

MTW SAFEGUARDING POLICY AND PROCEDURES

We strongly advise that this full policy and procedures be read as part of reporting a concern of harm or abuse. However, should you need urgent advice on how to report a concern you can jump to the reporting concerns guidance [here](#) (or on Pg. 8) and the report form [here](#) (or on Pg. 31).

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SAFEGUARDING POLICY

Introduction

Music Theatre Wales (MTW) is committed to creating and maintaining a safe environment for everyone we interact with. This includes a strong commitment to safeguarding children, young people and adults at risk.

No-one should ever experience abuse of any kind, and we have a responsibility to promote the welfare of all people - to keep them safe and supported, and to practise and create in a way that protects them. All people, regardless of age, disability, gender or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, have an equal right to protection from all types of harm or abuse

The welfare of all people is paramount in all the work we do and in all the decisions we take. Working in partnership with children, young people, adults at risk, their parents, carers and other agencies is essential in promoting everyone's welfare

Safeguarding is always our priority and our safeguarding policy and supporting procedures apply to anyone working on behalf of MTW including employees, trustees, freelance staff, contractors, trainees and volunteers (collectively known as "staff").

The purpose of this policy statement is:

- to protect children, young people and adults at risk, who work with MTW or take part in our programmes of work, from harm
- to provide staff, as well as children, young people and their families, and adults at risk, with the overarching principles that guide our approach to child protection and safeguarding
- to provide further information on our commitment to safeguarding, links to our associated safeguarding policies and procedures, and ways to report a concern related to a child or adult at risk working for MTW or taking part in an MTW activity

Internal Context

MTW's safeguarding provision is driven by the work we do, the people we work with and the values of our organisation. Our safeguarding policy and procedures applies to anyone working with or on behalf of MTW, and it is discussed with all partners and others we work with in any capacity.

The Social Services and Well-being (Wales) Act 2014 defines "children" as individuals under the age of 18. MTW Future Directions programme (our young company) is for people aged 16 to 25 and drives our decision to amalgamate our safeguarding policy into one document. It is also why, in this policy and in all MTW's safeguarding documents and procedures, that we also refer to "young people" (those over 18 taking part in our Future Directions programme). The policy applies equally to "vulnerable adults" and refers to people over 18 who are not part of our Future Directions programme.

Our participants

Our Future Directions programme is an annual project that sits at the core of the Company's main activity. For young people aged 16-24, the programme spans provision for both children and young people, and adults at risk.

We also work with children as part of other projects and training opportunities. During the 2024-25 academic year, for example, we will be working with children aged 14-18 as part of our young composers programme in RCT.

Our partners

We work in partnership with many organisations, including those who work specifically with young people, and learning disabled people, such as Sinfonia Cymru and Hijinx. We choose our partners carefully and only work with those who we believe value the importance of safeguarding in the way we do. We adhere to our partners safeguarding policies and procedures and expect the same in return.

Our staff and freelancers

MTW operate a small core team of 3 members of permanent staff. We are aware of the constraints of such a small team, and the dangers of often being stretched and feeling under pressure.

We also working with a large number of freelance creatives, on a regular and project basis, and understand the importance of ensuring that the MTW approach to safeguarding and wellbeing is communicated effectively to all workers and consistently applied across all programmes of work.

Inclusion and wellbeing

We are an inclusive organisation and understand the interconnectedness of safeguarding, wellbeing, and inclusion, particularly in creative environments. People who feel safe, included and valued are more likely to have positive wellbeing and inclusive practices can help to identify and address potential safeguarding risks. We are also aware that a lot of the people we work with will be navigating the opera world for the first time, and of the added layer of wellbeing and emotional support that those people might need.

We are aware that some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues and that extra safeguards may be needed to keep people who are additionally vulnerable safe from abuse.

External Context

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect people in Wales, specifically the [Social Services and Well-being \(Wales\) Act 2014](#).

Accompanying this Act, the Welsh Government has published additional statutory safeguarding guidance [Working Together to Safeguard People](#), as well as [The Wales Safeguarding Procedures](#). This guidance has been designed to enable frontline practitioners and their managers apply the legislative requirements and expectations of the Social Services and Well-being (Wales) Act 2014 with the aim of improving person-centred outcomes for adults at risk of abuse and neglect and for children at risk. This policy refers to these guidance resources throughout, as well as to the summary of the [child protection system in Wales](#) provided by the NSPCC.

Further details on the legislation and guidance that informs our policy and procedures can be found in [Appendix 1](#).

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Our commitments and how we will achieve them

We will promote and prioritise the safety and wellbeing of children, young people and adults at risk

Our safeguarding policy is available to everyone on our website. It is given to all new starters (permanent or freelance) as part of the induction process, and included within our partnership agreements.

Safeguarding is a standing agenda item at all meetings of the MTW Board and this clear line of accountability (as further detailed below) within the organisation is vital for the safety and welfare of all people.

We will appoint a Designated Safeguarding Person (DSP) and a lead trustee for safeguarding

Our Designated Safeguarding Person acts as the main source of support, advice and expertise for safeguarding within MTW. They make sure that everyone working for or with MTW understands our safeguarding policy and procedures and knows what to do if they have concerns about a child, young person or adult at risk's welfare.

The lead trustee for safeguarding is a member of MTW's voluntary board of trustees. They take an overview of the company's policy and procedures with particular attention on how this aligns with the company's strategic objectives and culture.

We will provide effective management for staff through supervision, support and training so that all staff know about and follow our policies and procedures confidently and competently, as well as knowing how to make reporting safeguarding concerns person-centred.

