



## SAFEGUARDING POLICY

This Safeguarding Policy (the "Policy") lays out the commitment of Packed Lunch Productions (the "Organisation") to safeguarding and informs freelancers, contracted employees, Trustees and any other personnel associated with the Organisation (the "Personnel") of their rights and responsibilities in relation to safeguarding. It applies in all instances where Personnel are engaged in work related to the Organisation and works in sympathy with the Organisation's Child Protection Policy.

The Policy is designed to protect people at risk from any harm that may be caused due to their coming into contact with the Organisation, particularly young people, at-risk adults and beneficiaries of assistance. This includes harm arising from:

- the conduct of personnel associated with the Organisation and
- the design and implementation of the Organisation's services, programmes and activities.

A copy of the Policy will be made available to all employed and freelance staff within the Organisation, to the general public and to individuals on request, and located on the webpage. Any questions about the Policy may be directed to the Senior Leadership.

The Policy is set for at least annual review.

### POLICY STATEMENT

The Organisation is committed to protecting everyone we come into contact with through our activities from all forms of harm, abuse, neglect and exploitation irrespective of sexual orientation, age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race (including colour, ethnic or national origins and nationality) or religion or belief (the "Protected Characteristics").

The Organisation commits to addressing safeguarding throughout its activities, where relevant, through the three pillars of prevention, reporting and response.

The Organisation commits to working in strong partnership with all service partners with regard to safeguarding, including (but not limited to) consulting to make more robust inter-agency best practice and harmonising safeguarding prevention, reporting and response protocols with external statutory and organisational policies and practices whereby doing so serves to:



- improve the efficacy of the Policy and
- align the Policy with provisions to increase safeguarding surveillance generally and with local child and adult safeguarding procedures.

## IDENTIFYING A SAFEGUARDING CONCERN

Safeguarding means:

- taking all reasonable steps to prevent harm from occurring, particularly sexual exploitation, abuse, neglect and harassment;
- protecting people, especially vulnerable adults and young people, from that harm; and
- responding appropriately when harm does occur.

Safeguarding applies consistently and without exception across the Organisation, requiring proactively identifying, preventing and guarding against all risks of harm; having mature, accountable and transparent systems for response; reporting and learning when risks materialise. Those systems must be survivor-centred and designed to protect those accused until proven guilty, putting beneficiaries and affected persons at the centre.

Internal systems of safeguarding prevention and reporting, as outlined below, require an understanding of how to identify a concern. The following glossary of terms offers the guidance required to identify the individuals and issues about which concerns can be raised:

- A *beneficiary of assistance* is someone who directly receives goods or services from the Organisation. Misuse of power also applies to the wider community the Organisation serves, and also can include exploitation by giving the perception of being in a position of power.
- A *young person* is a person below the age of 18.
- *Harm* refers to the psychological, physical and any other infringement of an individual's rights.
- *Psychological harm* refers to emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.
- *Neglect* refers to the state of being uncared for.
- *Sexual abuse* means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- *Exploitation* means any actual or attempted abuse of a position of vulnerability, differential power or trust, including (but not limited to) profiting monetarily, socially or politically from the psychological, sexual or otherwise physical abuse of another. This definition includes human trafficking and modern slavery.
- A *survivor* is a living person who has been abused or exploited.



- And *at-risk adult* - sometimes called a vulnerable adult - is a person who is or may be in need of care by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves, or otherwise unable to protect themselves against significant harm or exploitation.

## PREVENTION

The Organisation will:

- ensure the Personnel have access to, are familiar with and know their responsibilities in relation to the Policy;
- design and undertake all of its activities in a way that protects people from any risk of harm that may arise from their coming into contact with the Organisation, including how information about individuals is gathered and communicated (see the Organisation's Privacy Policy);
- follow stringent safeguarding procedures when recruiting, managing and deploying personnel, including references, previous relevant experience and, where relevant, criminal background checks;
- ensure personnel receive safeguarding training at a level commensurate with their role in the Organisation; and
- follow up on reports of safeguarding concerns promptly and in accordance with due process.

