

New Chaperone Application Pack

This document provides comprehensive guidance on becoming an approved chaperone with Warwickshire County Council. It includes the full application process, required documentation, safeguarding training, DBS checks, the Chaperone Code of Conduct, and all legally required information.

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Section 1: [New Chaperone Application Process Explained](#)

Thank you for applying to become an approved Chaperone with Warwickshire County Council. Please read the information below carefully, as it outlines the full process for obtaining chaperone approval.

Please note that we are unable to process chaperone applications for individuals who reside outside of Warwickshire. If you live outside the county, you must apply directly to the local authority for your area.

At the start of the application process, please complete the [New Chaperone Application Form](#).

You will be required to **attach the following documents to the form**. We are unable to progress your application until all items listed below have been received:

1. A headshot photograph for your chaperone badge
2. Screenshots of the two training certificates following completion of the required training modules
3. Confirmation of payment (£25 for volunteer chaperones or £69 for chaperones undertaking paid work)
4. Confirmation of DBS application

Once we have received all of the above documents with the form, we will contact you to arrange an appointment at **Shire Hall/ Saltisford (Warwick), Oakfield Park (Rugby) or Kings House (Bedworth)** for your identification check as part of the DBS application process. Before attending this appointment, you will need to complete the online DBS application; instructions for doing so can be found [here](#).

Please bring the same three original forms of ID that you listed in the form. These must be genuine **originals** and not home-printed copies. The ID check will take no longer than **15 minutes**. After the check has been completed, the Business Support Officer who conducted your appointment will process your DBS application on the same day. While DBS applications can take up to four months, most are returned much sooner.

If you are registered with the DBS Update Service

If you are subscribed to the [DBS Update Service](#) and hold an enhanced DBS certificate for working with children, we may be able to accept this instead of requiring a new DBS check. You will be requested to upload a copy of your DBS certificate while completing the application form online. If, for any reason, we are unable to locate your record, a new DBS application will be required.

Following your ID check, we will contact you to arrange a suitable date and time for your Chaperone Interview, which will take place via Microsoft Teams. Please ensure the Microsoft Teams app is downloaded **ahead of your interview**. The interview will last no longer than **30 minutes**.

After a successful interview, we will carry out a Social Care check to ensure there are no recorded concerns regarding your suitability to work with children. Once your DBS certificate has been returned and satisfactory references have been received, we will produce your Chaperone Badge and forward it to our post room.

Section 2: New Chaperone Application Form

Please complete the [New Chaperone Application Form – Fill in form](#) including any attachments required.

For queries regarding the Chaperone Application form:

If you have any questions or need assistance, please contact us on 01926 742522 or email chaperones@warwickshire.gov.uk.

If you have not received your chaperone badge within **four months** of submitting this form, please contact us using the telephone number provided above to check the progress of your application.

Your information rights:

To understand how we use your personal data and what your information rights are, please refer to Warwickshire County Council's Customer Privacy Notice at <https://www.warwickshire.gov.uk/privacy>. This includes details on how to raise a concern or complaint about the way your information is handled. For general enquiries, please contact Warwickshire County Council Customer Services on 01926 410410.

Section 3: Chaperone Code of Conduct

Chaperone Code of Conduct

1. Core Responsibilities of the Chaperone

The Chaperone's primary duty is the safeguarding and welfare of the children in their care. While engaged as a Chaperone on a production, they must not undertake any other activity that may interfere with these duties.

Chaperones act *in loco parentis* (in the place of a parent), except when the child is being taught by an approved teacher. They must exercise the level of care that a reasonable and responsible parent would provide.

Chaperones are responsible for the welfare of the child/children from the beginning of the first performance to the end of the last performance covered by the licence, except when the child is in the care of their parent or teacher.

Key Requirements

- Be fully aware of and understand the conditions of each child's performance licence who is in their care.

