

YSBD Workshops Ltd

YSBD Theatre Academy: Child Protection Policy

This policy applies to all YSBD Theatre Academy Staff, including senior managers who work for YSBD Workshops Ltd.

The purpose of this policy:

- To protect children who receive YSBD Theatre Arts services.
- To provide staff with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

YSBD Workshops Ltd believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

Child abuse is the maltreatment of a child by another person – by adults or children. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional, educational or community setting by those known to them or, more rarely, by others unknown to them e.g. via the internet.

Child abuse and neglectful behaviour can and does happen to children from any background, culture, class, ethnicity or faith and can be physical, sexual or emotional. It is important that everyone involved in recognising the signs of child abuse understand the physical indicators and symptoms.

Signs of Physical abuse

Most children will collect cuts and bruises as part of the rough-and-tumble of daily life. Injuries should always be interpreted in light of the child's medical and social history. Most accidental bruises are seen over bony parts of the body e.g. elbows, knees, shins and are often on the front of the body.

Some children, however, will have bruising that is more likely to be inflicted rather than accidental. Indicators of physical abuse could include bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, this could be on their cheeks, abdomen, back and buttocks. Physical abuse may involve hitting, shaking, throwing, drowning, burning or scalding, poisoning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Signs of Sexual abuse

Sexual abuse involves someone forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. In fact, the majority of children who are sexually abused by a carer will have no visible signs at all, due to the attacker not wanting to leave evidence, amongst many other reasons in the grooming process.

Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse, as can other children. The activities may involve physical contact including both penetrative and non-penetrative acts such as masturbation, kissing, rubbing and touching the outside of clothing. They may also include non-contact activities, such as watching sexual activities, encouraging children to behave in sexually inappropriate ways, involving children in looking at, or in the production of, sexual images and grooming a child in preparation for abuse (including via the internet).

Signs of Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe adverse effects on the child's health and emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Emotional abuse can be difficult to measure, as there are often no outward physical signs. Indicators of emotional abuse may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child from interacting socially with other children or adults. It could involve rejecting or ignoring a child completely, using degrading language or behaviour towards them, threatening or bullying them and encouraging them to develop behaviours that are self-destructive.

Emotional abuse also includes radicalising a child or young person who may be subsequently drawn into terrorist-related activity. People, who work in specified occupations, including health and education, must report it if they suspect someone is being drawn into terrorism (known as the Prevent duty).

Signs of Neglect

Neglect can be a difficult form of abuse to recognise, yet it can have some of the most lasting and damaging effects on children. One in 10 children have experienced neglect and neglect is a factor in 60 percent of serious case reviews.

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. The physical signs of neglect may include constant hunger, sometimes stealing food from other children constantly dirty or 'smelly', loss of weight, or being constantly underweight and inappropriate clothing for the conditions.

The following changes in behaviour in a child or young person may indicate neglect and these include complaining of being tired all the time, not requesting medical assistance and/or failing to attend appointments, having few friends and mentioning being left alone or unsupervised.

These definitions and indicators are not meant to be definitive, but to be viewed as guidance. It is important to remember that many children may exhibit some of these indicators at some time and that the presence of one or more should not be taken solely as proof that abuse is occurring. There are many kinds of support available to children and young people who have experienced abuse once it has been disclosed or identified.

YSBD Workshops Ltd recognises:

- The welfare of the child is paramount, as enshrined in the Children Act 1989

- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, their parents and other agencies is essential in promoting young people's welfare.

YSBD Workshops Ltd will seek to keep children and young people safe by:

- Providing a happy and safe environment where children can learn disciplines in the performing arts.
- Valuing children, listening to and respecting them
- Adopting child protection practices through procedures and forming a Rules and Regulations for staff to follow.
- Guarantee that students will receive expert tuition from professional and qualified teachers.
- Provide accommodations following safe practice and carry out our necessary risk assessments weekly.
- Provide effective management for staff through supervision, support and training.
- Recruiting staff safely, ensuring all necessary checks are made. All teachers working for YSBD Workshops Ltd will hold a DBS certificate (Disclosure and Barring Service) and be taken through an interview process to ensure the best quality and safety of our students.
- Sharing information about child protection and good practice with children, parents and staff.

Safer Recruitment

YSBD Workshops Ltd will ensure safer recruitment by:

- Following our Safer recruitment policy
- Conducting Disclosure and Barring Service (DBS) checks.
- Taking references
- Conducting safeguarding interviews
- All staff must undertake safeguarding training and have a safeguarding certificate.

No adult will work unsupervised with children without appropriate checks.

Managing Allegations, Disclosures or Concerns

YSBD's procedures will include measures to manage any allegations or concerns promptly and without jeopardising any statutory investigations and which may include those:

- that arise from events inside or outside YSBD, but which cause concern among school staff;
- against any member of staff, which must be reported immediately to the Principal of YSBD who is the DSL (Designated Safeguarding Lead).
- against the Principal which should be reported by a member of staff to the LADO for advice;
- related to peer on peer abuse
- that relate to staff who are no longer at the school, including those who have been dismissed (or resigned but would have been dismissed) due to safeguarding concerns, which will be referred to the police.

A disclosure occurs when a child tells someone that they are being abused or harmed. If a child discloses information:

1. Stay Calm and Listen

- Listen carefully
- Allow the child to speak freely
- Do not interrupt

2. Reassure the Child

- Thank them for telling you
- Tell them they did the right thing
- Do not promise confidentiality. Say something like: "I'm really glad you told me. I need to share this with someone who can help keep you safe."

3. Do Not Investigate

- Do not ask leading questions
- Only ask open questions if necessary for clarification (e.g., "Can you tell me what happened?")

4. Record the Information

Write down as soon as possible:

- The child's exact words
- Date and time
- Location
- Any witnesses
- Your observations
- Sign and date the record.
-

5. Report Immediately

Report the disclosure to the Designated Safeguarding Lead (DSL).

6. DSL Action

The DSL will:

- Assess the concern
- Record it securely
- Decide whether to contact:
 - o Children's Social Care
 - o The Local Authority Designated Officer (LADO)
 - o Police if necessary

Whistleblowing

YSBD has a specific policy in relation to Whistleblowing. Staff will be made aware of their duty and feel able to raise any concerns about poor or unsafe practice and potential failures in the School's management of child protection and safeguarding, which may include the attitude or actions of colleagues. Such concerns should be raised with the Principal and Safeguarding officer. If it becomes necessary to consult outside the School, they should speak in the first instance to the LADO. General guidance can be found on the NSPCC whistleblowing helpline on 0800 028 0285, which is available from 08.00 – 20.00 Monday to Friday or by email help@nspcc.org.uk.

Managing Allegations Against Staff

In managing cases of allegations that might indicate a person would pose a risk of harm if they continue to work in regular or close contact with children in their present position, or in any capacity, the School will consider that person to pose a risk of harm if they have:

- behaved in a way that has harmed, or may have harmed a child;
- possibly committed a criminal offence against, or related to a child;
- behaved towards a child or children in a way that indicates he/she would pose a risk of harm to children.

Refer safeguarding concerns in relation to peer on peer abuse to the Principal/DSL to ensure the most appropriate action is taken without delay. If a member of staff is unsure who to refer to, they should always share their concerns with the DSL in the first instance. If physical abuse is suspected, a Body Map can be used to record the site and extent of any injury that has been noticed.

The DSL will take the most appropriate course of action with due regard to the legal and statutory guidance and in consultation with External Agencies.

Allegations against a teacher who is no longer teaching will be referred to the Police. Allegations of historical abuse will also be referred to the Police.

Initial Considerations:

- In the first instance, the Principal/DSL will call an Initial Consideration Meeting to discuss any allegation and consider the nature, content and context of the allegation and agree a course of action.
- Some rare allegations will be so serious that the Principal will want to involve the police immediately, for example if the person is deemed to be an immediate risk to children or there is evidence of a possible criminal offence. Where there is no such evidence the DSL will determine if police involvement is necessary.-
- Many cases will not warrant consideration of either a Police investigation, or enquiries by Local Authority Children's Social Care Services. The School will still follow Local Authority procedures for resolving the case without delay.
- In borderline cases, discussions with the LADO will be held informally and without naming the School or the individual.

The DSL will provide or obtain relevant information such as previous history, whether the child or their family have made previous allegations before and the individual's current contact with children.

Members of staff will involve the Police straight away if the Principal is deemed to be an immediate risk to children, or if there is evidence of a possible criminal offence.

In the event that an external agency informs YSBD of an allegation that has been made that they are investigating the school, YSBD will cooperate fully and seek guidance from the LADO and the Police to find out how best to proceed.

All members of staff are aware that they have a duty to report, at the earliest opportunity, to the Principal or, in the Principal's absence to a member of staff:

- any allegations of suspected abuse by a member of staff, including volunteers
- any concerns regarding the behaviour of a member of staff towards a pupil
- any allegation concerning the DSL/Principal should be referred to LADO

Actions following Initial Consideration Meeting

- a Case Manager will be appointed. This will usually be the Principal/DSL and in the event that the allegation is against the Principal it will be referred to LADO.
- The Principal/DSL will have overall responsibility for oversight of the procedures for dealing with allegations. The Principal/DSL will provide advice and guidance to the Case Manager.
- The Case Manager will keep a clear and comprehensive record of any allegation along with outcomes on the confidential personnel file of the member of staff being investigated.

The initial sharing of information and evaluation may lead to a decision that no further action is to be taken in regard to the individual facing the allegation or concern. Either the Case Manager or the Principal/DSL will record this decision and a justification for it and agreement reached on what information should be put in writing to the individual concerned and by whom.

The Principal/DSL or Case Manager should inform the accused person about the allegation as soon as possible after consulting with the DSL. Where a strategy meeting is needed due to police or children's social services involvement, the Case Manager should wait until all agencies have been consulted and have agreed on what information can be disclosed to the accused. The school will consider carefully whether the circumstances warrant an immediate suspension.

Where it is clear that an investigation by the police or children's social services is unnecessary or the initial evaluation decides that is the case, the Principal/DSL will discuss the next steps with the Case Manager. This could range from taking no further action to dismissal or a decision not to use the person's services in future. Suspension will not be the default position.

In some cases further enquiries will be needed to enable a decision about how to proceed.

YSBD has a duty of care to its employees and will provide effective support, minimising the stress inherent in the allegations process. The Principal/DSL or the Case Manager will provide a named representative to keep the person who is the subject of the allegation informed of the progress of the case and consider what other support is appropriate for the individual. The individual should be advised to contact their trade union representative, if they have one.

In the event of suspension, the 'Case Manager' will take particular care to ensure that the employee is kept informed of both the progress of their case and current work-related issues. Social contact with colleagues and friends will not be prevented unless there is evidence to suggest that such contact is likely to be prejudicial to the gathering and presentation of evidence.

YSBD will deal with any allegation of abuse made against a teacher, member of staff or volunteer very quickly, fairly and consistently, providing effective protection for the child and at the same time supporting the person who is the subject of the allegation.

Parents or carers of a child or children involved will be told about the allegation as soon as possible, if they do not already know of it, with the permission of the Police/Children's Social Care Services, if applicable.

Confidentiality: The School will make every effort to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered. The Education Act 2002 introduced reporting restrictions preventing the publication of any material that may lead to the identification of a teacher who has been accused by, or on behalf of, a pupil from the same school. The reporting restrictions apply until the point that the accused person is charged with an offence, the Secretary of State publishes information about an investigation or decision or the individual waives their right to anonymity by going public themselves.

The School will take advice from the Police and Children's Social Care Services to agree the following:

- who needs to know and importantly, exactly what information can be shared
- how to manage speculation, leaks and gossip
- what, if any information can be reasonably given to the wider community to reduce speculation
- how to manage press interest if and when it should arise.

Record Keeping: Details of allegations that are found to have been malicious will be removed from personnel records. However, for all other allegations, a clear and comprehensive summary of the allegation, details of how the allegation was followed up and resolved, and a note of any action taken and decisions reached, will be kept on the confidential personnel file of the accused, and a copy provided to the person concerned.

The purpose of the record is to enable accurate information to be given in response to any future request for a reference, where appropriate. It will provide clarification in cases where future DBS checks reveal information from the police about an allegation that did not result in a criminal conviction. The record will be retained until the accused has at least reached normal pension age or for a period of ten years.

References: Cases in which an allegation was proven to be false, unsubstantiated or malicious will not be included in employer references. **Timescales:** The School will aim to resolve cases as quickly as possible consistent with a fair and thorough investigation. All allegations will be investigated as a priority to avoid any delay.

For those cases where it is clear immediately that the allegation is unsubstantiated or malicious, the School will aim to resolve them quickly. Where the initial consideration decides that the allegation does not involve a possible criminal offence it will be for the employer to deal with. If the nature of the allegation does not require formal disciplinary action, the School should institute action within three working days. If a Disciplinary Hearing is required and can be held without further investigation, it should be held within fifteen working days.

Monitoring: The DSL will have overall responsibility for oversight of the procedures for dealing with allegations, for resolving any inter-agency issues and for liaison with the LSCB. The DSL will provide advice and guidance in addition to liaising with the Police and other agencies, and monitoring the progress of cases to ensure they are dealt with as quickly as possible, consistent with a fair and thorough process.

Suspension: In some rare cases, the Principal/DSL will consider suspending the accused until the case is resolved. Suspension will not be an automatic response when an allegation is reported; all options to avoid suspension will be considered prior to taking that step. Suspension will only be considered where there is cause to suspect a child or other children at the School is/are at risk of harm or if the case is so serious that it might be grounds for dismissal. If immediate suspension is considered necessary, the rationale and justification for such a course of action should be agreed and recorded by both DSL and LADO. Children's Services and the Police cannot require the Case Manager to suspend a member of staff or volunteer but they should be contacted for advice.

Information Sharing: In a strategy discussion or initial evaluation of the case, the agencies involved should share all relevant information they have about the person who is subject of the allegation, and about the alleged victim. Where the police are involved the employer should ask police to obtain consent from the individuals involved to share their statements and evidence for use in the School's Disciplinary Process. This should be done as their investigation proceeds.

Following a Criminal Investigation or Prosecution: The Police should inform the Principal/DSL immediately when a criminal investigation and any subsequent trial is complete, or if it is decided to close an investigation without charge, or not to continue to prosecute the case after a person has been charged. In those circumstances, the Principal/DSL will decide whether any further action, including Disciplinary Action, is appropriate and if so, how to proceed. The information provided by the Police and/or Social Services should inform that decision.

Conclusion of a case: Every effort will be made to reach a conclusion in all cases of allegations bearing on the safety or welfare of children.

The following definitions should be used when determining the outcome of allegation investigations

- **Substantiated:** there is sufficient evidence to prove the allegation
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive
- **False:** there is sufficient evidence to disprove the allegation
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence
- **Unfounded:** no evidence or proper basis which supports the allegation being made. Indication that the person making the allegation misinterpreted the incident or was mistaken about what they saw, or were not aware of all of the circumstances.

YSBD recognises its legal duty to refer to the DBS where they think that an individual has engaged in conduct that harmed or is likely to harm a child; or if a person otherwise poses a risk of harm to a child. Referrals will be made as soon as possible after the resignation or removal of the individual.

If an allegation is determined to be unsubstantiated or malicious, the Principal/DSL will refer the matter to Children's Social Care Services to determine whether the child is in need of services, or may have been abused by someone else. If an allegation is shown to be deliberately invented or malicious, the Principal/DSL will consider whether any disciplinary action is appropriate.

Where it is decided that the person who has been suspended can return to work, the Principal/DSL will provide help and support for the individual. A phased return may be appropriate. Consideration will be given to how the person's contact with the child or children who made the allegation can best be managed.

At the conclusion of a case in which an allegation is substantiated, the Principal/DSL will review the circumstances of the case to determine whether there are any improvements to be made to the School's procedures or practice to help prevent similar events in the future. The School will also review the circumstances in which a decision was made to suspend the member of staff and whether the decision was justified. If the individual is reinstated the Principal/DSL will consider how future investigations of a similar nature can be carried out without suspending the individual.

Any allegation of suspected abuse by a member of staff must be reported immediately to the Principal/DSL, and in the Head's absence, to a member of staff. Any allegation concerning the Principal/DSL must be referred immediately to the LADO

YSBD SAFEGUARDING & CHILD PROTECTION CONTACT DETAILS

Whole School Designated Safeguarding Lead: Mrs Hannah Curran

Contact Number: 07738 164232

Email: info@ysbd.co.uk

Deputy Safeguarding Lead: Mrs Amy Corre

Contact Number: 07738164232

Email: info@ysbd.co.uk

Anyone with concerns about a child in an emergency can contact:

A Duty Social Worker on 0161 218 1849

Out of Hours Team on 0161 718 2118

Police on 0161 872 5050 or in an emergency by dialing 999.

NSPCC 0808 800 5000

Safeguarding in Schools Leads Local Authorities often have arrangements where at least one member of staff has some responsibility for advising or supporting schools to ensure their safeguarding practice is up to date and of the highest standards. These positions sit within the Local Authority but can be within various teams and work in partnership with other agencies that come into contact with early years, school or college children. Many will also support Pupil Referral Units (PRU) and other establishments which work with children in an educational setting, both private and Local Authority maintained. See below for details of a contact in those LA areas that have an identified member of staff.

Local Authority	Email/Telephone
Manchester	0161 234 5001
Stockport	0161 474 5958
Tameside	tania.brown@tameside.gov.uk
Trafford	jonathan.king@trafford.gov.uk
Cheshire East	0300 123 5012 select option 2 Emergency duty team: for out of hours 0300 123 5022

Media permission: Photography and Filming

YSBD Workshops Ltd will adhere to the following Rules and Guidelines with regards to Media Permission for Photography and Filming of students/clients during YSBD Workshops Ltd classes.

- Any use of media footage such as images, videos, vocal recordings of children/clients cannot be used on YSBD Workshops Ltd social media pages (Website, Facebook page, twitter and for promotional/publicity reasons) unless a media permission form has been signed and completed by a

YSBD Workshops Ltd

39 Sandringham Road, Bredbury, Stockport, SK6 2EJ

www.ysbdtheatreacademy.com info@ysbd.co.uk

parent/guardian.

