

# WIGMORE HALL

## Safeguarding Adults Policy and Procedures

### Version History

Version	Date	Change	Initials
1	12/2018		DS
2	2/2019	Formatting TOC x 2 Incorporation of Appendices PDF convert for web	RW
3	3/2020	Extract forms for staff use Update review date Mark relevant appendices as 'for reference'	RW
4	3/2022	Revised policy, inc. separation into 3 policies: Safeguarding Children, Safeguarding Adults and Safer Recruitment. Approved by Trustees.	DS
5	3/2024	Revised policy	DS
6	3/2025	Revised policy	DS

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Trust (WHT, with input from staff, artists, partners, consultants and participants

across the Wigmore Hall Learning and Participation programme and wider WHT work with adults at risk)

This policy came into effect on 13 March 2025 (following WHT Board approval).. Safeguarding policies and procedures will be reviewed no less than every year and should be made publicly available on the [Wigmore Hall Trust website](#).

Next review date: March 2026, or when there is a substantive change in key legislation or guidance prior to this date

## Substantive changes since last policy update

- Policy review schedule updated to annual
- Updated legislation and guidance (reflected in policy where relevant), notably the introduction of the Online Safety Act 2023
- Addition of information on Online Safety Act 2023 (p.57)
- Updated WHT Safeguarding Team (see Appendix 2 for contact details and Appendix 1 for role descriptions), including the introduction of the roles of Deputy Designated Safeguarding Officer and Safeguarding Trustee, and updated DSO role description. Reporting procedures updated in line with these personnel changes throughout document.
- Updated Westminster Safeguarding Adults Team contacts (see Appendix 2)
- Introduction of information regarding the risks of Artificial Intelligence to safeguarding adults at risk (p.68)
- Updated reporting processes with regards to personnel to ensure an appropriate range of options, throughout document
- Clarification of line manager duties (p.28)
- Clarification on serious safeguarding cases (p.38)
- Addition of policy on supervision and support for adults at risk going to the toilet (p.54)
- Further sources of support added (Appendix 2)

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## Aims of this policy

- To keep safe and promote the wellbeing of adults at risk who are taking part in activity at Wigmore Hall or with WHT
- To inform WHT staff with the principles, policies and procedures that guide our approach to safeguarding adults at risk

## Guiding Principles

WHT believes in equality, and that no individual should experience abuse of any kind. We are committed to the safeguarding of children and adults at risk, and the wellbeing and safety of every child and adult at risk is of paramount importance in our work.

Across all our activity in the community, online and at Wigmore Hall we adhere to the following principles, and expect our staff to do the same:

WHT has a responsibility to promote the wellbeing of the children and adults at risk with whom we work, and to keep them safe

- We respect the rights and dignity of every individual with whom we work, and seek to empower the children and adults at risk with whom we work to share in our decision-making processes
- We treat everyone equitably, regardless of age, disability, gender, race, religious belief, sexual orientation, or identity, in line with the Wigmore Hall Equality and Access Policy. We are committed to inclusive and anti-

discriminatory practice and recognise there may be additional needs or considerations for the safeguarding of children or adults at risk with regard to the Equality Act 2010's Protected Characteristics.

- WHT is committed to minimising and preventing harm to anyone involved in WHT activity
- The professional relationships between WHT staff and the children and adults at risk with whom they work are based on mutual trust and respect
- WHT is committed to the safe recruitment of staff into roles working with children and adults at risk (see Safer Recruitment Policy and Procedures for more information)
- The safeguarding of children and adults at risk is the responsibility of everyone who works with them
- Effective safeguarding approaches are person-centred
- WHT is committed to best safeguarding practice and to uphold the rights of all people to live a life free from harm from abuse, exploitation and neglect

To realise these principles WHT will ensure that:

- Our activities with children and adults at risk are designed and implemented in line with national legislation and relevant national and local guidelines, in a way which keeps everyone involved safe
- We have a code of conduct for all staff that specifies zero tolerance of abuse in any form, and outlines good practice in creating a safe environment for children and adults
- The feelings and concerns of any child, adult at risk or a parent/carer are listened to and acted upon, and any suspicions or allegations of abuse are taken seriously and responded to swiftly and appropriately
- We recognise adults who may be at risk and the circumstances which may increase risk; know how both child and adult abuse, exploitation or neglect manifests itself; and are willing to report safeguarding concerns
- All WHT staff are aware of our safeguarding policies and procedures and know what to do and who to contact if they have a concern relating to someone's welfare or wellbeing