- Act as the main point of guidance, protection, clarification, and support for the children.
- Be informed of any medical needs, disabilities, allergies, or medication arrangements (e.g., inhalers, diabetes care).
- Know the whereabouts of all children in their care at all times.
- Supervise no more than 12 children at once (or fewer, depending on ages, needs, and safety considerations).
- Inform the production lead if the number of children allocated compromises safe supervision.
- Do not permit children of statutory school age (last Friday in June in the school year in which they are 16) to leave the venue unaccompanied unless with their parent.
- Be aware of the venue's fire, safety, major incident, and first aid procedures.
- Ensure that all accidents or incidents are recorded and reported.
- Ensure children are comfortable, have appropriate access to food and drink (being aware of any allergies the child may have), and receive appropriate breaks.
- Provide adequate supervision for changing and toileting (preferably using separate facilities from adults).
- Keep a register of all children in their care and maintain up-to-date daily record sheets (head counts alone are not acceptable).
- Prioritise child welfare above production pressures at all times.
- Maintain a confidential list of key contacts, for example:
 - Child's licensing authority
 - Local authority of the performance venue
 - Parents/legal guardians
 - Medical information, where appropriate
- Maintain confidentiality and share information strictly on a need-to-know basis.
- Protect all personal information from unauthorised access and never share child details with the public, press, or media.

2. Behavioural Expectations of Chaperones

Chaperones **MUST**:

- Be the child's advocate and champion.
- Conduct themselves professionally on set—visible to children but not obstructing the crew.
- Remain alert to hazards and maintain full focus on the children.
- Avoid distractions, including reading, personal mobile use, social media, or being "star-struck".
- Report concerns or queries immediately to the head chaperone or designated safeguarding person.
- Understand the appropriate reporting process for issues or concerns.
- Intervene if a parent consents to anything that breaches regulations or poses a risk.
- Ensure their DBS check is maintained (annual via Update Service or renewed every three years).
- Comply with all conditions required for renewal of chaperone approval.
- Carry their chaperone approval on set and present it to any local authority inspector on request.
- Notify the local authority promptly of:
 - Any changes in circumstances
 - Health issues
 - Arrests, bail conditions
 - Safeguarding concerns relating to themselves or immediate family
- Notify the local authority if dismissed from a production due to concerns about conduct.

Chaperones **MUST NOT:**

- Leave children alone with an adult who is not:
 - A licensed chaperone
 - The child's parent
 - The child's teacher
- Release a child to an unexpected adult without confirmation from the parent/production.
- Form inappropriate relationships with a child, including:
 - Direct messages
 - Social media communication
 - Online interactions
 - Accepting or sending "friend requests"
- Take photographs of the children.
- Use mobile phones while supervising children.
- Give gifts or show favouritism.
- Consume alcohol or drugs while working or permit their duties to be impaired.
- Possess, use, or supply illegal drugs or cigarettes.
- Use inappropriate or offensive language.
- Engage in or allow conversations of an inappropriate or sexual nature.
- Share personal details with children.
- Permit inappropriate language from children (parents must be informed if this occurs).
- Discipline children physically or verbally.
- Seek autographs or photographs from cast members during working hours.
- Allow children to perform if they appear unwell.

3. Physical Contact

- Always seek the child's permission before offering physical assistance.
- Contact should always be open and never secretive or concealed.

4. Responding to Disclosures

If a child discloses abuse:

Immediate Actions

- Remain calm and in control—do not delay response.
- Listen carefully; allow the child to speak at their own pace.
- Ask only open questions for clarification, using the TED method:
 - **T – Tell me**
 - **E – Explain that to me**
 - **D – Describe that to me**
- Do not promise confidentiality; explain that you must pass the information on.
- Reassure the child that telling someone was the right thing to do.

Reporting

- Share the disclosure at the earliest opportunity with the Designated Safeguarding Lead.
- If unavailable, contact:
 - Children's Social Care
 - The Police
 - Warwickshire County Council Child Employment Officer (during working hours)
 - Emergency out-of-hours safeguarding team
- Make written notes as soon as possible, using the child's own words, and record:
 - Date
 - Time
 - Names of individuals involved or mentioned
 - Who the information was passed to
- Do not inform parents if they are implicated in the allegation.
- If the alleged abuser is another registered chaperone, the matter must also be referred immediately to the production's safeguarding lead and appropriate licensing authority.
- Do not attempt to gather evidence—this is the responsibility of investigating authorities.

General Concerns

If you have concerns about a child's welfare (e.g., neglect, inappropriate adult contact, exploitation), you must inform the designated Safeguarding Lead of the group. If you feel it is appropriate, also report to your local authority

5. Confirmation of Understanding

As an approved Chaperone with Warwickshire County Council, you are expected to read, understand, and accept this Code of Conduct. Failure to comply may result in suspension or revocation of your approval in line with the Chaperone Approval Policy.

