



## **Child Protection Policy**

**Designated Safeguarding Officer**

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## **Foreword**

Performers Without Borders (PWB), in their capacity as an arts and education organisation, have developed a child protection policy for the charity. Having clear policies and procedures in place will minimise the risk of abuse or harm to children and young people. In dealing with complaints and allegations, it will serve to support board members, all staff and volunteers and ease anxiety around the issues of child protection and welfare.

PWB strives to raise awareness amongst board members, all staff and volunteers of the issues involved. There is an onus on everyone to report any and all concerns. Board members and core teachers of workshops are familiar with the definitions of abuse and are equipped to recognise any signs or symptoms and know how to take a concern or an incident forward. PWB's Child Protection Policy is available to all staff, volunteers, members, clients, parents and young people. All PWB staff and volunteers understand, accept and agree to abide by the guidelines of our Child Protection Policy.

## **Child Protection Policy Statement**

PWB is committed to a young-person centred approach in our work. We undertake to provide a safe environment and positive experience, where the welfare of the young person is paramount. We will adhere to the recommendations of the National Society for the Prevention of Child Cruelty (NSPCC). We have developed policies and procedures to ensure that this commitment is enshrined in all aspects of our work. PWBs board recognise the responsibility we hold in relation to the wellbeing of members and leaders. This policy is targeted at all adults involved in our organisation, be they staff or volunteers. Parents/Carers will be informed of policies and procedures. PWB members will be informed of procedures and policies as they relate to their participation. We have also committed to review our policies and procedures on an annual basis.

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**Claire Bader – Chair**

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**Date**

**Signed on behalf of the Board Members of PWB**

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# **1) Introduction to the Policy**

Performers Without Borders (PWB) is committed to the belief that all young people have a right to protection, and the needs of young people with disabilities and others who may be particularly vulnerable must be taken into account. PWB is committed to ensure the safety and protection of all young people involved in our programmes through the operation of our Child Protection policies in line with standards in this document. PWB has a duty of care to safeguard from harm all young people involved in any programme and activity directly that we deliver. PWB also has the responsibility to ensure that within all the programmes we deliver, any partner organisations must also have established policies and provide protection to young people. PWB is committed to devising and implementing policies so that everyone in the organisation, whether they are paid staff or volunteers, accepts their responsibilities to safeguard young people from harm and abuse. This means to follow procedures to protect young people and report any concerns about their welfare to appropriate authorities. The aim of the policy is to promote good practice, providing young people with appropriate safety/protection whilst in the care of PWB and to allow all staff and volunteers to make informed and confident responses to specific child protection issues.

***A child/young person is defined as a person under the age of 18 (Children's Act 1989 & 2004) Within this policy, any person under the age of 18 will be classed as a young person.***

**Volunteer Manager** = whoever is in charge of a group of PWB volunteers (ie: the Tour Coordinator, Tour Leader or the Project Manager).

## **1.1 Policy Statement**

PWB is committed to the following:

- the welfare of the young person is paramount
- that all young people, whatever their age, culture, ability, gender preference, language, racial origin, religious belief and/or sexual identity should be able to participate in any PWB activity in a fun and safe environment
- taking all reasonable steps to protect young people from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings
- that all suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately
- that all PWB staff including self-employed contractors or volunteers who work with young people will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and training in good practice and child protection procedures
- to work in partnership with parents and young people to safeguard and protect all young people

## **1.2 Communication of the Policy**

To ensure the successful implementation of this policy it is essential that we at PWB communicate to our entire staff, partners, young people and their parents/carers our commitment to safeguarding young people. In addition, access to the Policy is available to all staff, partners, volunteers, parents/carers, participants and the general public at large by emailing: [info@performerswithoutborders.org.uk](mailto:info@performerswithoutborders.org.uk). This ensures people have access to this information and are able to understand how the policy will be implemented, and the process they should follow should an issue arise.

## **1.3 Monitoring and Review**

The implementation of procedures will be regularly monitored and reviewed. PWB management and the Board of Trustees will regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required. The policy will be reviewed each year or whenever there is a major change in the organisation or relevant legislation.

# **2 Promoting Good Practice**

## **2.1 Introduction**

To provide young people with the best possible experience and opportunities at PWB everyone must operate within an accepted ethical framework such as the PWB Volunteer Agreement (Appendix C). It is not always easy to distinguish poor practice from abuse. It is therefore NOT the responsibility of volunteers or participants at PWB to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the young person, as explained in section 4. This section will help to identify what is meant by good practice and poor practice.

## **2.2 Good Practice**

By promoting good practice the occurrence of abuse of young people should be reduced and this should also protect other staff, thus reducing the likelihood of allegations arising. All personnel should adhere to the following principles and action:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- If in the scenario of a 1:1 (mentoring) situation, give some thought before the meeting to the venue and environment where the meeting will take place. Avoid private, closed places; instead meet in

an open, transparent space. If privacy is needed, make sure that the room/office has windows and is situated in a natural walkway. Always inform a colleague of your meeting.

- Make the experience of your performing arts programme or session fun and enjoyable: promote fairness, confront and deal positively and proactively with bullying, harassment or any other inappropriate behaviour.
- Treat all young people equally and with respect and dignity.
- Always put the welfare of the young person first.
- Maintain a safe and appropriate distance from young people (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a young person or to share a room with them).
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given.

*Example: May I Help you tie your shoes? May I help you onto the stage?*

- In extreme cases where a young person is becoming a danger to either themselves, other pupils or you; to be judged lawful the force of restraint used must be in proportion to the consequences it is intended to prevent.
- If appropriate, involve parents/carer's wherever possible, e.g. where young people need to be supervised in changing rooms, encourage parents who have undertaken a DBS check to take responsibility for their own child. If groups have to be supervised in changing rooms, always ensure, parents, coaches etc. work in pairs. If in a school environment, liaise with the school to follow the school policy.
- Keep up to date with the technical skills, qualifications and insurance.
- Never transport a young person unless in an emergency, in this case it is the volunteer's responsibility to contact the young person's parents, carer's and Programme Manager before they transport the young person. If this incident does occur then transport the young person in the back seats of the car. A full report of this activity should be provided to the management of the charity immediately with detailed information as to why transport was required.
- Be an excellent role model, this includes not smoking or drinking alcohol or taking illegal substances in the company of young people.
- Always give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs and capacity of the young person and do not risk sacrificing welfare in a desire for team or personal achievements. Avoid excessive training or competition and not pushing them against their will.

- Do not undertake any medical treatment on a young person, unless qualified to do so. PWB may wish to secure written parental consent for its qualified members of staff to act in loco parentis, to give permission for the administration of emergency first aid or other medical treatment.
- Keep a written record of any injury that occurs, along with details of any treatment given in accordance with the reporting form can be found at Appendix B.
- All volunteers must seek clarification from their managers regarding the appropriate risk assessment documents they should use for each activity / site / venue.