- Any concern that a child or adult is not safe is taken seriously, responded to promptly, and followed up in line with WHT's safeguarding procedures
- The wellbeing of those at risk of harm will be put first, and they will be actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to.
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm
- WHT has at least one Designated Safeguarding Officer (DSO) on its staff
- We collaborate with our partner organisations such as care homes, schools, refuges and Music Education Hubs to ensure the safeguarding of all children and adults with whom we work
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our [Privacy Policy](#)
- WHT will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult or child
- All Board members, staff and volunteers understand their role and responsibility for safeguarding children and adults, and have completed and are up to date with safeguarding training and learning opportunities appropriate for their role
- WHT uses safer recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment of unsuitable individuals
- WHT shares information about anyone found to be a risk to children or adults at risk with the appropriate bodies, for example: partner organisations, Disclosure and Barring Service, Services, Police, Local Authority/Social Services
- When planning activities and events, WHT includes an assessment of, and risk to, the safety of all children and adults from abuse and neglect, and designates a person who will be in attendance as a safeguarding lead for that event

# Legal Framework and Supporting Documents

This policy has been written in the context of the following law and guidance that seeks to protect adults at risk:

- WHT Equality and Access Policy
- WHT Health and Safety Policy
- WHT Staff Handbook
- [Online Safety Act 2023](#)
- [Charity Commission Safeguarding Guidance, updated November 2021](#)
- [Care Act 2014](#) and [Care and Support Statutory Guidance](#) (please note this guidance is currently under review – if any substantive changes affect this policy we will request subsequent approval from Trustees to incorporate relevant updates)
- [Prevent Duty Guidance, updated December 2023](#)
- [Special Educational Needs and Disability \(SEND\) Code of Practice, updated September 2024](#)
- [London Multi-Agency Adult Safeguarding Policy and Procedures, updated April 2019](#)
- [Data Protection Act 2018](#)
- [Safeguarding Women and Girls at Risk of FGM Guidance, updated January 2017](#)
- [Counter-Terrorism and Security Act 2015](#)
- [Guidance on Protecting Vulnerable Adults in Care, updated January 2015](#)
- [Protection of Freedoms Act 2012](#)
- [Equality Act 2010](#) and [Guidance](#), updated June 2015
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Mental Capacity Act 2005](#) and [Code of Practice](#), updated October 2020
- [Sexual Offences Act 2003](#)
- [Health and Social Care Act 2001](#)
- [Criminal Justice and Court Services Act 2000](#)



- [Human Rights Act 1998](#)
- [Police Act 1997](#)
- [National Health Service Act 1977](#)
- [European Convention on Human Rights 1950](#)
- [National Assistance Act 1948](#)

Any changes to this legislation and guidance that affect this policy have been incorporated into this policy. Where changes are substantive they will be included on the list of substantive changes at the beginning of this document.

## Scope

This policy applies to all WHT staff, which includes paid staff, volunteers, the board of trustees, freelance employees, trainees and anyone working on behalf of WHT. In the context of and throughout this policy and procedures, 'staff' includes all these individuals.

It is relevant to WHT as an organisation, its activities – in particular activity with adults at risk – and its wider community. It has been informed by guidance from the Ann Craft Trust.

We expect our partner organisations to demonstrate their commitment to the principles and practice as set out in this Safeguarding Adults Policy and Procedures

## Key Points

- There is a legal duty on Local Authorities to provide support to 'adults at risk'
- Adults at risk are defined in legislation (see definitions below)
- The safeguarding legislation applies to all forms of abuse that harm a person's wellbeing

- The law provides a framework for good practice in safeguarding that makes the overall wellbeing of the adult at risk a priority of any intervention
- The law emphasises the importance of person-centred safeguarding, (referred to as 'Making Safeguarding Personal')
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (mental capacity)
- The law provides a framework for organisations to share concerns they have about adults at risk with the Local Authority
- The law provides a framework for organisations to share information and cooperate to protect adults at risk

## Definitions

### An Adult at Risk

Safeguarding adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. An organisation may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff who has been reported to be harming a participant. The Local Authority's role includes having multi-agency procedures which coordinate the actions taken by different organisations.