All permanent staff and freelancers working on projects including children, young people and adults at risk are contractually required to complete an online course run by the NSPCC – "[Introduction to safeguarding and child protection training](#)"

All MTW Board Members are required to complete an online course, also run by the NSPCC, with particular guidance on the safeguarding and child protection responsibilities of Trustees – "[Charity Trustee safeguarding training](#)". Our Designated Safeguarding Person has completed the "[Designated Safeguarding Person \(Wales\) 2-day training course](#)".

All training is refreshed on a 3-year rolling basis and this is scheduled by the Designated Safeguarding Person and paid for by MTW.

All staff are signposted to relevant legal and professional advice including use of the Wales Safeguarding Procedures website/Social care Wales app. Our approach to making safeguarding person-centred is included in [Appendix 5](#).

We will have robust safeguarding procedures in operation and reviewed regularly to ensure they remain current and effective

Our safeguarding policy and all associated procedures are regularly reviewed, and updated as required, by the Designated Safeguarding Person and lead trustee. The Board of Trustees review and sign-off our policies and procedures on a yearly basis.

Risk assessments for each project or programme of work will specifically include safeguarding of children, young people and adults at risk.

We will operate a safe and open recruitment process for all staff, freelancers and volunteers

By following a Safer Recruitment Policy, we can create a safer environment for everyone and ensure we are recruiting the best possible candidates for our organisation. MTW's Safer Recruitment Policy is reviewed on an annual basis and is available to read [here](#)

We will ensure that we have effective disciplinary and grievance measures in place and use our procedures to manage any allegations against staff appropriately

We want to provide an environment where employees can work to the best of their ability but we take seriously any safeguarding concerns observed or reported in relation to our staff, trustees, freelancers and volunteers. The aim of our disciplinary policy is to provide guidance on the standards of conduct we expect, including in terms of safeguarding. Our grievance policy is used to deal with concerns, problems or complaints that an employee raises.

Our disciplinary and grievance procedures are reviewed and approved by the Board on an annual basis and can be found [here](#).

We will use our safeguarding procedures to work collaboratively

We will build our safeguarding networks and share concerns and relevant information, with agencies who need to know, and involving children, young people, parents, families and carers safely and appropriately.

We will have clear procedures in place for identifying, reporting, and responding to concerns about abuse or harm

Our procedures for identifying and reporting concerns about abuse or harm are outlined in the next section of this document. Our website also has a "Recording Safeguarding Concerns Report Form" which is available for anyone to complete if they have a concern. This form is sent directly to MTW's Designated Safeguarding Person.

We have robust internal procedures for our organisational response to reports or concerns about abuse and harm. These are reviewed and updated regularly by the Designated Safeguarding Person and lead trustee for safeguarding and are linked in the "Supporting Documents" section of this policy.

We will make sure that children, young people, adults at risk and their families and carers, know where to go for help if they have a concern

All children, young people and adult at risk taking part in MTW's projects will receive a handbook with photos of all MTW core staff and project specific staff detailing their roles and responsibilities. This handbook will also signpost people to MTW's Designated Safeguarding Person and lead trustee for safeguarding. An induction will form part of the first meeting of each new group of project participants where key personnel will also be introduced in person.

The next step in our process is to devise an easyread, straightforward version of this policy for neurodivergent people and people with learning disabilities.

We will promote a culture of openness and encourage individuals to raise concerns without fear of reprisal

SAFEGUARDING PROCEDURES

The procedures on the following pages detail the steps to be taken in responding to any concern that anyone involved with MTW or in its activities is at risk of or is experiencing harm.

When following the procedures, keep in mind the guiding principles of the Safeguarding in Wales (Social Services and Well Being 2014), summarised below and explained in more detail in [Appendix 4](#).

Responsibility - Safeguarding is everyone's responsibility

Well-being - Any actions taken must safeguard the person's well-being.

Person-centred approach - Understand what outcomes the adult wishes to achieve and what matters to them.

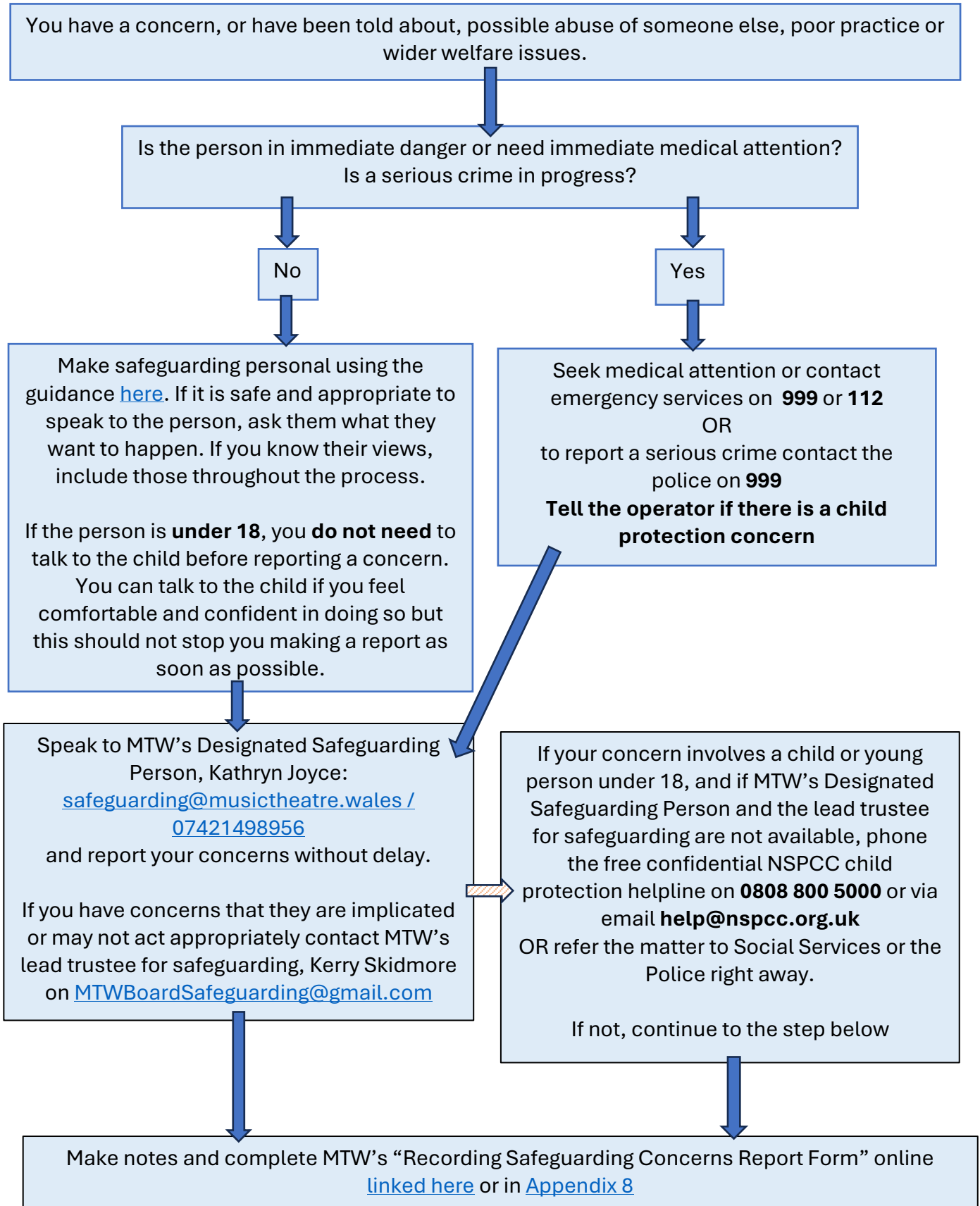
Voice and control - Expect people to know what is best for them and support them to be involved in decision making about their lives.