- Images of children posted on our website, Facebook page, twitter and/or other YSBD Workshops Ltd social media sites will not contain any personal information unless permission is given by the parent/guardian.
- Anyone who is unhappy with any media posted on our YSBD Workshops Ltd sites can speak to the YSBD Workshops Ltd Child safeguarding officer and the media will be removed instantly.
- If anyone deems the images or videos to be inappropriate, they can report this to the YSBD Workshops Ltd Child Safeguarding Officer and action will be taken to report the matter to the appropriate authority.

For more information about our Media use please see our Image Use Policy.

YSBD Workshops Ltd Principal, Hannah Curran, is YSBD Theatre Academy's Safeguarding Officer. She holds a Level 3 Designated Safeguarding Officer certificate credited by CPD (The CPD Certification Service). She is responsible for all of the children and child protection at YSBD Theatre Academy. She can be contacted at any time on 07738164232.

YSBD Workshops Ltd Deputy Designated Safeguarding Officer is Amy Corre (Vice Principal).

We are also committed to reviewing our policy and good practice annually.

This Policy was last reviewed on 1st September 2026.

Our policy was written and based upon the guidelines set from *Firstcheck*, NSPCC 2006 Child Protection Policy.

YSBD Workshops Ltd point of contact for Safeguarding children is Cheshire East Consultation Service. (ChECS)

YSBD Workshops Ltd

YSBD Theatre Academy: Image Use Policy

YSBD Workshops Ltd Data Controller: Hannah Curran (Principal)

YSBD Workshops Ltd Designated Safeguarding Officer: Hannah Curran (Principal)

YSBD Workshops Ltd Deputy Designated Safeguarding officer: Amy Corre (Vice Principal)

Administrator with lead responsibility: Hannah Curran

Official use of Images/Videos of Children and clients by the School/Setting.

Scope and aims of the policy

- This policy seeks to ensure that images and videos taken within and by YSBD Workshops Ltd are taken and held legally and the required thought is given to safeguarding all members of the community.
- This policy applies to all staff including, teachers, assistants, external contractors, visitors, volunteers and other individuals who work for or provide services on behalf of YSBD Workshops Ltd. (collectively referred to as ‘staff’ in this policy) as well as clients, children and parents/carers.
- This policy must be read in conjunction with other relevant YSBD Workshops Ltd. policies including (but not limited to) safeguarding and child protection, code of conduct, behaviour, health and safety, mobile phone policy, privacy policy and our terms and conditions.
- This policy applies to all images (including still and video content) taken by the school/setting.
- All images taken by the school/setting will be used in a manner respectful of the new GDPR legislations. This means that images will be:
 - fairly and lawfully processed
 - processed for specifically stated purposes only
 - used in a way that is adequate, relevant and not excessive
 - kept on file for no longer than is necessary
 - processed in line with an individual’s legal rights
 - kept securely
 - adequately protected if transferred to other countries
- The Data Controller/DSL and Management team are responsible for ensuring the acceptable, safe use and storage of all camera technology and images within the setting/school. This includes the management, implementation, monitoring and review of the School/Settings Image Use Policy.

Parental/Client Consent

- Written permission from parents/carers or clients (via our media permission form) will always be obtained before images/videos of clients/children are taken, used or published by the school/setting.
- Written client/parental consent will always be sought to take and use photographs offsite for professional, marketing and training purposes. This may be in addition to parental permission sought for onsite images.
- Written consent from clients/parents will be kept by the setting where client/children’s images are used for publicity purposes (such as brochures or publications, social media sites), until the image is no longer in use.

- Client/Parental permission will be sought on an agreed basis from the day they register to attend services provided by YSBD Workshops Ltd.
- A record of all consent details will be kept securely on file. Should permission be withdrawn by parents/carers/clients at any time, then all relevant images will be removed and disposed of and the record will be updated accordingly.

Safety of Images and Videos

- All images taken and processed by or on behalf of the school/setting will take place using school/ setting provided equipment and devices.
- Staff will receive information regarding the safe and appropriate use of images as part of their safeguarding training and responsibilities.
- All members of staff (including volunteers) will ensure that all images are available for scrutiny and will be able to justify any images in their possession.
- Images will not be kept for longer than is to be considered necessary. A designated member of staff (Data Controller or DSL) will ensure that all photographs are permanently wiped from memory cards, computer hard and portable drives or other relevant devices once the images will no longer be of use.
- The Data Controller and/or DSL reserve the right to view any images taken and/or to withdraw or modify a member of staffs' authorisation to take or make images at any time.
- Only official setting owned equipment (e.g. work provided digital or video cameras) will be used by staff to capture images of children for official purposes. Use of personal cameras by staff is prohibited at all times.
- Any apps, websites or third party companies used to share, host or access children's images will be risk assessed prior to use.
- The school/setting will ensure that images always are held in accordance with the General Data Protection Regulation (GDPR) and suitable child protection requirements (if necessary) are in place.
- Photographs will be disposed of should they no longer be required. They will be returned to the parent or carer, deleted and wiped or shredded as appropriate. Copies will not to be taken of any images without relevant authority and consent from the Data Controller and/or DSL and the client/parent/carer.

Publication and sharing of images and videos

- Images or videos that include children will be selected carefully for use e.g. only using images of children who are suitably dressed.
- Images or videos that include clients/children will not provide material which could be reused.
- Client/Children's' full names will not be used on the website or other publication (e.g. newsletters, social media channels) in association with photographs or videos unless explicit consent has been given. For example, a student has a successfully auditioned for a role in a show and there is an article written about them.
- The school/setting will not include any personal addresses, emails, telephone numbers, fax numbers on video, on the website, in a prospectus or in other printed publications.

Usage of apps/systems to share images with parents

- YSBD Workshops Ltd uses social and online platforms (Facebook, Twitter, Instagram, YouTube channel and our YSBD website) to upload and share images of children.
- The uses of these systems have been appropriately risk assessed and the Principal has taken steps to ensure all data stored is held in accordance with the GDPR.
- Images uploaded to aforementioned platforms will only be taken on YSBD Workshops Ltd devices.
- All users of the aforementioned platforms are advised on safety measures to protect all members of the community e.g. using strong passwords, logging out of systems after use etc.
- Parents/carers will be informed of the YSBD Workshops Ltd expectations regarding safe and appropriate use (e.g. not sharing passwords or copying and sharing images) prior to being given access. Failure to comply with this may result in access being removed.
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Safe Practice when taking images and videos

- Careful consideration is given before involving clients, very young or vulnerable children when taking photos or recordings, who may be unable to question why or how activities are taking place.
- The school/setting will discuss the use of images with client, children and young people in an age appropriate way.
- A client, child or young person's right not to be photographed is to be respected. Images will not be taken of any child or young person against their wishes.
- Photography is not permitted in sensitive areas such as changing rooms, toilets, etc.

Use of Images/Videos of Children by Others

Use of Photos/Videos by Parents/Carers

- Parents/carers are permitted to take photographs or video footage of events for private use only.
- Parents/carers who are using photographic equipment must be mindful of others (including health and safety concerns) when making and taking images.
- The opportunity for parents/carers to take photographs and make videos can be reserved by the school/setting on health and safety grounds.
- Parents/carers are only permitted to take or make recording within designated areas of the school/setting. Photography is not permitted in sensitive areas such as changing room, toilets etc.
- The right to withdraw consent will be maintained and any photography or filming on site will be open to scrutiny at any time.
- Parents may contact the school/setting Data Controller/DSL to discuss any concerns regarding the use of images.
- Photos and videos taken by the school/setting and shared with parents should not be shared elsewhere (e.g. posted on social media site), to do so may breach intellectual property rights, data protection legislation and importantly may place members of the community at risk of harm.

Use of Photos/Videos by Children

- The setting will discuss and agree age appropriate acceptable use rules with children regarding the appropriate use of cameras, such as places children cannot take the camera (e.g. unsupervised areas, toilets etc.).

- The use of personal devices e.g. mobile phones, tablets, children's own digital cameras, is covered within the school/settings mobile phone policy.
- All staff will be made aware of the acceptable use rules regarding children's use of cameras and will ensure that children are appropriately supervised when taking images for official or curriculum use.
- Members of staff will role model positive behaviour to the children by encouraging them to ask permission before they take any photos.
- Photos taken by children for official use will only be taken with parental consent and will be processed in accordance with the General Data Protection Regulation (GDPR).
- Parents/carers will be made aware that children will be taking photos/videos of other children and will be informed how these images will be managed by the setting e.g. will be for internal use by the setting only (not shared online or via any website or social media too).
- Photos taken by children for official use will be carefully controlled by the setting and will be checked carefully before sharing online or via digital screens.
- Still and video cameras provided for use by children and the images themselves will not be removed from the setting.

Use of Images of Clients/Children by the Media

- Where a press photographer is to be invited to celebrate an event, every effort will be made to ensure that the newspaper's (or other relevant media) requirements can be met.
- A written agreement will be sought between clients/parents and carers and the press which will request that a pre-agreed and accepted amount of personal information (e.g. first names only) will be published along with images and videos.
- The identity of any press representative will be verified and access will only be permitted where the event is planned, and where press are to be specifically invited to attend. No authorisation will be given to unscheduled visits by the press under any circumstances.
- Every effort will be made to ensure the press abide by any specific guidelines should they be requested. No responsibility or liability however can be claimed for situations beyond reasonable control, and where the setting is to be considered to have acted in good faith.

Use of Professional Photographers

- Professional photographers who are engaged to record any events will be prepared to work according to the terms of the settings Child Protection Policy, Image Use Policy Health and Safety Policy and Code of Conduct.
- Photographers will sign an agreement which ensures compliance with the General Data Protection Regulation (GDPR) and that images will only be used for a specific purpose, subject to client/parental consent.
- Photographers will not have unsupervised access to children and young people.

YSBD Workshops Ltd Guide to the Use of Images Online

Using Images Safely and Responsibly

We all enjoy and treasure images of our family and friends; family events, holidays and events are moments we

all like to capture in photos or on video. We now have the exciting dimension of adding our images and videos to our online social networks, such as Facebook, YouTube and many other websites. This means that we can easily share our photos and video with family and friends.

Whilst this can be very useful to all of us, we must ensure we protect and safeguard all clients children and staff, including those who do not want to have their images stored online.

What should we all think about before posting any images or video online and are there any risks?

- Once posted and shared online any image or video can be copied and will stay online forever.
- Some children are at risk and **MUST NOT** have their image put online. Not all members of the community will know who they are.
- Some people do not want their images online for personal or religious reasons.
- Some children and staff may have a complex family background which means that sharing their image online can have unforeseen consequences.
- Therefore in order to keep all members of the community safe we must all **‘Think Before We Post’** Online

At YSBD Workshops Ltd we are happy for parents and carers to take photos and video of events (as agreed by YSBD Workshops Ltd) for personal use but request that these images are not distributed or put online. This is to protect all members of the community.

We thank you for your support

Further Information on the Use of Images and video:

- Information Commissioner’s Office: <https://ico.org.uk/for-organisations/education/>
- Think U Know: www.thinkuknow.co.uk/parents
- Get Safe Online: www.getsafeonline.org

YSBD Workshops Ltd

YSBD Theatre Academy: Mobile Phone Policy

Policy

This policy outlines the appropriate use of mobile phones on our school site.

Purpose

The widespread ownership of mobile phones among young people requires that school administrators, teachers, students, parents and carers take steps to ensure that mobile phones are used responsibly. This Acceptable Use Policy is designed to ensure that potential issues involving mobile phones can be clearly identified and addressed, ensuring the benefits that mobile phones provide (such as increased safety) can continue to be enjoyed by our students.

YSBD Theatre Academy has established the following Acceptable Use Policy for mobile phones that provides teachers, students, parents and carers guidelines and instructions for the appropriate use of mobile phones during school hours.

Students, their parents or carers must read and understand the Acceptable Use Policy as a condition upon which permission is given to bring mobile phones to school.

The Acceptable Use Policy for mobile phones also applies to students during school excursions and extra-curricular activities both on the school premises and off-site.

Rationale

The staff at YSBD Theatre Academy recognise that many students and their families own a mobile phone. We also recognise that some parents/guardians request that their child brings a mobile phone to school for safety and security reasons.

The school recognises that personal communication through mobile technologies is an accepted part of everyday life but that such technologies need to be used well.

Our core business of teaching and learning needs to be conducted in an environment free from unnecessary distractions or disruptions. The school is prepared to allow mobile phones on the premises but only within the parameters of the policy as stated below.

Aims

To inform all members of our school about the appropriate use of mobile phones at our school and to outline the procedures and processes of this policy.

Personal safety and security

Our school accepts that parents/carers give their children mobile phones to protect them from everyday risks involving personal security and safety. It is acknowledged that providing a child with a mobile phone gives parents reassurance that they can contact their child if they need to speak to them urgently.

Responsibility

- It is the responsibility of students who bring mobile phones to school to abide by the guidelines outlined in this document.

- The decision to provide a mobile phone to their children should be made by parents or carers. It is incumbent upon parents to understand the capabilities of the phone and the potential use/misuse of those capabilities.
- Parents/carers should be aware if their child takes a mobile phone to school it is assumed household insurance will provide the required cover in the event of loss or damage. The school cannot accept responsibility for any loss, damage or costs incurred due to its use.
- Parents/carers are reminded that in cases of emergency, the school Reception remains a vital and appropriate point of contact and can ensure your child is reached quickly and assisted in any relevant way.

Guidelines

Staff

- Except in urgent or exceptional situations, mobile phone use is not permitted during teaching time or when in the presence of students.
- In accordance with the Acceptable Use Policy staff should not use personal devices for photography in school. Only School cameras or devices are to be used.

Pupils

- In general, pupils should not bring valuable items to school, as they can be easily lost or stolen.
- Pupils remain responsible for all of their personal effects whilst at school. When students enter the school premises the school takes no responsibility for mobile phones. Mobile phones are brought to school entirely at the owner's risk. The school accepts no responsibility for replacing lost, stolen or damaged mobile phones.
- There are no reasons why a pupil needs to have in their possession or use a mobile phone during the school day.
- Parents are reminded that in cases of emergency the school Reception/Principal remains vital and appropriate points of contact and can ensure your child is reached quickly and assisted in any appropriate way.
- Pupils are advised that if in exceptional circumstances they bring a mobile phone onto the school grounds during the school day, the phone should be kept in the student's bag which is stored in the room where the student is attending class. The phone is stored at the owners risk and school will accept no responsibility for replacing lost, stolen or damaged phones.
- If pupils do bring their mobile phone to school it should be clearly marked with their name.

Parents

- For safeguarding reasons parents are advised not to use camera phones to take images on the school grounds unless prior consent is requested.
- Parents should not place images of other children taken at school on social media sites without permission from the parents involved.

Acceptable Uses

- Mobile phones should be on mute throughout the duration of the day.
- Parents/carers are requested that in cases of emergency they contact the school reception so we are aware of any potential issue and may make the necessary arrangements.

- While on school premises mobile phones are not to be used by students.

Unacceptable Uses

- Unless express permission is granted, mobile phones should not be used to make calls, send SMS messages, surf the internet, take photos or use any other application during the school day or while on school premises.
- The Bluetooth function of a mobile phone must be switched off at all times and not be used to send images or files to other mobile phones.
- Using mobile phones to bully and threaten other students is unacceptable. Cyber bullying will not be tolerated. In some cases it can constitute criminal behaviour. If the use of technology humiliates, embarrasses or causes offence it is unacceptable regardless of whether 'consent' was given.
- It is forbidden for students to "gang up" on another student and use their mobile phones to take videos and pictures of acts to denigrate and humiliate that student and then send the pictures to other students or upload it to a website for public viewing. This also includes using mobile phones to photograph or film any student or member of staff without their consent. It is a criminal offence to use a mobile phone to menace, harass or offend another person and almost all calls, text messages and emails can be traced.
- Mobile phones are not to be used or taken into changing rooms or toilets or used in any situation that may cause embarrassment or discomfort to their fellow students, staff or visitors to the school.
- Should a student be seen with a mobile phone on school premises, the phone will be confiscated and not returned until the end of the school day.
- It is unacceptable to take a picture of a member of staff without their permission. In the event that this happens the student will be asked and expected to delete those images.

Theft or Damage

- Students should mark their mobile phone clearly with their names.
- Students who bring a mobile phone to school should store it safely in their bag.
- The school accepts no responsibility for replacing lost, stolen or damaged mobile phones.
- The school accepts no responsibility for students who lose or have their mobile phones stolen while in school.
- It is strongly advised that students use passwords/pin numbers to ensure that unauthorised phone calls cannot be made on their phones (e.g. by other students, or if stolen). Students must keep their password/pin numbers confidential. Mobile phones and/or passwords may not be shared.

Sanctions

- Students who are seen with a mobile phone on school premises will have their phone confiscated by staff. It will not be returned until the end of the school day.
- On the first infringement of this policy the mobile phone would be confiscated by the teacher and taken to a secure place within the school.
- The school has the right to take action if a student is involved in incidents of inappropriate behaviour, that are covered in this agreement, when a student is out of school and where they involve membership of the school community (examples would be cyber-bullying, use of images or personal information).

Inappropriate Use

Generally, a mobile phone will be used inappropriately if it:

- disrupts or is likely to disrupt the learning environment or interfere with the operation of the school; or

- threatens or is likely to threaten the safety or wellbeing of any person; or is in breach of any law.

Inappropriate use of mobile phones will include students using them to bully, intimidate or otherwise harass other people through any SMS or text message, photographic, video or other data transfer system available on the phone. This type of misuse will be dealt with under the Behaviour Policy.

It should be noted that it is a criminal offence to use a mobile phone to menace, harass or offend another person. The school may consider it appropriate to involve the police.

Inappropriate conduct

- Any student who uses vulgar, derogatory, or obscene language while using a mobile phone will face disciplinary action.
- Students with mobile phones may not engage in personal attacks, harass another person, or post private information about another person using SMS messages, taking/sending photos or objectionable images, and phone calls. Students using mobile phones to bully other students will face disciplinary action. [It should be noted that it is a criminal offence to use a mobile phone to menace, harass or offend another person. As such, the school may consider it appropriate to involve the police.]
- Students must ensure that files stored on their phones do not contain violent, degrading, racist or pornographic images. The transmission of such images is a criminal offence.

Related Technology

The procedures applying to the inappropriate use and security of mobile phones, apply equally to the inappropriate use of portable computer games, iPod and similar devices.

Exemptions

Exemptions of this policy can only be approved by the Principal and then only in exceptional circumstances.