6. Key Contacts

Family Connect

If you have a safeguarding concern about a child or young person:

- Website: <https://www.warwickshire.gov.uk/childrens-social-care>
- Phone: **01926 414144**
- Hours:
 - Monday–Thursday: 8.30am–5.30pm
 - Friday: 8.30am–5.00pm

Emergency (Out of Hours)

- If a child is in immediate danger: **Dial 999**
- Emergency Duty Team: **01926 886922**

Chaperone Queries

- Phone: **01926 742522**
- Email: **chaperones@warwickshire.gov.uk**

Section 4: Payment Information

BACS Payments:

Payment for chaperones must be made by **BACS transfer**.

The fees are as follows:

- **£25** – Volunteer Chaperone
- **£69** – Paid Chaperone
- **£25** – If you are on the **DBS Update Service** (as no new DBS application is required)

Payment Instructions:

When making a payment, the payer must:

- Quote **"CHAPERONES"** and the **name stated on the chaperone application form** as the payment reference.

Please ensure you attach payment confirmation to the Chaperone Application Form:

- **How much has been paid**, and
- **The payment reference used**

Bank Details:

Bank:	Lloyds TSB
Account Name:	Warwickshire County Council
Account Sort Code:	30-00-02
Account Number:	01045348
Branch Address:	City Office, Bailey Drive, Gillingham Business Park, Kent, ME8 0LS

Refund Policy

Please note: **Any money paid is non-refundable after 6 months.**

Section 5: DBS Information

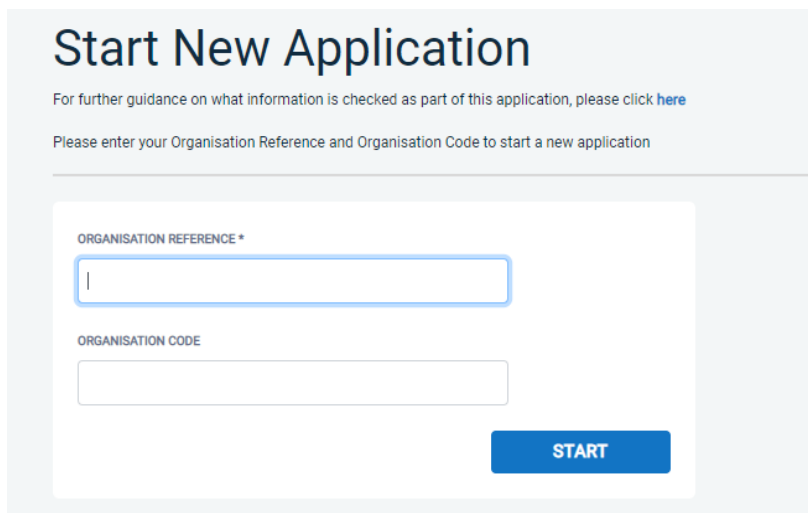
Accessing the Online DBS Application

Please use the following link to access the online DBS application page:

<https://www.matrixscreening.com/warwickshire/applicantLogin.do?applicationType=dbs>

Instructions:

1. Enter the website address **directly into the address bar** (not through a search engine such as Google) to ensure you are accessing the correct page.
2. Select **Standard/Enhanced DBS Application**.
3. Click **Start Application** to begin.



Organisation Reference and Password

Please find below your organisation reference and password.

These details must **not** be shared with anyone unless they are applying for an online DBS check.

Login Details

- **Organisation Reference:** CHAPERONES
- **Password:** Warwick01

Once entered, please select **Start Application** to begin your DBS process.

Completing your DBS Application

When completing your online DBS form, please check that your name is entered correctly, including all middle names. Autofill can sometimes duplicate your name, which may delay processing.

Once you are confident your form is accurate and have submitted it, please contact us at chaperones@warwickshire.gov.uk to arrange your ID verification appointment.

ID checks currently take place **in person** at **Shire Hall (Warwick)**, **Oakfield Park (Rugby)** or **Chess Centre (Nuneaton)**.

You must also list the 3 ID documents you will be presenting at the ID check in the Chaperone Application Form.

You should now be able to log in and view the online DBS application. If you require any assistance with setting up your account, please do not hesitate to contact the DBS Team on **0845 155 0982**.