## 2.3 Medical Treatment of Young People

PWB staff or volunteers should not carry out any medical treatment on anyone unless it is a life-threatening emergency and none of the young person's primary carers are available to take over the situation. If they do they should follow the guidelines below as closely as reasonably possible:

- It is recommended that no young person should be treated in any situation where the young person is on his/her own in a treatment room with the door closed. It is PWB's policy that all treatment procedures should be 'open' i.e. the door remains open. If possible parents or primary carers, if present and unable to take over themselves, should be invited to observe treatment procedures and only undertaken by the most appropriately qualified members of staff (eg: first aiders).
- Prior to medical or health treatment being carried out on a young person, parental consent in the verbal (eg: phone call) or written form (eg: e-mail) must be sought where possible / appropriate.
- It is recommended that all treatment procedures are explained fully to the young person and verbal consent is given before they are carried out.
- It is recommended that if treating an area of the body which is potentially embarrassing to a young person (i.e. the groyne) a suitable adult (ideally a parent) acting as a chaperone, must be present.
- It is important to maintain medical confidentiality and patient dignity at all times.

## 2.4 Poor Practice

2.4.1 The following should be avoided except in emergencies.

- Do not transport young people in your car unless in a medical emergency, even so, permission must be obtained by the young person's parents or carer beforehand.
- Avoid spending time alone with young people away from others. If cases arise where these situations are unavoidable they should only occur with the full knowledge and consent of the



*Volunteer Manager, Tour Coordinator or appropriate person from the partner organisation/activity/event and the young person's parents.* For example, a young person sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a young person up at the end of a session. In all cases, such incidents should always be recorded.

2.4.2 The following are regarded as poor practice and should be avoided by all personnel:

- Unnecessarily spending excessive amounts of time alone with young people away from others.
- Taking young people alone in a car on journeys, however short.
- Taking young people to your home where they will be alone with you.
- Sharing a room with a young person.
- Engaging in rough, physical or sexually provocative games, including any forms of inappropriate behaviour.
- Allowing or engaging in inappropriate touching of any form.
- Using inappropriate or discriminatory language
- Allowing young people to use inappropriate language unchallenged.
- Making sexually suggestive comments to a young person, even in fun.
- Reducing a young person to tears as a form of control.
- Allowing allegations made by a young person to go unchallenged, unrecorded or not acted upon.
- Doing things of a personal nature that the young person can do for themselves.

2.4.3 If during your care you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to your Volunteer Manager as well as making a written note of it. If appropriate the Volunteer Manager should then inform the young person's parents of the incident. The incident should be immediately communicated to the charity management.

## 2.5 Reporting

If any of these situations arise where your concerns are about the Volunteer Manager or Tour Coordinator themselves, then please contact the next person above them in the PWB organisation. This may be your Tour Leader, the Tour Manager, the PWB Manager when on tour. Or when in the UK your PUK area Manager or PUK overall manager or PWB Manager. If none of these are available you can try to contact a PWB Trustee or the NSPCC (or national equivalent) directly. See Section 4 for more details.

Depending on the severity of the incidents you are concerned about it may be appropriate to inform the PWB Manager or Trustees directly. Appendix D contains a guideline as to when this would be deemed appropriate and also contains a PWB structural diagram, so you know who to report to.

### 3) What is Child Abuse?

#### 3.1 Introduction

Child abuse is any form of physical, emotional, financial or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender preference, race or ability. The main types of abuse are: **physical abuse, sexual abuse, emotional abuse, neglect and bullying.**

The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and physical activities. Any individual may abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent other people harming the young person. Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood. Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

#### 3.2 Types of Abuse

**3.2.1 Physical Abuse:** where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, and drowning. Giving young people alcohol or inappropriate drugs would also constitute child abuse. ***In a performing arts situation, physical abuse may occur when the nature and intensity of training disregard the capacity of the young person's immature and growing body.***

**3.2.2 Sexual Abuse** occurs when adults or young people (male and female or any other gender identity) use other people to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse. ***In performing arts, activities which might involve physical contact with young people could potentially create situations where sexual abuse may go unnoticed. Also the power of the teacher over a young person, if misused, may lead to abusive situations.***

**3.2.3 Emotional Abuse:** the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the young person's emotional development. It may involve telling a young person they are useless, worthless, unloved or inadequate. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened or taunted which may make the young person

frightened or withdrawn. ***In performing arts this may occur when the young person is constantly criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name calling and bullying.***

**3.2.4 Neglect** occurs when an adult fails to meet the young person's basic physical, emotional and/or psychological needs, to an extent that is likely to result in serious impairment of the young person's health or development. Examples of this could be: failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment. ***In performing arts this could occur when a workshop leader does not keep the young person safe, or exposing them to undue cold/heat or unnecessary risk of injury.***

**3.2.5 Bullying** may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are four main types of bullying. It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments). ***In performing arts bullying may arise when a parent or workshop leader pushes the young person too hard to succeed, or a rival student or official person in their life uses bullying behaviour.***

### 3.3 Indicators of Abuse

**3.3.1** Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a young person is being abused may include one or more of the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- An injury for which an explanation seems inconsistent.
- The young person describes what appears to be an abusive act involving them.
- Another young person or adult expresses concern about the welfare of a young person.
- Unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper.
- Inappropriate sexual awareness or engaging in sexually explicit behaviour.
- Distrust of adult's, particularly those with whom a close relationship would normally be expected.
- Difficulty in making friends.
- Being prevented from socialising with others.

- Displaying variations in eating patterns including over eating or loss of appetite.
- Losing weight for no apparent reason.
- Becoming increasingly dirty or unkempt.
- Over-tiredness.
- Suicidal threats or behaviours.
- Displaying frequent unexplained minor injuries.

### 3.3.2 Signs of bullying include:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or take part in activities.
- An unexplained drop off in performance.
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes.
- A shortage of money or frequent loss of possessions.

3.3.3 It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working at PWB to decide that child abuse is occurring. It **IS** their responsibility to act on any concerns by reporting any incident to your Tour Coordinator or Designated Safety Officer, as well as completing a Safeguarding Report Form (Appendix A and also found on our website [www.pwb.ngo/report](http://www.pwb.ngo/report)).

3.3.4 For young people with disabilities, indicators of abuse can be harder to determine. It should be recognised that children with disabilities do not always have the ability to advocate for themselves, or disclose incidents or concerns. As such, greater care and vigilance must be adopted when working with children with disabilities.

## 3.4 Use of Photographic/Filming Equipment

There is evidence that some people have used activities/events as an opportunity to take inappropriate photographs or film footage of young and disabled sports people in vulnerable positions. Therefore PWB is committed to adhere to the appropriate guidelines detailed below.