Disclaimer

Pupils are not required to have a mobile phone and we support parents who make the decision that this is not necessary by ensuring that pupils are able to use the school landlines to contact parents in an emergency. Parents can, of course, contact school via the landline. This policy does, however, recognise that the majority of our pupils own a mobile phone. Any pupil who brings a mobile phone into school does so at their own risk and school will not be held responsible for any loss or damage.

YSBD Workshops Ltd.

YSBD Theatre Academy: Health and Safety.

Policy Statement

YSBD Workshops Ltd is committed to ensuring the health, safety, and welfare of all staff, freelance practitioners, volunteers, students, participants, visitors, and members of the public who may be affected by our activities.

As a performing arts organisation delivering workshops, rehearsals, training sessions, and performances, we recognise that many of our activities involve physical movement, the use of equipment, and working within a range of venues.

We aim to:

- Provide a safe and healthy environment for all participants.
- Prevent accidents, injuries, and work-related ill health.
- Identify and minimise risks associated with performing arts activities.
- Ensure compliance with relevant UK health and safety legislation.
- Promote a culture of safety awareness and responsibility.

YSBD Workshops Ltd will meet its obligations under relevant legislation including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Fire Safety Order 2005
- Children Act 1989 & 2004 (where activities involve young people)

This policy will be reviewed regularly and updated when necessary.

Scope of the Policy

This policy applies to:

- All employees of YSBD Workshops Ltd
- Freelance teachers and workshop leaders
- Volunteers and assistants
- Students and participants
- Visiting artists and facilitators
- Parents, guardians, and audience members attending events
- Any venue or location used by YSBD Workshops Ltd for activities

The policy covers:

- Classes
- Workshops
- Rehearsals
- Performances
- Public events
- Off-site trips and performances
- Administrative activities

Organisation and Responsibilities

Directors / Senior Management

The directors of YSBD Workshops Ltd hold overall responsibility for health and safety within the organisation.

- They are responsible for:
- Ensuring compliance with health and safety legislation.
- Developing, implementing, and reviewing the health and safety policy.
- Ensuring suitable risk assessments are carried out.
- Providing appropriate awareness, information, and supervision.
- Ensuring safe equipment and facilities are provided.
- Maintaining appropriate insurance cover.
- Investigating accidents and incidents where necessary.
- Ensuring safeguarding responsibilities are upheld.

Workshop Leaders / Teachers / Staff

All staff, workshop leaders, and freelance practitioners must:

- Take reasonable care of their own safety and that of others.
- Follow all health and safety procedures and guidelines.
- Conduct activities in a safe and responsible manner.
- Ensure participants understand safety instructions.
- Carry out warm-up and cool-down exercises where physical activity is involved.
- Ensure rehearsal and workshop spaces are safe before activities begin.
- Report hazards, accidents, near misses, or unsafe conditions immediately.
- Ensure equipment and props are used safely.

Volunteers and Assistants

Volunteers and assistants are responsible for:

- Following instructions from staff or management.
- Helping maintain safe working environments.
- Reporting hazards or incidents to workshop leaders.

Students and Participants

Students and participants are expected to:

- Follow instructions given by staff and workshop leaders.
- Behave responsibly and respectfully.
- Use equipment safely and appropriately.
- Wear suitable clothing and footwear.
- Inform staff of any injuries, medical conditions, or discomfort during activities.

YSBD Workshops Ltd. are committed to the health and safety of everyone involved at YSBD Theatre Academy.

Risk Assessment

The Parish Rooms and Nevill Road Junior School are responsible for the building maintenance, maintenance of safety appliances such as fire extinguishers, electrical safety, maintenance of toilet and kitchen areas, maintenance of heating systems and general cleaning of the facilities.

Even though The Parish Rooms and Nevill Road Junior School carry their own risk assessment, YSBD Workshops Ltd. have their own risk assessment of The Parish Rooms and Nevill Road Junior School. A risk assessment is carried out weekly by the Principal or a designated member of staff (overlooked by the Principal) before the arrival of parents, students and staff.

If staff are aware of any issues that they consider a risk they should immediately inform the principal who will notify The Parish Rooms and Nevill Road Junior School.

YSBD Workshops Ltd. will ensure that classes are of a size appropriate to the levels and techniques being taught and the space being used. Students in each class will be of compatible age and/or standard.

YSBD Workshops Ltd. will be aware of developments in Child Protection legislation and undertake Criminal Records Bureau enhanced disclosure as required.

Fire

YSBD Workshops Ltd. will ensure that all fire regulations are displayed clearly and adhered to. The Academy will have a fire drill once every year to ensure both students and staff know the procedure in case of an emergency. Fire evacuation drills are arranged by the Principal and records of the evacuation time will be kept. The Principal, or in her absence a member of staff, will complete a roll call and liaise with Fire Service personnel.

YSBD Workshops Ltd. will ensure that the Fire assembly points are clearly sign posted and all employees are made aware of the correct location to go to in the event of an evacuation. This information is posted around the building and is included in employee inductions.

First Aid and Accident / Injury Reporting Procedures

YSBD Workshops Ltd. have designated members of staff who are qualified in Emergency First Aid at Work and Pediatrics First Aid.

Our schools first aid certificate holders are:

- Hannah Curran (Principal)
- Amy Corre (Vice Principal)
- Elaine Davies (Teacher)
- Courtney Henderson (Teacher)
- Stephen Davies (Assistant)
- Laura Pendlebury (Assistant)
- Grace Rider (Assistant)
- Gaynor Goodwin (Staff)

In the case of an injury first aid boxes with basic supplies are available.

First aid boxes are checked on a regular basis by the Principal and where necessary the contents replenished. The minimum legal provision of a suitably stocked first aid box will always be met.

All staff will be made aware of the location of the first aid boxes and equipment each week.

YSBD Workshops Ltd. will ensure that the correct medical assistance will be carried out, dependent on the

extent of the injury. A minor injury may be looked at by our First Aider but if the injury is major than the emergency services will be called too.

If the injured person has been checked by the first aider, and given permission to move by the appropriately qualified member, they may be escorted to receive medical treatment. Parents will be notified if their child is injured no matter what the extent of the injury. Accidents will be recorded in our Accident report book located in the main reception area. When the reception is closed it will be located in the main hall.

Where the Local Authority requires notification the Principal will complete the necessary forms online at www.riddor.gov.uk within the required timescale. ^[L]_[SEP]

The list of ‘specified injuries’ in RIDDOR 2013 replaces the previous list of ‘major injuries’ in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body
 - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness
 - requires resuscitation or admittance to hospital for more than 24 hours

Accidents involving students shall also be reported to their parent or legal guardian. The First Aider who has attended the incident should complete the Student Accident Form and pass it to the Principal. The relevant YSBD team member will ensure that the original copy of the form is forwarded to the parent/legal guardian of the child/young person in question and a copy kept on file.

If a student needs to be taken to hospital YSBD Workshops Ltd. will ensure they are accompanied by their parent/guardian. Where this is not immediately possible, a qualified first aider will attend and the parent/guardian will be immediately notified.

Parents are required to fill in our Medical/Health form as soon as they begin to receive any service from YSBD Theatre Academy. It is their responsibility to make sure they inform the Principal if any medical/health issues change.

Slips, Trips, and Physical Injury Prevention

Due to the physical nature of performing arts activities, extra precautions are required.

Measures include:

- Keeping floors clean and free of obstacles.
- Ensuring adequate lighting in rehearsal spaces.

- Removing hazards such as loose cables or equipment.
- Cleaning spills immediately.
- Ensuring participants wear suitable footwear.
- Ensuring warm-up exercises are carried out before strenuous activity.

Infection Control and Hygiene

To reduce the spread of illness:

- Participants should avoid attending sessions if experiencing contagious illness.
- Hand hygiene should be encouraged.
- Shared equipment should be cleaned where necessary.
- Adequate ventilation should be maintained in workshop spaces.

Safeguarding and Welfare

YSBD Workshops Ltd is committed to safeguarding children and vulnerable individuals participating in activities.

Key safeguarding measures include:

- Adhering to safeguarding policies and procedures.
- Ensuring appropriate supervision ratios for children.
- Reporting any safeguarding concerns to the designated safeguarding lead.
- Maintaining professional boundaries between staff and participants.

Safeguarding procedures operate alongside this health and safety policy.

Mental Health

At YSBD Workshops Ltd, the mental health and well-being of our students and staff are a top priority. We are dedicated to fostering a safe, supportive, and positive environment where everyone can flourish. To uphold this commitment, we focus on:

- Creating an atmosphere where students and staff feel comfortable expressing concerns.
- Supporting children in forming meaningful friendships and social connections.
- Encouraging healthy body awareness and positive self-image.
- Identifying and responding to early signs of mental health challenges.
- Maintaining a warm, nurturing, and secure environment for all.

Our schools mental health first aiders are:

- Hannah Curran (Principal)
- Laura Pendlebury (Staff)

Mental Health and Wellbeing Procedures operate alongside this health and safety policy.

Parental Responsibility

Parents/Carers have the prime responsibility for their child's health and must provide schools with all necessary information about their child's medical condition, obtaining details from the GP or paediatrician if needed.

Ideally it is preferable that parents/carers, or their nominee, administer medicines to their children; this could be achieved by the young person going home during a suitable break or the parent/carer visiting YSBD Workshops

Ltd. However, on some occasions, this may not be appropriate. In such cases, parents/carers can submit a request for medicine to be administered to the young person at YSBD. All requests must be submitted in writing to the principal, prior to the medication needing to be administered. Each request for medicine to be administered to a young person in school will be considered on its merits. Where it is thought necessary for medicines to be administered in school, the Principal and First Aiders will ensure that this school policy and guidelines are followed carefully. All staff will be made aware of the school policy and practices with respect to administering medicines.

The written request from the parent/carer, must give clear instructions regarding required dosage, timings and storage of medications. A doctor's (or Health Professional's) note must also be received stating that it is necessary for the medicine to be administered during school hours. The YSBD standard request form must be completed by the parent/carer on each occasion that a request is made for prescribed medicine to be administered. This request will be reviewed termly.

School's Responsibility

There is no legal duty that requires school staff to administer medicines. However, all staff have a common law duty of care to act like any reasonable prudent parent. Where necessary, members of staff will only administer medication once they have received appropriate training and support from parents or health professionals where necessary. YSBD Workshops Ltd will ensure that there are robust systems in place to manage medicines safety.

Prescribed Medicines

The school will only accept medicines that have been prescribed by a doctor, dentist or nurse prescriber. Medicines must always be provided in the original container as dispensed by a pharmacist and include the prescribers instructions for administration. **YSBD Workshops Ltd. will never accept medicines that have been taken out of the container as originally dispensed nor make changes to dosage on parent's/carer's instructions.** Ideally if medicines are prescribed in dose frequencies which enable it to be taken outside school hours, parents/carers will be encouraged to ask their prescriber about this.

Non- Prescribed Medicines

Staff will never give a non-prescribed medicine to a young person unless there is a specific prior written agreement from parents/carers which is also accompanied by a doctor's (or Health Professional's) note for medicine to be administered during school hours. For example, if a young person suffers from frequent or acute pain, or other ongoing symptoms, the parents/carers should be encouraged to refer the matter to their GP.

Electrical safety

YSBD Workshops Ltd will ensure that all portable electrical appliances are checked on an annual basis for electrical safety by the correct personnel.

YSBD Workshops Ltd will ensure that all electrical appliances are marked clearly stating they have passed the required tests and are safe to use. Only appliances that have been checked and have passed will be use at YSBD premises.

Premises safety

Anyone wishing to enter the premises must be escorted by a member of staff.

Any unidentified person seen on the premises must be reported to the Principal or staff immediately.

YSBD Workshops Ltd will only use qualified personnel and engage in safe practice.

YSBD Workshops Ltd has Public Liability Insurance and Employers Liability (where applicable). Insurance documentation will be reviewed annually.

YSBD Workshops Ltd has a Lockdown Procedure in the event of an emergency.

YSBD Workshops Ltd will only use premises that have been risk assessed and qualify with our health and safety procedures.

Equipment and Props

YSBD Workshops Ltd will ensure that all equipment used in workshops and performances is safe.

Procedures include:

- Regular inspection of equipment and props.
- Ensuring equipment is used only for its intended purpose.
- Safe storage of equipment when not in use.
- Immediate removal of damaged or unsafe items.

Examples include:

- Dance mats
- Stage props
- Set pieces
- Costume accessories
- Technical equipment

Monitoring and Review

The Health and Safety Policy will be reviewed:

- Annually
- Following significant incidents
- When organisational activities change
- When legislation changes

Staff and facilitators will be informed of any updates.

Policy Approval

This Health and Safety Policy has been approved by the management of YSBD Workshops Ltd.

Signed: H.Curran

Name: Hannah Curran (YSBD Company Director)

Date: September 2026

Next Review Date: September 2027

YSBD Workshops Ltd.

YSBD Theatre Academy: Mental Health and Emotional Wellbeing

Key Safeguarding and Wellbeing Contacts

Designated Safeguarding Officer (DSO): Hannah Curran

Deputy Designated Safeguarding Officer: Amy Corre

Mental Health First Aiders: Hannah Curran and Laura Pendlebury

Policy Statement

YSBD Workshops Ltd is committed to promoting positive mental health and emotional wellbeing for all students, staff, volunteers, and participants involved in our performing arts activities.

As a performing arts school, we recognise that creative environments can be both inspiring and emotionally demanding. We aim to create a safe, inclusive, and supportive environment where everyone feels respected, valued, and able to seek support when needed.

Purpose of the Policy

This policy outlines how YSBD Workshops Ltd supports the mental health and emotional wellbeing of its community. The policy aims to:

- Promote a culture of openness and support.
- Identify early signs of emotional distress.
- Provide appropriate support and signposting.
- Ensure safeguarding responsibilities are upheld.
- Create a learning environment where wellbeing is prioritised alongside artistic development.

Scope

This policy applies to:

- All students and participants attending YSBD Workshops Ltd sessions.
- All staff members, teachers, assistants, and volunteers.
- Visiting practitioners, workshop leaders, and contractors working with the organisation.

Principles

YSBD Workshops Ltd believes that:

- Mental health is as important as physical health.
- Everyone deserves to feel safe, respected, and supported.
- Creative expression can positively support emotional wellbeing.
- Early support and open communication can prevent escalation of difficulties.
- Confidentiality should be respected while prioritising safeguarding responsibilities.

Creating a Supportive Environment

YSBD Workshops Ltd will:

- Foster a positive, inclusive, and respectful culture within all classes and rehearsals.
- Encourage students to express themselves safely through creative arts.
- Promote kindness, teamwork, and mutual respect.
- Ensure staff model healthy communication and emotional awareness.
- Provide opportunities for students to speak privately with staff if they are experiencing difficulties.

Recognising Signs of Mental Health Difficulties

Staff should remain attentive to potential signs of distress which may include:

- Withdrawal from activities or peers.
- Significant changes in behaviour or mood.
- Ongoing low confidence or negative self-talk.
- Increased anxiety around performances or participation.
- Expressions of distress or emotional overwhelm.

Recognising these signs does not mean staff should diagnose conditions but rather respond with care and refer concerns appropriately.

Responding to Concerns

If a student appears to be experiencing emotional distress, staff should:

1. Listen calmly and without judgement.
2. Offer reassurance and acknowledge their feelings.
3. Avoid making promises of complete confidentiality.
4. Record concerns where appropriate.
5. Share concerns with the Designated Safeguarding Officer if the concern relates to welfare or safety.
6. Encourage the student to speak with a trusted adult such as a parent, guardian, or school staff member.

Safeguarding and Confidentiality

All mental health concerns must be handled in line with the organisation's safeguarding policy.

Information will only be shared on a need-to-know basis where:

- A participant may be at risk of harm.
- Safeguarding concerns arise.
- Professional support may be required.

The wellbeing and safety of the student will always take priority.

Staff Responsibilities

Staff and volunteers at YSBD Workshops Ltd are expected to:

- Promote a positive and inclusive environment.
- Be approachable and supportive.
- Take concerns seriously.
- Follow safeguarding procedures where necessary.
- Maintain appropriate professional boundaries.
- Engage in training related to safeguarding and wellbeing where available.

Supporting Staff Wellbeing

YSBD Workshops Ltd also recognises the importance of staff wellbeing. The organisation aims to:

- Encourage open discussion about workload and wellbeing.
- Promote a supportive working environment.
- Encourage staff to seek support when needed.

External Support and Signposting

Where appropriate, students and families may be signposted to professional support services including:

- School pastoral teams
- GP services

- NHS mental health services
- Youth support organisations
- National helplines and wellbeing resources

UK Safeguarding Framework and Guidance

This policy should be read alongside national safeguarding guidance including:

- Keeping Children Safe in Education (KCSIE) – UK statutory guidance for safeguarding children in education settings.
- Working Together to Safeguard Children (HM Government).
- NSPCC safeguarding guidance and resources.
- Children Act 1989 and Children Act 2004.
- The Equality Act 2010.
- UK GDPR and Data Protection Act 2018 (regarding confidentiality and information sharing).

Policy Review

This policy will be reviewed annually or sooner if required to ensure it remains effective and aligned with safeguarding guidance and best practice.

Policy adopted by: YSBD Workshops Ltd

Review cycle: Annually

Next Review Date: 1st September 2027

YSBD Workshops Ltd.

YSBD Theatre Academy: Safer Recruitment Policy

Policy Statement

YSBD Workshops Ltd is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, volunteers, visiting professionals, and contractors to share this commitment.

YSBD Workshops Ltd recognises that robust recruitment and selection practices play a vital role in preventing unsuitable individuals from working with children. This Safer Recruitment Policy outlines the procedures YSBD Workshops Ltd follows to ensure that all individuals working with our students are suitable, safe, and appropriately qualified.

Our recruitment procedures follow statutory safeguarding guidance including Keeping Children Safe in Education (KCSIE), the Safeguarding Vulnerable Groups Act 2006, and the Rehabilitation of Offenders Act 1974.

Scope

This policy applies to:

- All employees (full-time, part-time, temporary)
- Freelance tutors and visiting artists
- Volunteers and assistants
- Workshop leaders and choreographers
- Guest directors or musical directors
- Contractors who may have contact with students
- Anyone engaged in regulated activity with children on behalf of YSBD Workshops Ltd

Key Principles

YSBD Workshops Ltd will ensure that:

- Safeguarding is embedded throughout the recruitment process.
- Recruitment processes deter unsuitable applicants.
- All candidates are treated fairly and consistently.
- Thorough vetting checks are carried out before employment begins.
- Any concerns regarding suitability are properly investigated.
- The welfare of children remains the central consideration.

