

CHAPERONING POLICY

**GET YOUR
WIGLE ON**

Safeguarding children during rehearsals, performances and events

Effective from: 18 August 2026

Next review: August 2027, or sooner following a legal change or incident

Policy owner: Designated Safeguarding Lead

Related policy: GYWO Safeguarding and Child Protection Policy

The overriding rule: A child's welfare comes before the needs of the production. A chaperone must act if a child is unsafe, unwell, distressed or not being supervised properly.

Non-negotiable expectations

- Remain with the children allocated to you until a GYWO member of staff formally relieves or reassigns you.
- Do not take photographs, video or audio on your phone or any personal device.
- Do not allow children to photograph, film or record one another backstage or in dressing rooms.
- Do not move yourself to another dressing room or group unless a GYWO member of staff instructs you to do so.
- Report every safeguarding, welfare, medical or supervision concern immediately to the Designated Safeguarding Lead or the nearest member of GYWO staff.

1. Policy statement

Get Your Wigle On (GYWO) is committed to safeguarding and promoting the welfare of every child and young person involved in its activities. Chaperones have a position of trust and a direct responsibility for the care, control, safety and wellbeing of the children allocated to them.

This policy sets the minimum standards expected of all chaperones engaged or accepted by GYWO. It supplements the GYWO Safeguarding and Child Protection Policy, the conditions attached to any child performance licence or exemption, venue rules and instructions given by the Designated Safeguarding Lead (DSL) or authorised GYWO staff.

Where requirements differ, the arrangement that gives the child the greater level of protection must be followed, unless it would conflict with the law or a direction from the relevant local authority.

2. Legal and guidance framework

This policy is informed by:

- the Children and Young Persons Acts 1933 and 1963, as amended;
- the Children (Performances and Activities) (England) Regulations 2014;
- the Children Acts 1989 and 2004;
- Working Together to Safeguard Children 2026;
- current Shropshire Council guidance on children in entertainment; and
- the GYWO Safeguarding and Child Protection Policy.

3. Scope and definitions

This policy applies to every person acting as a chaperone for GYWO, whether paid or voluntary, and at every rehearsal, performance, workshop, event, journey or other activity for which GYWO assigns them responsibility for children.

For safeguarding purposes, child means anyone under 18. Statutory child performance licensing requirements apply according to the child's age, circumstances and the status of the performance.

Approved chaperone means a person currently approved by a local authority to act as a chaperone for children in entertainment. Parent or legal guardian has the meaning used by the

relevant legislation and does not automatically include grandparents, aunts, uncles, family friends or childminders.

4. Eligibility, checks and authorisation

- A person may only act as a GYWO chaperone when GYWO has confirmed that they are authorised for that duty.
- A chaperone must provide accurate details of their identity, local authority approval, DBS status and expiry dates when requested. They must tell GYWO immediately if their approval expires, is suspended, restricted or becomes subject to review.
- A DBS certificate on its own does not make a person a local-authority-approved chaperone.
- No person may take charge of children other than their own unless legally permitted and expressly authorised by GYWO.
- A chaperone must complete any briefing, safeguarding declaration or venue induction required by GYWO before starting duty.

5. The chaperone's paramount duty

A chaperone's first duty is to the children in their care. They must not take on another role that prevents them from supervising properly, including performing, directing, operating technical equipment, helping front of house or completing production tasks unless GYWO has formally relieved them of chaperone responsibility.

A chaperone must:

- exercise the care that a careful and responsible parent would reasonably be expected to give;
- know which children are allocated to them and where those children are at all times;
- put health, safety, dignity and emotional wellbeing ahead of punctuality or production pressure;
- follow the child's performance licence, permitted hours, breaks and any individual conditions that GYWO makes available to them;
- challenge unsafe or inappropriate conduct and report concerns without delay; and

- stop a child from taking part and seek help where the child appears unwell, injured, distressed, exhausted or unsafe.

6. Parents chaperoning and conflicts of interest

GYWO allocation rule: Wherever reasonably practicable, a parent will not be rostered to chaperone a performance in which their own child is appearing.

A parent may chaperone another performance or cast in the same production when their child is not appearing in that particular performance, provided that all usual approval and allocation requirements are met.

If operational circumstances mean that a parent is asked to chaperone a performance in which their child is appearing, the parent must understand and accept that:

- wherever possible, they will be allocated away from their own child and another chaperone will have primary responsibility for their child's group;
- they must supervise the whole group allocated to them fairly and must not give their own child preferential treatment, additional access, exemptions from rules or private attention;
- they must not leave or change their allocation in order to watch, help, comfort, discipline, dress or otherwise attend to their own child unless directed by GYWO staff or required by an immediate safeguarding emergency; and
- GYWO may change or end the arrangement at any time if it is not working in the best interests of the children or the production's safeguarding arrangements.