If your DBS certificate contains *any* information, you will be required to present the original certificate in person.

Section 6: [DBS Update Service](#)

DBS Application and Update Service – Important Information

You now have the option to join the **DBS Update Service** when completing your new DBS application. This service keeps your DBS certificate up to date online and may mean you do not need to apply for a new DBS check each time you take on a volunteer role. It is **free for volunteer chaperones** and **£16 per year for paid chaperones** (payable by debit or credit card).

If you wish to join the Update Service, you must [register online](#) **within 30 days** of your DBS certificate being issued, using your certificate reference number. Once registered, your online account will allow you to:

1. Use your DBS certificate for different roles.
2. Give employers permission to check your DBS status online and view who has completed checks.
3. Add or remove a certificate as needed.

Please ensure you keep both your **organisation reference** and **password** safe.

Need Help?

If you have any questions or require assistance at any stage, please contact:

Vetting Services Team

Human Resources

Warwickshire County Council

Telephone:

01926 418264

Section 7: ID documents for DBS

Documents the Applicant Must Provide

Criminal Records Bureau (CRB) checks are now known as Disclosure and Barring Service (DBS) checks.

Applicants undergoing a DBS check must provide their employer with **original identity documents** (not photocopies). Documents downloaded and printed from the internet are not acceptable unless they have been officially stamped by the issuing organisation (e.g., an online bank statement stamped by the bank).

The documents required depend on the **route** used for the DBS application. Applicants must always attempt **Route 1** first.

Route 1

The applicant must provide:

- **One** document from **Group 1**; and
- **Two** further documents from **Group 1, Group 2a, or Group 2b**.

At least **one** document must show the applicant's **current address**.

Applicants who are **not UK nationals** and are applying for **voluntary work** may be required to provide fingerprints if they cannot meet these requirements.

Route 2

Route 2 may only be used if the application cannot be processed via Route 1.

Non-UK nationals applying for **voluntary roles** cannot use Route 2.

If the applicant cannot provide any Group 1 documents, they must provide:

- **One** document from **Group 2a**; and
- **Two** further documents from **Group 2a or 2b**.

At least **one** document must show the applicant's **current address**.

The organisation completing the ID check must also use an appropriate external ID validation service.

Route 3

Route 3 may only be used if the application cannot be processed through Routes 1 or 2.

The applicant must provide:

- A **birth certificate issued after the time of birth** (UK, Isle of Man, Channel Islands);

- **One** document from **Group 2a**; and
- **Three** further documents from **Group 2a or 2b**.

At least **one** document must show the applicant's **current address**.

Applicants unable to provide these documents may be required to provide **fingerprints**.

Document Groups

Group 1: Primary Identity Documents

Document	Notes
Passport	Any current, valid passport
Biometric residence permit	UK
Current driving licence photocard (full or provisional)	UK, Isle of Man, Channel Islands, EU
Birth certificate (issued within 12 months of birth)	UK, Isle of Man, Channel Islands, including those issued overseas by UK authorities
Adoption certificate	UK and Channel Islands

Group 2a: Trusted Government Documents

Document	Notes
Current driving licence photocard (full or provisional)	All non-EU countries (excluding Isle of Man and Channel Islands)
Current driving licence (paper, if issued before 1998)	UK, Isle of Man, Channel Islands, EU
Birth certificate (issued after time of birth)	UK, Isle of Man, Channel Islands
Marriage / civil partnership certificate	UK and Channel Islands
HM Forces ID card	UK
Firearms licence	UK, Channel Islands, Isle of Man

All driving licences must be valid.

Group 2b: Financial and Social History Documents

Document	Notes	Issue Date / Validity
Mortgage statement	UK or EEA	Issued within last 12 months