An **adult at risk** is an individual aged 18 years and over who:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs) AND;
- is experiencing, or at risk of, abuse or neglect, AND;

- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

(Care Act 2014)

## Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Safeguarding adults legislation defines categories of adult abuse and harm as follows:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational/Institutional
- Self-neglect
- Domestic Abuse (including coercive control)
- Modern slavery

(Care Act 2014)

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber Bullying, Scams.

Some examples of abuse that could potentially take place in a WHT context include:

- Harassment of a participant because of their (perceived) disability or other protected characteristics
- Not meeting the needs of the participant
- Intentionally striking a participant
- A volunteer sends unwanted sexually explicit text messages to a participant with learning disabilities
- A participant threatens another participant with physical harm

Abuse or neglect could be carried out by:

- A member of staff
- A volunteer
- A student
- A participant
- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

## Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, volunteer or another participant that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored.

The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present
- Person has belongings or money going missing
- Person is not attending / no longer enjoying WHT activity. You may notice that a participant has been missing from activity and is not responding to reminders
- Someone losing or gaining weight / an unkempt appearance. This could be a participant whose appearance becomes unkempt, does not wear suitable clothing and/or there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant whom they greet with a smile.
- Self-harm
- A fear of a particular group of people or individual
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

## Wellbeing Principle

The concept of 'wellbeing' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our wellbeing includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of wellbeing.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. For that reason any

actions taken to safeguard an adult must take their whole wellbeing into account and be proportionate to the risk of harm.

## Person Centred Safeguarding / Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our wellbeing suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand ‘What matters’ to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of ‘Person Centred Safeguarding’/‘Making Safeguarding Personal’ means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult’s views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people’s sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

## The Principles of Adult Safeguarding in the Care Act 2014:

- **Empowerment**  
People being supported and encouraged to make their own decisions and informed consent
- **Prevention**  
It is better to take action before harm occurs
- **Proportionality**  
The least intrusive response appropriate to the risk presented
- **Protection**  
Support and representation for those in greatest need
- **Partnership**  
Local solutions through services working with their communities.  
Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**  
Accountability and transparency in delivering safeguarding

## Mental Capacity and Decision Making

### The Mental Capacity Act 2005 (MCA):

- States that every individual has the right to make their own decisions and provides the framework for this to happen
- Is about making sure that people over the age of 16 have the support they need to make as many decisions as possible
- Protects people who need family, friends, or paid support staff to make decisions for them because they lack capacity to make specific decisions
- Recognises that capacity is decision-specific, so no one will be labelled as entirely lacking capacity

- Recognises that decisions can be about big life-changing events, such as where to live, but equally about small events, such as what to wear on a cold day.

The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to, wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure
- Someone who is anxious may not be able to make a decision at that point
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue

Mental capacity is important for safeguarding for several reasons.



Not allowing someone to make decisions that person is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Mental capacity must be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

The Law describes when and how we can make decisions for people who are unable to make decisions for themselves:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible

## Making Decisions

When a person needs help to make a specific decision, the following should be considered before a decision can be made in their best interests:

- You should not discriminate or make assumptions about someone's ability to make decisions, and you should not pre-empt a best-interest's decision merely on the basis of a person's age, appearance, condition, or behaviour. Assume that people are able to make decisions, unless it is shown that they are not. If you have concerns about a person's level of

understanding, you should check this with them, and if applicable, with the people supporting them.

