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1. Principles

British Youth Music Theatre (BYMT) is fully committed to safeguarding the health and welfare of all children and young people in their care by taking all reasonable steps to protect them from neglect, physical, sexual or emotional harm. All paid staff and volunteers will, at all times, show respect and understanding for the rights of all members of the company regardless of gender, sexual orientation, disability, race or nationality.

This policy establishes that:

- The welfare of the child is paramount. ○ All children without exception have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All the charity's trustees, staff and volunteers have a responsibility to report concerns.
- As defined in the Children Act 1989, anyone under the age of 18 years should be considered as a child for the purposes of this document.

1.1 Statement

To achieve these commitments, BYMT will:

- Ensure that all staff and volunteers are carefully selected, monitored and cleared by the relevant authorities. They will be informed of, and make themselves familiar with, the Safeguarding Policy.
- Carry out risk assessments at rehearsal, accommodation and performance venues.
- Inform parents and young people how complaints or concerns should be reported.
- Let parents and young people have information about BYMT and the Safeguarding Policy and explain what they can expect of BYMT.

1.2 BYMT promises to:

- Ensure that all staff and volunteers provide a minimum of one satisfactory reference, which should be your most recent employer. A second supporting reference will be sought wherever possible.
- Request an Enhanced Disclosure and Barring Service (DBS), or equivalent, certificate that is on the DBS update system from all staff and volunteers undertaking a "regulated activity", before commencing employment as detailed in section 4.6.
- Where a staff member/volunteer does not have a DBS certificate, BYMT will undertake a check on their behalf, requesting that this be put onto the Update Service.
- Using the appropriate system BYMT will re-check any member of staff every year, with the applicant's permission, where they are expected to be employed or volunteering on future projects.
- Issue BYMT Staff Handbook or BYMT Freelance Staff Guide which both include the Safeguarding Policy to all company and staff members as appropriate.
- Ensure that all staff know who the Safeguarding Officers and Leads are.
- Nominate a Safeguarding Officer on each course, normally the Pastoral Lead.
- Ensure that each Pastoral Lead will be supported and kept informed about how Child Protection, Anti-racism, Mental Health First Aid, Drug Awareness, Emergency First Aid and Health & Safety all relate to their period of employment.
- Ensure that all information received in the recruiting process of staff will be treated with confidentiality.
- Where a completed DBS check is found to be blemished with a relevant concern or conviction an assessment of risk will be carried out before recruitment is confirmed.

2. Application

This policy and associated procedures apply to all paid staff, board members, members of BYMT and all volunteers whether these people's involvement is full or part-time, seasonal or permanent. A copy of this policy along with the subsequent procedures will be given to all of the above.

3. Legal and Procedural Framework

This policy has taken into consideration the following UK and Government legislation and guidance such as:

- The Children Act 1989 and 2004
- Working Together to Safeguard Children (Every Child Matters)
- The UN convention on the rights of the Child
- Human Rights Act 2000
- The Protection of Children Act 1999
- Equality Act 2010
- Keeping Children Safe in Education (KCSIE) September 2022

4. Good Safeguarding Practice

4.1 Self-Protection

- Unless absolutely necessary, avoid placing yourself in a one-to-one situation with a young person.
- Avoid spending time alone with young people away from others.
- Do not take children alone in a car on journeys, however short.
- Do not take children to your home.
- If in exceptional circumstances any of these are unavoidable, ensure they only occur with the full knowledge and consent of someone in charge in the organisation and/or the child's parents.
- Only publish or reproduce photographs or video of young people where consent has been granted by the young person's parent or carer and individuals should not be identified by name.
- Photos/videos of young people should not be taken on personal electronic devices. Should there be any valid reason for this to happen, they must be uploaded into the project drop box file and then deleted from the device.
- Ensure any communication via mobile or internet or other social media platforms can be viewed as necessary by the worker's supervisor and that this policy is explained to children and young people. (It is preferable to use group rather than individual texting).
- Never friend or follow anyone under 18 years old, or on a current course, on any type of social media.