Bank/building society statement	UK, Channel Islands, EEA	Issued within last 3 months
Bank/building society account opening letter	UK	Issued within last 3 months
Credit card statement	UK or EEA	Issued within last 3 months
Financial statement (e.g., pension, endowment)	UK	Issued within last 12 months
P45 or P60	UK and Channel Islands	Issued within last 12 months
Council Tax statement	UK and Channel Islands	Issued within last 12 months
Work permit or visa	UK	Must be valid
Sponsorship letter from future employer	Non-UK/Non-EEA applicants living outside the UK	Must be valid
Utility bill (not mobile telephone)	UK	Issued within last 3 months
Benefit statement (e.g., Child Benefit, Pension)	UK	Issued within last 3 months
Government/council document confirming entitlement (eg, DWP, HMRC)	UK and Channel Islands	Issued within last 3 months
EU National ID card	--	Must be valid
PASS-accredited card	UK, Isle of Man, Channel Islands	Must be valid
Letter from head teacher/college principal	UK; for 16-19 year-olds in full-time education; exceptional use only	Must be valid

Section 8: [Training NS170 and NS490 - Safeguarding e-learning](#)

Creating an Account and Accessing the Course

**** Important **:**

When creating a new account, please prefix your first name with **CHW**.

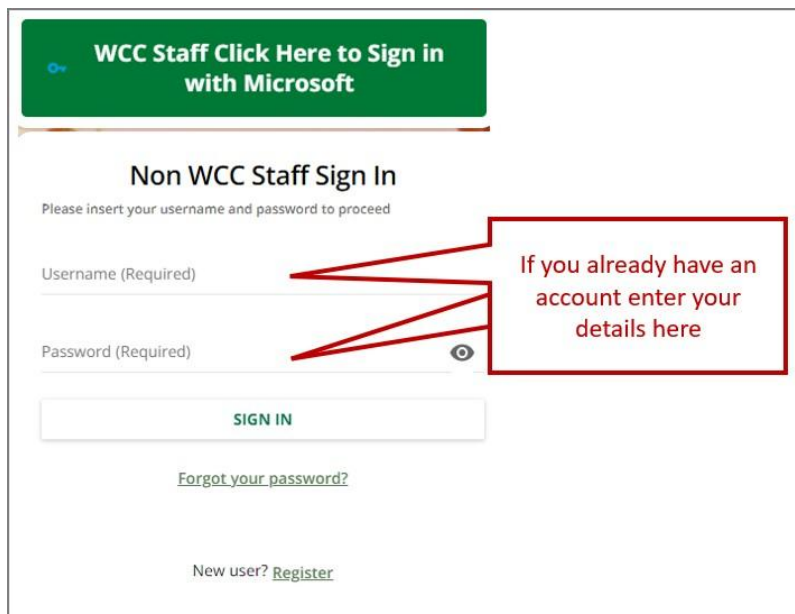
Example: CHW Jane

After submitting your registration, please allow up to **48 hours** for the account to be approved during standard working hours (Monday to Friday, 8:30 am to 4:30 pm).

Branch Code: EXT

To log in or create a new account, please use the following link:
<https://learninghub.warwickshire.gov.uk/learn>

1a) Logging in with an existing account



WCC Staff Click Here to Sign in with Microsoft

Non WCC Staff Sign In

Please insert your username and password to proceed

Username (Required)

Password (Required)

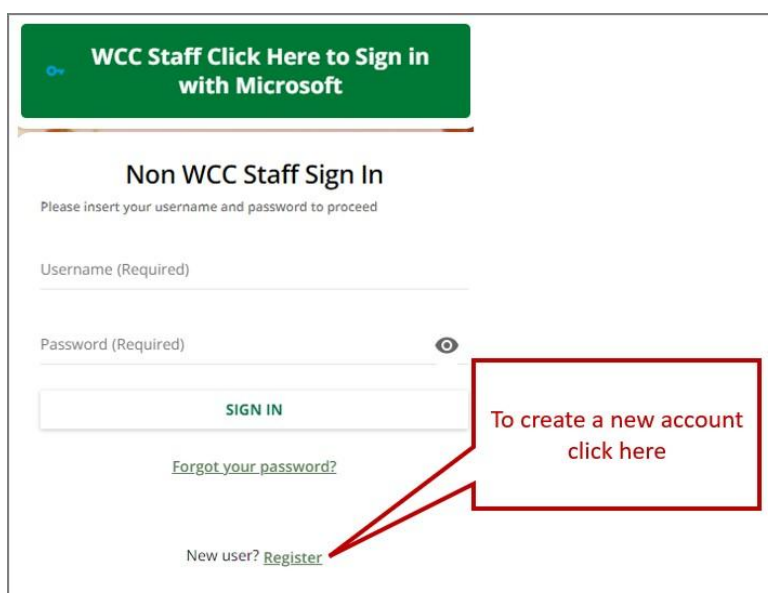
SIGN IN

[Forgot your password?](#)