- Consider how you can best support someone to make decisions
- Does the individual have all the relevant information to make the decision? If there is a choice of options, has information been provided on the alternatives?
- Take into account the communication needs of the individual, and offer information in a manner appropriate for that person. Consider different communication methods, and you may need to obtain professional or carer advice and support. For example, an individual may communicate a decision non-verbally, for example through behaviour, body language or facial expressions. Be mindful to take the whole person's response into account (for example, someone may say 'yes' but other things such as body language or facial expressions may suggest they don't understand or agree).
- What are risks and benefits of the decision?
- People have the right to make unwise decisions. The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised
- When it comes to decision-making, you could be involved in a minor way, or asked to provide more detail. The way you provide information might influence a person's ultimate decision. A person may be receiving support that is not in-line with the MCA, so you must be prepared to address this and encourage carers/family members to support the person they care for to make the decision in a way that is in line with the MCA.
- If someone is not able to make a decision, then the person helping them must only make decisions in their "best interests". This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
- Find the least restrictive way of doing what needs to be done
- In particular contexts, for example activity with people living with dementia, it may be appropriate to ensure you have an understanding of all

participants' mental capacity – through conversations with partner organisations/settings, carers and the individual themselves as appropriate

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst taking part in activity will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible (in line with WHT's Privacy Policy). Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement with the person who has enrolled the adult in activity about how different types of decisions will be made on a day-to-day basis. They may also complete a registration form for the project (see [Creating a Safe Environment](#)).

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when WHT needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them
- Stopping them being in contact with the person causing harm

# Staffing, Recruitment and Training

## Designated Safeguarding Officers

Wigmore Hall commits to having at least one Designated Safeguarding Officer (DSO) on its senior management team. At time of writing it also has a Deputy Designated Safeguarding Officer (DDSO). Details of current DSOs and the wider WHT Safeguarding Team can be found in Appendix 2.

Role descriptions of the WHT Safeguarding Team can be found in Appendix 1.

- At least one DSO or DDSO should be able to make themselves immediately available at all times during working hours for staff to discuss any safeguarding concerns – see Appendix 4 for contact details
- It is the responsibility of the DSOs to ensure appropriate decisions or actions have been made following a disclosure, incident or discussed concern
- For a full role description see Appendix 1

## Safer Recruitment

Safer recruitment is the safeguarding and protection of children and adults at risk during recruitment, selection, and induction processes.

As an organisation which employs individuals to work with adults at risk, WHT has a duty to safeguard and promote their welfare.

The purpose of safer recruitment is to help deter, reject or identify potential staff who might abuse children or adults at risk, or who are otherwise unsuitable to working with them, by implementing rigorous policies and procedures which:

- Assess candidates have the appropriate attitude, values and behaviours to work with children and adults at risk
- Ensure new employees understand what is expected of them
- Ensure that employees are kept safe as well as the children and adults with whom they are working

This applies to roles at every level of the organisation, including volunteers. More details, including information on Disclosure and Barring Service (DBS) checks, can be found in in the Safer Recruitment Policy and Procedures.

## Staff Training

All new permanent staff members should undertake the following as part of their induction:

- Read and become familiar with WHT's Safeguarding Children Policy and Procedures, Safeguarding Adults at Risk Policy and Procedures, and, for those involved in recruitment, the Safer Recruitment Policy and Procedures. We invite and encourage staff to ask questions and make suggestions to ensure continued relevance and robustness of these policies and procedures.
- Receive a briefing from their Line Manager or a WHT DSO or DDSO to ensure they are familiar with key elements and procedures

All new permanent staff members working with adults at risk should undertake the following as part of their induction, in addition to the above, as appropriate according to their existing and recent training:

- Online Introduction to Safeguarding course
- Annual safeguarding course, which explores additional needs or considerations for the safeguarding of adults with regard to the Equality Act 2010's [Protected Characteristics](#)
- Other training as appropriate which may include allergy, health and safety, first aid, fire marshal training or training on specific areas of safeguarding practice relevant to the staff member's role

All new freelance staff members and trainees working with adults at risk must:

- Read relevant sections, as highlighted by their line manager and via their contract, of the Safeguarding Adults Policy and Procedures. We invite and encourage staff to ask questions and make suggestions to ensure its continued relevance and robustness.