Furthermore there have been concerns about the risks posed directly and indirectly to young people through the use of photographs on web sites and publications. Therefore, the following guidelines must be followed:

- All young people featured in photographs/recordings must be appropriately dressed for the activity they are undertaking.
- The photograph/recording should ideally focus on the activity, where possible images of young people should be recorded in small groups with the written consent of parents/carer's/young persons involved
- PWB staff will still be allowed to use video equipment as a legitimate coaching aid and means of recording special occasions with the written consent of the young person's parents or carers.
- All images must be stored appropriately and not be available to anyone other than any PWB member appointed to a Media Role.

### **3.5 Publishing Images of Young People**

- If a photograph/recording is used, personal details of young people such as e-mail address, home address and telephone numbers should never be revealed.
- Parental/guardian permission should always be received to take and use an image of a young person. This ensures that parents/carers are aware of the way the image of their child is representing the performing arts activity or PWB as an organisation.
- Where a story concerns an individual, (e.g. their selection for representative side, triumph over adversity) particular attention should be paid to ensuring permission is gained from parent/guardian and young person to use a photograph/recording and relevant details.
- In order to guard against the possibility of a young person under a court order appearing on a website, the simultaneous streaming of images onto a website is not recommended. Delayed streaming also provides an opportunity for the editing of inappropriate clips (e.g. disarranged clothing). If video/film clips are delivered from your own server, that material can be downloaded.
- Apply an increased level of consideration to the images of youngsters used on websites. Simple technology features such as watermarking may dissuade third parties from using or attempting to access controlled imagery.

### **3.6 The use of Photographic/Filming Equipment by the media**

There is evidence that some people have used performing arts events as an opportunity to take inappropriate photographs or film footage of young people. Therefore, the following guidelines will be followed:

- If professional photographers are commissioned or the press is invited to an activity or event, it is important to ensure they are clear about expectations of them in relation to the welfare of young people.
- The photographer/camera person must have bona fide identification and be able to produce it on request.
- Participants and parents must be informed that a photographer/camera person will be in attendance at an event and ensure that they give written consent to both the taking and publication of films or photographs.
- PWB will not allow unsupervised access to participants or one to one photo sessions at events/activities.
- PWB will not approve/allow photo sessions outside the event/activity.

### **3.7 The use of Photographic/Filming Equipment by Parents/Spectators**

If parents or other spectators are intending to photograph or video at an event they should also be made aware of the expectations:

- Parents and spectators should be prepared to identify themselves if requested and state their purpose for photography/filming.

In addition:

- Participants and parents should be informed that if they have concerns about inappropriate or intrusive photography/filming these should be reported to the event organiser or official and recorded in the same manner as any other child protection concern.
- Appropriate members of PWB staff should approach and challenge any person taking photographs who has not made them known and/or registered with them. They might need to refer it to the local police force if this person continues to record images unauthorised.

### **3.8 Guidance – social networking websites**

Social networking services allow users to create their own content and share it with a vast network of individuals, sometimes referred to as online communities. People from all over the world can meet and share interests online. There are several hundred social networking services. Information about an event or campaign messages can be dissipated virally amongst supporters within online communities. PWB will give careful consideration to the use of social media outlets and balance the benefits of relativity, spontaneity and immediacy of the communication with the potential risks, including the risks to young people. Potential risks can include, but are not limited to:

- Bullying by peers and people they consider ‘friends’.

- Posting personal information that can identify and locate a young person offline.
- Sexual grooming, luring, exploitation and abuse of contact with strangers.
- Exposure to inappropriate content.
- Involvement in making or distributing illegal or inappropriate content.
- Theft of personal information.
- Exposure to information and interaction with others who encourage any forms of self harm.
- Exposure to racist or hate material.
- Encouragement of violent behaviour, such as 'happy slapping'.
- Glorifying activities such as drug taking or excessive drinking.
- Physical harm to young people in making video content, such as enacting and imitating stunts.
- Risk taking activities.
- Leaving and running away from home as a result of contacts made online. It is PWB's policy that no member of staff/volunteer should be participating with any young person in any 'player to player' remote gaming.

PWB has developed good practice guidelines for social networking sites which PWB will commit to:

- PWB will understand the safety aspects including what is acceptable and unacceptable behaviour on a social networking service.
- PWB will follow relevant legislation and good practice guidance when engaging with social media companies.
- PWB will ensure it only uses social media sites that adhere to relevant legislation and good practice guidelines.
- PWB will ensure that online safeguarding issues are fully integrated into their existing safeguarding strategy, policies and procedures.
- In light of the above, while PWB endeavours to ensure that its presence across social media complies with relevant legislation and good practice guidelines, PWB cannot accept responsibility or liability for the behaviour of others publicly engaging with us on social media.

## 4) Responding to Suspicions and Allegations

### 4.1 Introduction

It is not the responsibility of anyone working at PWB in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate people and authorities so that the necessary inquiries and actions are followed to protect the young person.

### 4.2 Receiving Evidence of Possible Abuse

PWB staff may become aware of possible abuse in various ways. Volunteers/staff may see it happening, may suspect it happening because of signs that have picked up on, or may have it reported by someone else or directly by the young person affected.

When a young person reports directly to a member of staff/volunteer, it is particularly important for the member of staff/volunteer to respond appropriately. If a young person says or indicates that they are being abused, staff should:

- Before any other action, ensure the immediate safety of the young person.
- **Stay calm** so as not to frighten the young person.
- **Reassure** the young person that they are not to blame and that it was right to tell.
- **Listen** to the young person, showing that you are taking them seriously.
- **Keep questions to a minimum and do not ask leading questions** so that there is a clear and accurate understanding of what has been said. (The law is very strict and child abuse cases have been dismissed where it is felt that the young person has been led and ideas have been suggested when questioning). Only ask questions to clarify.
- **Inform** the young person that you have to inform other people about what they have told you. Tell the young person this is to help stop the abuse continuing.
- **Safety of the young person** is paramount. If the young person needs urgent medical attention, call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue.
- **Record** all information on the Safeguarding Report Form. (Appendix A)
- **Report** the incident to PWB Designated Safeguarding Officer instead listed at the start of this document.

### 4.3 Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- The young person's name, age and date of birth.



- The young person's home address and telephone number.
- Whether or not the person making the report is expressing their concern or someone else's.
- The nature of the allegation, including dates, times and any other relevant information.
- A description of any visible bruising or injury, location, size etc. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The young person's account, if it can be given, of what has happened and how any bruising/injuries occurred.
- Have the parents been contacted? If so, what has been said?
- Has anyone else been consulted? If so, record details.
- Has anyone been alleged to be the abuser? Record details.