4.2 You should never:

- engage in rough, physical or sexually provocative games.
- allow or engage in inappropriate touching of any form.
- allow children to use inappropriate language unchallenged.
- make sexually suggestive comments to a child, even in fun.
- let allegations a child makes go unchallenged or unrecorded; always act.
- do things of a personal nature that children can do for themselves. • allow children to behave in an inappropriate manner

4.3 Medical consent

Consent for emergency medical attention or hospitalisation and the administering of paracetamol by pastoral team in the absence of the parent/carers should have been obtained

before the start of the project. It is imperative that the BYMT Medical Form has been signed and returned as this procedure covers the organisation from accusations of neglect.

It may sometimes be necessary to do things of a personal nature for children, particularly if they are very young or need physical help. These tasks should only be carried out with the full understanding and written consent of parents. In case of an emergency situation which requires this type of help, parents should be kept fully informed despite having signed the appropriate consent form.

In such situations, it is important to ensure all staff are sensitive to the child and undertake personal care tasks with the utmost discretion.

4.4 Ratios

It is important to ensure that, in planning and running activities for children and young people, consideration is given to providing an appropriate staffing/supervision ratio of adults to participants. Benefits include:

- minimising any risks to participants
- enhancing the benefits children draw from the activity
- reassuring parents/carers
- providing some protection for those responsible for providing, funding or commissioning the activity in the event of concerns or incidents arising.

It is BYMT policy to always ensure that the following NSPCC recommended adult to child ratios are adhered to at all times:

- **9-12 years old – one adult to eight children**
- **13-18 years old – one adult to ten children**

Most of the time there are many more adults in the rehearsal rooms at one time. For the purposes of this policy, adults are those 18 years old or over.

4.5 Allowing young people off course premises

- The policy on leaving site is made know to and agreed to by all participants, parents/carers.
- All participants, regardless of age, must carry at least one mobile with their group (charged and with credit), which number has been logged with the Pastoral Team. They must seek permission from the Pastoral Team to go off site and must sign out and back in each time with the designated member of the Pastoral Team. The Pastoral Lead and the participants will agree a time frame to be off site.
- Daytime

Under 16's (whilst rehearsing on site in a school/university residence)	Must be in groups of at least three and should be familiarised with the area by the Pastoral Staff before being unaccompanied. It is good practice for a pastoral member of staff to be with the group.
Under 16's (off site/day off)	As above – however it is good practice for 1 or more members of the pastoral team to position themselves in a local café/park/central location and request that the participants have a regular check in time with them.
16's and 17's	Must be in groups of at least two.
18's and above	May be solo. They will need to sign out and in. If they intend being out late, specific arrangements with the pastoral team need to be made as access to a secure building may be required on their return.

- A signing-out book is held by the pastoral team and must be completed by any young person leaving the venue/site. BYMT expect young people to report back to the pastoral team upon their return. This system must be adhered to for your own safety and is also a requirement of the venues we stay in.
- Pastoral staff, at their own discretion, may restrict this policy if they deem it necessary, dependant on the situation.

4.6 DBS Checks

Before commencing employment BYMT will request an Enhanced Disclosure and Barring Service (DBS), or equivalent, certificate that is not more than three years old from all staff and volunteers undertaking a “regulated activity”. If a worker has already subscribed to the DBS online Update Service, with the applicant’s permission, BYMT can check the current status of their disclosure online (at www.gov.uk/dbs-update-service) and a record of the result will be kept.

For the purposes of this policy, staff and volunteers are described as all paid staff and any trainees or volunteers aged 21 or over.

5. Disclosure

Disclosure is a term used to describe the act of a child telling an adult or another child that something has happened and they want to talk about it.

5.1 Procedures (‘The Four Rs’)

1. Recognise

- Look out for any signs of abuse, physical, emotional, sexual and neglect, which is the most common form and includes both emotional and physical abuse.