New user? [Register](#)

Callout box: If you already have an account enter your details here

1b) Creating a new account



WCC Staff Click Here to Sign in with Microsoft

Non WCC Staff Sign In

Please insert your username and password to proceed

Username (Required)

Password (Required)

SIGN IN

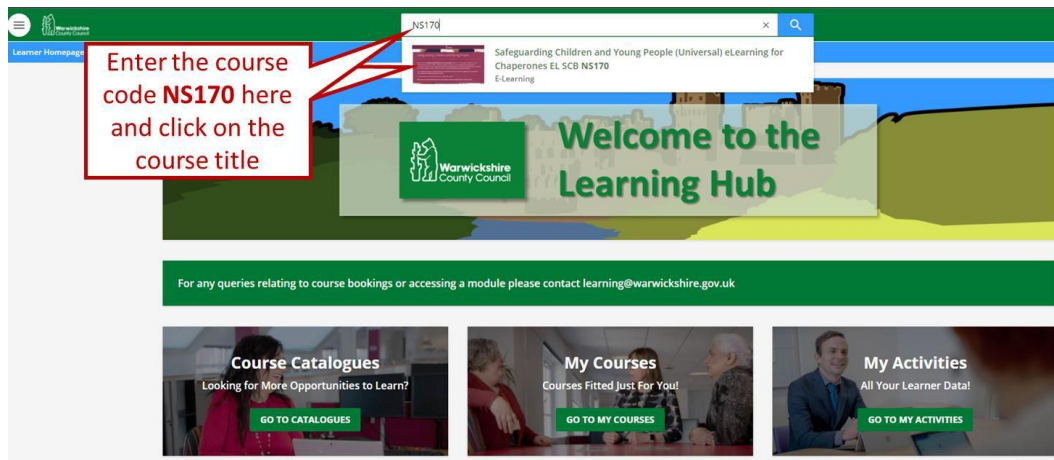
[Forgot your password?](#)

New user? [Register](#)

Callout box: To create a new account click here

2): How to access the course

1. Enter the course code **NS170** in the search box:



Register

Begin your new learning experience by simply filling out this form. This will be sent for approval by our admin. Once approved you will then have access to The Learning Hub.

1 User Profile

2 Additional Fields

Username (Required)

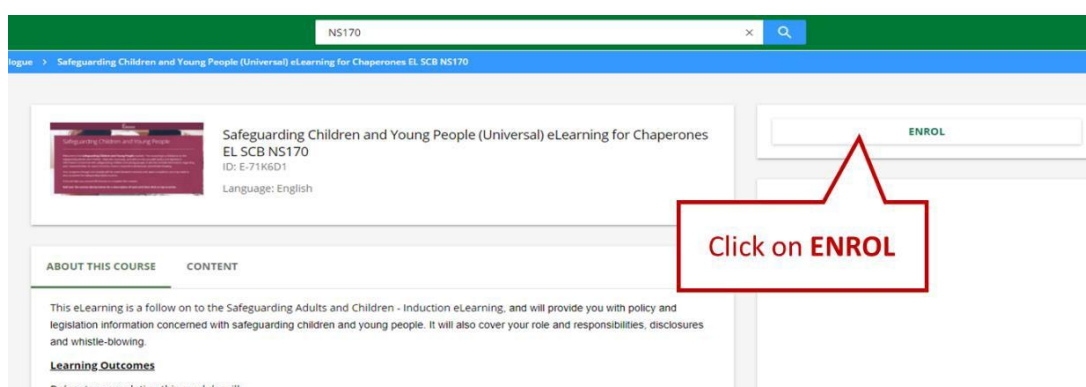
Email (Required)

First Name (Required) **CHW name**

Last Name (Required)