## 4.4 Reporting the Concern

4.4.1 All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

4.4.2 PWB expects its members of staff/volunteers to discuss any concerns they may have about the welfare of a young person immediately with their Volunteer Manager and PWB Designated Safeguarding Officer, and subsequently to check that appropriate action has been taken.

4.4.3 If PWB Volunteer Manager (tour coordinator, project manager) is not available then the Designated Safety Officer should be contacted. In a case where both of these persons cannot be contacted then you should take responsibility and seek advice from either a member of senior volunteering or trustee team at PWB, the NSPCC helpline, your local social services department or the police. (PWB will ensure all volunteers have the relevant numbers available on the Volunteer Agreement form and the Reporting Procedure – see Appendix C & D respectively).

4.4.4 Where there is a complaint against an employee or volunteer, there may be three types of investigation.

- **Criminal;** in which case the police are immediately involved.
- **Child protection;** in which case the social services (and possibly) the police will be involved.
- **Disciplinary or misconduct;** in which case PWB will be involved.

PWB are not child protection experts and it is not responsible to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection. Social services have a legal responsibility under The Children Act 1989 & 2004 to investigate all child protection referrals by talking to the young person and family (where appropriate), gathering information from other people who know the young person and making inquiries jointly with the police. **NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern**

4.4.5 Any suspicion that a young person has been abused by an employee or a volunteer should be reported to your Volunteer Manager who will take appropriate steps to ensure the safety of the young person in question and any other young people who may be at risk. This will include the following:

- PWB will refer the matter to the social services department.
- The parent/carer of the young person will be contacted as soon as possible following advice from the social services department (note- there may be occasions whereby a young person discloses concerns around their home or family life. On these occasions advice **must** be sought by the social services department prior to contacting parents/carers due to the additional safeguarding concerns this may raise)
- The Head of the Project should be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings if needed.
- If the Volunteer Manager is the subject of the suspicion/allegation the report must be made to the Head of the Project or an appropriate member of the senior management team who will refer the matter to the social services department.

4.4.6 Allegations of abuse can be made sometime after the event. When such allegations are made, you should follow the same procedures and have the matter reported to social services. This is because other young people may be at risk from the alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with young people.

## 4.5 Concerns outside the immediate environment

- Report your concerns to your Volunteer Manager.
- If the Volunteer Manager is not available, the person being told or discovering the abuse should contact their local social services department or the police immediately.
- Social Services and the PWB Board will decide how to inform the parents/carers.
- Maintain confidentiality on a need to know basis.

## 4.6 Responding to suspicions and allegations process

**PWB have adopted the NSPCC 4Rs guidelines to Safeguarding:**

**Recognise** - all our key personnel have been given NSPCC training in how to recognise abuse and examples of how to spot behaviour that may indicate abuse are also listed above. Volunteers working with us can discuss any concerns to their team leader or their partner organisation representative or talk directly to the designated safety officer (DSO).

**Respond** - all our key personnel have undertaken the NSPCC online course in how to respond if a child chooses to disclose an incident of abuse to us, or what to do if we recognise potential signs of abuse. Most importantly they will take any disclosure of abuse seriously and take personal responsibility to make sure the child is out of immediate danger and to make sure it gets reported. Volunteers working

with us should consult with their team leader or partner organisation representative about how to best respond to any concerns.

**Report** - all our personnel are aware that they should not try to diagnose abuse or try to deal with abusive situations themselves, but instead they should try and report it to the appropriate person. In most cases this will be their team leader and representative of the partner organisation we are working with, but if this is not appropriate (perhaps because they are the ones suspected of being the abuser) or this is not an option, it could be social services or the police. If unsure what to do we will ask the NSPCC for further advice. In all cases the incident and what happened afterwards will be reported to the PWB DSO.

**Record** - in all cases of reporting suspected abuse PWB will keep a record by filling in the Report form linked on our website, which is automatically sent to the DSO. The DSO will also within 24hrs follow up with a phone conversation with the PWB personnel doing the reporting and the person the incident was reported to. We will keep our reports so that they are available should they be needed as evidence in further proceedings.

If anyone has any issue, questions or feedback they can always contact the DSO.

## 4.7 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- Social Services/police.
- The parents/carers of the young person.
- PWB Volunteer Manager
- PWB Board of Directors
- The person making the allegation
- The alleged abuser (and parents if the alleged abuser is a young person).
- Seek Social Services advice on who should approach the alleged abuser.

All information should be given to the Volunteer Manager and stored in a secure place with limited access to designated people, in line with data protection laws.

## 4.8 Internal Inquiries and Suspension

- PWBs Managing Director and the Board of Trustees will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.

- Irrespective of the findings of the social services or police inquiries PWB Board will assess all individual cases to decide whether a volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases the Board of Trustees must reach a decision based upon the available information which could suggest that on the balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

## **5) Recruiting and Selecting Personnel with Young People**

### **5.1 Introduction**

It is important that all reasonable steps are taken to prevent unsuitable people from working with young people. To ensure unsuitable people are prevented from working with young people the following steps should be taken when recruiting.

### **5.2 Controlling Access to Children**

- All volunteers should complete an application form. The application form will elicit information about the applicant's past and a self-disclosure about any criminal record.
- Consent should be obtained from the applicant to seek information from the Criminal Records Bureau or overseas police authorities, if applicable.
- Evidence of identity (passport or driving licence with photo); in the case of a Young Volunteer, the evidence will be reviewed by the Volunteer Manager.
- No member of staff (paid or unpaid) will be allowed to commence working with young people or undertake work indirectly linked to young people (i.e. access to a young person's personal information) until their DBS and/or other relevant disclosures have been received and reviewed by senior management.

### **5.3 Interview and Induction**

All volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations. All volunteers should receive formal or informal induction during which:

- A check should be made that the application form has been completed in full, including sections on criminal records and self-disclosures.
- Their qualifications should be substantiated.

- The job requirements and responsibilities should be clarified.
- They should sign up to the organisation's Code of Conduct for volunteers (Appendix C).
- Child Protection Procedures are explained and training needs identified e.g. basic child protection awareness.

## 5.4 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations.
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse.
- Respond to concerns expressed by a young person.
- Work safely and effectively with young people.

PWB will ensure that: All volunteers who have access to young people (directly or indirectly) to undergo a DBS check (or residential regional equivalent). And all key personnel (volunteer managers and above) will have undergone the online NSPCC safeguarding training.

## Declaration

On behalf of PWB we, the undersigned, will oversee the implementation of the Child Protection Policy and take all necessary steps to ensure it is adhered to.