Roles and Responsibilities

YSBD Workshops Ltd Company Director is responsible for ensuring:

- Safe recruitment practices are implemented.
- Staff involved in recruitment understand safeguarding responsibilities.
- Appropriate checks are completed and recorded.

Recruitment Panel

At least one member of the recruitment panel should have completed Safer Recruitment training.

The panel is responsible for:

- Shortlisting candidates
- Conducting interviews
- Assessing safeguarding awareness
- Ensuring recruitment checks are completed

Designated Safeguarding Lead: Hannah Curran (YSBD Company Director and Principal)

Deputy Designated Safeguarding Lead: Amy Corre (YSBD Vice Principal)

The DSL is responsible for:

- Advising recruitment panels on safeguarding matters
- Reviewing any safeguarding concerns during recruitment
- Supporting risk assessments if required

Advertising Vacancies

All job advertisements will clearly state:

- The Academy's commitment to safeguarding
- That safeguarding checks will be required
- That the role involves working with children
- That an Enhanced DBS check will be required

Example safeguarding statement:

“YSBD Theatre Academy is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment. Successful applicants will be required to undergo an Enhanced DBS check and appropriate safeguarding screening.”

Job Descriptions and Person Specifications

Every role will include:

Job Description

- Responsibilities
- Safeguarding duties
- Reporting procedures
- Expected conduct with students

Person Specification

This will outline:

- Essential qualifications
- Relevant experience working with young people
- Safeguarding awareness
- Professional behaviour and values

Application Process

YSBD Workshops Ltd requires formal applications for all roles.

Applicants must:

- Complete an application form
- Provide a full employment history
- Explain any gaps in employment
- Provide at least two professional references
- Declare any criminal convictions (where appropriate)

CVs alone will not be accepted without an application form.

Shortlisting

The recruitment panel will:

- Compare applications against the person specification
- Identify any gaps or anomalies in employment
- Note any safeguarding concerns
- Prepare questions for interview clarification

Interview Process

All shortlisted candidates will attend a formal interview.

Interviews will include:

- Safeguarding-related questions
- Discussion of previous work with children
- Professional conduct expectations
- Exploration of attitudes toward child welfare

Candidates may also be required to:

- Deliver a short teaching demonstration
- Participate in practical activities relevant to performing arts

The panel will assess:

- Professional suitability
- Safeguarding awareness
- Behaviour and communication with young people

Pre-Employment Checks

Employment will only be confirmed once the following checks have been completed:

- Identity Verification
- Valid photographic ID and proof of address.
- DBS Check

- An Enhanced Disclosure and Barring Service (DBS) check including a Children's Barred List check where applicable via the Disclosure and Barring Service.
- References

At least two references, including:

- The most recent employer
- Confirmation of suitability to work with children

References will be verified directly with the referee.

Right to Work

Verification of the individual's right to work in the UK.

Qualification Checks

Verification of relevant teaching, performing arts, or safeguarding qualifications.

Employment History

Clarification of any unexplained employment gaps.

Conditional Offers

All job offers are **conditional** upon:

- Satisfactory DBS clearance
- Acceptable references
- Identity verification
- Right-to-work documentation
- Qualification verification

YSBD Workshops Ltd reserves the right to withdraw offers if safeguarding concerns arise.

Induction

All new staff and volunteers will receive safeguarding induction which includes:

- Safeguarding and Child Protection Policy
- Code of Conduct
- Reporting procedures
- Health and safety procedures
- Behaviour expectations with children

Staff will also be introduced to the Designated Safeguarding Lead.

Probation Period

All new staff will complete a probation period (typically 3–6 months).

During this period:

- Performance will be monitored
- Safeguarding practice will be observed

- Conduct with students will be reviewed

Failure to meet safeguarding standards may result in termination.

Record Keeping

YSBD Workshops Ltd will maintain secure records of recruitment checks including:

- DBS certificates
- References
- Identity verification
- Qualification checks
- Interview notes

These records will be stored in line with data protection regulations and the UK General Data Protection Regulation.

Ongoing Safeguarding Culture

Safer recruitment is only one part of safeguarding.

YSBD Workshops Ltd will ensure:

- Regular safeguarding training
- Clear reporting procedures
- Professional boundaries with students
- Continuous monitoring of staff conduct

Contractors and Visiting Professionals

External professionals working with students must:

- Provide DBS confirmation where applicable
- Be supervised if appropriate
- Follow Academy safeguarding procedures

Volunteers

Volunteers are subject to appropriate safeguarding checks depending on their role and level of contact with students. They will also receive safeguarding induction and supervision.

Concerns During Recruitment

If safeguarding concerns arise during the recruitment process, YSBD Workshops Ltd may:

- Seek further clarification
- Conduct additional checks
- Reject the application

In serious cases, concerns may be referred to appropriate safeguarding authorities.

Policy Review

This policy will be reviewed annually or earlier if required due to:

- Changes in legislation
- Updated safeguarding guidance
- Operational changes within the Academy

Policy Approval

Approved by: Hannah Curran (YSBD Company Director/Principal)

Effective From: September 2026

Review Date: September 2027

YSBD Workshops Ltd. **Terms and Conditions**

Fees, deposits and refunds

1. A fee is charged for each class enrolled per term.
2. Students are expected to attend all classes and an invoice will be raised for the whole term. Fees can be paid in 2 equal instalments.
3. Fees will only be pro rata when a student starts mid-term.
4. An invoice for students who enroll during the year will be issued to enable payment immediately.
5. Refunds will not be given for non-attendance, holidays or where the Code of Conduct has been invoked.
6. Refunds will not be given where a class has to be cancelled and rescheduled for the reasons set out in Clause 14.
7. Fees are inclusive of VAT.

Payment

8. Invoices must be settled at the start of each half term; fees can be paid in 2 instalments. The dates when the payments are to be paid are on the invoice. Late payments will be liable to a 5% late payment charge.
9. New students should pay using the pro-forma invoice.
10. Payment can be made:

10.1 By bank transfer to:

Royal Bank of Scotland

Sort Code: 16-34-24

Account Number: 11143285

Account Name: YSBD Workshops Ltd.

- Bank transfers should in all instances reference the child's name. Failure to do so may result in the payment being unidentified, the account remaining outstanding and the student not being admitted to class.

10.2 In person at: All Saints Parish Rooms, Church Road, Cheadle Hulme, SK8 7JB or at Nevill Road Junior School, Nevill Road, Bramhall, SK7 3ET.

11. The Academy will not accept any liability for cash or cheques left unattended at Reception, given to teachers or any other persons not authorised to receive money. All payments must be made in accordance with Clause 10 above. All payments **MUST** be sealed in an envelope with the termly invoice stating the child's name and the amount enclosed.

Register, attendance and absence

12. A register for each class is maintained by the teacher and records student attendance for the purposes of attendance, health and safety and security.
13. If a student is absent from class for four or more consecutive weeks, a refund of 90% of the fees paid for those classes not attended will be given on the evidence of a medical certificate. The medical certificate must be provided within one month of the absence otherwise no refund will be given.
14. If a class is cancelled due to the sickness of the teacher, a health epidemic or any other seen or unforeseen event, the Academy will endeavour to reschedule the class. This may be on a different day or a different time or both from when the class was originally scheduled, and might involve an extension to the term time dates. No refunds will be given in this case.

Late Payment

15. The payer will receive both verbal and written notice if payment has not been received in accordance with these terms and conditions.
16. The Academy reserves the right to charge a late payment fee of 5% of the fees if an invoice remains unpaid after the first class of a new term.

Right to attend, change classes, withdrawal and termination of attendance

17. If an invoice has not been paid at the start of term or upon enrolment in accordance with Clause 10, the student will not be admitted to any classes until the invoice has been paid in full.
18. The Academy reserves the right at any time during the term to ask students to leave a class if any fees remain outstanding after the start of term.
19. Students are required to give one half term's written notice if they wish to withdraw from classes. If a student wishes to change class or to start an additional class, the parent/guardian must give their consent in writing to the Academy Administrator so that they can be invoiced for the additional or new class.

Discounts

20. Where more than one sibling attends class, the youngest sibling will receive a sibling discount (as agreed with the Principal) on all classes. The discount will commence at the start of the next term providing at least two siblings are still present.
21. The discount will be reversed if payment is not received in accordance with Clause 10.
22. In the event the eldest sibling leaves during a term, the discount will not apply at the start of the next term if only one sibling remains.

Waiver

23. Physical contact may be necessary by members of the teaching faculty. If you have any concerns regarding this matter, please contact the Academy Administrator. The company Principal holds a Level 3 Designated Safeguarding Officer Certificate.

Code of Conduct

24. A Code of Conduct will be issued to students and parents/guardians. Failure to observe the Code of Conduct may result in students being asked to leave. The Academy reserves the right to refuse any student prior to or after enrolment. No refund will be given if the Code of Conduct has been invoked.

Content

25. The Academy reserves the right to alter the advertised programme and faculty without prior notice. The information in this and any other printed or electronic brochure/notice was correct at the time of printing or publication on-line.

General Data Protection Regulations

26. YSBD Workshops Ltd. holds information about our customers to enable us to carry out our business as a dance education and training organisation. This information includes the contact details you supply to us and may also include information on student records.
27. YSBD Workshops Ltd. will not disclose your information to third parties outside the Academy Group except where the law allows or requires, or where you have given your permission to do so. We may from time to time contact you individually about other carefully selected Academy services which we think will be of interest to you.

Please refer to our Privacy Policy which adheres to the new GDPR regulations, May 2018.

Copyright and trademarks

28. YSBD Theatre Academy is a trademark™ of YSBD Workshops Ltd. The use or misuse of the trademarks or any other content of this publication, without prior written permission from YSBD, is strictly prohibited.

Changes to the terms and conditions

29. The Academy reserves the right to change these terms and conditions at any time providing one term's notice is given to students.

Agreement to the terms and conditions

30. Parents and guardians of students attending classes are required to sign their acceptance of the terms and conditions for each student by signing the confirmation below and returning it to the Academy prior to the start of a new term.

YSBD Workshops Ltd. Code of Conduct
Code of Conduct for Students/Parents at YSBD Theatre Academy.

Student Code of Conduct:

- To wear the correct YSBD Theatre Academy uniform to class.
- To be respectful to all faculty and members of staff at all times. If a student is disrespectful they may be asked to leave the class.
- To abide by the YSBD Workshops Ltd Behaviour Policy. Any students who do not follow the Policy may be asked to leave the Academy after a sufficient amount of warnings.
- Hair should be off the face and tied up neatly.
- No jewellery is to be worn in any class. Small stud earrings may be permitted with permission from the principal or teacher.
- To be honest and respectful.
- To arrive on time to class to avoid disruption to the other children. We advise parents to arrive with children 10 minutes before the start of the class to allow time to sign in and get ready.
- Students are not allowed to leave the premises at any time without a parent/guardian. Parents must sign their child out at the front desk after the class has finished.
- To show respect to fellow students in class. No bullying, gossiping or isolation of other children in classes
- To be clean and tidy and place rubbish in the bins after you have had a snack
- Respect and care for YSBD Theatre Academy equipment, facilities etc.
- No videos are to be put on social media of any classes at YSBD Theatre Academy unless given permission from the principal, as this could be an infringement of our Child Safeguarding Policy.
- In the case of a student terminating classes during a term, the fees are not refundable.

Parent/Guardian Code of Conduct

- To be honest and respectful.
- To be respectful to all faculty and members of staff at all times. If a parent is disrespectful the family may be asked to leave the Academy.
- To respect the teachers and their decisions in terms of direction, advice and training given to children. We pride ourselves at YSBD Theatre Academy on hiring the best teachers in their chosen discipline so please understand and respect their professional methods for the highest quality of training.
- To be supportive of their children's efforts and appreciate that children participate in classes at YSBD Theatre Arts for their own enjoyment.
- To teach their children respect for other students and teachers and to lead by example.
- YSBD Theatre Academy reserves the right to ask a student to leave the Academy for inappropriate behaviour by a parent.
- Parents must be aware of our YSBD Workshops Ltd Behaviour Policy and ensure that their children abide by it.
- To abide by the YSBD Workshops Ltd: YSBD Theatre Academy Terms and Conditions.

YSBD Workshops Ltd
Behaviour Management Policy – Behaviour and Sanctions

YSBD underpins effective training in the Arts. Staff, pupils and parents should all be clear of the high standards of behaviour expected of all pupils at all times. The behaviour policy should be supported and backed-up by all teachers and the Principal.

YSBD Academy encourages good behaviour through a mixture of high expectations, clear policy and an ethos which fosters discipline and mutual respect between pupils, and between staff and pupils.

YSBD Academy has in place a range of options and rewards to reinforce and praise good behaviour, and clear sanctions for those who do not comply with the academy's behaviour policy. These will be proportionate and fair responses that may vary according to the age of the pupils, and any other special circumstances that affect the pupil.

When poor behaviour is identified, sanctions will be implemented consistently and fairly in line with the behaviour policy. YSBD Academy will have a range of disciplinary measures clearly communicated to academy staff, pupils and parents. These include:

- A warning that the behaviour is unacceptable and an explanation as to why it is unacceptable.
- An explanation of what is expected of them and the disciplinary measure to be taken if the behaviour does not adhere to the behaviour policy. This can include sitting out or being sent out of the lesson. Children are given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the classes
- In more extreme cases YSBD Academy may use temporary or permanent exclusion. In this case parents will be informed and the child sent home.

YSBD Academy recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. Schemes are in place to reward the children for good behaviour. These include: stickers, certificates, Star of the Week, Performer of the Week, trophy presentations and positive verbal feedback.

Staff will set a positive example to children by behaving in a friendly and positive manner themselves, promoting an atmosphere where children and adults respect and value one another.

YSBD Workshops Ltd

YSBD Theatre Academy: Anti-Bullying and Harassment Policy

Policy Statement

YSBD Workshops Ltd is committed to providing a safe, respectful, and inclusive environment for everyone involved in our organisation. We recognise that bullying, harassment, and sexual harassment can have serious emotional, psychological, and physical consequences.

Bullying, harassment, intimidation, or discrimination of any kind will not be tolerated.

All individuals have the right to participate in workshops, rehearsals, performances, and organisational activities in an environment that is free from intimidation, hostility, humiliation, or offensive behaviour.

YSBD Workshops Ltd is committed to:

- Promoting a culture of dignity, respect, and inclusion
- Preventing bullying, harassment, and inappropriate conduct
- Taking all concerns and complaints seriously
- Responding promptly, fairly, and sensitively to reported incidents
- Supporting individuals who experience or report inappropriate behaviour
- Taking reasonable and proactive steps to prevent harassment

This policy supports the organisation's wider commitment to equality, safeguarding, and wellbeing and operates in line with relevant UK legislation including the Equality Act 2010, the Protection from Harassment Act 1997, and the Worker Protection (Amendment of Equality Act 2010) Act 2023, which places a duty on employers to take reasonable steps to prevent sexual harassment.

Scope of the Policy

This policy applies to all individuals involved with YSBD Workshops Ltd, including:

- Employees
- Freelance facilitators, teachers, and directors
- Volunteers
- Students and participants
- Parents and guardians
- Visiting artists and collaborators
- Audience members attending events or performances
- Contractors or external partners

The policy applies to behaviour occurring in connection with the organisation including:

- Classes and workshops
- Rehearsals
- Performances and productions
- Meetings and organisational activities
- Work-related social events
- Online workshops or digital learning environments
- Social media interactions connected to YSBD Workshops Ltd
- Off-site trips, tours, or performances

Unacceptable behaviour occurring outside organisational activities may still be addressed where it affects the safety, wellbeing, or reputation of individuals involved in YSBD Workshops Ltd.

Definitions

1. Bullying

Bullying is behaviour that intentionally harms, intimidates, humiliates, or undermines another person. It may occur as a single serious incident or as repeated behaviour.

Bullying often involves a perceived power imbalance between individuals.

Bullying may take many forms including:

- Verbal
- Physical
- Social or relational
- Psychological
- Online or digital (cyberbullying)

2. Harassment

Harassment is unwanted behaviour that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Under the Equality Act 2010, harassment may relate to protected characteristics including:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Harassment may occur as a single incident or repeated behaviour.

Types of Bullying and Harassment

Bullying and harassment may include, but are not limited to, the following behaviours.

1. Verbal Bullying

- Name-calling or insults
- Offensive jokes or comments
- Mocking accents, identity, or background
- Threats or intimidation

2. Physical Bullying

- Pushing, hitting, or physical intimidation
- Blocking someone's movement
- Damaging personal belongings

3. Social or Relational Bullying

- Deliberately excluding someone from activities
- Spreading rumours

- Public humiliation
- Undermining someone's confidence or reputation

4. Cyberbullying

- Harassment through social media or messaging platforms
- Sending threatening or abusive messages
- Sharing embarrassing or private information

5. Discriminatory Bullying

- Bullying or harassment based on protected characteristics such as race, disability, gender identity, or sexual orientation.

Bullying and Harassment in a Performing Arts Environment

Performing arts training can involve critique, physical movement, and close collaboration. It is essential that feedback remains constructive and respectful.

Examples of inappropriate behaviour within a performing arts setting may include:

- Criticising a participant's body shape or physical appearance
- Mocking someone's performance ability or confidence
- Excluding individuals from rehearsals, group work, or creative activities
- Making derogatory comments about identity, background, or culture
- Pressuring individuals to perform actions or scenes they are uncomfortable with

YSBD Workshops Ltd is committed to ensuring that creative environments remain safe, supportive, and constructive.

Sexual Harassment

YSBD Workshops Ltd operates a zero-tolerance approach to sexual harassment.

Sexual harassment is unlawful under the Equality Act 2010, and organisations have a duty to take reasonable steps to prevent it under the Worker Protection (Amendment of Equality Act 2010) Act 2023.

All individuals have the right to participate in an environment that is safe, respectful, and free from sexual harassment.

Definition

Sexual harassment is unwanted conduct of a sexual nature that has the purpose or effect of:

- Violating a person's dignity, or
- Creating an intimidating, hostile, degrading, humiliating, or offensive environment.