7. Allocation to a group or dressing room

Before duty begins, GYWO will tell each chaperone which children, group and dressing room they are responsible for. If anything is unclear, the chaperone must ask before accepting responsibility.

Once allocated, the chaperone is responsible for remaining with and supervising those children throughout the duty period, including during dressing, waiting, movement to and from the stage, intervals and the children's return from stage.

- A chaperone must not move themselves to another dressing room, exchange groups, combine groups or take responsibility for different children unless a GYWO member of staff has specifically instructed them to do so.
- A chaperone must not take charge of more than 12 children at any one time. GYWO may set a lower number because of the children's ages or needs, the venue layout or the nature of the production, and the chaperone must raise a concern if they cannot supervise their allocation safely.
- A chaperone must not leave their group unattended. If they need a toilet break, medical assistance or other relief, they must contact GYWO staff and complete a clear handover to an authorised replacement before leaving.
- Responsibility must never be assumed to have passed to another chaperone. A handover must be explicit, acknowledged and, where required, recorded.
- The chaperone must carry out headcounts at each significant movement and immediately investigate and report any discrepancy.
- Children must not be sent alone to another dressing room, public area or part of the venue unless the approved production arrangements expressly permit it.

8. Dressing rooms, changing and personal care

- Only authorised people may enter dressing or changing areas. Visitors, audience members and unauthorised parents must be refused entry and referred to GYWO staff.
- Privacy and dignity must be protected. Doors should not be locked in a way that prevents safeguarding access, and supervision should remain open, observable and appropriate to the children's ages and needs.
- Children aged five and over must only share changing arrangements with children of the same sex where the performance regulations require this. GYWO's room allocation must be followed.
- A chaperone must not help a child undress, dress or use the toilet unless this is necessary, appropriate, agreed within the child's care arrangements and conducted in the safest and least intrusive way possible.
- Any intimate care need, toileting accident or concern about a child's privacy must be referred to GYWO staff and handled under an agreed plan.

- Bullying, humiliation, sexualised behaviour, inappropriate exposure, rough play and abusive language must be stopped and reported.

9. Phones, photography, filming and social media

Absolute rule: No chaperone, volunteer, parent helper or child may take photographs, video or audio on a personal phone or device. Any authorised image must be taken by a GYWO member of staff using a phone or device belonging to the company and in line with recorded consent.

- Chaperones must keep personal phones silent and put away while supervising, except for an emergency or an authorised work communication that does not compromise supervision.
- Children must not photograph, film or record one another backstage or in dressing rooms, even if everyone involved says that they consent.
- Live streaming, video calls, voice recording, social media posting, AirDrop or other file sharing involving children backstage is prohibited.
- Photography or filming must never take place while a child is undressing, changing or receiving personal care. Official photography will not normally take place in an active changing area.
- If a chaperone sees or suspects prohibited recording, they must ask for the device to be put away and report the matter immediately to GYWO staff. They must not search a child's device, demand passwords or attempt their own investigation.
- A chaperone must not post or share information about children, casting, backstage activity, incidents or GYWO operations from their own account.

10. Professional boundaries and behaviour

- Use calm, respectful and age-appropriate language. Never shame, threaten, ridicule, swear at or deliberately frighten a child.
- Do not favour particular children, exchange gifts, arrange private contact or create secrets with a child.

- Do not contact children through personal messages, social media or gaming platforms. Communication must use GYWO's approved channels and, where appropriate, go through a parent or guardian.
- Avoid being alone and out of sight with a child. If one-to-one support is unavoidable, remain observable or within hearing of another authorised adult and report the circumstances.
- Physical contact must be necessary, appropriate, minimal and explained. Never initiate unnecessary affection, horseplay or contact that could be misunderstood.
- Do not consume alcohol, use illegal drugs, smoke or vape while on duty. Do not attend if impaired by alcohol, drugs, medication, illness or fatigue.
- Do not discuss confidential information where children, other parents or unauthorised people may hear it.

11. Sign-in, supervision, movement and collection

1. Sign in at the required time, attend the briefing and check the venue's emergency arrangements, exits, assembly point, first-aid provision and named GYWO contacts.
2. Receive and check the list of children allocated to you, including any information that is necessary for their safe care.
3. Complete or support accurate arrival, departure, performance, rehearsal, break, injury, illness and welfare records when GYWO asks you to do so.
4. Carry out headcounts and controlled handovers whenever children move between dressing rooms, stage, rehearsal spaces, breaks or another authorised adult.
5. At collection, release a child only through the agreed GYWO sign-out process and to the authorised person. Do not allow a child to leave alone unless GYWO has a lawful, recorded arrangement permitting this.
6. Remain responsible until every child allocated to you has been formally handed over and GYWO confirms that your duty has ended.