2. Respond

- The child has chosen you. You are in a position of trust. Listen carefully to what they say. Do not show shock or disbelief. Take it seriously.
- Tell the child that they have done the right thing in talking
- Reassure the child that information will only be shared with those who need to know
- Alleviate guilt – the child is not to blame
- Listen to the child to establish whether you need to refer the matter, but do not interrogate them
- Explain that you will need to talk to the Pastoral lead on the project or to BYMT safeguarding officers
- Ask open questions e.g. ‘is there anything else you want to tell me’
- Try to get consent from the child for you to pass on the information
- Do not make promises you cannot keep (e.g. ‘it will be alright now’)
- Do not promise confidentiality – you have a duty to refer
- Do not ask leading questions e.g. ‘did they do X to you?’
- Do not criticise the alleged perpetrator
- Do not ask the child to repeat the matter to another member of staff

3. Report

- If a child has disclosed to you, you are responsible for passing on the information but not for deciding future action
- Immediately contact your Pastoral Lead or, if unavailable, BYMT’s Safeguarding officers.
- Verbally report who the child is, the concern, where and when the disclosure was made, what your response was and your opinion if you want to state it, but make clear it is an opinion, not fact

4. Record

- Make brief notes at the time if you can and write these up as soon as you have reported the disclosure

- Get a BYMT Incident Report Form from pastoral staff to fill in
- Record the date, time, place and the actual words and/or actions used by the child as accurately as possible,
- Record statements and actions and separate fact from opinion
- You can add to the report later, as a dated addendum

Details of the above Reporting Process are also shown on the Flow Diagram, Appendix 2 of this policy.

You also need to be careful about physical contact during the conversation because it may not be what the child wants. The rule is to remain positive and supportive throughout.

6. Definition of Child Abuse and Neglect

Child abuse is a term used to describe ways in which children are harmed, usually by adults and often by people they know and trust and sometimes by other children. It refers to the damage done to a child's physical or mental health. Children can be abused within or outside their family, at school and in a sports or community environment. Child abuse can take many forms, with the main 4 being:

- Physical
- Emotional
- Sexual
- Neglect

Please see Appendix 2 for details of each form of abuse.

6.1 Recognising Abuse (The First 'R')

It is not always easy to identify when children have been abused even for the most experienced carers. However, some of the more typical symptoms, which should arouse suspicions may include:

- 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 (elbows, small of the back, buttocks, behind the ears etc).
- Use of sexually explicit language or actions by a child maybe to an adult or another child.
- Sudden change in behaviour such as becoming quiet or withdrawn.
- A general distrust of adults especially those with whom a close relationship would be expected.
- An unreasonable reaction to normal physical contact.

7. Recording and reporting Information

7.1 Reporting a Concern (Appendix 1)

The reporting of a concern should be made to the Pastoral Lead on a project or a BYMT Safeguarding Officer, as soon as possible to safeguard the child, particularly if the child is concerned about returning home. The Incident Report Form (Appendix 1) should be completed by anyone who has a concern about a Child Protection issue. This form should be completed as soon as possible following the incident which has prompted the concern and should be presented to the Pastoral lead or BYMT Safeguarding Officer who will assess the situation and decide on the most appropriate response to the concern.

7.2 Reporting the possession/use of Illegal Substances

The reporting of the use of illegal substances should be made to the Pastoral Lead, and then the Outreach & Welfare Manager as soon as possible. If there is a concern about possession/use of illegal substances a room search can be made, but two members of the pastoral team must be present and the findings reported to the Pastoral Lead, who in turn will report to the Outreach &

Welfare Manager. The substances should automatically be confiscated to a safe place and the parents/guardians called. The police then need to be informed. The Incident Report form (Appendix 1) should be completed. Any action by the police should be recorded and the Outreach & Welfare Manager who will decide on the most appropriate response.

7.3 Reporting of Supplying Alcohol to Minors

The reporting of anyone supplying alcohol to under 16's on the same project/course should be made to the Pastoral Lead and then the Outreach & Welfare Manager as soon as possible. The Incident Report Form (Appendix 1) should be completed.

7.4 Recording Information

If a child discloses any information that causes concern that the child has or is likely to be at risk of significant harm if they are returned to their carer, it may cause further problems for the child if you talk to the parents before talking to the Outreach & Welfare Manager. The information must be recorded on the Incident Report form (Appendix 1) using extra pages if necessary.