Language - Make an active offer of use of the Welsh language and use professional interpreters where other languages are needed.

Prevention - It is better to take action before harm occurs.

Reporting concerns about other people - Flowchart

As a general rule, the flowchart below should be followed when responding to a concern about another person at risk, whether it be a child, young person or adult.



Reporting concerns about other people – Further Information

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and / or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact MTW’s Designated Safeguarding Person as soon as you can by emailing safeguarding@musictheatre.wales or calling 07421498956.

If the Designated Safeguarding Person is implicated or you think has a conflict of interest, then report to the lead trustee for safeguarding, Kerry Skidmore by emailing MTWBoardSafeguarding@gmail.com.

If you are concerned about harm being caused to **someone else – whether it be a child, young person or adult at risk**, please follow the guidance below.

- It is not your responsibility to prove or decide whether someone has been harmed or abused. It is however, everyone's responsibility to **respond to and report any concerns** they have. Please refer to the [Guiding Principles in Appendix 4](#) for a reminder of the importance of early reporting.
- If someone has a need for **immediate medical attention** call an ambulance on 999 or 112.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to [make safeguarding personal – please refer to Appendix 5](#). If it will not put them or you at further risk, discuss your safeguarding concerns with the person and ask them what they would like to happen next. Inform them that you have to pass on your concerns to MTW’s DSP. **Do not** contact the person before talking to MTW’s Designated Safeguarding Person if the person allegedly causing the harm is likely to find out.

Remember not to confront the person thought to be causing the harm.

Responding to a direct disclosure from a child or young person

If a child or young person indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

Listen carefully to what they're saying

Be patient and focus on what you're being told. Try not to express your own views and feelings. If you appear shocked or as if you don't believe them it could make them stop talking and take back what they've said.

Give them the tools to talk

Stay calm and be sensitive; listen carefully to what is said, allowing the child or young person to continue at their own pace. Keep questions to a minimum; only ask questions if you need to identify / clarify what the person is telling you

If they're struggling to talk to you, show them [Childline's letter builder tool](#). It uses simple prompts to help them share what's happening and how they're feeling.

Let them know they've done the right thing by telling you

Reassurance can make a big impact. If they've kept the abuse a secret it can have a big impact knowing they've shared what's happened. Reassure the person that they have done the right thing in revealing the information

Tell them it's not their fault

Abuse is never a child or young person's fault. It's important they hear, and know, this.

Say you'll take them seriously

They may have kept the abuse secret because they were scared they wouldn't be believed. Make sure they know they can trust you and you'll listen and support them.

Don't confront the alleged abuser

Confronting the alleged abuser could make the situation worse for the child or young person.

Explain what you'll do next

For younger children, explain you're going to speak to someone who will be able to help. For older children / young people, explain you'll need to report the abuse to MTW's Designated Safeguarding person or someone else who can help.

Report what the child has told you as soon as possible

Record in writing what was said (using the child/young person's own words if you can) as soon as possible; using MTW's "Recording Safeguarding Concerns Report Form" [linked here](#) or in [Appendix 8](#).

Make a report as soon as you've been told about the possible harm or abuse so the details are fresh in your mind and action can be taken quickly. It is helpful to take notes immediately after you've spoken to the child/young person. Try to keep these as accurate and factual as possible.

Responding to a direct disclosure from an adult

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously
- Stay calm and be sensitive; listen carefully to what is said, allowing the adult to continue at their own pace
- Keep questions to a minimum; only ask questions if you need to identify / clarify what the person is telling you
- Reassure the person that they have done the right thing in revealing the information
- Ask them what they would like to happen next
- Explain what you would like to do next
- Explain that you will have to share the information with MTW's Designated Safeguarding Person
- Ask for their consent for the information to be shared outside MTW if deemed necessary by MTW's Designated Safeguarding Person (e.g. if a referral to MASH / Social Services / the Police is required)
- Make an arrangement as to how you and / or MTW's Designated Safeguarding Person can contact them safely
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see [Appendix 6](#))
- Act swiftly to report and carry out any relevant actions

Record in writing what was said using the adult's own words as soon as possible; using MTW's "Recording Safeguarding Concerns Report Form" [linked here](#) or in [Appendix 8](#).

