



Safeguarding Adults Policy

2025-2026

Context

- Shapeshifter Productions is a registered charity since May 2011
- registered office: 11 Batten House, The Drive, E17 3BX
- Shapeshifter Productions works in the South East of England, especially in Greater London, Essex, Kent and Sussex
- Our activities focus on delivering original, high quality projects that actively engage local communities while enhancing confidence, health & wellbeing, self-esteem and reducing isolation.
- Our housing partners are established care providers with multi-disciplinary teams responsible for delivering care support. Partners include: NELFT NHS Redbridge, Sanctuary Housing, Notting Hill Genesis Housing, Peabody, Creative Support, Hackney Housing With Care, Brighton & Hove Seniors Housing, Dover District Council, Victoria Nursing Homes, Sai Care Homes, Housing 21.
- Shapeshifter Productions is employing two members of staff, the Artistic Director and the General Manager. Project staff like musicians / workshop facilitators are freelancers.
- We have currently two volunteers working remotely
- We reach on average 500 beneficiaries / year

Statements and Aims

Policy Statement

Shapeshifter Productions Ltd is committed to ensuring that adults at risk who use our services are not abused and that working practices minimise the risk of such abuse. We recognise that the welfare of all adults at risk is paramount and that *all* have equal rights of protection. We have a duty of care when they are in our charge, and we will do everything we can to provide a safe and caring environment whilst they attend our activities. Additionally, no one should come to any harm through their contact with our organisation and, as part of that commitment, we do everything we can to ensure everyone feels safe and protected from any form of harm, abuse and neglect regardless of their role. Volunteers, staff and trustees have a duty to identify abuse and report it.

Equal Opportunities Statement

We recognise that anyone can become subject to discrimination, harassment or victimisation because of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity,
- race
- religion or belief
- sex
- sexual orientation

Comments and actions that contribute to discrimination, harassment or victimisation are not acceptable and will be challenged. Such incidents will be recorded and shared with parents and carers, and the relevant agencies when necessary and appropriate.

Shapeshifter adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Shapeshifter Productions believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status. Shapeshifter Productions is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution. Shapeshifter Productions acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved in Shapeshifter Productions activities.

As one of its major activities, Shapeshifter Productions seeks to serve the needs of adults at risk, promoting holistic development. In doing so, we take seriously the welfare of all adults at risk who are involved in our activities. We aim to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere.

We recognise that:

- Safeguarding and promoting the welfare of adults at risk – and in particular protecting them from significant harm - depends upon effective partnership work between agencies, carers and professionals that have different roles and expertise.
- Some of the most adults at risk and those at greatest risk of social exclusion, will need coordinated help from health, education, social care, and quite possibly the voluntary sector and other agencies, including justice services.
- Degrees of health, well-being, ability, disability and need for care and support can affect a person's resilience.
- Some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

- For those adults at risk who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote their welfare and – where necessary – to help bring to justice the perpetrators of crimes against them.

We will:

- treat everyone with respect and celebrate their achievements,
- carefully recruit and select all staff whether paid or unpaid,
- respond to concerns and allegations appropriately.

And we will seek to keep adults at risk safe by:

- being alert to potential indicators of abuse or neglect;
- being alert to the risks which individual abusers, or potential abusers, may pose to adults at risk;
- sharing and helping to analyse information so that an assessment can be made of the individual's needs and circumstances;
- contributing to whatever actions are needed to safeguard and promote the individual's welfare;
- taking part in regularly reviewing the outcomes for the individual against specific plans; and
- working cooperatively with family and/or other carers unless this is inconsistent with ensuring the individual's safety.

When there are concerns about the welfare of any adult at risk, all responsible adults in our organisation are expected to share those concerns, without delay, with the Lead for Safeguarding (or the Deputy, if the Lead is unavailable).

Our policy is approved by our board of Trustees and will be reviewed and updated annually. We will publish and promote this policy to all staff, paid or unpaid, through induction, training and supervision. We endeavour to disseminate, as appropriate, this policy to all who come into contact with our charity e.g., **adults at risk, families, carers, housing partners' senior managers and staff, and funders.**

Safeguarding Personnel

Designated safeguarding lead:

Name: Alison Jones

Phone/email: 0207 097 1409 / alison@shapeshifter-productions.com

Deputy safeguarding lead:

Name: Violaine Bailleul

Phone/email: 078 4373 9099 / violaine@shapeshifter-productions.com

Trustee/Senior lead for safeguarding and adults at risk protection

Name: Joanna Nolan

Phone/email: 0207 097 1409 / info@shapeshifter-productions.com

Their responsibilities are:

- monitoring and recording concerns
- making referrals to social care, or police, as relevant, without delay
- liaison with other agencies
- arranging training for all staff

The Deputy for Safeguarding should be available to support or cover for the Lead. S/he will also handle any complaints or allegations against the Lead for Safeguarding if appropriate. It is important that the Lead and Deputy for Safeguarding are unconnected.

