



ZooNation: The Kate Prince Company  
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Registered Charity Number 1179510 zoonation.co.uk

## **ZooNation's Safeguarding Step By Step guide**

### **Updated October 2025**

## **KEY CONTACTS**

### **Designated Safeguard Lead (DSL)**

Sophie – ZooNation's General Manager  
[sophie@zoonation.co.uk](mailto:sophie@zoonation.co.uk)

### **Company Stage Manager (CSM) | (relevant to specific project/ production)**

### **Emergency:**

If a child, young person or adult is in immediate danger, call the Police - 999

## **ZOONATION STAFF CODE OF CONDUCT**

### **General Guidelines**

- Never be alone with a child - always work in pairs or remain visible to others.
- Physical contact should be minimal and only for necessary purposes (e.g., correcting dance movements). - Always seek consent before touching someone.
- Maintain a professional relationship—avoid sharing personal contact details—even via social media or giving/receiving gifts.
- Set a good example—use appropriate language and feedback.

### **Supervision & Privacy**

- Never leave children unsupervised. Maintain proper adult-to- child ratios recommended by NSPCC (e.g. 1:6 for children aged 4-8, 1:8 for children aged 9-12 & 1:10 for youth aged 13-18).
- Respect privacy—ensure separate facilities for boys and girls during performances.

### **Reporting Incidents**

- Never ignore allegations—always report concerns or incidents to the DSL.
- Document any incident that could be misinterpreted.

## **GUIDELINES FOR HANDLING DISCLOSURES**

### **1) Recognise**

Guidelines for handling disclosures

Allow the person to speak to you in a safe space. Have another member of staff with you, or be within eyesight of another staff member

Listen to what is being said without displaying shock or disbelief

Accept what is said and react calmly Do not offer advice or judgement

### **2) Respond**

Reassure the person

You can tell them that they have done the right thing in speaking to you

Do not promise to keep any information secret

Let the person know that you will need to report the information to the Designated Safeguarding Lead or other authorities

IN CASES OF IMMEDIATE DANGER, CALL 999

### **3) Record**

Make some notes, try to use the person's own words if possible

Do not destroy your original notes

Record the date, time, place, people present and any noticeable behaviours

### **4) Refer**

Fill in an INCIDENT REPORT FORM (on GDrive in the TFA Shared folder and the FOH Shared folder) as soon as possible & send it to the Designated Safeguarding Lead

Share your concerns immediately with the Designated Safeguarding Lead or the external organisation Safeguarding Lead if working on a workshop or project

## **WORKING WITH CLEAR BOUNDARIES**

- Always maintain professional working relationships.
- Professional work is separate to friendship
- Be aware of power dynamics. Remember each person in the room has a role and responsibility, which should not be abused

## **KEY PRINCIPLES TO REMEMBER**

Always maintain clear boundaries when communicating with children, young people and adults at risk.

Ensure transparency and documentation of all communication to protect both the staff and the participants. Report to the safeguarding lead immediately if there is any risk.

Follow the procedures outlined for email, phone, and social media communication to safeguard everyone involved.

If at any point, you feel your mental health is compromised in any way, please contact the safeguarding lead immediately- there will be no judgement, it is safe to recognise vulnerability

## **HANDLING ALLEGATION OF MISCONDUCT OR ABUSE**

### **1. Reporting Concerns**

If you suspect misconduct or abuse by any ZooNation employee, volunteer, colleague or visitor, report it immediately to your line manager, the DSL, or DDSL.

Line managers must escalate the concern to the DSL/DDSL within the same day.

### **2. Raising Concerns**

Everyone should feel able to raise concerns about unsafe practices, and these concerns will be taken seriously by the DSL, DDSL, and the Executive Board.

### **3. Reporting in Partner Organisations**

If working in a partner organisation, report concerns to the designated person in that organisation and to the Zoo Nation DSL/DDSL.

### **4. Concerns About Line Managers or Trustees**

If concerned about a line manager, report to a member of the Executive Board who will liaise with the DSL/DDSL. Concerns about senior management or trustees should be reported to the Executive Director or Chair of the Board of Trustees.

## **5. Escalation of Unresolved Concerns**

If no action is taken on a concern, raise the issue with the

Chair of the Board of Trustees or contact the NSPCC for children-related concerns.

## **6. Ongoing Investigations**

If an employee, volunteer, or visitor is under investigation by authorities, report this to the DSL, DDSL, and Trustee Leads.

## **SIGNPOSTING TO FURTHER RESOURCES**

**In immediate danger call 999 or go straight to A&E**

**NHS - urgent support call 111**

**GP - book a local GP for emergency appointment**

**Samaritans - Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) A crisis helpline for 24/7 support.  
[www.samaritans.org](http://www.samaritans.org)**

**Childline - Call 0800 1111**

**A confidential telephone and online counselling service for anyone under 19.  
[www.childline.org.uk](http://www.childline.org.uk)**

**The Mix - Call 0808 808 4994**

**A free confidential telephone helpline and online service for anyone under 25.  
[www.themix.org.uk](http://www.themix.org.uk)**

**Shout - Text 85258**

**A free, confidential, anonymous text support service. [www.giveusashout.org](http://www.giveusashout.org)**

**Mind - Call Support line 0300 102 1234 or Infoline 0300 123 3393 Supportline to talk about your problems and information on how to get help. [www.mind.org.uk](http://www.mind.org.uk)**

**NSPCC Helpline - 0808 800 5000**

**Providing support and advice for keeping children safe from harm and abuse.  
[www.nspcc.org.uk](http://www.nspcc.org.uk)**

**Charities that focus on safeguarding and wellbeing of children and young people:**

**NSPCC [www.nspcc.org.uk](http://www.nspcc.org.uk)**

**Save the Children [www.savethechildren.org.uk](http://www.savethechildren.org.uk)**

**Action for Children [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)**

**Barnardo's [www.barnardos.org.uk](http://www.barnardos.org.uk)**

**Young Minds [www.youngminds.org.uk](http://www.youngminds.org.uk)**

**Charities for children and young people's online safety: Internet Matters  
[www.internetmatters.org](http://www.internetmatters.org)**

**UK Safer Internet Centre [saferinternet.org.uk](http://saferinternet.org.uk)**

## **REMEMBER**

Safeguarding is everyone's responsibility

See ZooNation safeguarding policy for more details