What to avoid

When responding to a disclosure, whether it be from a child, young person or adult, It is important **not** to:

- Dismiss or ignore the concern
- Panic or allow shock or distaste to show
- Make negative comments about the alleged perpetrator
- Make assumptions or speculate
- Come to your own conclusions
- Probe for more information than is offered
- Promise to keep the information secret
- Make promises that cannot be kept
- Conduct an investigation of the case
- Confront the person thought to be causing harm
- Take sole responsibility
- Tell everyone

Record Keeping

Whether reporting a concern or responding to a direct disclosure the following process of record keeping must be followed by everyone:

- Complete MTW’s “Recording Safeguarding Concerns Report Form” [linked here](#) or [Appendix 8](#) without delay – this will be sent directly to MTW’s Designated Safeguarding Person
- Describe the circumstances in which the concern came about and what action you took / advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used.
- If someone has written to you (including by email, message) please share this with MTW’s Designated Safeguarding Person.

Be mindful of the need to be confidential at all times.

This information must only be shared with MTW’s Designated Safeguarding Person and/or MTW’s lead trustee for safeguarding, as well as any others that have a need to know – e.g. to keep the person safe whilst waiting for action to be taken.

Details of how and where safeguarding information is stored and shared can be found in [Appendix 7](#).

Reporting Concerns About Yourself

If you need immediate medical attention or are at risk of immediate harm or danger, call the emergency services on 999 or 112.

Please contact MTW’s Designated Safeguarding Person, Kathryn Joyce by emailing safeguarding@musictheatre.wales or calling 07421498956. If the Designated Safeguarding Person is implicated or you think has a conflict of interest, then report to the lead trustee for safeguarding, Kerry Skidmore by emailing MTWBoardSafeguarding@gmail.com.

You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see [Appendix 6 – Sources of information and support](#)). You can also contact the NSPCC Helpline by calling 0808 800 5000 or emailing help@NSPCC.org.uk.

MTW will follow its internal safeguarding organisational response process. If you do not think your concerns are being addressed in the way that they should be, please refer to MTW’s Grievance Policy and Procedure [available here](#).

At all stages of this procedure you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen. **It is of utmost importance to MTW that you can take part in our work and creative practice safely and we will take every step to support you to do that.**

Bullying

MTW recognises that bullying can encompass different types of abuse and can be in person or online, and that we have a responsibility to respond promptly and effectively to issues of bullying. We recognise this to be a safeguarding matter and this is covered under this safeguarding policy, as well as our EDI, Dignity and Work, Grievance and Disciplinary policies.

Whistleblowing

MTW recognises that whistleblowing plays an important role in achieving our commitment to having a safe culture. We do not want people to feel silenced and we are committed to the highest possible standards of openness and accountability in all that we do. Whistleblowing can involve sharing potentially vital information which could be about health and safety risks, environmental factors, fraud, harm of children or adults at risk, or covering up for someone. It is the duty of everyone working for or with MTW to speak up about genuine concerns and disclose them, and for MTW to ensure that everyone working for or with us is confident that they can raise a genuine matter of concern without fear of reprisals or other disadvantage. Full details of the process of whistleblowing and the protection offered to anyone raising a concern can be found in our Whistleblowing Policy (see “Supporting Documents” below).

Safeguarding Contact details

MTW Designated Safeguarding Person

Name: Kathryn Joyce
Email: safeguarding@musictheatre.wales
Phone: 07421498956

MTW Board Lead for Safeguarding

Name: Kerry Skidmore
Email: MTWBoardSafeguarding@gmail.com

NSPCC Helpline

Tel: 0808 800 5000

Cardiff Multi-Agency Safeguarding Hub

For concerns relating to children:

Tel: 029 2053 6490
Out of hours: 029 2078 8570

For concerns relating to adults:

Tel: 02922 330888
Out of Hours: 02920 788570

Whilst MTW is based in Cardiff, our work and projects take place across Wales and the UK. We cannot list all the Local Authority, Social Services and MASH organisations for the areas we cover here but the relevant local contacts will be included in specific project risk assessment and provided to project leaders as part of MTW’s induction processes.

Supporting Documents

Further organisational policies, procedures, guidance and other related documents that inform this policy statement are:

- Safer recruitment policy
- Safeguarding roles and responsibilities within MTW
- Organisational response to safeguarding reports or concerns about children
- Organisational response to safeguarding reports or concerns about adults
- Further guidance on understanding and identifying abuse and neglect
- Grievance policy and procedure
- Disciplinary policy and procedure
- Health and Safety policy statements
- Project specific risk assessments
- EDI Policy
- Dignity at Work Policy
- Whistleblowing Policy


All of which can be found [here](#).

Policy review record

This policy came into force on: **16 October 2024**

Its next review date will be: **16 October 2025**

Signed:



Date: 16/10/2024

Appendix 1

Definition of an Adult at Risk

Wales (Social Services and Well Being Act 2014)

An adult at risk is an individual aged 18 years and over who:

- a) is experiencing or is at risk of abuse or neglect, AND;
- b) has needs for care and support (whether or not the authority is meeting any of those needs) AND;
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult. In Wales, the Local Authority can gain access to an adult to find out if they are at risk of harm for example, if that access is being blocked by another person. The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health.

A cultural organisation may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

Types of abuse

Any child or young person can experience abuse or neglect. They may experience harm in a family environment, or in an institution or community setting such as a school or club. They may know the person who is abusing them or, more rarely, experience abuse from a stranger. Abuse can happen in person or online, or through a combination of the two. Children can also experience more than one type of abuse, and this can have serious and long-lasting impacts on their lives.