If the allegation or concerns are about the parent or carer of the child that parent or carer should not be informed before contacting or seeking advice from NSPCC or Children's Services as that could put the child at further risk or prompt the parent/carer to take steps to avoid an investigation by speaking to the child.

7.5 Reporting allegations/concerns about other members of staff (Appendix 4)

The reporting of allegations or concerns about another member of staff and their behaviour towards a child should be done by using the incident report form as mentioned above and contact made with the Outreach & Welfare Manager as soon as possible.

It is always difficult to report matters about another member of staff as that action could cause anxiety and stress for all parties concerned, but it is better to report concerns than not to, as this action may help to safeguard a child.

7.6 Responding to a Concern

Following the report of a concern or abuse about a member of staff or adult volunteer, the Outreach & Welfare Manager will assess the information and report it to the parents/carers of alleged victim (if appropriate), the Local Authority Designated Officer (LADO) or the police, depending on the seriousness of the concern; in some cases, this may need to be immediately.

The role of the Outreach & Welfare Manager, or any other member of BYMT, is not to make an independent investigation into any allegations as this could delay the retrieval of vital evidence and also put a child at risk.

If in doubt advice should always be sought from the NSPCC who have a 24 hour helpline or contact the local police.

Alternatively, if the allegations are being made against another young person then the parents/carers of the accused should also be informed. If there is a need to call in police before parents/carers have arrived then a member of BYMT staff may act as the appropriate adult in order for the Police to conduct an appropriate investigation.

Any action taken by the Outreach & Welf Manager must be recorded and include details of who they have spoken to, date and time and the advice given.

7.7 Response to Allegations/Concerns about Staff (Appendix 4)

BYMT will ensure that all young people, parents/carers and staff are aware that any allegations will be taken seriously.

There may be three types of investigation:

1. A disciplinary or misconduct investigation by BYMT.
2. A child protection investigation carried out by Social Services.
3. A criminal investigation.

The results of the police and social services investigation may well influence the disciplinary investigation.

If, in the first instance, the concern is regarding general behaviour and a threshold of concern does not appear to have been breached, then the staff in question will only be subject to an internal investigation. This may be use of inappropriate language or playful contact, which could be misinterpreted. Such action may lead to disciplinary proceedings. If, however, during the course of the internal investigation a threshold of concern does appear to have been breached then the investigation will cease and the police would be called. Any such investigation would be documented with date, time and signatures.

Consideration will also be given to the person reporting as this can bring feelings of guilt and anxiety and support will be provided where appropriate.

7.8 Reporting Processes

The processes of such a report being received by the Outreach & Welfare Manager are as follows:

- Any incident should be reported to the Pastoral Lead.
- The Incident Form (Appendix 1) should be used to report any concerns or allegations against a member of staff.
- The Pastoral Lead will pass all concerns to the Outreach & Welfare Manager, even where the incident is believed to be resolved.
- If concerns relate to the Pastoral Lead, contact the Outreach & Welfare Manager directly.
- The Outreach & Welfare Manager will make sure that, where appropriate, all information is passed onto the police or social services.
- You should consider reporting any concerns to the Creative Director of BYMT if the Outreach & Welfare Manager is unavailable or if, in your opinion, the Schools & Pastoral Manager has not taken your concern seriously.
- Steps will be taken to ensure that the person being reported does not continue to have access to children until the matter is resolved.
- The matter may be so serious that it is reported to police immediately and they will control the investigation and contact relevant parties with the assistance of the Outreach & Welfare Manager.
- For some matters advice may be sought from appropriate statutory authorities such as the LADO or from the NSPCC.
- Parents/carers of the child will be informed, as appropriate, about the concerns /allegations that have been made and they will be kept informed of the progress made in respect of any investigation.

7.9 If the alleged incident occurred before the young person arrived on the course, this situation needs very careful handling.

- It is advisable to speak to the NSPCC or the police or Children's Services before speaking to the family as informing the family may cause further risk to the child or siblings that remain with the family.
- It is important that the young person is reassured but inform the child that certain people will have to be informed for their own safety.
- Do not carry out any physical examination if the abuse is thought to be physical or sexual.