Signed: 

**Name:** Peter King  
**Position:** Consultant – Manager & DSO  
**Date:** 25 July 2019

## Appendix A: PWB Safeguarding Report Form

Your Name:			Your position & organisation:		
Contact Tel No:			Email:		
Address:					
Young Person's Name:		Date of Birth:		Male or Female?	
Address:					
Parent/Carers Name:					
Does the young person have a disability? If so, please detail:					
Date and time of incident:					
Your observations:					
Please note exactly what the child or vulnerable adult said and what you said (Continue on separate sheet if necessary):					
Action taken so far:					
Information on the alleged abuser:					
Signature:			Date:		
Print Name:					

Once you have completed this form, please make sure that you then forward it onto your Designated Safety Officer.

## Appendix B: PWB Injury Reporting Form

Name of Person in charge of Session

Site where incident took place

Date of incident

Name of injured person

Address of Injured person

Nature of incident/injury and extent of injury

Give details of how and precisely where the incident took place

Give full details of action taken during any first aid treatment and the name(s) of first-aider(s)

Were any of the following contacted?

Parents/carers      Yes ☐ No ☐

Police                Yes ☐ No ☐

Ambulance        Yes ☐ No ☐

What happened to the injured person following the incident/accident? E.g., carried on with session, went home, went to hospital etc.

**Declaration - all of the above facts are a true record of the accident/incident**

SIGNED:

PRINT NAME:

DATE:

ONCE YOU HAVE PROPERLY DEALT WITH THE INJURED PARTY AND THEN COMPLETED THIS FORM, PLEASE INFORM YOUR MANAGER & DSO OF THE INCIDENT.





## Appendix C – Volunteer Agreement form

We teach performing arts  
to disadvantaged children.



# **VOLUNTEER AGREEMENT (VA)**

*Safeguarding Policy and Code of Conduct Agreement*

Updated – 29<sup>th</sup> January 2023

### **Introduction**

Congratulations, you have been chosen to go on a PWB Tour! However, it is a requirement of taking part in a Performers Without Borders (PWB) tour to read, agree and sign this conduct and policy document. We know it seems serious in places but it is important that you understand how seriously we take what we do. Contravening one or more of our policies may result in an investigation from PWB and potentially being asked to leave the tour. If at any time you feel a member of the team may be contravening one or more of the below policies, please inform your Tour Coordinator (TC) who will deal with the situation appropriately. If you do not feel comfortable speaking with your TC directly, contact your Tour Leader (TL) or overall PWB Tour Manager (TM), if the TL is unavailable or unresponsive. Your Tour Leader will not travel with you, but will be an experienced volunteer from previous years and is there to support the tour remotely:

TL: **Mika – India Tour** - mika.kiburz@gmail.com

**Tyler – Kenya Tour** - tyler@performerswithoutborders.org.uk

TM: **Abi Cooper** - abi@performerswithoutborders.org.uk TEL: +44 (0) 7583081641

Acting TM during 2019 Tours: **Peter King** - pete@performerswithoutborders.org.uk

TEL: +44 (0) 7763748798

Please read this document carefully, print and sign and date at the bottom, initial each page, fill in the other requested information and return it by post to the PWB Manager (PM) at this address: **Peter King, 72 Peterborough Drive, Netherton, Liverpool, UK, L30 5QP**

### **CONTENTS:**

1. Working with Vulnerable Children
2. No Drugs and Alcohol policy – On 'PWB Time'
3. Conduct and Appearance
4. Expectations of the Job
5. Your Physical and Mental Health
6. Signature and emergency details section

## **Section 1 – Working with Vulnerable Children**

Whilst on tour you will predominantly be working with orphans and vulnerable children (OVCs) who have had a difficult start in life. Children are vulnerable anyway, and OVCs particularly so. Which means you may need to be sensitive to their extra needs and requirements. But please always remember that you are never their main carer and are only a temporary tutor in a specific skill set. The aim is to inspire and encourage OVCs with our work, but ultimately there is only so much we can do. So just do your bit and keep everyone physically, mentally and legally safe, including yourself. Please contribute positively to your team building exercises so that we can create a positive environment for your peers and the kids we engage with.

**Safeguarding Policy** – PWB has an extensive safeguarding policy document that your Tour Coordinator will also have with them on tour. Please read this when you are sent it, but the main points are listed below. Please talk to your Tour Coordinator before acting if you have any concerns as PWB reporting and implementation procedure must be followed for any serious incidents.

**1.1 Abuse** - Never hit, strike, pretend to hit or strike or otherwise threaten a child at any time. Never emotionally, physically, sexually or mentally abuse or threaten a child at any time. We understand that when practising circus and theatre some level of physical contact is sometimes necessary. If you have reason to be concerned about any child being abused physically, sexually, mentally or emotionally, tell the tour coordinator and they will inform the partner organisation as appropriate.

**1.2 Backgrounds** - We are here to teach circus, not to ask about children's backgrounds. If the information is freely volunteered, that is OK but do not ever ask any prying questions to children - it is not our place, we are not social workers. If a child tells you something that you feel should be reported, please tell your tour coordinator and they will arrange to meet with the partner organisation if necessary.

**1.3 Stealing** - Some of the children we work with may have stolen in the past, it is a hard habit to break, however well you feel you get on with them. Be careful of your belongings, it is up to you to take care of them yourself. If something is stolen and you have good reason to suspect a child, then report it to your team coordinator and they will talk to the partner organisation. Do not try to deal with this yourself as it may lead to a difficult situation.

**1.4 Fighting** - Kids may fight whilst you are working with them. PWB policy is to stop it if you can verbally, or to ask for help from staff if you can't - don't get involved physically. There will normally be a member of the partner organisation on hand whilst you are teaching. Report any problems to the tour coordinator and they will inform the partner organisation.

**1.5 Behaviour** - No culturally inappropriate behaviour (this could include hugging, kissing, swearing, fighting) between PWB volunteers or with/in front of children in or out of teaching hours when around the children you are teaching. What is appropriate will differ according to culture –e.g. in Latin America kids hug you more than in India. Ask your coordinator if you are not sure. No special attention to individuals by PWB volunteers, beyond what is appropriate in classes. No buying or giving of food, gifts, money etc. to individuals from PWB volunteers – gifts can be given as a team to individuals or preferably to everyone from everyone.

**1.6 Language** - Language around children needs to be considerate at all times – no swearing as children will pick up on it, they are often learning English from you.

**1.7 Injury** - Injury to kids whilst PWB working with them: If the organisation have a first aider/first aid kit, then please let them deal with it. If no one is available or no first aid kit available, then ask the delegated PWB first aider to deal with any injury to the best of their abilities and inform the tour coordinator who will in turn inform

the relevant person.