MTW works to the Wales Safeguarding Procedures to apply the Social Services and Wellbeing (Wales) Act 2014 legislation.

Abuse is recognised as:

- Physical
- Emotional
- Sexual
- Neglect
- Financial

MTW also refers to the All Wales Practice Guides on safeguarding children, which covers:

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- Child criminal exploitation (CCE)
- Abuse related to cultural or religious beliefs
- Child trafficking
- Domestic abuse
- Neglect
- Online abuse
- Harmful sexual behaviour
- Home education
- Children who go missing from home or care
- Child sexual exploitation (CSE)
- Safeguarding in relation to the Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020*
- Radicalisation

* **The Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 (the Act)** makes the physical punishment of children illegal in Wales. It applies to everyone (parents or anyone responsible for a child while in their care). Anyone who physically punishes a child will be breaking the law and risks being arrested or charged with assault and may get a criminal record. Further guidance can be found [here](#).

Appendix 2

Safeguarding Children Legislation

[The Social Services and Well-being \(Wales\) Act 2014](#) came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support. The Act is made up of 11 Parts with Part 7 relating to Safeguarding specifically. It is this legislation that provides the framework for the Wales Safeguarding Procedures.

The primary statutory role of safeguarding the welfare of children in Wales lies with local authorities. At a local level regional safeguarding children boards co-ordinate and ensure the effectiveness of work to protect and promote the welfare of children. They are responsible for local child protection policy, procedure and guidance.

Each board includes any:

- local authority
- chief officer of police
- local health board
- NHS trust, and
- provider of probation services that falls within the safeguarding board area

Accompanying the [The Social Services and Well-being \(Wales\) Act 2014](#), the Welsh Government has published statutory safeguarding guidance [Working Together to Safeguard People](#).

The Wales Safeguarding Procedures have been designed to enable frontline practitioners and their managers apply the legislative requirements and expectations of the [Social Services and Well-being \(Wales\) Act 2014](#). The aim is to improve person-centred outcomes for adults at risk of abuse and neglect and children at risk. The procedures also recognise other relevant legislation, guidance and protocols. For example, the [Domestic Abuse \(Violence against Women, Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#).

Safeguarding Adults Legislation

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- Care and Support Statutory Guidance (especially chapter 14) 2014
- Wales - Social Services and Well Being Act 2014
- Wales Safeguarding Procedures 2019

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Many other pieces of UK and home nation legislation also affect adult safeguarding. These include legislation about different forms of abuse and those that govern information sharing. For example, legislation dealing with:

- Domestic Abuse (Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Stalking and Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves: England and Wales - Mental Capacity Act 2005. There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment.

Appendix 3

Safeguarding Roles And Responsibilities within MTW

Music Theatre Wales (MTW) is committed to creating and maintaining a safe environment for everyone we interact with. Our commitments within our Safeguarding Policy Statement include:

- Appointing a Designated Safeguarding Person (DSP) within MTW's core staff
- Identifying a lead trustee for safeguarding from the MTW Board
- To provide staff (including employees, trustees, freelance staff, contractors, trainees and volunteers) with the appropriate supervision, support and training so that everyone working for or with MTW know about and follow our policies, procedures and behaviour codes confidently and competently

This document is devised to provide information on the safeguarding roles within MTW, the main responsibilities of these roles and how to contact each role.

Designated Safeguarding Person

The Designated Safeguarding Person (DSP) acts as the main source of support, advice and expertise for safeguarding within MTW.

The DSP's overall responsibilities include:

- Providing safeguarding advice and support to all staff (including employees, trustees, freelance staff, contractors, trainees and volunteers)
- Making sure that everyone working for or with MTW understands the Company's safeguarding policy and procedures and knows what to do if they have concerns about a child, young person or adult at risk's welfare.
- Taking a lead role in maintaining and reviewing your organisation's plan for safeguarding.
- Coordinating the distribution of policies, procedures and safeguarding resources.
- Advising on training needs and development, sourcing and providing training where appropriate.
- Making sure that children, young people and adults at risk who are involved in activities at MTW (as well as their parents and/or carers) know who they can talk to if they have a safeguarding or welfare concern and understand what action MTW will take in response.
- Managing safeguarding concerns, allegations or incidents reported to your organisation.
- Managing referrals to key safeguarding agencies of any incidents or allegations of abuse and harm.
- Store and retain safeguarding records according to legal requirements and to MTW's safeguarding policy and procedures.
- Work closely with the MTW board of trustees and lead trustee for safeguarding to ensure they are kept up to date with safeguarding issues and are fully informed of any concerns about organisational safeguarding practice.
- Report regularly to the MTW board of trustees on issues relating to safeguarding, to ensure that child protection is seen as an ongoing priority issue and that safeguarding requirements are being followed at all levels of the organisation.
- Be familiar with issues relating to child protection and abuse, and keep up to date with new developments in this area.

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The DSP is subject to an enhanced DBS check and required to have relevant safeguarding and child protection training which is refreshed at 3 year intervals. The DSP should keep up to date with any changes in safeguarding and child protection legislation and guidance in the period between refresher courses.