- Receive a briefing from their Line Manager or a WHT DSO or DDSO to ensure they are familiar with key elements and procedures
- Discuss their existing safeguarding training and knowledge with their Line Manager, in order for the Line Manager, in consultation with a WHT DSO or DDSO, to devise a training plan for them where appropriate. This may include an online Introduction to Safeguarding course, and/or training specific to the context in which the freelance staff member or trainee will be working. Where possible/appropriate freelance staff members and trainees will be invited to join safeguarding training with WHT Learning department staff.
- Where appropriate, take part in an annual review of their safeguarding training needs with their Line Manager or a WHT DSO/DSO, to ensure they have regular policy and procedure updates, and regular training appropriate to their role

All line managers should:

- Ensure staff members and trainees that report to them fully understand and commit to the policy and procedures, ensuring information is accessible for them, taking into account and addressing any barriers or considerations such as having English as an additional language, disability, neurodivergence and different cultural experiences

WHT is committed to providing annual safeguarding training for its Learning department staff members, key Front of House staff members, and any other relevant staff members. It also provides any additional training for individuals where appropriate, including an annual briefing for all Front of House staff, regular DSO training and specific training for Learning staff. Where possible and appropriate, freelance practitioners will also be invited to take part in training.

Information on courses available from Ann Craft Trust can be found here, along with research and further resources: [Safeguarding Adults at Risk Training Courses – ACT \(anncrafttrust.org\)](https://anncrafttrust.org/courses)

## Working from Home

- When working from home, WHT staff should access IT resources with managed applications on mobile devices, secure web applications or from their desktop computers via a managed VPN connection to the admin offices
- WHT staff should never download or copy corporate data to personal devices. In cases where files (for example recordings of video calls hosted on a personal device) are automatically saved to a personal device, these files should be immediately deleted. If they need to be retained, they can be uploaded to Teams storage before being deleted from the personal device.

## Procedures

The following procedures outline what WHT will do, and what WHT expects of its staff members, in order to keep adults at risk safe.

## Dealing with Concerns and Disclosures

### Reporting Concerns About Yourself

If you are in immediate danger or need immediate medical assistance contact the emergency services on 999.

Otherwise, contact one of the Designated Safeguarding Officers (DSOs), (see Appendix 2 for contact details). If you would prefer, please contact another member of staff who will help you raise the issue to one the DSOs.

If one the DSOs or DDSO is implicated or you think they have a conflict of interest, then report to the other DSO/DDSO or the Artistic and Executive Director.

You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2).

WHT will follow the procedures in this document. If you do not think your concerns are being addressed in the way that they should be please contact the

Artistic and Executive Director or a member of WHT Board of Trustees. See the Whistleblowing Policy for more information.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to WHT that you can take part in our activities safely and we will take every step to support you to do that.

## Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact one of the WHT DSOs (or DDSO in their absence) as soon as you can, using a Safeguarding Report Form (see Appendices 2 and 3).

If your concern involves an allegation against staff, see [Safeguarding Allegations Against Staff](#) section below.

If one of the DSOs or DDSO is implicated or you think has a conflict of interest, then report to the other DSO, DDSO, Safeguarding Trustee or WHT Artistic and Executive Director.

If you have concerns about the safety or welfare of an adult and feel they are not being acted upon by the DSOs, take action by referring to the Safeguarding Trustee, local authority and/or the police – see below for more details on referrals and information sharing.

**If you are concerned** about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have
- If someone has a need for **immediate medical attention** call an ambulance on 999



- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred / make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to a WHT DSO. **Do not** contact the adult before talking to one of your DSOs if the person allegedly causing the harm is likely to find out.
- Remember not to confront the person thought to be causing the harm
- **Record** your conversations and any subsequent action taken as well as relevant dates, times, names of people involved, and who you gave the information to, making sure you sign and date your record, using the Safeguarding Report Form (see Appendix 3). The DSO or DDSO should keep this form in a lockable, non-portable, storage container with access strictly controlled and limited to those who are entitled to see it as part of their duties and/or encrypted folder (labelled 'Confidential - Encrypted') and stored in an access-controlled location.
- **Refer:** Don't delay in passing on your concerns or disclosure to a DSO (or DDSO in their absence).
  - o If you are at a partner organisation setting (e.g. hospital or care home), you should inform the DSO at the setting in the first instance (unless you think this may risk harm to adult at risk), and then inform the WHT DSO/DDSO as soon as you can
  - o It is important to work in partnership with any carers as far as possible, and inform them as appropriate
  - o Ensure information-sharing is in line with [ICO's guidance](#)
- If you have concerns about the safety or welfare of an adult at risk, or concerns about another staff member, and feel they are not being acted upon by the DSOs, take action by referring to the Safeguarding Trustee, local authority and/or the police – see below for more details on referrals and information sharing