Add CHW before adding your First Name

2. Click on '**ENROL**'



3. Then click '**START LEARNING NOW**'



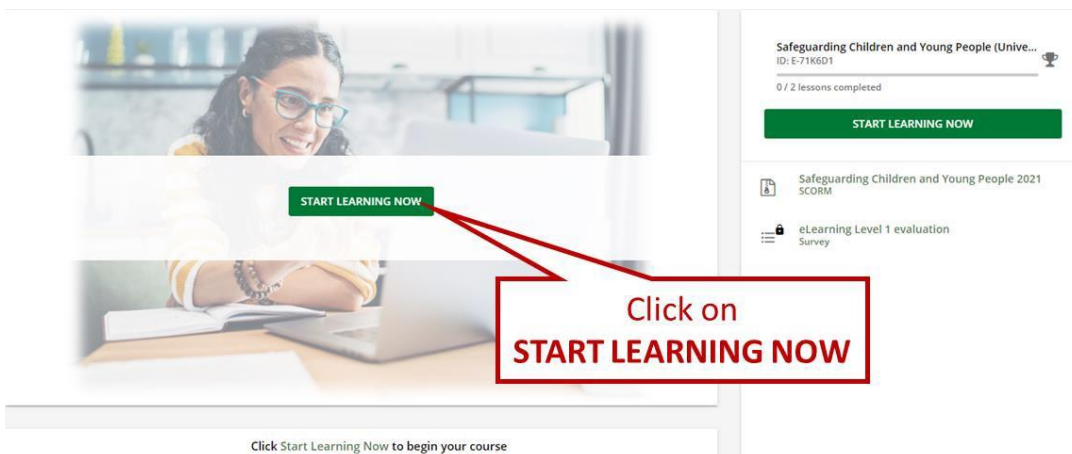
You've been enrolled successfully

Safeguarding Children and Young People (Universal) eLearning for Chaperones EL SCB NS170 has been added to your learning activity.

CLOSE VIEW MY COURSES **START LEARNING NOW**

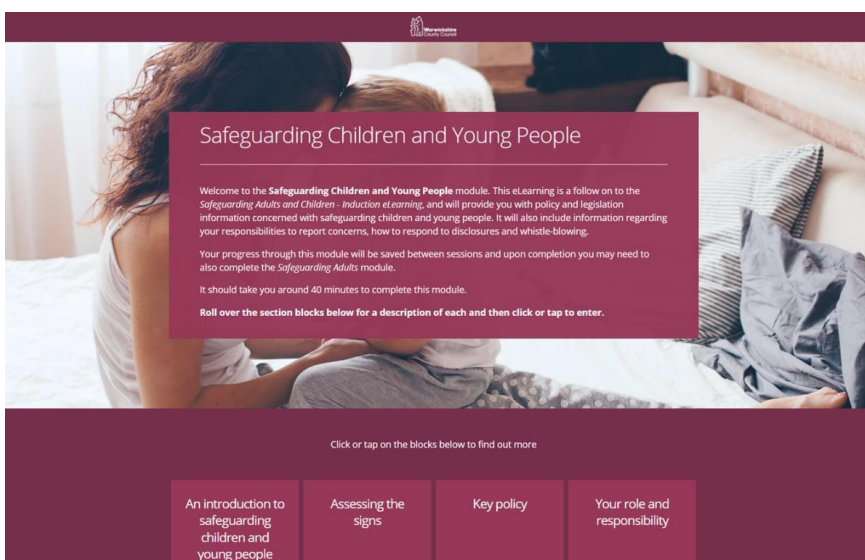
Click on
START LEARNING NOW

4. Click on **START LEARNING NOW**



Click Start Learning Now to begin your course

5. You are now ready to complete the module.



To complete course **Safeguarding Adults & Children - Induction 2020 eLearning EL IND NS490**, repeat from **step 1** using course code **NS490**.

For any queries on this training or access information, please contact learning@warwickshire.gov.uk

FINAL

Before submitting your application, please ensure that you have completed all the following steps:

- Completed the Chaperone Application Form in full
- Uploaded a headshot photo for your badge
- Completed both safeguard training modules NS170 AND NS490
- Make payment of £25 (volunteer chaperone) or £69 (paid chaperone)
- Completed online DBS application (or if on the update service, provide your original certificate)
- Have available 3 forms of original ID ready for your in-person ID check.

Once the above steps are completed, your application is ready to be submitted.

Please email us to arrange your ID check:

 chaperones@warwickshire.gov.uk

If you have any questions, please contact us:

 **01926 742522**

 chaperones@warwickshire.gov.uk

For more information, please see our website [here](#).

Thank you for taking the time to complete this process.
Child Employment and Children in Entertainment Team
Warwickshire County Council