulnerable adults, unless previously agreed with a Pop Up employee and the teacher or parent; this is only permissible for official use, never for private purposes.

Appendix C: Online Code of Conduct for Working With Children, Young People and Vulnerable Adults

Pop Up will ensure all staff, board directors, partners, authors, freelancers, volunteers and anyone else working with children, young people and vulnerable adults for or on behalf of Pop Up in a digital or online setting is familiar with this Code of Conduct.

These guidelines are IN ADDITION to the Code of Conduct above and do not replace them.

1. Whilst participating in an online session, always keep in mind that these are live.
2. Do not engage in 1:1 meetings with children, young people and vulnerable adults, online sessions should always be for groups of 3 or more people.
3. Always wear suitable clothing as you would during an in-person workshop; if anyone in your household is at risk of inadvertently appearing in the background of your video (where this can't be avoided) you must ensure they are appropriately dressed as well.
4. Ensure that the background of your video is appropriate and professional - a blank wall is most suitable. It is your responsibility to ensure nothing offensive or inappropriate is visible in the background and we also recommend that you limit how many personal things can be seen in your surroundings; the less the better to protect your privacy.
5. If sharing your screen, it is your responsibility to ensure nothing offensive or inappropriate is visible on the screen and we also recommend that you limit how many personal things can be seen (eg. personal photos on your desktop background); the less the better to protect your privacy.
6. Do not take screenshots or screen recordings during an online session. Please note that some schools may opt to record a session for safeguarding purposes on their end, as per their own guidelines.
7. Do not share your email address or phone number or any other sensitive personal information during the sessions.
8. The host is likely to disable the functionalities that allow sending private messages on whatever platform the online session takes place. If the functionality is not disabled, please note that it is not permitted to send private messages to participating children, young people and vulnerable adults.
9. Respect the privacy of all other individuals participating in the session and do not pass on any confidential information to third parties
10. All sessions will be password protected and you will need an invitation to attend. Pop Up will invite you to attend.
11. Follow any other safeguarding requests a host may make of you.

Appendix D: Step-By-Step Reporting Procedure

If you are visiting schools on behalf of Pop Up, you should never be left alone with children by the responsible teacher or child care professional - this is also anchored in all Pop Up school agreements. **If you are about to be left alone with children please speak with the responsible teacher immediately to ensure this situation does not occur.**

If you find yourself in a situation where you can't call upon a teacher or other child care professional who has official responsibility for the children you are in contact with, please follow the procedure laid out below.

Incident

- *Be alert
- *Question behaviour

You see or suspect abuse: If a child, young person or vulnerable adult is in immediate danger, call the police and/or intervene yourself, without putting yourself in danger

An allegation of abuse is made through a child or a third person

A child, young person or vulnerable adult discloses abuse to you

- Try to have another adult present such as the class teacher or school DSL (Designated Safeguarding Lead) whilst the child, young person or vulnerable adult speaks, but do not prevent the child, young person or vulnerable from speaking if this isn't possible;
- Listen carefully; give the child, young person or vulnerable adult your undivided attention; do not interrupt the account or ask the child, young person or vulnerable adult to repeat it;
- Be calm and supportive; do not display shock or disbelief;
- Reassure the child, young person or vulnerable adult that they have done nothing wrong, either in relation to the abuse or in reporting it;
- Facilitate the disclosure but do not cross-examine; do not ask leading questions; do not make assumptions or interpretations;
- Do not promise confidentiality or other things you cannot keep, e.g. "everything will be alright now"; be clear that you might have to share this information with others; tell them what you are going to do next;
- It is not appropriate to inquire further into the details of the abuse.

Report

- **Discuss your concerns immediately with the class teacher responsible for the child, young person or vulnerable adult in question. They are your first port of call.** If they are not available, get in touch with the school's Designated Safeguarding Lead; schools usually have posters and flyers communicating who the DSL is, and every receptionist or other teacher will be able to tell you.
- Bring your concerns to the attention of Pop Up's Designated Safeguarding Officer (DSO) immediately after your first conversation with the class teacher or school DSL; this conversation will cover: the nature of the concerns, the risks to the child, young person or vulnerable adult, action / next steps;
- Ensure detailed written records (signed and dated) are made of all events and, if applicable, what the child, young person or vulnerable adult has said; wherever possible, their own words should be recorded; details such as timing, setting, who was present, injuries or neglect noted (incl. emotional, psychological or behavioural abnormalities), should be recorded as well;
- Actions and conversations with the school and the authorities will be recorded by the DSO.

Action

- *Ask for help
- * Refer

- If necessary, and only in cases where the school is not taking the lead on this, the DSO will make the referral to the Social Services or the police; and keep the child, young person or vulnerable adult (and parents/carers, where appropriate) as well as the school informed;

- The responsibility for investigating lies with the area Social Care Services Department - it is not your or Pop Up's role to decide whether a child, young person or vulnerable adult has been abused or not.

Pop Up's Designated Safeguarding Officer is Medhat Gindi
07830801650 | safeguarding@pop-up.org.uk