

PTC Community Standards & Care: Code of Conduct

Document last updated: November 2025, Sam Dodd (DSL)

This document is for everyone working with or for the Poetry Translation Centre, and is to be used only when the PTC is the safeguarding lead. If the partner org is the SG lead, their code of conduct supersedes ours. If you are a freelancer or event facilitator, it is your responsibility to report any concerns to the DSL or TSL in the first instance (details below), and to read this document carefully in its entirety. However, it is only the responsibility of PTC staff and the DSL/TSL to directly deal with and field these safeguarding concerns, in instances where the PTC is the safeguarding lead.

This lays out the policies and processes the PTC has put in place to prevent harm to our staff, freelancers, partners and participants.

LEGAL - Working with the public means I have a legal duty to report harm to at-risk groups.

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect. The PTC and its agents have a legal responsibility to safeguard from harm and promote the wellbeing of those in our responsibility.

At-risk groups are: Children and vulnerable adults.

Who is safeguarding for in a PTC context: Children, Young people, Refugees, People from marginalised communities, Traumatized individuals, PTC Staff and freelancers.

Specific harm includes: Physical abuse - Sexual abuse - Psychological abuse - Modern Slavery - Financial or material abuse - Neglect and acts of omission - Self Neglect - Domestic Violence - Organisational abuse

REPORTING - I understand my reporting duties and who I should report concerns to.

The PTC has two nominated people that safeguarding concerns can be raised with in the first instance:

- Sam Dodd (Designated Safeguarding Lead/DSL), Operations Manager.
- Jennifer Lee Tsai (Trustee Safeguarding Lead/TSL), Board Trustee.

In the event of DSL sickness or absence, safeguarding responsibility falls to the TSL.

We also have a safeguarding@poetrytranslation.org mailbox which is autoforwarded to both these individuals.

Concerns about the PTC itself or either of these above-named individuals can be raised with the local council adult safeguarding team in the London Borough of Tower Hamlets, where we are based. Contact them on 0300 303 6070 in normal office hours, or 020 7364 4079 for the out-of-hours emergency team (5pm to 9am including weekends). They can also be emailed on enquiry@towerhamletsconnect.org and their website is:

https://www.towerhamlets.gov.uk/lgnl/health_social_care/Health-and-adult-social-care/Staying-safe/Safeguarding_Adults_Board.aspx

If you witness or suspect someone from an at-risk group is being harmed at a PTC event you must report it. In turn, the PTC must investigate and resolve the issue.

PRINCIPLES - In working with the PTC I will adhere to the five Principles of Safeguarding

Prevention	It's better to act to avoid problems before harm occurs
Proportionality	The least intrusive response to the risk presented
Protection	Support and representation for those who need it
Partnership	Work with other organisations and local authorities where appropriate

CARE - I will distinguish between legal Safeguarding Duties & our commitment to care.

The PTC strives to reflect the best standards of care, looking to support everyone's mental health and sense of wellbeing as we work together.

Mental health First Aid is part of our safeguarding remit, but we are not medical professionals. If a safeguarding concern arises at a PTC event or in a PTC space it will not be ignored, but we will direct the person concerned onto the right service. We will offer non-judgemental listening skills, being sure to not offer promises or care we cannot fulfil or personal opinions on what is being disclosed to us. If necessary, after the event our DSL will contact the person disclosing to us, offer to listen, and work with them to encourage them to book a GP appointment to find onward help. We do not have expertise beyond this and are aware that offering anything else could be a risk for the person involved and irresponsible, as we are not a care organisation and it is not our organisation's specialty or stated aim.

WELCOMING DEBATE - I will acknowledge and/or facilitate difficult conversations

The PTC acknowledges that its activities occupy a difficult space where language, identity, race and colonialism are all constant themes and should not be ignored.

Furthermore, the PTC recognises that some people will have a language or cultural background, or other lived experience, that lend them additional perspective and authority to speak on specific subjects. In line with this, PTC acknowledges and holds space for the fact that different languages and cultures use different tones, approaches, registers and vocabularies to describe various subjects. Notwithstanding cultural differences, we will work to facilitate an open, courteous, non-judgmental space for discussion/sharing

AGENCY - I will empower participants to make their own choices.

Everyone needs to be empowered to make their own choices about taking part in PTC events. To facilitate this the PTC needs to clearly set expectations for our events by keeping potential participants well informed about the content and risks relating to each event. We have an internal events boilerplate that tackles this which is adapted and read at every event.

ASSESSING RISK - I will assess the risks connected to each PTC event I am leading on.

The PTC uses a risk assessment form to think through the potential risks connected to upcoming events and activities. We fill this form out and sign it for each event.

CONTROL MEASURES - Once I am aware of a risk I will do all I can to minimise it.

After assessing the safeguarding and care risks connected to an event we must think through how to reduce the risks, recording the steps taken on the risk assessment form.