The behaviour may occur regardless of gender and may involve a single incident or repeated conduct.

Examples of Sexual Harassment

1. Verbal Conduct

- Sexual jokes or comments
- Suggestive remarks
- Comments about someone's body or appearance
- Sexual propositions or advances

2. Non-Verbal Conduct

- Sexual gestures

- Displaying or sharing sexual images or material
- Sending sexually explicit messages or emails

3. Physical Conduct

- Unwanted touching or physical contact
- Inappropriate physical closeness
- Sexual assault

4. Other Behaviour

- Repeated requests for dates after refusal
- Sexual harassment through social media or digital platforms
- Creating a sexually hostile environment

Harassment may also be carried out by third parties, including visitors, audience members, collaborators, or clients.

Physical Contact in Rehearsals and Performances

Due to the nature of theatre and performance training, some activities may involve physical contact between participants.

YSBD Workshops Ltd is committed to ensuring that any physical interaction is conducted safely, respectfully, and professionally.

The following principles apply:

- Physical contact required for rehearsals or exercises will be explained in advance by staff or facilitators.
- Participants must respect the personal boundaries of others.
- No individual should feel pressured to engage in physical contact that causes discomfort.
- Physical interaction in scenes (e.g. embraces, stage combat, holding hands) should be choreographed and supervised.
- Participants may raise concerns or decline participation where they feel uncomfortable.
- Any physical contact outside of the rehearsal process must remain appropriate and respectful.

If a participant expresses discomfort, reasonable adjustments will be considered where possible.

Responsibilities

1. Directors and Management

Management at YSBD Workshops Ltd is responsible for:

- Promoting a respectful and inclusive culture
- Ensuring this policy is communicated and understood
- Taking reasonable steps to prevent harassment
- Responding promptly to reports or concerns
- Conducting fair and impartial investigations
- Taking appropriate disciplinary action where necessary
- Providing support to individuals affected

2. Staff, Facilitators and Volunteers

Staff, facilitators, and volunteers must:

- Model respectful behaviour at all times
- Treat all individuals fairly and professionally
- Challenge inappropriate behaviour where it occurs

- Report concerns or incidents to management
- Maintain appropriate professional boundaries with participants
- Ensure workshops are conducted in a safe and supportive environment

3. Students and Participants

Students and participants are expected to:

- Treat others with respect and kindness
- Avoid behaviour that could harm or upset others
- Follow guidance from staff and facilitators
- Respect personal boundaries during rehearsals and performances
- Report bullying, harassment, or behaviour that makes them uncomfortable

Failure to comply with this policy may result in disciplinary action.

Possible actions may include:

- Verbal or written warnings
- Removal from a session or workshop
- Suspension from activities
- Permanent removal from programmes where appropriate

Reporting Concerns

Anyone who experiences or witnesses bullying or harassment is encouraged to report it as soon as possible.

Reports may be made to:

- A workshop leader or facilitator
- A member of staff
- The company director
- The designated safeguarding lead
- Another trusted adult within the organisation

Reports should include (where possible):

- Date and time of the incident
- Individuals involved
- Description of what occurred
- Names of any witnesses

Confidentiality will be respected wherever possible.

Informal Resolution

In some circumstances, issues may be resolved informally, for example by:

- Explaining that behaviour is unwanted
- Requesting that it stops
- Facilitated discussion or mediation

Individuals are not required to attempt informal resolution before making a formal complaint.

Formal Complaint Procedure

When a formal complaint is made:

- The complaint will be acknowledged promptly.
- An impartial investigation will be conducted.

- Relevant evidence will be gathered.
- Individuals involved may be interviewed.
- A decision will be made based on the findings.
- Appropriate action will be taken where necessary.

Participants may be accompanied by a colleague, parent, or guardian during formal meetings where appropriate.

Responding to Reports

YSBD Workshops Ltd will treat all reports seriously and respond appropriately.

Responses may include:

- Recording details of the incident
- Speaking with the individuals involved
- Assessing whether organisational policies have been breached
- Implementing appropriate action

Possible outcomes may include:

- Informal discussion or mediation
- Behavioural warnings
- Removal from sessions or programmes
- Disciplinary action for staff or volunteers
- Termination of contracts
- Referral to safeguarding authorities or law enforcement where required

Sexual harassment may constitute gross misconduct.

Protection from Victimisation

No individual will be treated unfairly for:

- Reporting bullying or harassment
- Supporting someone who has made a complaint
- Participating in an investigation

Retaliation or victimisation will itself be treated as misconduct.

Support for Individuals Affected

YSBD Workshops Ltd will support individuals affected by bullying or harassment by:

- Listening respectfully to concerns
- Taking steps to prevent further harm
- Providing reassurance and support
- Adjusting participation arrangements where appropriate

Where incidents involve children or young people, parents or guardians may be informed where appropriate.

Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with individuals directly involved in resolving the concern or where required for safeguarding purposes.

Relationship with Safeguarding

Where incidents involve children, young people, or vulnerable individuals, concerns may be escalated under the organisation's safeguarding procedures.

Serious concerns may be referred to appropriate safeguarding authorities in line with statutory safeguarding duties.

Malicious or False Allegations

YSBD Workshops Ltd encourages individuals to report concerns in good faith.

However, deliberately false or malicious allegations may be treated as a breach of this policy and addressed accordingly.

Prevention

YSBD Workshops Ltd will take proactive steps to prevent bullying and harassment, including:

- Promoting respectful behaviour and inclusivity
- Establishing clear behavioural expectations
- Providing guidance for staff managing group dynamics
- Encouraging open communication and reporting of concerns
- Addressing inappropriate behaviour at an early stage

Classes and rehearsals should promote:

- Collaboration and teamwork
- Positive feedback
- Constructive critique
- Respect for differences in experience and ability

Monitoring and Review

This policy will be reviewed annually, or earlier if there are changes in legislation or organisational practice.

Policy Approval

Approved by:

Hannah Curran

Director, YSBD Workshops Ltd

Effective Date: September 2026

Next Review Date: September 2027

YSBD Workshops Ltd

YSBD Theatre Academy: Equality, Diversity and Inclusion Policy

Policy Statement

YSBD Workshops Ltd is committed to promoting equality, diversity and inclusion in all areas of our organisation. We believe that performing arts should be accessible, inclusive and representative of all communities.

We value diversity and recognise that people from different backgrounds, experiences and identities contribute to a richer and more creative environment. Our aim is to create a welcoming space where all participants, staff, volunteers and partners feel respected, supported and able to thrive.

YSBD Workshops Ltd will actively work to eliminate discrimination, harassment and victimisation while promoting equality of opportunity for everyone involved in our work.

This policy is guided by the principles outlined in the Equality Act 2010, which protects individuals from discrimination based on specific characteristics.

Scope of the Policy

This policy applies to:

- Employees of YSBD Workshops Ltd
- Freelance staff, facilitators and teaching artists
- Volunteers and assistants
- Students and participants
- Parents and guardians
- Visiting artists and collaborators
- Audience members and event attendees
- Any organisation or partner working with YSBD Workshops Ltd

The policy applies across all organisational activities including:

- Classes and workshops
- Rehearsals and performances
- Recruitment and employment practices
- Outreach programmes
- Community engagement projects
- Partnerships and collaborations

Legal Framework

YSBD Workshops Ltd is committed to complying with relevant equality legislation including:

- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018

Under the Equality Act 2010, individuals are protected from discrimination based on the following protected characteristics:

- Age
- Disability
- Gender reassignment

- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic origin)
- Religion or belief
- Sex
- Sexual orientation

YSBD Workshops Ltd will ensure that these protections are upheld across all areas of our work.

Our Commitment to Equality, Diversity and Inclusion

YSBD Workshops Ltd commits to:

1. Equal Access

Ensuring that classes, workshops, programmes and performances are accessible to people from diverse backgrounds and communities.

2. Fair Treatment

Treating all individuals with dignity, respect and fairness regardless of background or identity.

3. Inclusive Participation

Creating an environment where everyone feels welcome and encouraged to participate in performing arts.

4. Representation

Promoting diverse voices, stories and perspectives within our creative programmes.

5. Continuous Improvement

Regularly reviewing our practices to identify and remove barriers to participation.

Definitions

1. Equality

Ensuring individuals have equal access to opportunities and are not treated unfairly or discriminated against.

2. Diversity

Recognising and valuing differences between individuals including background, identity, culture and experience.

3. Inclusion

Creating an environment where everyone feels respected, valued and able to fully participate.

Types of Discrimination

YSBD Workshops Ltd recognises several forms of discrimination defined by the Equality Act 2010.

1. Direct Discrimination

Treating someone less favourably because of a protected characteristic.

2. Indirect Discrimination

Applying policies or practices that disadvantage certain groups.

3. Harassment

Unwanted behaviour related to a protected characteristic that violates dignity or creates an intimidating or hostile environment.

4. Victimisation

Treating someone unfairly because they have made or supported a complaint about discrimination.

These behaviours will not be tolerated within YSBD Workshops Ltd.

Inclusive Practices in Performing Arts Activities

YSBD Workshops Ltd recognises the importance of creating inclusive spaces within creative environments.

We will:

- Encourage participation from underrepresented communities.
- Ensure teaching practices are inclusive and adaptable.
- Promote respectful language and behaviour in workshops.
- Challenge stereotypes and discriminatory attitudes.
- Represent diverse identities and experiences in creative work.

Staff and facilitators will be encouraged to create supportive and respectful learning environments for all participants.

Accessibility

YSBD Workshops Ltd will take reasonable steps to improve accessibility wherever possible.

This may include:

- Choosing accessible venues.
- Providing clear information about physical access.
- Making reasonable adjustments for disabled participants.
- Adapting activities where possible to accommodate different needs.
- Providing alternative learning approaches when necessary.

We recognise that accessibility is an ongoing process and will continue working to improve access across our programmes.

Recruitment and Employment

YSBD Workshops Ltd is committed to fair and transparent recruitment practices.

We will:

- Advertise opportunities openly where possible.
- Select candidates based on merit, experience and suitability.
- Avoid discriminatory recruitment practices.
- Provide equal opportunities for staff development and training.

Freelancers and volunteers will be treated with fairness and respect.

Creating a Respectful Environment

YSBD Workshops Ltd aims to maintain an environment free from:

- Bullying
- Harassment
- Discrimination
- Offensive or inappropriate language

All staff, students and participants are expected to:

- Treat others with respect.
- Value diversity and inclusion.
- Avoid behaviour that could make others feel unsafe or excluded.

Failure to follow these expectations may result in disciplinary action or removal from activities.

Reporting Concerns or Complaints

YSBD Workshops Ltd takes discrimination and harassment seriously.

Any individual who experiences or witnesses behaviour that breaches this policy is encouraged to report it to management or a designated safeguarding lead.

Reports will be:

- Taken seriously
- Treated confidentially where possible
- Investigated appropriately
- Addressed in a fair and timely manner

No individual will be penalised for raising a genuine concern.

Training and Awareness

YSBD Workshops Ltd recognises the importance of ongoing education.

Where possible, we will:

- Provide equality and diversity guidance to staff and facilitators.
- Encourage inclusive teaching practices.
- Promote awareness of unconscious bias.
- Support continued learning around inclusive arts practice.

Monitoring and Evaluation

YSBD Workshops Ltd will monitor the effectiveness of this policy by:

- Reviewing participation and access across classes and workshops.
- Listening to feedback from participants and staff.
- Identifying barriers to inclusion.
- Updating policies and procedures where necessary.

Monitoring and Review

This policy will be reviewed annually, or earlier if there are changes in legislation or organisational practice and after incidents relating to equality or discrimination.

Policy Approval

Approved by:

Hannah Curran

Director, YSBD Workshops Ltd

Effective Date: September 2026

Next Review Date: September 2027

YSBD Workshops Ltd

YSBD Theatre Academy: One-to-One Lessons Policy

Policy Statement

YSBD Workshops Ltd recognises that individual tuition can provide valuable opportunities for personalised learning and artistic development in performing arts training.

However, one-to-one teaching situations can present additional safeguarding and professional boundary considerations. This policy sets out clear procedures to ensure that all one-to-one lessons are delivered safely, professionally, and transparently.

YSBD Workshops Ltd is committed to ensuring that all individual lessons are conducted in a way that protects:

- Students and participants
- Staff, facilitators and freelance teachers
- The reputation and integrity of the organisation

This policy operates alongside the organisation's safeguarding procedures and reflects guidance within the **Children Act 1989, Children Act 2004, Working Together to Safeguard Children, and Keeping Children Safe in Education.**

Scope of the Policy

This policy applies to:

- Employees
- Freelance facilitators and teachers
- Visiting tutors or guest practitioners
- Volunteers assisting with teaching
- Students and participants receiving individual tuition

The policy applies to **all one-to-one sessions delivered under the name or responsibility of YSBD Workshops Ltd**, including:

- Singing lessons
- Acting coaching
- Dance tuition
- Audition preparation
- Performance coaching
- Online or remote lessons
- Face-to-face lessons
- Sessions delivered on organisational premises or approved external venues.

Principles for One-to-One Lessons

All one-to-one sessions must be conducted in accordance with the following safeguarding principles:

- Transparency and accountability
- Professional boundaries between staff and students
- Clear parental awareness where the student is under 18
- Appropriate environments for teaching
- Protection for both student and teacher

One-to-one lessons must never take place in a way that creates unnecessary risk or secrecy.

Face-to-Face One-to-One Lessons

1. Approved Locations

Face-to-face lessons should take place only in appropriate environments such as:

- YSBD Workshops Ltd rehearsal or teaching spaces
- Approved studio spaces
- Community venues used by the organisation

Where possible, sessions should take place in areas where:

- Other staff or responsible adults are present nearby
- Rooms have windows or visibility into the space
- Doors remain unlocked where appropriate

Private or isolated locations should be avoided wherever possible.

2. Parental Awareness (Under 18s)

For participants under the age of 18:

- Parents or guardians must be aware that one-to-one tuition is taking place.
- Lesson times, location, and tutor details should be communicated clearly.
- Parents should have the option to remain nearby if they wish.

Where appropriate, waiting areas should be available for parents or guardians.

3. Staff Conduct During Lessons

Staff delivering one-to-one lessons must:

- Maintain professional behaviour at all times
- Use respectful and appropriate language
- Ensure any feedback is constructive and appropriate
- Maintain clear professional boundaries

Staff must not:

- Engage in inappropriate personal discussions

- Share personal contact details unless authorised by the organisation
- Arrange private meetings outside approved teaching arrangements.

4. Physical Contact

In performing arts training, limited physical guidance may sometimes be necessary (for example posture correction or movement demonstration).

Where physical contact may be required:

- The tutor must explain the reason for the contact beforehand
- Consent must be obtained from the student
- Contact must always be appropriate and minimal
- Alternatives should be used where possible (demonstration or verbal instruction)

Participants must never feel pressured to accept physical contact.

Online One-to-One Lessons

Online lessons can provide flexibility but must follow clear safeguarding procedures.

1. Approved Platforms

Online sessions should only take place using approved platforms where possible, such as:

- Organisational video platforms
- Secure meeting software
- Platforms agreed with parents/guardians

Public livestream platforms should not be used for one-to-one tuition.

2. Parental Awareness (Under 18s)

For participants under 18:

- Parents or guardians must be informed that the lesson is taking place.
- They should know the time and platform used.
- Parents should be able to access or observe the lesson if they choose.

3. Professional Online Conduct

During online sessions:

Staff must:

- Deliver lessons in an appropriate environment
- Dress appropriately and professionally

- Ensure backgrounds are appropriate and free from personal items where possible
- Maintain professional communication throughout

Students should also be encouraged to participate from an appropriate and safe environment.

4. Recording

Online sessions should not be recorded unless:

- There is a clear educational purpose
- Participants and parents have given consent
- Storage and use comply with data protection requirements

Any recording must be agreed to first by YSBD Company Director and parent/guardian. Where recording is used, participants must be informed beforehand.

Communication Outside Lessons

Communication between tutors and students must remain professional and appropriate. All communication must go through and include (via cc) the YSBD Company Director (info@ysbd.co.uk)

Staff should not engage in private or informal communication with students through personal social media or messaging platforms.

Communication regarding lessons should normally occur through:

- Official organisational email.
- Approved booking systems
- Parent or guardian communication channels where appropriate

For participants under 18, parents should be copied into relevant communications where possible.

Safeguarding and Concerns

If a staff member has concerns about the safety or wellbeing of a student during a one-to-one lesson, they must follow the organisation's safeguarding procedures and report concerns to the Designated Safeguarding Lead (DSL).

Similarly, students and parents are encouraged to report any concerns about behaviour during one-to-one sessions.

Concerns will be handled in line with the organisation's safeguarding policy and may involve:

- Recording the concern
- Speaking with relevant individuals
- Escalation to safeguarding authorities where necessary

Protection for Staff

This policy is designed to protect staff as well as students.

Staff should ensure that:

- Lessons take place in visible or appropriate environments
- Parents are aware of lessons with under-18 participants
- Professional boundaries are maintained at all times
- Any concerns about behaviour are reported promptly

Staff should avoid situations where they are alone with a child in a private or isolated setting without organisational awareness.

Breaches of the Policy

Failure to follow this policy may result in action being taken by YSBD Workshops Ltd.

This may include:

- Informal guidance or retraining
- Formal warnings
- Suspension from teaching duties
- Termination of contract for staff or freelancers

Serious breaches involving safeguarding concerns may be referred to appropriate safeguarding authorities.

Monitoring and Review

YSBD Workshops Ltd will periodically review this policy to ensure that it reflects:

- Current safeguarding best practice
- Changes in legislation or guidance
- The operational needs of the organisation

Policy Approval

Approved by:

Hannah Curran

Director – YSBD Workshops Ltd

Effective Date: September 2026

Next Review Date: September 2027

YSBD Workshops Ltd
YSBD Theatre Academy: Allergy Safety Policy

DATE OF POLICY: SEPTEMBER 2026

REVIEW DATE OF POLICY: SEPTEMBER 2027

PERSON RESPONSIBLE FOR THIS POLICY: HANNAH CURRAN (PRINCIPAL)

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1. AIMS AND OBJECTIVES

This policy outlines YSBD THEATRE ACADEMY'S approach to allergy management, in line with the Department for Education's draft [statutory] guidance published in 2026 ([Supporting children and young people with medical conditions and allergy](#)). It also anticipates the likelihood of Benedict's Law coming into force in 2027.