Lead trustee for safeguarding

The lead trustee for safeguarding is a member of MTW's voluntary board of trustees. They take on three main sets of duties related to safeguarding in addition to their wider responsibilities as a trustee:

1. Strategic
 - Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, regulations specific to your activities, statutory guidance, and the safeguarding expectations of the Charities Commission.
 - Work with the DSP regularly to review whether the things the organisation has put in place are creating a safer culture and keeping people safe.
 - Make sure there is space on the agenda for safeguarding reports and help trustees understand and challenge those reports.
2. Policy and Practice
 - Make sure there is an annual review of safeguarding policies and procedures and that this is reported to trustees.
 - Understand the monitoring your charity does to see whether policies and procedures are effective.
 - Learn from case reviews locally and nationally, to improve your organisation's policies, procedures and practices.
 - Oversee safeguarding allegations against staff or volunteers, together with designated safeguarding lead.
 - Be a point of contact for staff working with or for MTW if someone wishes to complain about a lack of action in relation to safeguarding concerns.
3. Culture
 - Champion safeguarding throughout the organisation and support the trustees in developing their individual and collective understanding of safeguarding.
 - Attend relevant safeguarding training events and conferences, as well as meetings, activities and projects to engage with staff to understand safeguarding on the ground.
 - Work with the DSP and MTW core staff in order to manage all serious safeguarding cases.
 - Gather the views of staff in relation to safeguarding and sharing these with the board.

MTW's Chair (if not also the lead trustee for safeguarding) should make sure that the lead trustee for safeguarding either has the required knowledge, skills, and experience or is supported to develop these.

The lead trustee for safeguarding is subject to an enhanced DBS check and required to have relevant safeguarding and child protection training which is refreshed at 3 year intervals. They should keep up to date with any changes in safeguarding and child protection legislation and guidance in the period between refresher courses.

The Board of Trustees

As a registered charity, MTW adheres to guidance from The Charity Commission, which states that safeguarding is the responsibility of all trustees and that the board retain overall responsibility for safeguarding within MTW.

Working closely alongside, and with the guidance and advice of the DSP and lead trustee for safeguarding, the Board of Trustees responsibilities include:

- Making sure protecting people from harm is central to MTW's culture
- Reporting safeguarding matters to the relevant agencies and putting matters right if things go wrong
- Ensuring MTW has appropriate policies and procedures in place, which are followed by all trustees and staff
- Checking that people are suitable to act in their roles
- Following safeguarding statutory guidance, good practice guidance and legislation relevant to MTW
- Responding to concerns and carrying out appropriate investigations
- Ensuring and approving sufficient resources, including trained trustees and staff, for safeguarding and protecting people
- Conducting periodic reviews of safeguarding policies, procedures and practice

MTW Staff

MTW's safeguarding culture, policy and supporting procedures apply to anyone working on behalf of MTW including employees, trustees, freelance staff, contractors, trainees and volunteers (collectively known as "staff").

It is the responsibility of all staff to familiarise themselves with, and champion, MTW's commitments to safeguarding which include:

- promoting and prioritising the safety and wellbeing of children, young people and vulnerable adults
- understanding the procedures in place for identifying, reporting, and responding to concerns about abuse or harm
- making sure that children, young people, vulnerable adults, and their families and carers, know where to go for help if they have a concern
- promoting a culture of openness and encouraging individuals to raise concerns without fear of reprisal

MTW will provide effective management for staff through supervision, support and training so that all staff know about and follow our policies, procedures and behaviour codes confidently and competently.

Permanent MTW staff, and freelance staff working on projects involving children, young people or adults at risk, will be subject to an enhanced DBS check and required to have relevant safeguarding and child protection training before starting to work with children, young people or adults at risk.

Appendix 4

Guiding principles

The Principles of Safeguarding in Wales (Social Services and Well Being 2014)

The Act's principles are:

Responsibility - Safeguarding is everyone's responsibility

Well-being - Any actions taken must safeguard the person's well-being.

Person-centred approach - Understand what outcomes the adult wishes to achieve and what matters to them.

Voice and control - Expect people to know what is best for them and support them to be involved in decision making about their lives.

Language - Make an active offer of use of the Welsh language and use professional interpreters where other languages are needed.

Prevention - It is better to take action before harm occurs.

1. No matter where you work, you are likely to encounter children, young people and adults at risk during the course of your normal working activities. You are in a unique position to be able to observe signs of abuse or neglect, or changes in behaviour which may indicate a person may be being abused or neglected.
2. You should make sure that you are alert to the signs of abuse and neglect, that you question the behaviour of children, young people, adults at risk and parents/carers and don't necessarily take what you are told at face value. You should make sure you know where to turn to if you need to ask for help, and that you refer to the police, if you suspect that a person is at risk of harm or is in immediate danger (see sections "Reporting concerns about other people" in the main body of this document).
3. You should make sure that you understand and work within the local multi-agency safeguarding arrangements that are in place in your area. In doing so, you should be guided by the following key principles:
 - everyone has a right to be safe and should be protected from all forms of abuse and neglect
 - safeguarding people is everyone's responsibility
 - it is better to help people as early as possible, before issues escalate and become more damaging
 - children, young people, adults at risk and families are best supported and protected when there is a coordinated response from all relevant agencies.
4. You should not let other considerations, like the fear of damaging relationships, get in the way of protecting people from abuse and neglect. If you think that referral to children's social care, or a local authority / MASH, is necessary, you should view it as the beginning of a process of inquiry, not as an accusation.

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5. We know that sensory impaired and disabled people are at an increased risk of being abused compared with their non-disabled peers. They are also less likely to receive the protection and support they need when they have been abused. MTW staff should explicitly recognise the increased vulnerability of sensory impaired and disabled people to abuse and physical punishment and the barriers they may face, especially around communication and provide for any additional safeguards needed to protect sensory impaired and disabled people.
6. MTW staff and project leaders should familiarise themselves with the culture and beliefs of those families they work with. They should not be afraid to ask about particular behaviours and the reasons for them in a sensitive manner and should never overlook potential harmful practices on the basis of cultural sensitivity.