**1.8 Online** - Please do not accept Facebook, or other social network friend requests from children you work with.

**1.9 Photos** – Different partner organisations will have different policies on whether you are allowed to take photos of the children under their care. Even if you are allowed to take photos the following guidelines must be adhered to (see the full Child Safeguarding Policy for more details):

- Permission should always be received to take and use an image of a young person. This ensures that parents/carers are aware of the way the image of their child is representing the performing arts activity.
- All young people featured in photographs/recordings must be appropriately dressed for the activity they are undertaking.
- The photograph/recording should ideally focus on the activity.
- If a photograph/recording is used, personal details of young people should never be revealed.

Apply an increased level of consideration to the images of youngsters used on websites. Simple technology features such as watermarking may dissuade third parties from using or attempting to access controlled imagery.

## **Section 2 - No drugs and alcohol policy – On ‘PWB time’**

**2.1 PWB has a NO illegal drugs policy** - Whilst teaching or on ‘PWB time’ (defined below) NO DRUGS. NOT ACCEPTABLE EVER. Also, you should not be detrimentally affected by the influence of any drugs whilst on tour. What you do on your own time is up to you, PWB accepts no responsibility for any effects or consequences, but you must be fit to fulfil your role as outlined in Sections 3&4 during PWB time. Please note it is illegal to take, buy or be in possession of controlled drugs in India, Nicaragua and Kenya. This includes marijuana.

**2.2. PWB has a NO alcohol policy** – NO ALCOHOL EVER on ‘PWB time’ unless a host offers it to you as part of a social activity etc., and then only in moderation please – you still represent PWB! What you do on your own time is up to you, PWB accepts no responsibility for any effects or consequences. Never turn up to teach smelling of alcohol or appear drunk around children - including out of hours if you are around the children you are teaching.

**2.3 Reporting Procedure** - If Alcohol or Drugs affect your contribution to the tour or become an issue for you or the team then PWB will take action accordingly. If you suspect anyone of contravening these policies and are at risk of harming PWBs reputation and anyone around them, including themselves, please report this to your Tour Coordinator, or next in line if you feel it's necessary (TL, TM etc).

**2.4 ‘PWB Time’ Definition** – This is defined as anytime you might be perceived as representing PWB. This includes anytime on the grounds of our partner organisations or when dealing with the children associated with them. It also includes at PWB meetings, during and after trips to do shows and when you arrive or leave the grounds of a partner organisation. It does not include travel days, evenings out or days off when you are away from the grounds of the partner organisation. But please note you must be capable of fulfilling your role and not arrive at partner organisations intoxicated or incapable of fulfilling your role.

## **Section 3 - Conduct and appearance**

**3.1 Appearance** - During a PWB project you represent PWB, so we expect you to look clean, tidy and presentable at all times during workshops, shows, visits etc. PWB reserves the right to ask you to change your clothing if it is seen as inappropriate, dirty or does not adhere to cultural or environmental 'norms'. In India/Nica/Kenya this is: nothing torn, raggedy, dirty or too revealing or low cut (if you wouldn't wear it to work in your own country you shouldn't here), and no bare feet. India (women): Nothing above the knee or showing the shoulder (no strappy tops) Men (all locations): No bare chests.

During shows you can get away with slightly more as it's entertainment. Culturally even the poorest kids and people make an effort to wash daily, appear clean and tidy and dress in clean clothes and shoes if they have them. As a PWB volunteer you may be seen as a role model or as aspirational, so set a good example. In many developing countries people don't understand 'hippy' (torn/raggedy/old) dress sense! Please check you have appropriate clothing for the culture before you leave – ask your TC and/or TL.

**3.2 Cultural Sensitivity** - Be respectful, humble and gracious to the local culture, community and people at all times, with guidance from the TC & experienced members of the team/local contacts. What is normal in your host country may seem strange to you but to continually remark upon it could be seen as impolite. Your TC will discuss this with you at the start of the tour or before you leave.

**3.3 Respect for others** - PWB does not tolerate bullying, racism, homophobia or sexism inside the team or anywhere else. Please respect people who hold different opinions to yourself and try to accommodate them where possible. If you personally hold strong or 'extreme' opinions on a subject try not to be pushy about them. The focus needs to be on getting everyone through the tour with a good experience, not resolving differences or convincing anyone of anything. Focus on good group dynamics in order to help the OVCs to your team's best ability. A fragmented team will be focused inwards instead of outwards; try to find and emphasise common goals and common ground.

**3.4 Respect the decision process** within the team and look after each other's feelings- you may not always agree with certain decisions, but working in a team means accepting compromise for the sake of team unity, which is crucial for a functioning tour group. Sometimes your ideas will be accepted, at other times it will be someone else's. Some days will be good days, some will be worse. Try to focus on the tour dynamics as a whole rather than your own needs as much as possible. If you are frustrated or unhappy with someone, a decision or a situation, try to see the bigger picture and be open about it without being angry, so that you are not carrying pent up frustrations. Be mindful of how you communicate so as not to negatively impact others. You are part of a team so focus on what your team needs to deliver those smiles!

**3.5 Reporting procedure** - Please consult your team coordinator if you have any professional or personal issues with another member of the team or a member of the host community. If you have concerns about your TC, then contact the TL or TM instead.

## **Section 4 - Expectations of volunteers**

The items listed below will give you some idea of what is expected of you as a PWB Tour Volunteer. This list is by no means exhaustive and common sense will have to prevail in order for a Tour to operate successfully:

- Actively participate in the team decision making processes and attend all team meetings - unless with valid reasons accepted by the rest of the team.

- You will need to be flexible in the way you teach and perform, adapting to accommodate your fellow team members and a variety of kids, language, situations, spaces, audiences and situations.
- Appreciate that by being a PWB team member you will be sometimes: frustrated, confused, upset, uncomfortable, hot – too hot! tired, dusty, sick, stared at, lost, hungry, dirty and smelly. Please look after yourself with the help of your team.
- BUT You will also be: ecstatic, enlightened, euphoric, joyful, exuberant, challenged and changed, work with some awesome and amazing kids and organisations, see some fantastic things, feel great, experience things you have never experienced before and learn new things about life, yourself, what you can do and all sorts of other excitement! Please feel free to bond with your team over your successes.
- While working with PWB you will be considered as a valued member of a team. Important decisions will be made in a democratic fashion through team meetings. The specific mechanisms of the democratic process will be formed at the start of your tour and will be decided by the team and TC.
- You are not at home. This means that food, culture, language, dress code, internet connections, washing clothes, etc. EVERYTHING IS DIFFERENT! It's a tad obvious we know, but do remember this whilst on tour, and respect the host culture that you are visiting. Be especially aware of any gender difference related cultural norms.
- Whilst on a PWB project you do of course get time off, but please remember it is a full time position being a PWB volunteer. Pull your weight as a team member - look after yourself and others, share duties such as cooking, shopping, cleaning, washing up – you are a team, welcome to the PWB family ☺
- Part of being in a PWB team is to volunteer for and take on various roles during the tour to the best of your abilities – eg. Team Mum, Social Media, Head Chef - please take your role seriously and read all information given to you about your role, deadlines and responsibilities. These projects are a group collaboration!
- Accept the final decision of the team and/or tour coordinator.
- Whilst working with PWB maintain an attitude which does not conflict with PWB's values.
- Respect the opinions and ideas of all other PWB team members.
- Pay the PWB contribution fund in full according to deadlines given.
- Respond to all emails and requests in a timely fashion.
- Read all information given prior, during and after the tour.
- Pay your tour contribution in full before you leave on Tour – this will all be listed in the volunteer manual called the BigTopDoc that you will be given after you sign this.
- You will need to take out relevant and comprehensive Travel Insurance for your tour – including covering workshop activities, personal belongings and medical insurance.