## If You Have a Mental Health Concern about an Adult

- Mental health problems can, in some cases, be an indicator that someone has suffered or is at risk of suffering abuse. WHT employees are all encouraged to undertake mental health training, and all WHT employees working with children and/or adults at risk should undertake mental health first aid training.
- WHT staff should be alert to behavioural signs that suggest someone may be experiencing a mental health problem or be at risk of developing one
- If you have a mental health concern about an adult that is also a safeguarding concern, take immediate action by following the steps above
- If you have a mental health concern that is not also a safeguarding concern, speak to a WHT DSO (or DDSO in their absence) to agree a course of action. This may include speaking with a partner organisation and/or family members of the adult.
- A partner organisation may take further action such as: a referral to external services such as the local mental health team

## Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously
- Stay calm
- Listen carefully to what is said, allowing the adult to continue at their own pace
- Be sensitive
- Keep questions to a minimum, only ask questions if you need to identify/clarify what the person is telling you
- Reassure the person that they have done the right thing in revealing the information
- Ask them what they would like to happen next

- Explain what you would like to do next
- Explain that you will have to share the information with a WHT DSO
- Ask for their consent for the information to be shared outside of WHT (this could be e.g. the person's carer, the DSO of the partner organisation (if applicable), other organisations that provide advice and support)
- Make an arrangement as to how you/the DSO can contact them safely
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 2)
- Act swiftly to report and carry out any relevant actions
- Record in writing what was said using the adult's own words as soon as possible
- Consider appropriate communication methods for disabled adults / adults with Special Educational Needs

It is important **not** to:

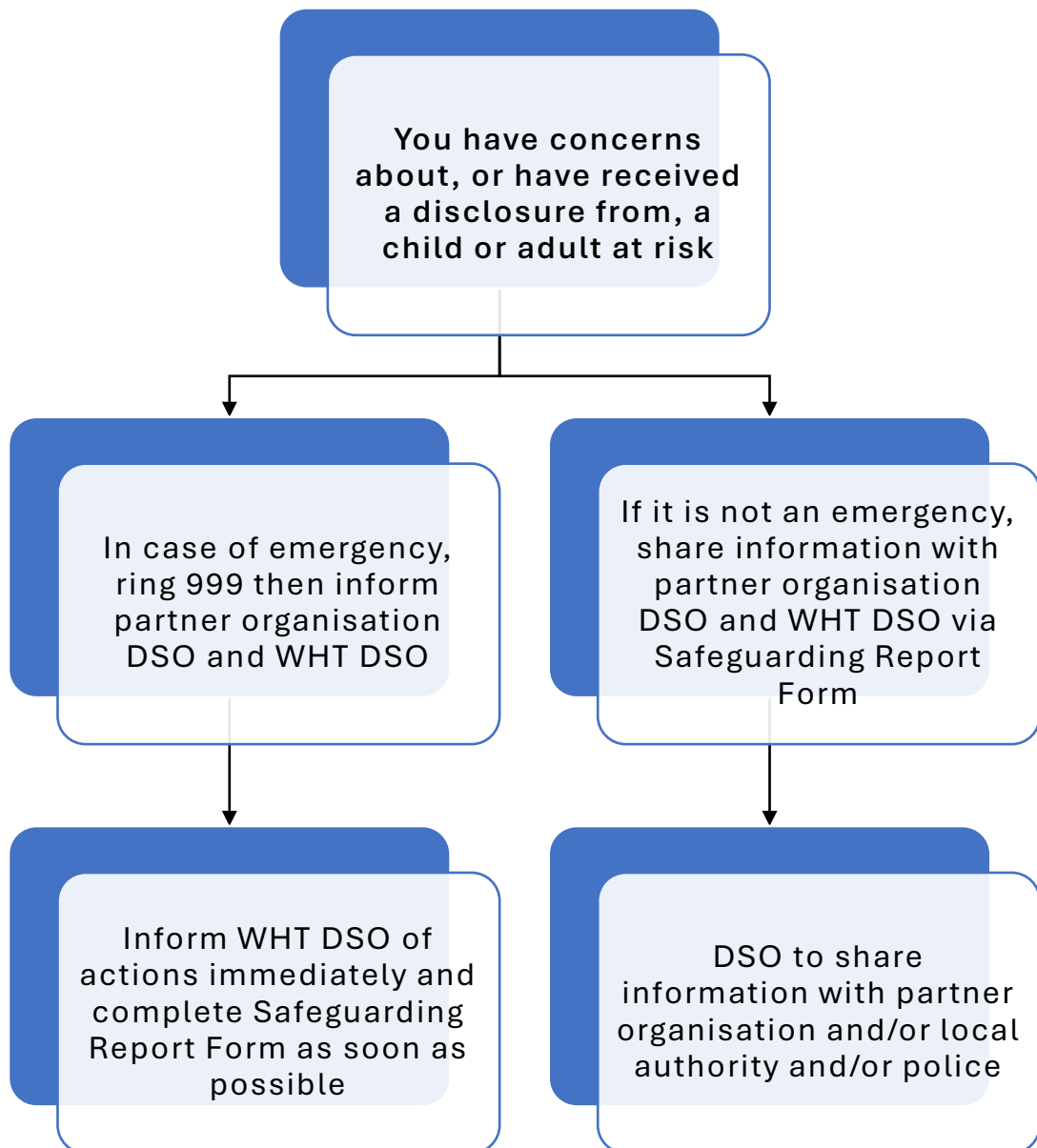
- Dismiss or ignore the concern
- Panic or allow shock or distaste to show
- Make negative comments about the alleged perpetrator
- Make assumptions or speculate
- Come to your own conclusions
- Probe for more information than is offered
- Promise to keep the information secret
- Make promises that cannot be kept
- Conduct an investigation of the case
- Confront the person thought to be causing harm
- Take sole responsibility
- Tell everyone