Appendix 5

Person Centred Safeguarding/ Making Safeguarding Personal

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

It is important that practitioners, in line with Part 2 6.(2) Of the Social Services and WellBeing (Wales) Act 2014 recognise:

- the rights of the individual should be paramount to the approach
- their best interests should always be paramount
- as far as is reasonably practicable, ascertain and have regard to the individual's views, wishes and feelings
- have regard to the importance of promoting and respecting the dignity of the individual
- have regard to the characteristics, culture and beliefs of the individual, and their family where appropriate, (including, for example, language) whilst recognising the paramountcy of safeguarding the individual
- have regard to the importance of providing appropriate support to enable the individual to participate in decisions that affect him or her to the extent that is appropriate in the circumstances, particularly where the individual's ability to communicate is limited for any reason.

Mental Capacity and Decision Making

UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise. We make so many decisions that it is easy to take this ability for granted.

The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

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A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

The principles include:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

There may be times when MTW needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them
- Stopping them being in contact with the person causing harm

Appendix 6

Sources of Information and Support

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

Website: www.anncrafttrust.org

BECOME

0800 023 2033

www.becomecharity.org.uk

Help, support and advice to children in care and young care leavers so that they can unleash their potential and take control of their lives.

Childline

If a child or young person needs confidential help and advice after an image of them has been shared online, direct them to Childline. Calls to 0800 1111 are free and children can also contact [Childline](#) online.

Forced Marriages

020 7008 0151

<https://www.gov.uk/stop-forced-marriage>

Service provided by the Foreign & Commonwealth Office to protect young people from forced marriages abroad. Service offers help to young people in these circumstances to help get them back to the UK.

Galop LGBT+ Domestic Abuse Helpline

Galop's Helpline for LGBT+ victims of domestic abuse is available Monday, Tuesday and Fridays 10am – 5pm, and Wednesday and Thursday 10am – 8pm.

Tel: 0800 999 5428

Website: www.galop.org.uk

Hourglass Cymru

A national organisation with regional hubs (previously Action of Elder Abuse). It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

24hr helpline: 0808 808 8141

Email: cymru@wearehourglass.org

Website: wearehourglass.cymru

Meic Helpline

080880 23456 (area served Wales) Open every day 8am to midnight

Text 84001

Online chat through website

<https://www.meiccymru.org/>

Information, advice, advocacy service for children and young people in Wales aged 0-25 years

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Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

Website: mensadvice.org.uk

National 24Hour Freephone Domestic Abuse Helplines

The free National Helpline for domestic abuse is **0808 2000 247** and is available 24 hours a day, seven days a week.

National Youth Advocacy Service:

0808 808 1001

help@nyas.net

www.nyas.net

Provides information, advice, advocacy and legal representation to young people up to 25 through a network of advocates through England and Wales.

Rape Crisis Federation of England and Wales

Working to end child sexual abuse, rape, sexual assault, sexual harassment and all other forms of sexual violence

The free National Helpline for sexual violence is **0808 802 9999** and is open daily, 12-2.30pm and 7-9.30pm.

They also offer a live chat facility on the website – <https://rapecrisis.org.uk/get-help/want-to-talk/>

Respond

Respond supports people with learning disabilities, autism or both, who have experienced trauma in their lives.

Tel: 020 7383 0700

Email: admin@respond.org.uk

Website: www.respond.org.uk

Runaway Helpline:

116 000

www.runawayhelpline.org.uk

Runaway Helpline is here if you are thinking about running away, if you have already run away, or if you have been away and come back. You can also contact the Helpline if you are worried that someone else is going to run away or if they are being treated badly or abused. You can call or text for free, 24 hours a day. It's all confidential.

Samaritans:

Helpline: 116 123

www.samaritans.org

24hr service offering emotional support.

The Care Leavers Association:

0161 826 0214

www.careleavers.com

The Care Leavers Association is a national user led charity aimed at improving the lives of care leavers of all ages.

The Child Law Advice Service

0300 330 5480 (helpline available Monday to Friday 8am to 6pm)

Provides legal advice and information on areas of child, family and education law.

www.childlawadvice.org.uk

The OLLIE Foundation

<https://theolliefoundation.org/>

A charity dedicated to delivering suicide awareness. Providing confidential help and advice to young people and anyone worried about a young person.

Proud Connections Live Chat (run by the Proud Trust)

<https://www.theproudtrust.org/proud-connections/proud-connections-live-chat/>

Proud Connections is a safe and supportive place for LGBT+ young people and the adults in their lives to chat to youth workers.

Opening hours are 11am to 6pm Monday to Friday.

Voice Collective

020 7911 0822

<http://www.voicecollective.co.uk/>

Voice Collective is a UK wide, London based project that supports children and young people up to 25 years old, who hear voices, see visions, have 'unusual' sensory experiences or beliefs. They also support families and parents.

Appendix 7

Recording and Information Sharing

MTW complies with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

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

Processing information includes record keeping. Records relating to safeguarding concerns are accurate and relevant and stored confidentially with access only to those with a need to know.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk
- you believe they or someone else is at risk, including children
- you believe the adult is being coerced or is under duress
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
- the adult does not have mental capacity to consent to information being shared about them
- the person causing harm has care and support needs
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority)

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them. Any decision to share or not to share information with an external person or organisation is recorded together with the reasons to share or not share information.

Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations. MTW may need to cooperate with the Local Authority and the Police to:

- Provide more information about the concern you have raised
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates
- Attend safeguarding meetings
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies
- Share information about the outcomes of internal investigations
- Provide a safe environment for the adult to continue their creative activity/ their role in the organisation

Appendix 8

Recording Safeguarding Concerns Report Form

Please note that MTW's Recording Safeguarding Concerns Reports Form is devised to be completed online and is [linked here](#). You can also scan this QR code to get to the form:



We would prefer everyone to use the online form as it has increased options and functionalities but appreciate that not everyone has the capabilities of doing so. If this is the case please complete the form below as fully as possible and return to safeguarding@musictheatre.wales or print out and deliver to Kathryn Joyce, MTW's DSP.