## **Section 5 – Your Mental and Physical Health**

**5.1 Injury or Sickness** - Be aware that PWB accepts no responsibility for any injury or sickness whilst on tour with PWB. Taking out your own travel insurance is mandatory and you will need to send a copy of your cover to the Tour Manager at least 1 month before your departure (see page 1 for details). Please be aware that by taking part in a project in these countries you are at risk of becoming sick (food poisoning, diarrhoea, new germs etc.), and need to look after yourself as best you can at all times. PWB will do their best to look after you, advise you on how to keep healthy, look after you if you are sick or injured and help you if you need a doctor/hospital etc. Your Tour Coordinator will have/help you find relevant information for Injury and Sickness procedures and where the local medical support can be found.

**5.2 Physical Health** – A PWB Tour is a significant physical challenge. You will be busy teaching most days in a hot climate in difficult and often challenging environments. In order to keep tours as cheap as possible, accommodation is often budget and lacking in extra comforts. The weeks are full of activities and shows and all this time you are giving your energy out to the OVCs. You will have some days off but you will need to be confident of your body's ability to be robust enough to fulfil your tour responsibilities. Consequently if you have any recurrent physical issues or weaknesses, such as a bad back, or sore knee, these may well be accentuated on a

tour. By signing this document you are stating that there are no physical impediments that should prevent you from fulfilling your duties on a PWB tour as outlined above. If you have any doubts at all, or any existing medical conditions however large or small or embarrassing, if you think they may be relevant please make sure the Tour Manager knows about them. Dealing with undisclosed physical ailments will fall outside PWBs responsibility on Tour.

**5.3 Mental Health** – A PWB Tour is a significant mental challenge. You are a long way from home, in a strange environment with a group of people who you hardly know at first. You will be dealing with OVCs with potentially significant behavioural problems. You may come into conflict with other people in your group or feel ostracised or lonely in a complex and shifting set of group dynamics. You will need to be mentally robust in order to deal with these challenges appropriately. Already existing mental issues, such as mild depression, paranoia or schizophrenia, are likely to be exasperated in this tough physical and mental environment. By signing this document you are stating that there are no mental conditions which you are aware of that should prevent you from fulfilling your duties on a PWB tour as outlined above. If you have any doubts at all, or any existing mental conditions, however large or small or embarrassing, if you think they may be relevant please make sure the Tour Manager knows about them. Dealing with undisclosed mental conditions will fall outside PWBs responsibility on Tour. Persistent inappropriate or disruptive behaviour may lead to you being asked to leave the tour.

**5.4 But the Rewards are huge** – However given the above, taking on these challenges is partly what going on a tour is about and most volunteer's feedback is that going on a PWB Tour is hugely rewarding – in most cases even life changing in a positive way. You may make very deep lifelong friendships and you will learn many important and insightful lessons about yourself that will hopefully help you overcome future challenges and mature you into a competent and empowered human adult. That is not to mention that you can mention it on your CV as the equivalent of performers VSO, which employers will look on favourably. The above is all mentioned so that you are forewarned of the challenges and don't feel surprised that you may struggle on tour at times. But you will have the appropriate support around you and PWB has had no major issues on tour in its 10 years of running them.

## **DECLARATION**

I..... have read the 7 page PWB Policy and Conduct document in full and have understood its contents and agree to abide by the codes of conduct, policy procedures and expectations of the role outlined above in Sections 1-4 by PWB. I am of sound mind and body to a level appropriate to accept a tour place and I have disclosed any relevant information to PWB before signing this document in accordance with the conditions set out in Section 5.

SIGNED: .....

DATE.....

PHONE:..... Email:.....

HOME ADDRESS:.....

.....

EMERGENCY CONTACT NAME: .....

RELATION.....

EMERGENCY CONTACT DETAILS (Phone, email, skype, address etc):

.....

.....

.....



# **Appendix D - PWB Categories of complaints and Reporting Procedure**

Below are categories of complaints to help **PWBers** (eg. volunteers, trustees, consultants, contractors) record complaints in a unified manner.

Please note that requests for information and assistance have been identified as categories, in order to make it easy for PWBers to record such issues coming through our complaints and feedback mechanisms.

<b>CATEGORY</b>	
<b>Category 1</b>	Request for information
<b>Category 2</b>	Request for assistance
<b>Category 3</b>	Minor dissatisfaction with activities (eg. Issues with teaching methods or teaching programme)
<b>Category 4</b>	Major dissatisfaction with activities (eg. issues about our programme approach, poor-quality kit used, safety of children/adults being put at risk)
<b>Category 5</b> (require fast-tracking approach) – country office child safeguarding reporting procedures OR fraud protocols should be implemented	Breaches of PWB Code of Conduct and/or Child Safeguarding Policy (eg, allegations of inappropriate behaviour or misconduct by a PWBer or partner staff or representatives, including fraud; theft; corruption – such as misappropriation of goods or requests for payment; verbal, physical or sexual abuse; sexual exploitation of beneficiaries; or behaviour that could be perceived to be abusive, such as spending too much time alone with a child with whom we are working)
<b>Category 6</b> (require fast-tracking approach) – contact designated safety officer for reporting child safeguarding concerns which should be implemented	Allegations of child abuse or sexual exploitation by non-PWBers or representatives – ie, a member of the community, staff of other NGOs/partners or another child or teacher.

While categories 3 and 4 are likely to cover non-sensitive issues, categories 5 and 6 are sensitive complaints and will likely require confidentiality and fast-tracking. Some issues falling under category 4 (major dissatisfaction with activities) may also be sensitive, especially if they are about discrimination, safety issues, or issues that put staff or a representative in a difficult position.

# **COMPLAINT AND FEEDBACK HANDLING FLOW CHART**

For **categories 1-3** the first person to report to is the Project Coordinator (as defined below) or the person one up from you in the structural diagram below (see next page).