8. Role of Safeguarding Officers and Designated Child Protection Lead

The current Safeguarding Officers are the Schools & Pastoral Manager and Creative Director. The Designated Child Protection Lead (DCPL) is a Board Member.

The role of the Safeguarding Officers, endorsed by the DCPL, is being responsible for:

- ensuring the organisation has an up-to-date Safeguarding Policy with appropriate procedures in support thereof.
- ensuring relevant paid and volunteer staff understand the procedures and put them into practice.
- receiving reports of any concerns or allegations in conjunction with the person reporting.
- deciding on appropriate action to be taken in the event of a concern, which may include contacting the LADO or police.
- acting as point of contact for parents/carers as appropriate.

9. Training and Raising Awareness

BYMT will ensure that all Pastoral Leads, Safeguarding officers, Trustees and, where possible, all BYMT staff working with children, receive continual Child Protection awareness guidance which educates on how to recognise abuse and the reporting procedure to be followed in the instance of a concern.

10. Retention of Information

For the protection of the child, and out of respect for the right to privacy of all individuals, information obtained by BYMT in following the measures set out in this policy shall only be used for the purpose of complying with this policy. Such information shall be kept secure, treated as confidential and not disclosed to other staff or third parties except in exceptional or relevant discipline cases.

In accordance with the recommendations in the Every Child Matters Working Together to Safeguard Children document, records about staff will be kept until the age 65 or for 10 years whichever is longer. The information will be kept securely and access is kept to a minimum and confidentiality is paramount.

FURTHER SOURCES OF ADVICE AND INFORMATION:

BYMT 020 8563 7725

Safeguarding Officer/ Outreach & Welfare Manager

Rosa Higgs: 07522 814 291

NHS Direct: 0845 4647

NSPCC Helpline: 0808 800 5000

ChildLine: 0800 1111 www.childline.org.uk

Every Child Matters: www.everychildmatters.gov.uk

Keeping Children Safe in Education www.gov.uk/government/publications/keeping-childrensafe-in-education--2

Children Act 2004: www.legislation.gov.uk/ukpga/2004/31/contents

NSPCC: www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/

Appendices:

Appendix 1

Incident Report Form

(Extra pages to be used as appropriate)

Appendix 2

Indications of Abuse

Appendix 3

Flowchart of the Reporting Process for Child Protection Issues

Appendix 4

Flowchart of the Reporting Process for allegations made against staff.

Appendix 5

Keeping Children Safe on Residential Courses

Appendix 1: BYMT Incident Report Form

Record only what has happened as reported or witnessed – state if there are opinions.

Complete a separate form for each person involved/affected.

Completing this form does not constitute an admission of liability



Name of Project:			
Name of person completing this form:			
Contact details of person completing this form:			

Details of person involved in incident:	Name		Date of birth	
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Home Address:	
Contact Telephone No.:	
Location of incident:	
Date and time of incident:	
Witnesses	
Information regarding the incident/allegation/disclosure e.g. location, type of disclosure, relationship to person making disclosure, method of disclosure	
Concise account of what was said by the victim, using their own words, as far as possible.	

Did the person receive any attention at the time of or after the incident? (e.g. treatment, advice, counselling)	
Outline apparent circumstances of incident: Where applicable, what was the person doing? Were there any contributory factors? Was any property/equipment involved?	
Outcome:	

Signature of person completing this form:	
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Date:	
Date passed to BMYT Safeguarding Officer	
EXTERNAL AGENCIES CONTACTED (DCPL to complete)	
Police – name of contact and advice received	
Social Services – name of contact and advice received	
Other – name of contact and advice received	