This form is to be completed as fully as possible if you have concerns regarding a child or young person. If it is safe to do so, it is important to inform the child or young person about your concerns and that you have a duty to pass the information onto MTW's DSP. The DSP will then look at the information and start to plan a course of action using the processes as detailed previously in this document.

Please complete as much of the form as possible but do not delay in attempting to obtain information to complete all sections. Additional information can be submitted or discussed at a later date. This form must be completed as soon as possible after receiving information that causes concern about the welfare or protection of a child or adult at risk.

If someone is at immediate risk of harm call 999 or 111 and request police.

How we use the data provided in this form

This form is used to collect information about you and others for the purpose of a safeguarding referral to be used by MTW's Designated Safeguarding Person and, where appropriate, MTW's lead trustee for safeguarding. We may make contact with you or others to seek further information. We collect personal data which may include sensitive personal data or criminal data - this detail is required so that we have sufficient information for our safeguarding purposes, and so we can offer additional support if required to ensure everyone is safe. It may be shared with appropriate third parties including statutory agencies for this purpose. The data shared in this form will be securely stored, and retained and/or shared in-line with the processes laid out in [Appendix 7](#).

Section 1 – Your Details	
Full Name	
Email address	
Phone number	
Address	
Your connection with MTW <i>Please add here any details about your work with MTW if applicable - what project you are working on and whether this is in a freelance, volunteer or salaried position.</i>	
Your relationship with the person you are concerned about or are raising an allegation against.	
Section 2 – To make an allegation against a person	
<p>If the safeguarding concern you are reporting includes an allegation, please add details here of the person against whom the allegation has been made.</p> <p>Please note this applies to whether the allegation is being made directly by you, or by anyone else who has asked you to record the allegation. Please complete as many questions as you can. If you do not know the answers to any of the questions, please write "Not known".</p> <p>If you do not want / need to make an allegation against a person, please move on to Section 3.</p>	
Their Name	
Their connection to MTW <i>Please add here any details about their work with MTW if applicable - what project they are working on and whether this is in a freelance, volunteer or salaried position.</i>	
Section 3 – To raise a safeguarding concern about a child or young person	
<p>Please complete this section if your concern is about a child or young person. In-line with MTW's Safeguarding Policy, this applies to anyone under the age of 26.</p> <p>Please complete as many questions as you can. If you do not know the answers to any of the questions, please write "Not known".</p> <p>If your report is about an adult (someone 26 or over) please continue to Section 4. If you are unsure of the person's age, please continue to complete the questions below.</p>	
Their Name	
Their age / DOB	

Their gender	
Their ethnicity	
Their connection to MTW <i>What project are they involved in and in what capacity?</i>	
Do they have any additional needs, disabilities or vulnerabilities that you are aware of?	
When are they next involved in an MTW activity?	
Is the child / young person aware that you are making this report?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Parent / carers name/s if known	
Are the parents / carers aware that you are making this report?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 – To raise a safeguarding concern about an adult	
<p>Please complete this section if your concern is about an adult. In-line with MTW's Safeguarding Policy, this applies to anyone 26 or over.</p> <p>Please complete as many questions as you can. If you do not know the answers to any of the questions, please write "Not known".</p>	
Their Name	
Their age / DOB	
Their gender	
Their ethnicity	
Their connection to MTW <i>What project are they involved in and in what capacity?</i>	
Do they have any additional needs, disabilities or vulnerabilities that you are aware of?	
When are they next involved in an MTW activity?	

Is the adult aware that you are making this report?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Section 5 - Details of your concerns or the incident that you are reporting	
<p>Here we will ask you to report on the situation or incident that has caused a safeguarding concern. Please try and provide factual information wherever possible, using your professional and personal judgement to make informed decisions on questions that may require your opinion on the concern. Please complete as many questions as you can. If you do not know the answers to any of the questions, please write "Not known".</p>	
<p>Detail the nature of the safeguarding concern - what has happened. <i>Please include as much information as you can including all dates, times and venues.</i></p>	
<p>How did you become aware of this incident or concern?</p>	
<p>If there is any relevant history or past incidents of concern that you are aware of regarding the person/s involved in this report, please provide details here (in chronological order if possible)</p>	
<p>If the concern was reported to you by another person,</p>	

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<p>please tell us about them here</p> <p><i>Please provide the name and role of the person who witnessed or reported the concern to you, their relationship (if any) to the person/s involved and their contact details (phone number and email address)</i></p>	
<p>Have you spoken to the child / young person / adult involved?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>If yes, detail exactly what was said. Include all dates, times and venues</p> <p>Please try and provide this in the person's words if at all possible.</p>	
<p>Were there any witnesses to the incident or concern?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>If yes, provide their name, role, relationship (if any) to the person/s involved and contact details</p>	
<p>Have you spoken to parents or carers (where applicable) about this concern?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable</p>
<p>If yes, provide details of what was said</p>	
<p>Have you spoken to the person the allegations are being made against?</p> <p>(Note: In some circumstances it might not be</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable</p>

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appropriate to discuss any allegations with the person the allegations are being made against)	
If yes, provide details of what was said	
Do you know what the child / young person / adult wants to happen now? Please give details	
What do you believe would work to help this situation or be the most appropriate course of action?	
Have you informed the police?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide the name of the person you spoke to, incident number and contact details	
Have you informed Children's Social Care?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide the name of the person you spoke to, incident number and contact details	
Have you informed adults social care?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>If yes, please provide the name of the person you spoke to, incident number and contact details</p>	
<p>Have you informed any other agency (this would include the Local Authority Child Protection Services or Multi-Agency Safeguarding Hub - MASH)?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>If yes, please provide the name of the person you spoke to, incident number and contact details</p>	
<p>Has any further action been taken that we should be aware of? Please detail here if so.</p>	
<p>Is there any other information you would like to share here?</p>	
<p>Signed:</p>	
<p>Date:</p>	