For **categories 4**, please report directly to management level – Tour Manager or PWB Manager.

For **categories 5&6** please report to the designated safety officer (DSO, currently the PWB Manager) and the chair of trustees (currently Claire Badder). Contact details are listed below.

## **Project coordinator**

This will be different whether it's a PWB-international (PInt) project, or a PWB-UK (PUK) project or a PWB-Research (Pres) project. Please see below:

### **1) PInt**

*EG: India, Kenya, Nicaragua or Calais*

Each project will consist of the following reporting structure:

**Volunteer   Tour Coordinator (TC)   Tour Leader (TL)   Tour Manager (TM)   PWB Manager   Trustees**

### **2) PUK**

Each project will have an identified 'Project Manager' who will have contracted various workshop leaders to deliver a series of workshops in different geographic locations. This is the equivalent of the TC for a Tour. In this case the reporting chain is:

**Volunteer/contractor   Project Manager   PUK Manager   PWB Manager   Trustees**

### **3) Pres**

Each project will have an identified 'Project Manager' who will have contracted various workshop leaders or researchers to evaluate a series of workshops or research projects in different geographic locations. This is the equivalent of the TC for a Tour. In this case the reporting chain is:

**Volunteer/contractor/researcher   Project Manager   PUK Manager   PWB Manager   Trustees**

**IN ALL CASES:** If your concern is with the person above you on the flow, then report to the person above them and keep going if you get no response or don't feel your complaint is being taken seriously enough. If after all this you are still concerned then contact the NSPCC in the UK or the local police directly.  
See our website for more on Safeguarding. Policy and Reporting.

## **CRUCIAL CONTACTS**

**Trustee Chair** – Claire Bader - [clairebader@gmail.com](mailto:clairebader@gmail.com)

**Safeguarding Trustee** – Andy Hodkin - [hodkin1974@gmail.com](mailto:hodkin1974@gmail.com)

**DSO and PWB Manager** – Jamie Moore - [jamie@performerswithoutborders.org.uk](mailto:jamie@performerswithoutborders.org.uk)

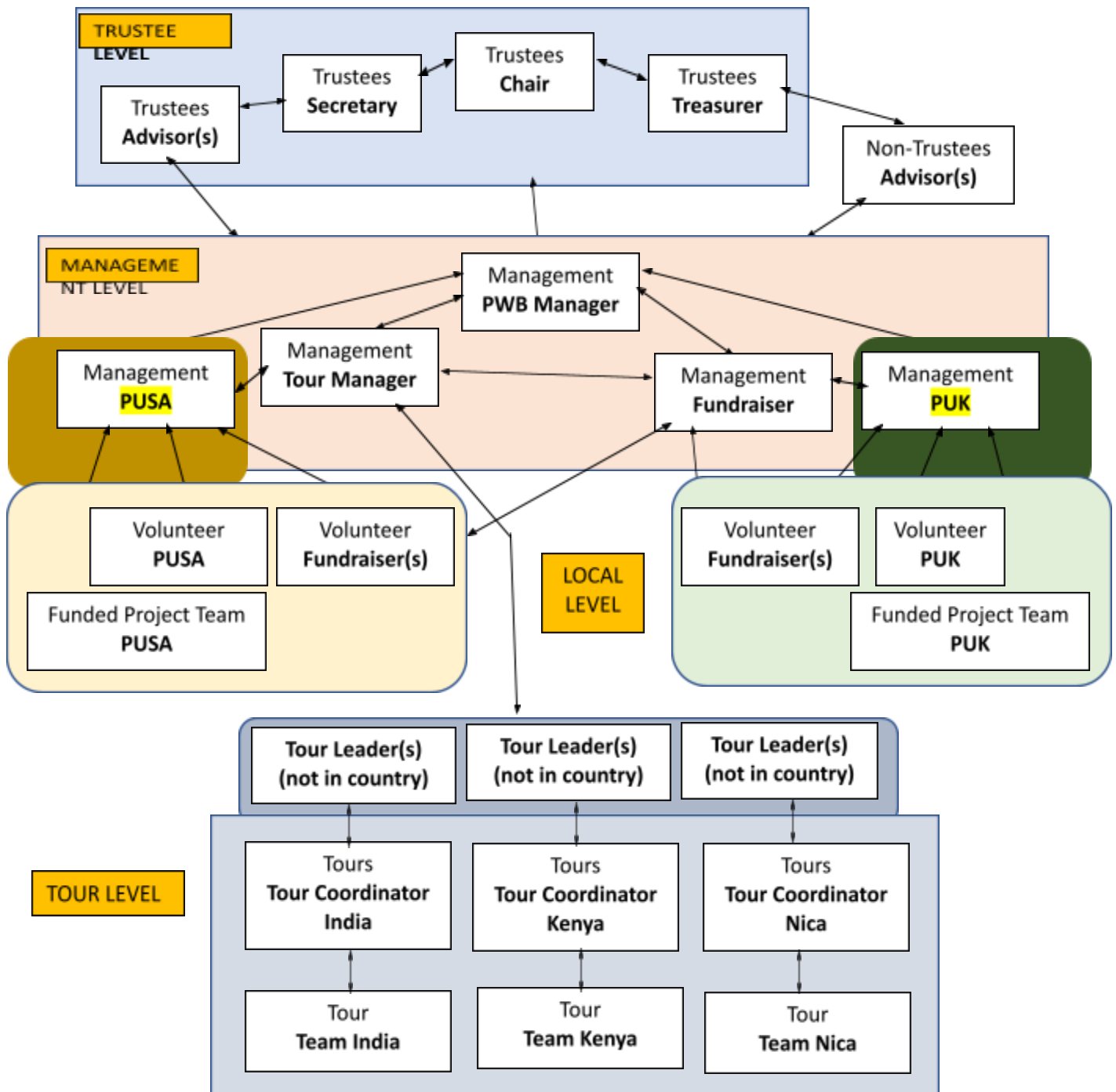
**Finance Manager** - Peter King - [pete@performerswithoutborders.org.uk](mailto:pete@performerswithoutborders.org.uk) TEL: +44 (0) 7763748798

**TM & Volunteer Coordinator:** Gina Disney - [gina@performerswithoutborders.org.uk](mailto:gina@performerswithoutborders.org.uk) TEL: +44(0)7527479187

**PUK Regional Manager** - Jules Cooke - [jules@performerswithoutborders.org.uk](mailto:jules@performerswithoutborders.org.uk)

**TC: Abi – Kenya Tour** - [abi@performerswithoutborders.org.uk](mailto:abi@performerswithoutborders.org.uk) TEL: +44 (0) 7583081641

# PWB – general structure



NB: not all arrows shown for simplicity's sake. When an arrow terminates in a coloured box it means communication with everyone within that box.