Regarding safeguarding young people, the Personnel must:

- refrain from sexual activity with anyone under the age of 18;
- refrain from sexually abusing or exploiting young people;
- refrain from subjecting a young person to physical, emotional or psychological abuse or neglect; and
- refrain from engaging in any commercially exploitative activities with young people, including (but not limited to) labour and trafficking.

Regarding adult safeguarding, the Personnel must:

- refrain from sexually abusing or exploiting any at-risk adults and
- refrain from subjecting an at-risk adult to physical, emotional or psychological abuse or neglect.

Regarding protection from sexual exploitation and abuse, the Personnel must:

- refrain from exchanging money, employment, goods or services for sexual activity, including (but not limited to) any exchange of assistance that is due to beneficiaries of assistance; and
- refrain from engaging in any sexual relationships with beneficiaries of assistance.



Regarding online delivery for young people, the Personnel are obliged to:

- ensure the introduction of each live-streamed session includes clear information about:
  - safeguarding protocols,
  - relevant emergency contacts,
  - details about moderation and safe, responsible adults in case there is a need to report something,
  - appropriate language,
  - what is and is not safe and appropriate to post in the online community or forum, and
  - when posts will be moderated, for instance either before or after they go live.
- notifying live-streaming participants, either watching or contributing, that:
  - comments made during a live stream are live, will be seen and/or heard by others and may neither be edited or deleted, thus forming part of that person's permanent digital footprint;
  - personal information should not be shared;
  - requests for personal information should not be responded to and, where possible, reported to the moderator;
  - anything they feel is inappropriate or upsetting should also be reported to the moderator or the closest responsible adult to them;
  - photography and video or voice recording are not allowed without express permission of the moderator only; and
  - bullying, inappropriate messaging and abuse are not permitted.

Regarding online delivery for adults, the Personnel are obliged to follow the adult safeguarding protocols and notify participants of the moderator and their responsibilities prior to every session.

Regarding the efficacy of the Policy, the Personnel are obliged to:

- contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Policy; and
- report any concerns or suspicions regarding safeguarding violations by other Personnel to Senior Leadership or, if not possible, the Trustees.

## ENABLING REPORTS

The Organisation will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are available to all Personnel and its contractual and community partners.



The Personnel who have a complaint or concern relating to safeguarding are obliged to report it immediately to their line manager. If they do not feel comfortable reporting it to their line manager, for instance if they do not feel their line manager will take it seriously or their line manager is implicated in the concern, they are then obliged to report it to Senior Leadership or, if not possible, to the Trustees.

All safeguarding complaints or concerns should be directed to [hello@packedlunch.org](mailto:hello@packedlunch.org).

To ensure clear avenues of reporting, the Organisation supports and is committed to facilitating the disclosure by the Personnel of any wrongdoing that is in the public interest, particularly if it is a legal offense. A whistleblower can raise any safeguarding concern at any time about an incident that has happened, is happening or they believe will happen in the near future, a right that is wholly protected by the law and which they are obligated to exercise.

## RESPONSE

The Organisation will:

- follow up safeguarding reports and concerns according to policy and procedure as well as all legal and statutory obligations;
- apply appropriate disciplinary measures to personnel found in breach of policy; and
- offer support to survivors of harm caused by personnel and regardless of whether a formal internal response is carried out, with decisions regarding support being led by the survivor.

The Organisation endeavours to ensure confidentiality is maintained when responding to safeguarding concerns, with information relating to any given concern and subsequent case management being shared on a strictly need-to-know basis.

## MONITORING

The Organisation will monitor the effectiveness of the Policy and review it from time to time in order to ensure it is achieving its objectives and is in line with UK law and international conventions. Information collected for monitoring purposes will be treated as confidential and will not be used for any other purpose.



## CONTACT US

For more information about our equal opportunities practices or if you have questions please email at [hello@packedlunch.org](mailto:hello@packedlunch.org) or write to Packed Lunch Productions, 7 Cooper's Yard, London SE19 1TN, United Kingdom

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Next scheduled review: May 2024