Benedict's Law will introduce a consistent national framework for allergy safety in schools, requiring whole-school allergy policies, mandatory staff training, access to adrenaline devices, and the creation of Individual Healthcare Plans for pupils with allergies.

This policy outlines how the whole-school community works to reduce the risk of an allergic reaction occurring, and the procedures in place to respond effectively if one does. It also sets out how we support our pupils with allergies to ensure their wellbeing and inclusion, as well as demonstrating our commitment to being an allergy-aware school.

This policy applies to all staff, pupils, parents and visitors to the school and should be read alongside the Health and Safety Policy and other related policies, for example Safeguarding, Mental Health.

2. WHAT IS AN ALLERGY?

Allergy occurs when a person reacts to a substance that is usually considered harmless. It is an immune response and instead of ignoring the substance, the body produces histamine which triggers an allergic reaction.

Whilst most allergic reactions are mild, causing minor symptoms, some can be very serious and cause anaphylaxis, which is a life-threatening medical emergency.

People can be allergic to anything, but serious allergic reactions are most commonly caused by food, insect venom (such as a wasp or bee sting), latex and medication.

An allergy is different to an intolerance. Whilst an intolerance may cause uncomfortable symptoms it does not involve the immune system.

3. DEFINITIONS

ANAPHYLAXIS: Anaphylaxis is a severe allergic reaction that can be life-threatening and must be treated as a medical emergency.

ALLERGEN: A normally harmless substance that, for some, triggers an allergic reaction. You can be allergic to anything. The most common allergens are food, medication, animal dander (skin cells shed by animals with fur or feathers) and pollen. Latex and wasp and bee stings are less common allergens.

Most severe allergic reactions to food are caused by just 9 foods. These are eggs, milk, peanuts, tree nuts (which includes nuts such as hazelnut, cashew nut, pistachio, almond, walnut, pecan, Brazil nut, macadamia etc), sesame, fish, shellfish, soya and wheat.

There are 14 allergens required by UK law to be highlighted on pre-packed food, referred to as the “main 14” in this template. These allergens are celery, cereals containing gluten, crustaceans, egg, fish, lupin, milk, molluscs, mustard, peanuts, tree nuts, soya, sulphites (or sulphur dioxide), and sesame.

ADRENALINE AUTO-INJECTOR: Single-use device which carries a pre-measured dose of adrenaline. Adrenaline auto-injectors are used to treat anaphylaxis by injecting adrenaline directly into the upper, outer thigh muscle. Adrenaline auto-injectors are commonly referred to as AAls, adrenaline pens or by the brand name EpiPen. There are two brands licensed for use in the UK: EpiPen and Jext Pen. For the purposes of this Policy we will refer to them as Adrenaline Devices or ADs to include other adrenaline devices such as EURNeffy (see below).

ALLERGY ACTION PLAN: This is a document filled out by a healthcare professional, detailing a person’s allergy and their treatment plan.

ASTHMA: Asthma is a common, long-term condition which effects the lungs. People with asthma have airways that are more sensitive and can become inflamed and narrow on exposure to certain triggers. This can lead to difficulty in breathing.

ASTHMA ACTION PLAN: This is a document filled out by a healthcare professional, detailing a person’s asthma, information about triggers, symptoms, medicines to be used if they have asthma symptoms, and when to seek emergency help when they have an asthma attack.

DESIGNATED ALLERGY LEAD: The member of staff responsible for overseeing allergy and asthma management across the school and acting as the main point of contact for pupils, parents and staff. This is referred to as the named senior leader in the statutory guidance.

EMERGENCY RESPONSE PLAN: A document (also known as a Critical Incident Plan) that outlines a school's procedure for managing an emergency and should be fit for purpose to manage a serious allergic reaction (anaphylaxis).

EURNEFFY: EURNeffy (also known as Neffy) is a nasal spray which delivers adrenaline. It is a needle-free alternative to an adrenaline auto-injector.

INDIVIDUAL HEALTHCARE PLAN: A detailed document outlining an individual pupil’s medical conditions, history, treatment, risks and action plan. This document should be created by schools in collaboration with parents/carers and, where appropriate, pupils. All pupils with an allergy that requires active management should have an Individual Healthcare Plan and it should be read in conjunction with their Allergy Action Plan.

RISK ASSESSMENT: A detailed document outlining an activity, the risks it poses and any actions taken or to be taken to mitigate those risks. Allergy should be included in all risk assessments for events on and off the school site.

4. ROLES AND RESPONSIBILITIES

YSBD THEATRE ACADEMY takes a whole-school approach to allergy management.

YSBD Workshops Ltd
39 Sandringham Road, Bredbury, Stockport, SK6 2EJ
www.ysbdtheatreacademy.com info@ysbd.co.uk

4.1 Designated Allergy Lead

The Named Allergy Lead is Hannah Curran (Principal). They are responsible for:

- Leading the publication and implementation of a school-wide Allergy Safety Policy;
- Ensuring the safety, inclusion and wellbeing of pupils, staff and visitors with an allergy;
- Taking decisions on allergy management across the school;
- Championing and practising allergy and asthma awareness across the school;
- Being the overarching point of contact for staff, pupils and parents with concerns or questions about allergy management;
- Ensuring allergy information is recorded, up-to-date and communicated to all staff;
- Making sure all staff are appropriately trained, have good allergy awareness and realise their role in allergy management (including what activities need an allergy risk assessment);
- Ensuring staff, pupils and parents have a good awareness of the school's Allergy Safety Policy, and other related procedures;
- Keeping a record of any allergic reactions or near-misses, reporting these to the governing body and appropriate authority (e.g. Under RIDDOR) where necessary, investigating the incidents and ensuring that the findings of investigations into incidents are used to update relevant policies and procedures.
- Regularly reviewing and updating the Allergy Safety Policy; and

The Designated Allergy Lead will monitor implementation of this policy and review procedures at regular intervals.

4.2 Medical Lead

The Principal is responsible for:

- Collecting and coordinating the paperwork (including Allergy Action Plans, Asthma Action Plans and Individual Healthcare Plans) and information from families to ensure that arrangements are in place before the pupil starts, or within 2 weeks for a mid-year transfer, liaising with the admissions team as needed;
- To keep an updated list of staff with allergies (and creating an individual healthcare plan if necessary) and ensuring arrangements are in place to support them;
- Disseminating this information to all school staff and occasional staff and those running clubs/performances.
- Ensuring the information from families is up-to-date and reviewed annually (at a minimum), coordinating medication with families and ensuring medication is in date;

- Keeping an adrenaline device register to include adrenaline devices prescribed to pupils, including brand, dose and expiry date.;
- Providing on-site adrenaline device training for staff and refresher training as required.

4.2 Admissions Team

The admissions team is likely to be the first to learn of a pupil or visitor's allergy. They should work with the Designated Allergy Lead and medical lead to ensure that:

- There is a clear method to capture allergy information or special dietary information at the earliest opportunity;
- There is a clear structure in place to communicate this information to the relevant parties (i.e. staff, chaperones);

4.3 All staff

All school staff, including teaching staff, support staff, occasional staff (for example workshop teachers, chaperones) are responsible for:

- Championing and practising allergy and asthma awareness across the school;
- Reading, understanding and putting into practice the Allergy Safety Policy and related procedures, and asking for support if needed;
- Being aware of pupils (and staff, when necessary) with allergies and what they are allergic to;
- Considering the risk to pupils with allergies posed by any activities and assessing whether the use of any allergen in activity is necessary and/or appropriate;
- Ensuring pupils always have access to their medication, including carrying it on their behalf if necessary;
- Being able to recognise and respond to an allergic reaction, including anaphylaxis, after appropriate training;
- Taking part in training and anaphylaxis drills as required (at least once a year). Whilst it is the school's responsibility to ensure staff have received annual training, if the member of staff is aware they have not received any allergy training in the last 12 months they should alert the Principal;
- Considering the safety, inclusion and wellbeing of pupils with allergies at all times. Preventing and responding to allergy-related bullying, in line with the school's anti-bullying policy;
- Forwarding any communication or information that comes directly to them from parents regarding allergens to the Principal; and
- Ensuring that pupils have their medication and their Allergy Action Plan or Individual Health Care Plan with them for offsite performances.

4.4 All parents

All parents and carers (whether their child has an allergy or not) are responsible for:

- Being aware of and understanding the school's Allergy Safety Policy and considering the safety, inclusion, and wellbeing of pupils with allergies;
- Providing YSBD Theatre Academy with information about their child's medical needs, including dietary requirements and allergies, history of their allergy, any previous allergic reactions or anaphylaxis. They should also inform the school of any related conditions, for example asthma, hay fever, rhinitis or eczema;
- Considering and adhering to any food restrictions or guidance the school has in place when providing food, for example in packed lunches, as snacks or for fundraising events;
- Refraining from telling the school their child has an allergy or intolerance if this is a preference or dietary choice; and
- Encouraging their child to be allergy aware.

4.5 Parents of children with allergies

In addition to paragraph 4.6, the parents and carers of children with allergies should:

- Work with the school to fill out an Individual Healthcare Plan and provide an accompanying Allergy Action Plan;
- If applicable, provide the school or their child with two labelled adrenaline devices and any other medication, for example antihistamine (with a dispenser, ie. spoon or syringe), inhalers or creams;
- Ensure medication is in-date and replaced at the appropriate time;
- Ensure their child has access to their allergy medication, including two adrenaline devices, if prescribed, on the journey to and from YSBD Theatre Academy;
- Update the school with any changes to their child's condition and ensure the relevant paperwork is updated too;
- Support their child to understand their allergy diagnosis, advocate for themselves, and take reasonable steps to reduce the risk of an allergic reaction occurring e.g. not eating the food to which they are allergic.

4.6 All pupils

All pupils at the school should:

- Be allergy aware;
- Understand the risks that allergens might pose to their peers and respect measures to support them;
- Learn how they can support the wellbeing of their peers and be alert to allergy-related bullying.

Older pupils should:

- Be aware how to recognise an allergic reaction and support their peers and staff in case of an emergency; and
- Adhere to food restrictions or guidance about food being brought in.

4.7 Pupils with allergies

In addition to paragraph 4.8, pupils with allergies, as appropriate to their age and capability, are responsible for:

- Knowing what their allergies are and how to mitigate personal risk;
- Avoiding their allergen as best as they can;
- Understanding the importance of following the school specific processes of lunch and snack services and how that mitigates risk;
- Understanding that they should notify a member of staff if they are not feeling well, or suspect they might be having an allergic reaction;
- Carrying two adrenaline auto-injectors with them at all times;
- Understanding how and when to use their adrenaline auto-injector and only using them for their intended purpose;
- Talking to the Designated Allergy Lead or a member of staff if they are concerned by any school processes or systems related to their allergy;
- Raising concerns with a member of staff if they experience any inappropriate behaviour in relation to their allergies;
- Ensuring they have their medication with them on the journey to and from school.

5. INFORMATION AND DOCUMENTATION

5.1 Register of pupils and staff with an allergy

The school has a register of pupils and record of staff who have a diagnosed allergy. This includes children and staff who have a history of anaphylaxis or have been prescribed adrenaline devices, as well as pupils and staff with an allergy where no adrenaline devices have been prescribed.

5.2 Individual Healthcare Plans

Each pupil with an allergy requiring active management by the school has an Individual Healthcare Plan. The information on this plan includes:

- Known allergens, risk factors for allergic reactions and any adaptations needed;
- A history of their allergic reactions;
- If the pupil has asthma and any other medical conditions and necessary detail;

- Details of the medication that the pupil has been prescribed, including their dose, this should include adrenaline devices, antihistamine etc;
- A copy of parental consent to administer medication, including the use of adrenaline devices in case of suspected anaphylaxis, and asthma inhalers;
- An indication of how the child's condition may impact on their learning or wellbeing;
- If the child is able to take responsibility for their condition including in an emergency;
- Emergency contact details; and
- A copy of their Allergy and/or Asthma Action Plan.

6. ASSESSING RISK

Allergens can crop up in unexpected places. Staff (including visiting staff) will consider allergies in all activity planning and include it in risk assessments. Some examples include:

- Handing out food “treats” (sweets). Ensure safe food is provided or consider an alternative non-food treat for all pupils.

Inclusion of pupils with allergies must be considered alongside safety and they should not be excluded. If necessary, staff should adapt the activity. The School will ensure compliance with the Equality Act 2010.

7. FOOD, INCLUDING MEALTIMES & SNACKS

YSBD Theatre Academy has robust procedures in place to identify pupils with food allergies. These include obtaining detailed medical information and allergy declarations during registration, maintaining up-to-date Individual Allergy Healthcare Plans, ensuring all relevant staff are informed of pupils' allergies, and reviewing allergy information regularly with parents/carers. As an allergy-aware school, we promote safe practices during snack and refreshment times by supervising children while they eat, discouraging the sharing of food or drinks, encouraging hand washing before and after eating, and ensuring staff are present at all snack times to monitor children and respond promptly should an allergic reaction occur. Where appropriate, risk assessments are completed for classes, performances and events to minimise the risk of exposure to known allergens.

7.1 Food brought into school

As YSBD Theatre Academy is an allergy-aware school, we ask all parents and carers to help us minimise the risk of accidental exposure to allergens.

Children attending sessions where food is required should bring a packed lunch or snack provided by their parent or carer. Parents are responsible for ensuring that the food they provide is suitable for their own child's dietary and medical needs.

To help protect children with food allergies:

- Children must not share food or drinks with others.
- Staff supervise snack and lunch times to encourage safe eating practices and to monitor pupils' wellbeing.

- Children are encouraged to wash their hands before and after eating.

We appreciate that families may wish to celebrate birthdays or other special occasions by bringing treats to share. To support the safety of all pupils, any treats brought into the Academy by children will **not** be distributed during classtimes. Instead, they will be handed out to children at collection time, allowing parents and carers to decide whether their child may accept and consume the item based on their individual dietary requirements or allergies.

Where members of staff wish to reward pupils with sweets or edible treats, they will first consider any known allergies or dietary requirements. Suitable alternative rewards or allergy-safe options will always be made available so that no child is excluded or placed at risk due to a medical condition.

While YSBD Theatre Academy cannot guarantee that the premises are completely free from allergens, we are committed to taking all reasonable steps to reduce risk and provide a safe and inclusive environment for every child.

7.2 Food bans or restrictions

YSBD Theatre Academy is an Allergy-Aware school. We have students with a wide range of allergies to different foods, so we encourage a considered approach to bringing food onto our premises. Parents and carers are responsible for providing their child's own snacks and packed lunches where these are required. Children must not share food or drinks with others, and all snack and lunch times are supervised by staff to help promote safe eating practices and respond quickly to any concerns. We ask parents to be mindful of known allergens when preparing food and to avoid sending items that may present an unnecessary risk where possible. Birthday treats or celebration gifts brought in by children will not be distributed during classtimes instead, they will be handed out at collection time so that parents and carers can decide whether they are suitable for their own child. Where staff provide edible rewards, suitable allergy-safe alternatives will always be available to ensure all students can be included safely.

7.3 Food hygiene for pupils

- The school will encourage pupils to wash their hands with soap and warm water before and after eating;
- Parents/carers and pupils will be advised that water bottles and packed lunches should be clearly labelled and food should not be shared or swapped; and
- Throwing food is not allowed.

8. INSECT STINGS

Although most activities at YSBD Theatre Academy take place indoors, some classes, performances, waiting periods, workshops and events may involve time spent outdoors. We recognise that insect stings can trigger serious allergic reactions in some individuals and take reasonable steps to minimise this risk.

Students with a known allergy to insect stings should:

- Carry their prescribed emergency medication, including an adrenaline auto-injector where applicable, in accordance with their Individual Allergy Healthcare Plan.

- Avoid walking barefoot outdoors and wear appropriate footwear at all times.
- Wear clothing that covers arms and legs where practical during outdoor activities.
- Avoid using strongly scented perfumes, body sprays or lotions before attending outdoor events, where possible.
- Keep food and drinks covered when eating outside and dispose of rubbish promptly to avoid attracting insects.
- Inform a member of staff immediately if they are stung or feel unwell following a sting.

Prior to outdoor activities, performances or outdoor events staff will undertake a visual check of the area for obvious insect hazards, such as wasp or bee nests, and avoid using any areas where there is an identified risk. Any nests or significant insect activity found on the Academy premises will be reported immediately to the Principal or Designated Health and Safety Lead, who will arrange for appropriate action to be taken by the property owner or a suitably qualified pest control contractor.

All students and staff should avoid disturbing bees, wasps or other insects and must report any nests or large numbers of insects to a member of staff immediately. In the event of a sting resulting in an allergic reaction, staff will follow the student's Individual Allergy Healthcare Plan and the Academy's emergency anaphylaxis procedures without delay.

9. ANIMALS

It's normally the dander (flakes of skin) saliva or urine that causes a person with an animal allergy to react.

YSBD Theatre Academy does not keep animals on the premises and does not routinely invite animals to attend classes, rehearsals, performances or other Academy activities.

On rare occasions, a dog (for example, a visitor's pet or an assistance dog) may be present on or near the Academy premises. Where this occurs, staff will take reasonable steps to minimise the risk to students with known animal allergies.

Precautions include:

- Students with a known animal allergy should avoid direct contact with the animal wherever possible.
- Any planned visit involving an animal (such as an educational workshop or off-site visit) will be subject to an appropriate risk assessment, and parents/carers of affected students will be informed where necessary.
- If a dog or other animal enters the Academy premises unexpectedly, staff will supervise the situation, move the animal away from teaching areas where possible, and ensure that students with known allergies are not exposed.
- Any area where an animal has been present will be cleaned as appropriate before activities continue.
- Anyone who has touched an animal should wash or sanitise their hands as soon as possible afterwards.

In the event that a student experiences an allergic reaction following contact with an animal, staff will follow the student's Individual Allergy Healthcare Plan and the Academy's emergency procedures.

10. ALLERGIC RHINITIS/ HAY FEVER

YSBD Theatre Academy recognises that some students and staff may experience seasonal pollen allergies (hay fever) or persistent nasal allergies caused by allergens such as house dust mites, mould or animal dander. Although these conditions are not usually life-threatening, they can significantly affect a student's comfort, concentration, breathing and ability to participate fully in dance and theatre activities.