Appendix 2: Indicators of Abuse

- **Physical Abuse**
Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates or induces illness, or deliberately causes ill health to a child in their care.
- **Sexual abuse**
Children are sexually abused when adults or other young people use them to meet their own sexual needs. Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities whether or not the child is aware of what is happening. It may involve physical contact including penetrative or non-penetrative acts. It may include non-contact activities, such as involving children in looking at child abuse, or involving them in the production of such images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- **Emotional Abuse**
Emotional abuse is the persistent emotional ill-treatment of a child, which causes severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may, as in some cases of domestic violence, involve causing children to feel frightened or in danger and includes the exploitation or corruption of children. It may feature age or developmentally inappropriate expectations being imposed on children. Some level of emotional abuse is involved in all types of ill-treatment of children, although it may occur alone.
- **Neglect**
Neglect is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development.
- **Domestic Abuse**
Domestic abuse is physical, psychological, sexual or financial abuse which takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. It is extremely common and can have an enormous effect on children.
- **Bullying**
Bullying is often perpetrated between peers and is therefore not technically defined as a form of child abuse. However, it is nonetheless a behaviour that can have serious consequences for a child or young person with a potentially long-term impact on their health and development. It is a deliberately hurtful behaviour, usually repeated over a

period of time, where it is difficult for those bullied to defend themselves. Sometimes they are singled out for reasons of physical appearance, race, beliefs, gender or sexuality.