Allegation of the alleged abuse which occurred when the person is over 18 years old falls under the Protection of Adults At Risk and needs to be reported to the local Social Services at First Response Team North, 47 Gainsford Road, London E17 6QB.

Definition

Adult at risk is a person who is over 18 years of age and is:

- having needs for care and support, and
- experiencing, or is at risk of, abuse and neglect and
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Abuse is a violation of a person's physical, emotional or mental integrity by any other person. Abuse can include: physical, financial, material, sexual, psychological, discriminatory, emotional abuse and neglect. Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

Harm is the damage done to a person's wellbeing.

Safeguarding is the work to prevent and to stop abuse and neglect. Safeguarding adults at risk is a part of the wider role of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific adults at risk who are suffering or are at risk of suffering significant harm.

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated March 2020

Purpose

The key objectives of this policy are for all trustees, employees and volunteers of Shapeshifter productions to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk.

Scope

This Safeguarding Adults Policy and associated procedures apply to all individuals involved in Shapeshifter Productions including Board members, Staff, Artists, Volunteers and freelancers and to all concerned about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

Support to Volunteers and Staff

We recognise that it is the responsibility of each one of our staff, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of adults at risk and to report any abuse discovered or suspected.

We recognise our responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

We are committed to supporting, resourcing and training those who work with adults at risk and to providing supervision. We have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff, paid and unpaid, will receive induction training as soon as possible and sign to record they have:

- received and understood this policy.
- been given any relevant resources
- understood the commitment to safeguarding training

The volunteers and staff reporting of incidents of suspected or potential abuse may find that the victim and/or the other responsible adult concerned are upset and angry. Other support may take the form of support provided by work colleagues or support or counselling provided by an outside body if required.

Volunteers and staff themselves may also be the subject of an allegation of abuse. While support will be offered, Shapeshifter Productions Ltd will ensure that Social Services are given all the assistance pursuing any investigation. Suspension and or discipline may be implemented.

Working Practices

Consent

When consent is required for any care, activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding. Where relevant, we will ensure we fulfil our obligations under Mental Capacity Legislation on supporting, where possible, the individual's right to make their own decisions. Any decisions made should be the least restrictive and recorded.

Staff Ratios to Adults at Risk

There must always be a minimum of two responsible adults present for any activities.

Lone and One to One Working

We will avoid lone working, one to one working with adults at risk whenever possible to protect both individuals. A risk assessment will always be undertaken to ensure:

- the care or activity provided is suitable for one-to-one working,
- the lone worker has been recruited, trained and supervised to undertake this particular role,
- that health and safety issues have been identified and recommendations followed,
- safeguards are in place to protect individual's rights to safe working practice,
- safeguards are in place in relation to strategies for emergency situations,
- relevant business insurance is in place for use of personal vehicles
- accurate and relevant written recording is maintained following any care and activity, signed, timed and dated

Home Visits

Shapeshifter Productions doesn't do home visits

Young People who work in our Organisation

No young people under 18 work or volunteer in our organisation

Codes of Conduct

We aim to provide a safe environment free from discrimination, upholding and promoting equality, diversity and inclusion. We undertake to:

- treat all adults at risk with respect and dignity
- ensure that their welfare and safety is paramount at all times
- maintain professional boundaries both face to face and online
- always use the organisation's official email system, social media etc when contacting the at risk groups we work with
- always listen to individuals and take account of their wishes and feeling
- always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- liaise openly with parents and carers
- only use physical contact if absolutely necessary
- avoid being alone with adults at risk whenever possible
- listen to, and act upon, any disclosures, allegations, or concerns of abuse
- participate in approved safeguarding training at appropriate levels
- ensure restraint is only used as part of an agreed plan by staff trained in the use of the particular restraint or as an emergency action to protect from harm. All use of restraint will be reported and recorded by the member of staff concerned to the Lead or Deputy for safeguarding and to the relevant manager.
- follow our safeguarding policy at all times
- make activities FUN and enjoyable

Recognising Abuse in Children Young People and Adults at Risk

The following list is for guidance only. It is important to be observant, listen to what is being said and record.

- Abuse related to faith or belief
- Alcohol and Substance misuse
- Bullying, harassment and sexual harassment
- Breast Ironing
- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and upskirting
- Concealed pregnancy
- Criminal exploitation
- Discriminatory
- Domestic abuse, including "honour" based abuse
- Emotional
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage

- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding
- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional
- Psychological
- Physical
- Radicalisation
- Self-neglect
- Sexual
- Sextortion
- Trafficking

Procedures

Trustees, staff and volunteers at Shapeshifter Productions who have any adult safeguarding concerns should:

1. Handle Disclosures

When a disclosure is made by an adult at risk it is important to remember to:

- take what you are being told seriously
- stay calm and reassure
- do not investigate
- do not delay

and always

- seek advice from the Lead or Deputy for Safeguarding
- make a careful recording of anything you are told or observe, date and sign.