12. Health, medication, injury and emergencies

- Know how to summon the appointed first aider and emergency services. Call 999 where there is an immediate threat to life or serious injury, then alert GYWO staff as soon as possible.

- Do not administer medication unless this is covered by an agreed and recorded arrangement and you have been authorised to do so.
- Take every report of pain, illness, panic, breathing difficulty, allergy, injury or distress seriously. Do not tell a child to continue for the sake of the show.
- Move other children away from danger, maintain supervision and follow the venue evacuation or emergency plan.
- Record and report every accident, illness, near miss or welfare incident before leaving duty, unless an emergency makes immediate recording impossible.

13. Safeguarding concerns and disclosures

If a child says something concerning or a chaperone notices a sign of harm, the chaperone must:

1. Remain calm, listen and allow the child to speak in their own words.
2. Reassure the child that they did the right thing by speaking, but do not promise secrecy.
3. Ask only the minimum open questions needed to understand whether immediate help is required. Do not investigate or confront anyone.
4. Write an accurate record as soon as possible, using the child's own words where possible, and include the date, time, place, people present and action taken.
5. Report immediately to the DSL or an authorised GYWO safeguarding contact. If a child is in immediate danger, contact emergency services or the relevant safeguarding authority directly.

Concerns about a member of staff, another chaperone, a parent or GYWO practice must still be reported. If the concern involves the DSL, it must be reported to an appropriate external safeguarding authority or the NSPCC Whistleblowing Helpline rather than to the DSL.

14. Confidentiality and information handling

- Information about a child must be used only for the purpose for which it was provided and shared only with people who need it to safeguard or care for the child.
- Registers, contact details, medical information and incident records must be kept secure and returned to GYWO at the end of duty. They must not be photographed or copied.

- Safeguarding information must never be discussed in dressing-room conversation, group chats or social media.
- Confidentiality does not prevent a chaperone from sharing information with the DSL, police, children's social care or another appropriate authority where this is necessary to protect a child.

15. Failure to comply and removal from duty

Consequences: Failure to comply with this policy may result in immediate removal from duty, suspension while concerns are considered, a permanent ban from chaperoning or volunteering with GYWO, and/or a report to Shropshire Council, the relevant licensing or host authority, children's social care, the police or the Disclosure and Barring Service, as appropriate.

GYWO will respond proportionately to the nature and seriousness of the concern. Where a child may be at risk, safeguarding and statutory reporting duties take priority over internal processes. GYWO may remove a chaperone from duty immediately without waiting for an investigation to conclude where this is necessary to protect children or preserve safe supervision arrangements.

Nothing in this policy prevents a chaperone from contacting the police, children's social care, the relevant local authority or the NSPCC directly if they believe a child is in danger or GYWO has not responded appropriately.

16. Key contacts

Contact	Details
Designated Safeguarding Lead	Will Mönek 07450 267136 info@wigles.co.uk
Company contact	James Broxton james@wigles.co.uk
Shropshire Safeguarding Team	0345 678 9021
Emergency Duty Team	0345 678 9040
Emergency services	999
NSPCC Helpline	0808 800 5000
NSPCC Whistleblowing Helpline	0800 028 0285
Child Employment and Entertainment	child.employment@telford.gov.uk (service processing Shropshire applications)

17. Monitoring and review

The DSL will review this policy at least annually and sooner where there is a change in legislation or local authority guidance, a safeguarding incident, a significant complaint or learning from a production. Chaperone feedback and incident records may be used to improve procedures.

Appendix A - Chaperone duty checklist

Before children arrive

- I have signed in and attended the briefing.
- I know my allocated children, room and named GYWO contact.
- I know the fire exits, assembly point, first-aid arrangements and emergency procedure.
- I understand any necessary medical, access, communication or welfare information.
- My phone is silent and put away.

During duty

- I stay with my allocated group and complete headcounts at every movement.

- I do not swap rooms, leave the group or accept another task without an authorised handover.
- I prevent child photography or recording backstage and report any incident.
- I protect privacy, challenge inappropriate behaviour and report welfare concerns immediately.
- I place a child's wellbeing above the needs of the production.

At the end of duty

- Every child has been handed over through the agreed sign-out process.
- Registers, confidential information and venue items have been returned.
- Every accident, illness, near miss, welfare or safeguarding concern has been recorded and reported.
- GYWO has confirmed that my duty has ended.

Authoritative sources

- [The Children \(Performances and Activities\) \(England\) Regulations 2014](#)
- [Shropshire Council - Children in entertainment](#)
- [Working Together to Safeguard Children 2026](#)