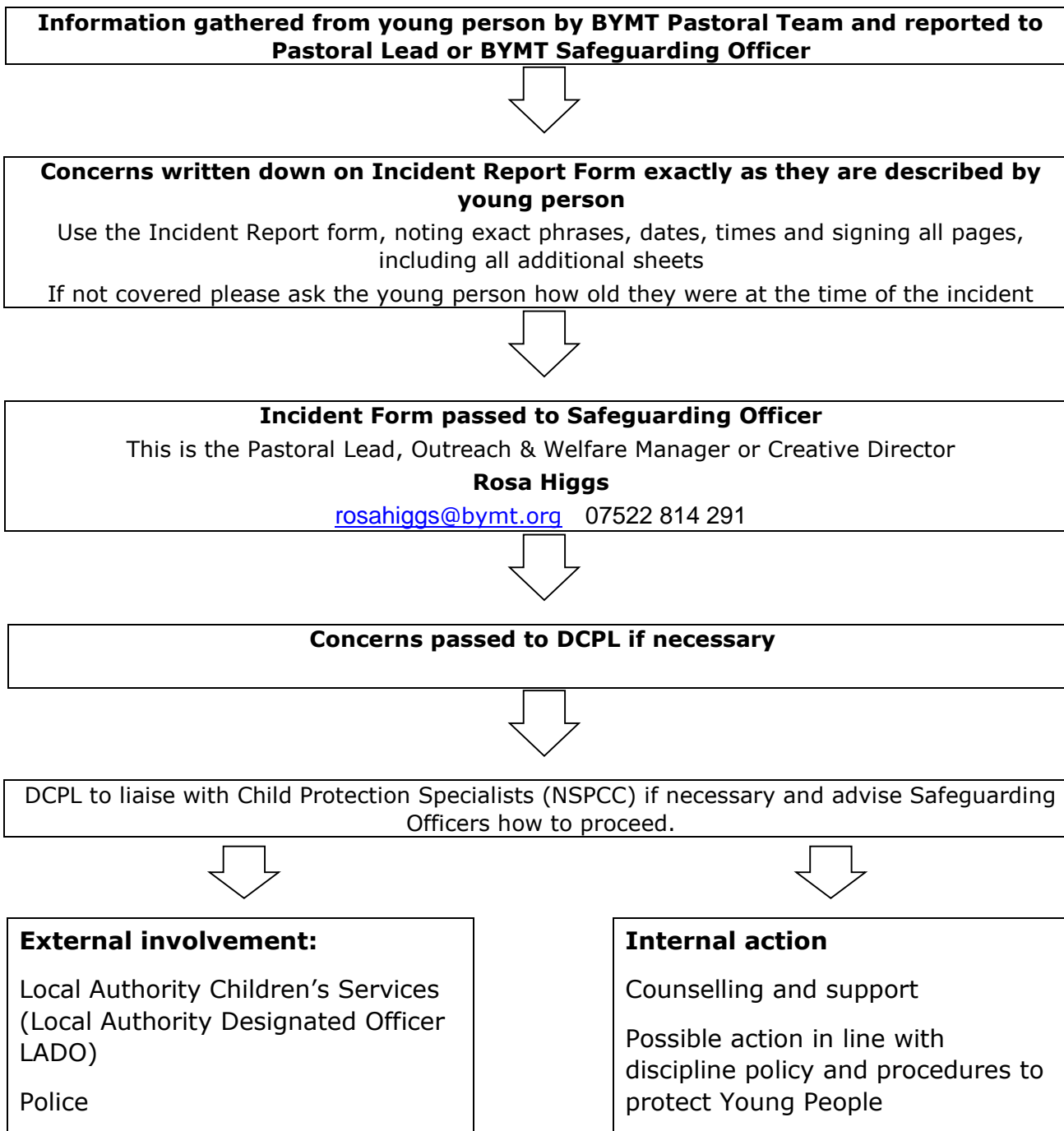
- **Peer-On-Peer Abuse**

Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, or coercive control. This can be between children and within children's relationships and can take various forms. Amongst these are serious bullying (including cyber bullying), relationship abuse, domestic violence, child sexual exploitations, harmful sexual behaviour and/or gender-based violence.

Bullying is particularly harmful when in the form of emotional abuse between peers. Where possible staff should aim to identify and correct unkind behaviour before it develops into bullying behaviour. Staff should also be aware that the perpetrator of this bullying/abuse may also be at risk of harm and in need of safeguarding.

If there is an allegation of abuse against one or more participants, or where you are concerned about Peer-on-peer abuse the procedures set out in this policy should be followed.

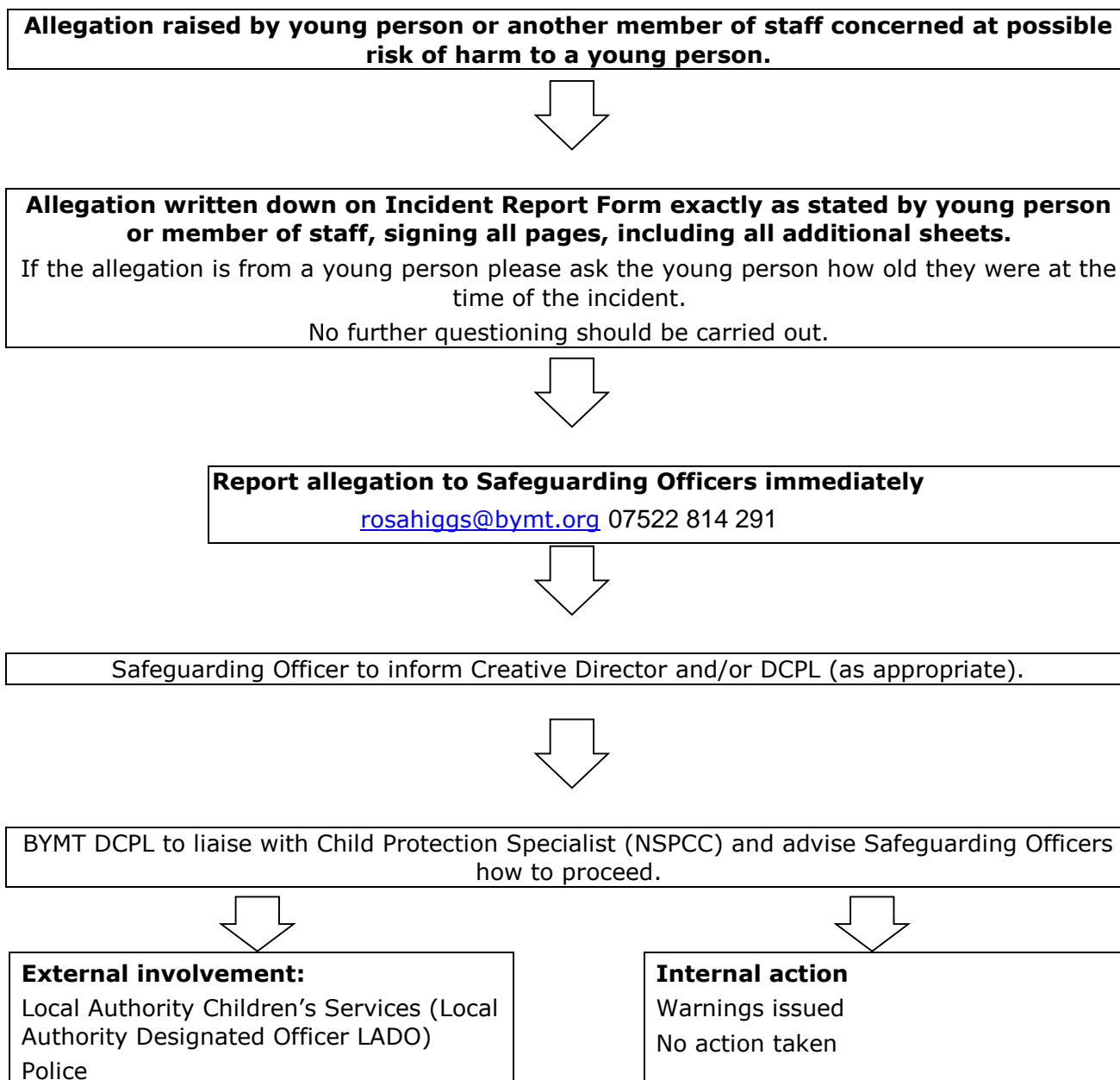
Appendix 3: Flowchart of Reporting Process for Child Protection Issues