A disclosure may come from someone telling you:

- they have or are being abused
- they have concerns about someone else
- they are themselves abusing or likely to abuse someone else

2. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

3. Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

4. Record

The information should be recorded on Shapeshifter Productions' incident form or by email to the organisation's safeguarding lead.

- As far as possible, records should be written contemporaneously (within 24 hours), dated, signed and co- signed by the Lead or Deputy
- of sufficient details of adult at risk to identify individual who is subject of concern and any significant others
- accurate and factual/based on fact, as a true record of:
 - what has been monitored/observed
 - what has been said and by whom
 - what has given cause for concern
 - what action has and/or will be taken including the reason for those actions
 - the reason stated for no action being taken and by whom
- non judgmental
- shared as appropriate by the Lead or Deputy for Safeguarding
- stored safely and securely by the Lead or Deputy for Safeguarding

5. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- the adult's wishes and preferred outcome
- whether the adult has mental capacity to make an informed decision about their own and others' safety
- the safety or wellbeing of children or other adults with care and support needs
- whether there is a person in a position of trust involved
- whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Waltham Forest's Access & Advice Team (part of adult social services) for possible safeguarding enquiry
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

Alison Jones, who is the designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the London Safeguarding Adults Procedures.

Suspect Abuse by a member of Shapeshifter Productions Ltd Volunteer and Staff

Where a member of staff or volunteer is suspected of abuse, the following action should be taken:

- Alison Jones of Shapeshifter Productions Ltd should interview the member of staff or

- volunteer with a witness present.
- Alison Jones of Shapeshifter Productions Ltd should make arrangements for interviewing the suspected victim. This should be done with (Name of Organisation) the volunteer or staff member, too and with support for the victim present.
 - The purpose of the meeting is not to investigate but to establish whether there are grounds for the allegation.

Confidentiality

Confidentiality is crucial to all our work and relationships and Shapeshifter Productions Ltd confidentiality policy should be adhered to. The welfare of adults at risk is paramount and takes precedence over it.

Confidentiality may not be maintained if the withholding of information will prejudice the welfare of the adult.

Recruitment and Selection

Shapeshifter Productions is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

Best practice for safe recruitment of trustees, volunteers and staff requires;

- checking work history via a CV or application form (and asking for explanations for any gaps in employment),
- taking up two references,
- checking identity documents,
- face-to-face interview.

Best practice guidelines and induction packs must be followed for all trustees, volunteers and staff working at Shapeshifter Productions and partner organisations even if direct contact with adults at risk is not part of their role.

Approaches to safeguarding adults during Pandemic

Shapeshifter Productions developed new ways of connecting to people – our team of musicians can use creative ways to connect with people where the risk of seeing them face-to-face is not reasonable. Shapeshifter Productions creative team worked on digital capabilities to support this.

Our website / app is a fantastic tool for our beneficiaries, including adults at risk, to keep singing and stay in contact with people. However, internet can also expose them to abuse and crime. Shapeshifter Productions think about safety when using the internet and will give some tips to our partners and beneficiaries to protect them from internet fraud.

Online Safety Code of Conduct:

We expect everyone in our organisation to agree and sign up to our Online Safety code of conduct to:

1. use the internet and other forms of communication in a sensible and polite way.
2. only access websites, send messages or access and use other resources that will not hurt or upset anybody.

3. seek permission if they want to use personal information or take photographs of other people.
4. report any concerns to the Lead or Deputy
5. not maintain confidentiality if there is a concern about the welfare of an adult at risk.

What are the Risks?

There are many potential risks including:

- accessing inappropriate or illegal websites.
- receiving unwanted or upsetting texts, e-mail messages or images.
- being “groomed” by another with a view to meeting the adult at risk for their own illegal purposes including sex, drugs or crime.
- sharing nudes or semi nudes.
- viewing or sending unacceptable material such as inciting hatred or violence.
- sending bullying messages or posting malicious details about others.
- ignoring copyright law by downloading e.g. music, videos, homework cheat materials etc.
- overspending on shopping and gambling sites.
- being at risk of identity fraud for money transactions.
- inappropriate relationships or prostitution.

What else might be of concern?

An adult at risk who:

- is becoming secretive about where they are going to or who they are meeting.
- will not let you see what they are accessing online.
- is using a webcam in a closed area, away from other people.
- is accessing the web or using a mobile for long periods and at all hours
- clears the computer history every time they use it.
- receives unexpected money or gifts from people you don't know.
- does not appear to have the money they should have.