To minimise the impact of these allergies, the Academy will take the following measures:

- Parents and carers should notify the Academy of any diagnosed seasonal or environmental allergies and provide details of any medication the student may require.
- Students should take prescribed allergy medication, such as antihistamines or nasal sprays, before attending sessions where advised by their healthcare professional.
- Students who require medication during Academy hours should have this available in accordance with the Academy's Health and Safety Policy.
- Studios, changing areas and waiting areas will be cleaned regularly to reduce the build-up of dust and other common allergens.
- Good ventilation will be maintained where practical, balancing fresh air with the need to minimise pollen entering the building during periods of high pollen counts.
- During times of very high pollen levels, outdoor activities, waiting periods or warm-ups may be adapted where reasonably practicable for students whose symptoms are significantly affected.
- Students experiencing symptoms such as itchy eyes, sneezing, nasal congestion or mild breathing discomfort will be encouraged to inform a member of staff so appropriate support can be provided.
- Staff will be aware that hay fever symptoms may affect a student's comfort and performance and will make reasonable adjustments where appropriate, such as allowing access to tissues, drinking water or short rest breaks if symptoms become troublesome.
- Where a student has both asthma and seasonal allergies, staff will be aware that pollen may trigger asthma symptoms and will ensure the student's Individual Healthcare Plan is followed, including access to any prescribed inhaler or emergency medication.

Parents and carers are encouraged to inform the Academy promptly of any changes to their child's allergy management or medication to ensure records remain accurate and appropriate support can be provided.

11. INCLUSION AND MENTAL HEALTH

Allergies can have a significant impact on mental health and wellbeing. Pupils may experience anxiety and depression and are more susceptible to bullying.

- Staff are alert to the possibility of allergy-related bullying and are proactive in safeguarding the wellbeing and inclusion of pupils with allergies;
- No child should be excluded from taking part in a school activity, whether on the school premises or a school trip because of their allergies;
- Pupils with allergies may require additional pastoral support including regular check-ins from their teachers etc;
- Affected pupils will be given consideration in advance of wider school discussions about allergy and school Allergy Awareness initiatives;

- Bullying related to allergy will be treated in line with the school's anti-bullying policy; and
- Uniform policies take into account that children may need emergency medication near them at all times.

12. ADRENALINE DEVICES

See the government guidance on [Adrenaline Devices in Schools](#).

12.1 Storage of adrenaline devices

- Pupils prescribed with adrenaline devices will have easy access to two, in-date devices at all times;

YSBD Theatre Academy is committed to ensuring that prescribed allergy medication is readily available at all times so that prompt treatment can be given in the event of an allergic reaction or anaphylaxis.

The Academy's arrangements are as follows:

- Students who have been prescribed an adrenaline auto-injector (AAI) or other emergency allergy medication must bring it with them to every class, rehearsal, workshop, performance, competition, educational visit and Academy event.
- Emergency medication will accompany the student at all times and will **never** be left in reception, changing rooms or another location away from the activity.
- During classes and rehearsals, the class teacher or designated chaperone will be responsible for carrying or securely storing the student's medication within the teaching space so that it is immediately accessible in an emergency. Medication will not be locked away or stored where access could be delayed.
- Where sessions take place across multiple studios or venues, medication will move with the student and remain under the supervision of the responsible member of staff throughout the activity.
- For performances, competitions and events the designated teacher or chaperone will carry the medication at all times and ensure it remains readily available backstage, during travel and at the performance or activity venue.
- All staff working with the student will be informed of the location of the medication and will be familiar with the student's Individual Allergy Healthcare Plan and emergency procedures.
- Parents and carers remain responsible for ensuring that medication is clearly labelled with the student's name, supplied in its original packaging where applicable, and is within its expiry date. They must provide replacement medication before the expiry date or sooner if it has been used.
- The Academy will carry out regular checks of emergency medication held during Academy activities and will notify parents if replacement medication is required.
- Any administration of medication will be recorded in accordance with the Academy's Health and Safety Policy, and parents/carers will be informed as soon as practicable following its use.
- Where a student is considered mature enough and it has been agreed with parents/carers and documented in their Individual Allergy Healthcare Plan, they may carry their own medication.

However, staff will continue to monitor that the medication remains immediately accessible throughout the session.

These arrangements ensure that emergency medication is always available wherever the student is participating, enabling staff to respond quickly and effectively should an allergic emergency occur.

- Spot checks will be made to ensure adrenaline devices are where they should be and in date;
- Adrenaline devices must not be kept locked away or in rooms with restricted access;
- Adrenaline devices should be stored at moderate temperatures (see manufacturer's guidelines), not in direct sunlight or above a heat source (for example a radiator); and
- Used or out of date devices should be disposed of as sharps.

12.2 Adrenaline devices on off-site activities

- No child with a prescribed adrenaline devices will be able to go to a performance venue/event without two of their own devices. It is the Principal's responsibility to check they have them;
- Adrenaline devices will be kept close to the pupils at all times with a staff member/chaperone.
- Adrenaline devices will be protected from extreme temperatures;
- Staff accompanying the pupils will be aware of pupils with allergies and be trained to recognise and respond to an allergic reaction.

13. RESPONDING TO AN ALLERGIC REACTION /ANAPHYLAXIS

See the appendix to this policy for details of how to recognise and respond to an allergic reaction.

In all cases:

- A pupil with a known allergy should be treated in accordance with their Allergy Action Plan and/or Individual Healthcare Plan.
- If anaphylaxis is suspected, **adrenaline must be administered without delay**, as delay in treatment can significantly increase the risk of a fatal outcome. Staff should administer the student's own prescribed adrenaline auto-injector (AAI) immediately in accordance with the student's Individual Allergy Healthcare Plan and current national guidance. An ambulance must be called immediately by dialling **999**.
- YSBD Theatre Academy does not routinely hold a spare adrenaline auto-injector. However, if a student's prescribed AAI is unavailable, has malfunctioned, or an additional dose is required before emergency services arrive, and another adrenaline auto-injector is immediately available, staff may, in a genuine life-threatening emergency and where necessary to preserve life, administer that device in accordance with the **Human Medicines Regulations 2012, Benedict's Law**, current **Department of Health and Social Care** guidance, **Medicines and Healthcare products Regulatory Agency (MHRA)** advice, and any instructions provided by the **999 ambulance service**. The welfare of the child and the preservation of life will always be the Academy's overriding consideration. All such incidents will be fully documented and reviewed following the emergency.

- Anyone who has had suspected anaphylaxis and received adrenaline must go to hospital, even if they appear to have recovered. A member of staff should accompany the pupil in an ambulance until a parent or guardian arrives.

14. TRAINING

The school is committed to ensuring that all staff receive regular (at least annual) allergy awareness training. This training should cover all staff, including teaching staff, support staff, and others who may oversee children.

This training will cover:

- Understanding what an allergy is;
- How to reduce the risk of an allergic reaction occurring;
- How to recognise and treat an allergic reaction, including anaphylaxis,
- How to treat an asthma attack using a reliever inhaler;
- How the school manages allergy, for example understanding the school's Allergy Safety Policy, emergency response, documentation, communication etc;
- How to check who has an allergy, and how to use an IHP and Allergy or Asthma Action Plan;
- Where adrenaline devices are kept (prescribed devices) and how to access them;
- The importance of inclusion of pupils with food allergies, the impact of allergy on mental health and wellbeing and the risk of allergy related bullying;
- Understanding food labelling;
- How to report an allergic reaction or near miss.

15. ASTHMA

YSBD Theatre Academy recognises that asthma and allergies are often closely linked. Well-managed asthma is particularly important for students with allergies, as poorly controlled asthma can increase the severity of an allergic reaction and may make recovery more difficult. Dance and theatre activities are physically demanding, making it essential that students with asthma have access to their prescribed medication at all times.

The Academy will ensure that:

- Staff are aware that asthma symptoms may be triggered or worsened by factors such as seasonal pollen, dust, mould, changes in temperature, vigorous physical activity, and, where applicable, food or other allergens.
- Students with asthma have an up-to-date **Asthma Action Plan** provided by their parent/carer or healthcare professional. Where a student also has a diagnosed allergy, the Asthma Action Plan will complement their **Individual Allergy Healthcare Plan**.
- The student's Individual Healthcare Plan will include details of their asthma management, prescribed medication, emergency procedures, and parental consent for staff to administer medication where appropriate in accordance with the Academy's Medication Policy.

- Students with asthma must bring their prescribed reliever inhaler to every class, rehearsal, workshop, performance and Academy event.
- Inhalers will be carried by the class teacher or designated chaperone, or stored within the teaching space in a clearly labelled, secure but immediately accessible location, ensuring it remains with the student as they move between studios or venues.
- Staff supervising physically demanding activities will be aware of students with asthma, encourage them to report any symptoms promptly, and ensure that they have immediate access to their inhaler whenever required.
- In the event of an asthma attack or breathing difficulty, staff will follow the student's Asthma Action Plan, administer medication as authorised, seek emergency medical assistance where necessary, and inform parents/carers as soon as practicable.

These arrangements help to ensure that students with asthma are able to participate safely and confidently in all Academy activities while receiving appropriate support for their medical needs.

16. REPORTING ALLERGIC REACTIONS

The school will log all allergic reaction incidents and near-misses as soon as is feasible after they occur.

- Each record should include: Who was affected, what happened, when and where, why the incident occurred (as far as is known), how staff and the pupil responded; what was done to support the individual; whether emergency services were called and how the incident concluded
- All incident reports should be shared with:
 - the pupil's parents or carers, who will be given the opportunity to discuss the incident and contribute their views to the review; and
 - The Principal, so they can consider what lessons to learn and whether policy changes are required.
- Any learning from an incident should be shared appropriately with staff so they can act on it.
- It may be necessary to share the report with other agencies, for example:
 - Incidents arising directly from a work activity that result in death or immediate hospitalisation must be reported to the Health and Safety Executive under RIDDOR.
- Following any incident or near miss the school will meet with the child or young person and their parents/carers to ensure they are confident the setting remains safe.
- The school recognises the impact of an incident or near miss not just on the individual and their family, but also on staff who responded and children who witnessed it and will offer appropriate support.

MANAGING ALLERGIC REACTIONS

ALLERGIC REACTIONS VARY

Allergic reactions are unpredictable and can be affected by factors such as illness or hormonal fluctuations.

You cannot assume someone will react the same way twice, even to the same allergen.

Reactions are not always linear. They don't always progress from mild to moderate to more serious; sometimes they are life-threatening within minutes.

MILD TO MODERATE ALLERGIC REACTIONS

Symptoms include:

- Swollen lips, face or eyes
- Itchy or tingling mouth
- Hives or itchy rash on skin
- Abdominal pain
- Vomiting
- Change in behaviour

Response:

- Stay with pupil
- Call for help.
- Locate adrenaline devices
- Give antihistamine. Note: if any signs of anaphylaxis are present, give adrenaline without delay.
- Make a note of the time
- Phone parent or guardian
- Continue to monitor the pupil for at least 60 minutes in case the reaction gets worse

SERIOUS ALLERGIC REACTIONS / ANAPHYLAXIS

The most serious type of reaction is called **ANAPHYLAXIS**. Anaphylaxis is uncommon, and children experiencing it almost always fully recover.

In rare cases, anaphylaxis can be fatal. It should always be treated as a time-critical medical emergency.

Anaphylaxis usually occurs within 20 minutes of eating a food but can begin 2-3 hours later.

People who have never had an allergic reaction before, or who have only had mild to moderate allergic reactions previously, can experience anaphylaxis.

ANAPHYLAXIS EMERGENCY PROCEDURES

Anaphylaxis has a whole range of symptoms

Any of the following may be present, although most pupils with anaphylaxis would not necessarily experience all of these:

A – Airway

- Persistent cough
- Hoarse voice
- Difficulty swallowing
- Swollen Tongue

B – Breathing

- Difficult or noisy breathing
- Wheeze or cough

C - Circulation

- Persistent dizziness
- Pale or floppy
- Sleepy
- Collapse or unconscious

Do...

If a pupil with allergies shows any possible symptoms of a reaction, immediately seek help from a member of staff trained in anaphylaxis emergency procedures. Ensure all members of staff know who is trained.

(IF YOU SUSPECT ANAPHYLAXIS, GIVE ADRENALINE FIRST BEFORE YOU DO ANYTHING ELSE).

THE TRAINED MEMBER OF STAFF SHOULD:

- Treat the patient where they are. Take the medication to the patient, rather than moving them.
- The patient should be lying down with legs raised. If they are having trouble breathing, they can sit with legs outstretched.
- It is not necessary to remove clothing but make sure you're not injecting into thick seams, buttons, zips or even a mobile phone in a pocket.
- Inject adrenaline into the upper outer thigh according to the manufacturer's instructions. Pupils may be able to do this themselves, but some will require or want adult support. Whilst all members of staff should be trained, in an emergency, anyone can administer adrenaline.
- Make a note of the time you gave the first dose.
- **Call 999 for an ambulance (or get someone else to do this while you give adrenaline).**

SAY ANAPHYLAXIS (anna-fill-axis). Tell them you have given adrenaline for anaphylaxis.

State:

- The name and age of the pupil
- That you believe them to be suffering from anaphylaxis
- The cause or trigger (if known)

- The name, address and telephone number of the school:
YSBD Theatre Academy, All Saint's Parish Rooms, Cheadle Hulme, SK8 7JB
Nevil Road Junior School, Nevil Road, Bramhall, SK7 3ET
07738164232
- Give precise and clear directions to the emergency operator.
- Stay with the patient and do not let them get up or move, even if they are feeling better (this can cause cardiac arrest).
- Call the pupil's emergency contact.
- If their condition has not improved or symptoms have got worse, give a second dose of adrenaline after 5 minutes, using a second device. Call 999 again and tell them you have given a second dose and to check that help is on the way.
- Start CPR if necessary.
- **On the arrival of the paramedics or ambulance crew** the staff member in charge should inform them of the time and type of medicines given. All used adrenaline injectors must be handed to the ambulance crew.
- Parents/carers are responsible for replacing any used medication.
- Anyone who has had suspected anaphylaxis and received adrenaline must go to hospital, even if they appear to have recovered. A member of staff should accompany them in an ambulance until a parent or guardian arrives.

Asthma Emergency Procedures

- coughing
- shortness of breath
- wheezing
- feeling tight in the chest
- being unusually quiet
- difficulty speaking in full sentences
- difficulty walking
- sometimes younger children express feeling tight in the chest and a tummy ache.

Do . . .

- 1) Encourage the pupil to sit up straight- try to keep calm
- 2) Follow students IHP to take their Inhaler dosage. *Eg. Get the pupil to take one puff of their reliever inhaler (usually blue) through the spacer every 60 seconds up to 10 puffs.*
- 3) If the pupil feels worse at any point OR doesn't feel better after 10 puffs call 999 for an ambulance.
- 4) Repeat step 2 while waiting for an ambulance.

999

Call an ambulance urgently if any of the following:

- the pupil's symptoms do not improve after 10 puffs
- the pupil is too breathless or exhausted to talk
- the pupil's lips are blue
- you are in any doubt.

After a minor asthma attack

- Minor attacks should not interrupt the involvement of a pupil with asthma in classroom setting.
- When the pupil feels better they can return to classroom setting activities.
- The parents/carers must always be told if their child has had an asthma attack.

Important things to remember in an asthma attack

- Never leave a pupil having an asthma attack.
- In an emergency situation staff are required under common law, duty of care, to act like any reasonably prudent parent.
- Reliever medicine is very safe. During an asthma attack do not worry about a pupil overdosing.
- Get another teacher/adult if an ambulance needs to be called.
- Contact the pupil's parents/carers immediately after calling the ambulance.
- A member of staff should always accompany a pupil taken to hospital by ambulance and stay with them until their parent arrives.
- Generally staff should not take pupils to hospital in their own car.
-

Diabetes Emergency Procedures

Hyperglycaemia

If a pupil's blood glucose level is high (over 10mmol/l) and stays high.

Common symptoms:

- thirst
- frequent urination
- tiredness
- dry skin
- nausea
- blurred vision.

Do . . .

Call the pupil's parents/carers who may request that extra insulin be given.

The pupil may feel confident to give extra insulin.

999

If the following symptoms are present, then call the emergency services:

- deep and rapid breathing (over-breathing)
- vomiting
- breath smelling of nail polish remover

Hypoglycaemia

What causes a hypo?

- too much insulin
- a delayed or missed meal or snack
- not enough food, especially carbohydrate
- unplanned or strenuous exercise
- drinking large quantities of alcohol or alcohol without food
- no obvious cause.

Watch out for:

- hunger
- trembling or shakiness
- sweating
- anxiety or irritability
- glazed eyes
- pallor
- mood change, especially angry or aggressive behaviour
- lack of concentration
- fast pulse or palpitations
- tingling

- vagueness and drowsiness.

Do...

Immediately give something sugary, a quick-acting carbohydrate such as one of the following:

- administer a glass of a sugary drink such as full sugar coke. Remember that low sugar drinks (e.g. diet coke, coke zero etc) will not work
- three or more glucose tablets
- a glass of fruit juice
- five sweets, e.g. jelly babies
- GlucoGel.

The exact amount needed will vary from person to person and will depend on individual needs and circumstances.

After 15-20 minutes recheck glucose level. If it is below 5.6 give more fast acting sugar. Repeat this process until glucose level is over 5.6. If more than 2 treatments are necessary consider using glucogel on the gums and contacting parents for advice.

If the pupil still feels hypo after 15 minutes, something sugary should again be given.

999

If the pupil is unconscious or having a seizure do not give them anything to eat or drink; call for an ambulance and contact their parents/carers and put them in the recovery position. Stay with the pupil.

Epilepsy Emergency Procedures

First aid for seizures is quite simple and can help prevent a child from being harmed by a seizure. First aid will depend on the individual child's epilepsy and the type of seizure they are having. Some general guidance is given below, but most of all it is important to keep calm and know where to find help.

Tonic-clonic seizures

Symptoms:

- the person loses consciousness, the body stiffens, then falls to the ground
- this is followed by jerking movements
- a blue tinge around the mouth is likely, due to irregular breathing
- loss of bladder and/or bowel control may occur
- after a minute or two the jerking movements should stop and consciousness slowly returns.

Do . . .