Keep a record of all conversations. Incident Reports can be added to, with new dates.

Appendix 4: Accusations against BYMT staff

Flowchart of management of accusations against all BYMT staff (including volunteers). This protocol can also be followed where there are non-child protection issues concerning staff.



Keep a record of all conversations

If you feel an allegation has not been addressed satisfactorily, please contact the NSPCC Helpline directly for advice and support on 0808 800 5000.

Appendix 5: Keeping Children Safe on Residential Courses

Day One:

- The young people must be registered as they arrive.
- The pastoral team is responsible for making each cast member feel welcome as soon as they arrive; speaking to parents about any concerns and giving relevant information to the young person.
- Before the dinner break, the Pastoral Lead will brief the whole course with expectations/rules to be followed during the course as well as the role of the pastoral team. These should include:
 - BYMT ethos and values – inclusivity, collaboration, creativity
 - Who to speak to if they have access needs/questions/issues
 - What to do in an emergency (fire evacuation etc.)
 - Areas that are out of bounds
 - Curfews
 - Bedroom allocations – who is allowed on/in each floor/building/corridor
 - Security – keeping phones secure, not leaving valuables in the rooms.
 - The general role of the pastoral team – priority is the safety, support and comfort of the young people.

When off campus:

- If you are taking the young people off the accommodation campus:
- There must always be at least 2 adults (of which one must be a pastoral team member).
 - Inform the Pastoral Lead of your plan of what you are going to do before you leave including route to be taken, transport taken & any food requirements.

At Theatre Venues:

- **Food:** It is the pastoral team's responsibility to ensure that the young people are fed at the appropriate times, with the support of the Outreach & Welfare Manager and BYMT office. This may involve purchase of snacks or meals or booking of catering – this must be planned and cleared with the Outreach & Welfare Manager in advance.
- If rehearsals are going on longer than planned into allocated meal times, it is the pastoral team's responsibility to remind the creative staff of this at an appropriate time.
- **Transport:** The pastoral team is responsible for making sure the students arrive on time and safely to the venue. This may involve a pre-booked coach, school minibus, public transport or walking. If using public transport, a risk assessment must be completed before leaving clearly stating the route being taken, how risks will be mitigated and how the pastoral members will work together to ensure the safety of the young people.

On the last day:

- The young people must be registered as they leave.
- The pastoral team is responsible for making sure each young person is re-united with their parent/carer (as listed on their paperwork).
- If the parent/carer does not turn up, the Pastoral Lead should call the parent contact number and then the emergency contact to find out what the problem is.

It is the responsibility of every member of BYMT staff – not just pastoral team – to ensure the safety of each young person in BYMT's care.