A person who:

- befriends an adult at risk on the internet or by text messaging.
- has links to adults at risk on their social media pages especially if they work in a position of care such as a sports coach or care worker.
- is secretive about what they are doing and who they are meeting.

What do I do if I am concerned?

If you have any concerns, speak to the Lead or Deputy for Safeguarding.

Remember:

- do not delay.
- do not investigate.
- seek advice from the Lead or Deputy
- make careful recording of anything you observe or are told

Safeguarding in projects

Projects need to be set up and run in a way which is safe, supportive and positive for all concerned. Whilst planning a project, Shapeshifter Productions' personnel and staff from partner organisations need to pay particular attention to protection issues at all the key stages:

Setting up the project will include:

- Agreeing what level of staff supervision and support will be needed for the particular group of participants and ensuring this level is available.
- Ensuring that partner organisations take responsibility for dealing with any issues that arise with their members or users as the project progresses.
- Devising and agreeing rules for appropriate behaviour during the project

Running and managing the project will include:

- Establishing ways of working which encourage and enable participants to raise with the group or leaders any concerns or discomforts they may have about the project or the older people.
- Establishing ways of working which encourage and enable artists and other staff to reflect on their own and one other's practice, building a thoughtful and critical approach to the work.

Projects are time limited. Shapeshifter Productions cannot take responsibility for individual participants' safety or wellbeing once a project is over.

Safeguarding checklist for Project Managers

Partnership working with other organisations:

1. A Risk Assessment is done in liaison with partner staff e.g. scheme managers, activities coordinators in Care Homes, and artists, so that all are aware of the reasons behind actions listed, using the agreed format.
2. Vetting staff, freelance artists, volunteers, students and participants:
 - a. Where any person paid or unpaid will have regular contact with participants, as detailed in DBS guidance, then an Enhanced DBS check is done.
 - b. Until the DBS process is complete and their record found to be satisfactory by the designated safeguarding lead, they must be supervised by another member of staff when working with participants.
3. Artists and staff leading projects have included in the project plans:
 - a. Preparation of participants, including how to build safe relationships with each other, communication skills, personal safety and comfort zones
 - b. Agreeing a Group Agreement which covers appropriate behaviour during the project sessions; outside the project sessions and when the project ends.
 - c. Establishing a time and way for participants to voice their feelings and any concerns about the project.
5. Photographs and video
 - a. always asking for written consent from participants and their parents or carers before taking and using their image
 - b. always explaining what images will be used for, how they will be stored and what potential risks are associated with sharing images
 - c. making it clear that if a participant or their family withdraw consent for an image to be shared, it may not be possible to delete images that have already been shared or published
 - d. never publishing personal information about individuals

Photography & Filming Guidance

Both still and moving images are key to recording the successes and achievements of adults at risk in their lives and activities. However, it is vital to remember that images (especially digital images) can be used, shared, stored and/or distributed inappropriately, and that their storage and use must comply with the UK GDPR.

It is therefore important to be clear about:

- explaining to families and carers why caution is necessary
- the purpose of images e.g. parent's and carer's own record, media and publicity etc
- the content required when using a professional photographer
- informing families and seeking their consent for any publication or media use
- publishing only necessary identifying details alongside individual's photos in newspapers, websites etc
- taking photographs openly and away from sensitive areas (changing rooms, toilets, etc)
- the suitability of clothing e.g. swimsuits
- any group photos being taken only during the activity or on the premises
- all those taking photos signing a registration form, which also identifies the purpose and use of any images
- ensuring secure storage of all images
- identifying how long unused images will be retained
- identifying how long copies of published images will be retained

The above guidance applies to all still and moving images, however they are created (mobile phone, still camera, video camera etc). The type of equipment and the equipment's owner should also be recorded on the registration form.

Monitoring and Policy Review

The Board of Trustees will monitor the following Safeguarding aspects:

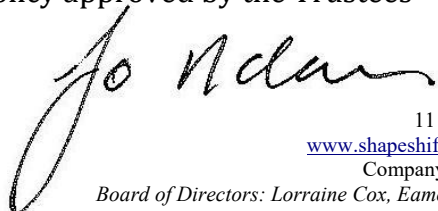
- Safe recruitment practices
- DBS checks undertaken (to be undertaken prior to the appointment of a Trustee or volunteer and every five years afterwards)
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Presence and action of Chairman and Secretary responsible for Safeguarding are in post

Shapeshifter Productions is a member of SAFEcic (Safeguarding specialists not for profit organisation): <https://www.safecic.co.uk/>

This policy is the responsibility of Shapeshifter Productions and is subject to annual review.

1st April 2025

Policy approved by the Trustees



Shapeshifter Productions Ltd,

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