- protect the person from injury – (remove harmful objects from nearby)
- cushion their head
- look at IHP. These may give more information about a pupil's condition, what to do in an emergency, or a phone number for advice on how to help
- Time how long the jerking lasts
- once the seizure has finished, gently place them in the recovery position to aid breathing
- keep calm and reassure the person
- stay with the person until recovery is complete.

Don't . . .

- restrain the pupil
- put anything in the pupil's mouth
- try to move the pupil unless they are in danger
- give the pupil anything to eat or drink until they are fully recovered.
- attempt to bring them round.

999

Call for an ambulance if . . .

- you believe it to be the pupil's first seizure
- the seizure continues for more than five minutes
- one tonic-clonic seizure follows another without the person regaining consciousness between seizures
- the pupil is injured during the seizure
- you believe the pupil needs urgent medical attention.

Focal seizures

You may also hear this type of seizure called a partial seizure. Someone having a focal seizure may not be aware of their surroundings or what they are doing. They may have unusual movements and behaviour: such as plucking at their clothes, smacking their lips, swallowing repeatedly or wandering around.

Do . . .

- Guide them away from danger (such as roads or open water)
- Stay with them until recovery is complete
- Be calmly reassuring
- Explain anything that they may have missed

Don't . . .

- Don't restrain them
- Don't act in a way that could frighten them, such as making abrupt movements or shouting at them
- Don't assume they are aware of what is happening, or what has happened
- Don't give them anything to eat or drink until they are fully recovered
- Don't attempt to bring them round

999

Call for an ambulance if . . .

- You know it is their first seizure or
- The seizure continues for more than five minutes or
- They are injured during the seizure or
- You believe they need urgent medical attention

DATA PROTECTION POLICY

1. INTRODUCTION

This Data Protection Policy sets out how YSBD WORKSHOPS LTD ("we", "our", "us") process the personal data of our customers, prospects, suppliers, employees, workers and other third parties.

This Data Protection Policy applies to all personal data we process regardless of the media on which that data is stored or whether it relates to past or present employees, workers, customers, clients or supplier contacts, shareholders, website users or any other Data Subject.

We commit to the correct and lawful treatment of personal data and to protecting the confidentiality and integrity of personal data.

Our Data Protection Officer ("DPO") is responsible for overseeing this Data Protection Policy. You can contact our Data Protection Officer HANNAH CURRAN by emailing INFO@YSBD.CO.UK or by writing to 39 SANDRINGHAM ROAD, BREDBURY, STOCKPORT, SK6 2EJ.

All definitions used in this Data Protection Policy shall have the meaning given in the General Data Protection Regulation ((EU) 2016/679) ("GDPR").

2. DATA PROTECTION PRINCIPLES

We adhere to the principles relating to the processing of Personal data set out in the GDPR which require personal data to be:

- (a) processed lawfully, fairly and in a transparent manner (the Lawfulness, Fairness and Transparency principle);
- (b) collected only for specified, explicit and legitimate purposes (the Purpose Limitation principle);
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed (the Data Minimisation principle);
- (d) accurate and where necessary kept up to date (the Accuracy principle);
- (e) not kept in a form which permits identification of Data Subjects for longer than is necessary for the purposes for which the data is processed (the Storage Limitation principle);
- (f) processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage (the Security, Integrity and Confidentiality principle);
- (g) not transferred to another country without appropriate safeguards being in place (the Transfer Limitation principle); and
- (h) made available to Data Subjects and allow Data Subjects to exercise certain rights in relation to their personal data (Data Subject's Rights and Requests).

We are responsible for and must be able to demonstrate compliance with the data protection principles listed above (the Accountability principle).

3. LAWFULNESS, FAIRNESS, TRANSPARENCY

Personal data must be processed lawfully, fairly and in a transparent manner in relation to the Data Subject.

We may only collect, process and share personal data fairly and lawfully and for specified purposes. The GDPR restricts our actions regarding personal data to specified lawful purposes. These restrictions are not intended to prevent processing, but ensure that we process personal data fairly and without adversely affecting the Data Subject.

The GDPR allows processing for specific purposes, some of which are set out below:

- (a) the Data Subject has given his or her consent;
- (b) the processing is necessary for the performance of a contract with the Data Subject;
- (c) to meet our legal compliance obligations;
- (d) to protect the Data Subject's vital interests; or
- (e) to pursue our legitimate interests for purposes where they are not overridden because the processing prejudices the interests or fundamental rights and freedoms of Data Subjects.

Where we process data under the legitimate interests ground at 4(e) above, the purposes for which we process personal data for legitimate interests are set out in our Privacy Notice.

We identify and document the legal ground being relied on for each processing activity and include this in our Privacy Notice.

3. CONSENT

A Data Subject consents to processing of their personal data if they indicate agreement clearly either by a statement or positive action to the processing. Consent requires affirmative action so silence, pre-ticked boxes or inactivity will not be sufficient. If consent is given in a document which deals with other matters, then the consent must be kept separate from those other matters.

Data Subjects must be easily able to withdraw consent to processing at any time and withdrawal of such consent must be promptly honoured. Consent may need to be refreshed if we intend to process personal data for a different and incompatible purpose which was not disclosed when the Data Subject first consented.

When processing Special Category Data or Criminal Convictions Data, we will usually rely on a legal basis for processing other than explicit consent or consent if possible. Where explicit consent is relied on, we will issue a Privacy Notice to the Data Subject that requires signature of the Data Subject to obtain explicit consent.

We will evidence consent captured and keep records of all consents so that we can demonstrate compliance with consent requirements.

4. TRANSPARENCY (NOTIFYING DATA SUBJECTS)

The GDPR requires us as a Data Controller to provide detailed, specific information to Data Subjects depending on whether the information was collected directly from Data Subjects or from elsewhere. The information must be provided through our Privacy Notice which must be concise, transparent, intelligible, easily accessible, and in clear and plain language so that a Data Subject can easily understand it. You can view our Privacy Notice here <https://ysbdtheatreacademy.com/terms-and-conditions/privacy-policy/> and at the end of your registration form pack.

Whenever we collect personal data directly from Data Subjects, we must provide the Data Subject with all the information required by the GDPR including the identity of us as the Controller and of the DPO, how and why we will use, process, disclose, protect and retain that personal data. We do this through a Privacy Notice which must be presented when the Data Subject first provides the personal data.

When personal data is collected indirectly (for example, from a third party or publicly available source), we must provide the Data

Subject with all the information required by the GDPR as soon as possible after collecting or receiving the data. We must also check that the personal data was collected by the third party in accordance with the GDPR and on a basis which contemplates our proposed processing of that personal data.

If we collect personal data from Data Subjects, directly or indirectly, then we will provide Data Subjects with a Privacy Notice.

5. PURPOSE LIMITATION

We will only collect and process personal data for specified, explicit and legitimate purposes. It must not be further processed in any manner incompatible with those purposes.

We cannot use personal data for new, different or incompatible purposes from that disclosed when it was first obtained unless we have informed the Data Subject of the new purposes and they have consented where necessary.

6. DATA MINIMISATION

Personal data must be adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.

When personal data is no longer needed for specified purposes, it is deleted or anonymised in accordance with our data retention guidelines. You can see these Data Retention guidelines in our Policies folder located at the YSBD reception.

7. ACCURACY

Personal data must be accurate and, where necessary, kept up to date. It must be corrected or deleted without delay when inaccurate.

We ensure that the personal data we use and hold is accurate, complete, kept up to date and relevant to the purpose for which we collected it. We will check the accuracy of any personal data at the point of collection and at regular intervals afterwards. We take all reasonable steps to destroy or amend inaccurate or out-of-date personal data.

8. STORAGE LIMITATION

Personal data must not be kept in an identifiable form for longer than is necessary for the purposes for which the data is processed.

We will maintain retention policies and procedures to ensure personal data is deleted after a reasonable time for the purposes for which it was being held, unless a law requires that data to be kept for a minimum time.

We will not keep personal data in a form which permits the identification of the Data Subject for longer than needed for the legitimate business purpose or purposes for which we originally collected it including for the purpose of satisfying any legal, accounting or reporting requirements.

We will take all reasonable steps to destroy or erase from our systems all personal data that we no longer require in accordance with all our applicable records retention schedules and policies. This includes requiring third parties to delete that data where applicable.

We will ensure Data Subjects are informed of the period for which data is stored and how that period is determined in our Privacy Notice.

9. SECURITY INTEGRITY AND CONFIDENTIALITY

Personal data must be secured by appropriate technical and organisational measures against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

We will develop, implement and maintain safeguards appropriate to our size, scope and business, our available resources, the amount

of personal data that we own or maintain on behalf of others and identified risks (including use of encryption and pseudonymisation where applicable).

We will regularly evaluate and test the effectiveness of those safeguards to ensure security of our processing of personal data. We will implement reasonable and appropriate security measures against unlawful or unauthorised processing of personal data and against the accidental loss of, or damage to, personal data. We will exercise particular care in protecting Special Categories of personal data and Criminal Convictions Data from loss and unauthorised access, use or disclosure.

We will follow all procedures and technologies we put in place to maintain the security of all personal data from the point of collection to the point of destruction. We may only transfer personal data to third-party service providers who agree to comply with the required policies and procedures and who agree to put adequate measures in place, as requested.

We will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- (a) Confidentiality means that only people who have a need to know and are authorised to use the personal data can access it;
- (b) Integrity means that personal data is accurate and suitable for the purpose for which it is processed; and
- (c) Availability means that authorised users are able to access the personal data when they need it for authorised purposes.

10. REPORTING A PERSONAL DATA BREACH

The GDPR requires us as a Data Controller to notify any personal data breach to the applicable regulator and, in certain instances, the Data Subject.

We have put in place procedures to deal with any suspected personal data breach and will notify Data Subjects or any applicable regulator where we are legally required to do so.

11. TRANSFER LIMITATION

The Data Protection Act 2018 restricts data transfers to countries outside the UK and the EEA to ensure that the level of data protection afforded to individuals by the GDPR is not undermined. Personal data is transferred originating in one country across borders when it is transmitted, sent, viewed or accessed in or to a different country.

We may only transfer Personal data outside the UK and the EEA if one of the following conditions applies:

- (a) the European Commission has issued a decision confirming that the country to which we transfer the Personal data ensures an adequate level of protection for the Data Subject's rights and freedoms;
- (b) appropriate safeguards are in place such as binding corporate rules (BCR), standard contractual clauses approved by the European Commission, an approved code of conduct or a certification mechanism;
- (c) the Data Subject has provided explicit consent to the proposed transfer after being informed of any potential risks; or
- (d) the transfer is necessary for one of the other reasons set out in the GDPR including the performance of a contract between us and the Data Subject, reasons of public interest, to establish, exercise or defend legal claims or to protect the vital interests of the Data Subject where the Data Subject is physically or legally incapable of giving consent and, in some limited cases, for our legitimate interest.

12. DATA SUBJECT'S RIGHTS AND REQUESTS

Data Subjects have rights when it comes to how we handle their personal data. These include rights to:

- (a) withdraw consent to processing at any time;
- (b) receive certain information about the Data Controller's processing activities;
- (c) request access to their personal data that we hold;
- (d) prevent our use of their personal data for direct marketing purposes;
- (e) ask us to erase personal data if it is no longer necessary in relation to the purposes for which it was collected or processed or to rectify inaccurate data or to complete incomplete data;
- (f) restrict processing in specific circumstances;
- (g) challenge processing which has been justified on the basis of our legitimate interests or in the public interest;
- (h) request a copy of an agreement under which personal data is transferred outside of the EEA;
- (i) object to decisions based solely on automated decision-making, including profiling;
- (j) prevent processing that is likely to cause damage or distress to the Data Subject or anyone else;
- (k) be notified of a personal data breach which is likely to result in high risk to their rights and freedoms;
- (l) make a complaint to the supervisory authority; and
- (m) in limited circumstances, receive or ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format.

We must verify the identity of an individual requesting data under any of the rights listed above and will not allow third parties to obtain personal data without proper authorisation.

13. ACCOUNTABILITY

We must implement appropriate technical and organisational measures in an effective manner, to ensure compliance with data protection principles. We are responsible for, and must be able to demonstrate, compliance with the data protection principles.

We must have adequate resources and controls in place to ensure and to document GDPR compliance including:

- (a) appointing a suitably qualified DPO (where necessary) and an executive accountable for data privacy;
- (b) implementing Privacy by Design when processing personal data and completing DPIAs where processing presents a high risk to rights and freedoms of Data Subjects;
- (c) integrating data protection into internal documents including this Data Protection Policy and Privacy Notices;
- (d) regularly training our employees on the GDPR, this Data Protection Policy, related policies and privacy guidelines and data protection matters including, for example, Data Subject's rights, consent, legal basis, DPIA and personal data breaches. We will maintain a record of training attendance by our employees; and
- (e) regularly testing the privacy measures implemented and conducting periodic reviews and audits to assess compliance, including using results of testing to demonstrate compliance improvement effort.

14. RECORD KEEPING

The GDPR requires us to keep full and accurate records of all our data processing activities.

These records will include, at a minimum, the name and contact details of us as the Controller and the DPO, clear descriptions of the personal data types, Data Subject types, processing activities, processing purposes, third-party recipients of the personal data, personal data storage locations, personal data transfers, the personal data's retention period and a description of the security measures in place. To create the records, we create a data map which includes the detail set out above together with appropriate data flows.

15. TRAINING AND AUDIT

We are required to ensure all of our employees have undergone adequate training to enable them to comply with data privacy laws. We must also regularly test our systems and processes to assess compliance.

16. PRIVACY BY DESIGN AND DATA PROTECTION IMPACT ASSESSMENT (DPIA)

We are required to implement Privacy by Design measures when processing personal data by implementing appropriate technical and organisational measures (like pseudonymisation) in an effective manner, to ensure compliance with data privacy principles.

We assess what Privacy by Design measures can be implemented on all programmes, systems or processes that process personal data by taking into account the following:

- the state of the art;
- the cost of implementation;
- the nature, scope, context and purposes of processing; and
- the risks of varying likelihood and severity for rights and freedoms of Data Subjects posed by the processing.

We also conduct DPIAs in respect to high-risk processing.

We will conduct a DPIA when implementing major system or business change programs involving the processing of personal data including:

- use of new technologies (programs, systems or processes), or changing technologies (programs, systems or processes);
- automated decision-making including profiling;
- large-scale processing of Special Categories of personal data or Criminal Convictions Data; and
- large-scale, systematic monitoring of a publicly accessible area.

A DPIA includes:

- a description of the processing, its purposes and the Data Controller's legitimate interests if appropriate;
- an assessment of the necessity and proportionality of the processing in relation to its purpose;
- an assessment of the risk to individuals; and
- the risk mitigation measures in place and demonstration of compliance.

17. AUTOMATED DECISION-MAKING

Generally, automated decision-making is prohibited when a decision has a legal or similar significant effect on an individual unless:

(a) a Data Subject has explicitly consented;

(b) the processing is authorised by law; or

(c) the processing is necessary for the performance of or entering into a contract.

If certain types of Special Categories of personal data or Criminal Convictions Data are being processed, then grounds (b) or (c) will not be allowed but the Special Categories of personal data and Criminal Convictions Data can be processed where it is necessary (unless less intrusive means can be used) for substantial public interest like fraud prevention.

If a decision is to be based solely on automated decision-making (including profiling), then Data Subjects must be informed when you first communicate with them of their right to object. This right must be explicitly brought to their attention and presented clearly and separately from other information. Further, suitable measures must be put in place to safeguard the Data Subject's rights and freedoms and legitimate interests.

We must also inform the Data Subject of the logic involved in the decision making or profiling, the significance and envisaged consequences and give the Data Subject the right to request human intervention, express their point of view or challenge the decision.

A DPIA must be carried out before any automated decision-making (including profiling) activities are undertaken.

18. DIRECT MARKETING

We are subject to certain rules and privacy laws when marketing to our customers or prospects.

For example, a Data Subject's prior consent is required for electronic direct marketing (for example, by email, text or automated calls). The limited exception for existing customers known as "soft opt-in" allows organisations to send marketing texts or emails if they have obtained contact details in the course of a sale to that person, they are marketing similar products or services, and they gave the person an opportunity to opt out of marketing when first collecting the details and in every subsequent message.

The right to object to direct marketing must be explicitly offered to the Data Subject in an intelligible manner so that it is clearly distinguishable from other information.

A Data Subject's objection to direct marketing must be promptly honoured. If a customer opts out at any time, their details should be suppressed as soon as possible. Suppression involves retaining just enough information to ensure that marketing preferences are respected in the future.

We comply with all of these rules on marketing.

19. SHARING PERSONAL DATA

Generally, we are not allowed to share personal data with third parties unless certain safeguards and contractual arrangements have been put in place.

We may only share the personal data we hold with third parties, such as our service providers, if:

(a) they have a need to know the information for the purposes of providing the contracted services;

(b) sharing the personal data complies with the Privacy Notice provided to the Data Subject and, if required, the Data Subject's consent has been obtained;

(c) the third party has agreed to comply with the required data security standards, policies and procedures and put adequate security measures in place;

(d) the transfer complies with any applicable cross-border transfer restrictions; and

(e) a fully executed written contract that contains GDPR-approved third party clauses has been obtained.

20. CHANGES TO THIS DATA PROTECTION POLICY

We keep this Data Protection Policy under regular review. This version was last updated on 1st September 2026.

This Data Protection Policy does not override any applicable national data privacy laws and regulations in countries where we operate.

YSBD Workshops Ltd

YSBD Theatre Academy - Compliments and Complaints Policy and Procedure

Our Aim

YSBD Theatre Academy is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and, in particular, by responding positively to complaints by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibilities

YSBD Theatre Academy's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to YSBD Theatre Academy's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in YSBD Theatre Academy
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow YSBD Theatre Academy reasonable time to deal with the matter, and recognise that some circumstances may be beyond YSBD Theatre Academy's control.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and YSBD Theatre Academy maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure:

- Written records must be made by YSBD Theatre Academy at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made in writing. The attached form should be used.
- b) In all cases, the complaint must be passed on to Hannah Curran (Principal). In the event of a complaint about **Hannah Curran (Principal)** the complaint should be passed to **Amy Corre (Vice Principal)**.
- c) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

YSBD Theatre Academy

COMPLAINTS FORM

- You may use this form to make a suggestion or to make a complaint about YSBD Theatre Academy

We would like you to return this form as soon as possible.

Your Name

Address

.....

Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?