## Sharing Information with a DSO

- You should share a concern or information about a disclosure with a WHT DSO or DDSO in their absence without delay, using a Safeguarding Adults Report Form (see Appendix 3). If you are not the lead WHT staff member on the project you can also raise your concern with them (for example a Programme Manager) if they are at the session, to ensure the situation is dealt with quickly (the lead staff member should then report to WHT DSO or DDSO). If your concern involves the WHT staff member present go straight to the DSO or DDSO.
- You can only share concerns or disclosures outside of WHT with the adult's consent, unless you have concerns that they are in immediate danger, other people are at risk of harm, a crime has been committed or at risk of being committed, or the person does not have the capacity to give consent (see Mental Capacity and Decision-Making). If in doubt speak to WHT DSO or DDSO for advice.
- If someone passes on a concern or information about a disclosure and you are not a WHT DSO you should pass this information on to a DSO (or DDSO in their absence) as soon as possible, and make your own notes to record the information you have been given, when it was given and by whom.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.
- When you speak to a DSO or DDSO, they should then take appropriate action which may include referrals to the local authority, police, and/or a partner organisation, as well as feeding back to you as appropriate/in line with relevant privacy legislation – this will be on need to know basis and you may not be told everything
- One of WHT's DSOs or DDSO should always be available to discuss safeguarding concerns and disclosures

- In the event that DSOs/DDSO at a partner organisation setting and WHT are unavailable, or if you feel concerns or a disclosure are not being acted upon by the DSO, DDSO or the relevant partner organisation, you should inform the Safeguarding Trustee and where appropriate make a direct referral to the local authority and/or the police. You should consider and include basic facts, including any information you have on the individual's development needs and their parents'/carers' ability to respond to these needs within the context of their wider family and environment. It will be the role of local authority and/or the police to investigate cases and make a judgment on whether there should be a statutory intervention and/or a criminal investigation. Any communication made and action taken should be shared with a DSO or DDSO as soon as possible.
- Remember, it is not the role of WHT staff to decide if someone has been abused, rather it is their role to identify and pass on concerns to the relevant authorities to investigate and provide support as necessary
- Do not assume other staff members or colleagues will take action and share information, and be mindful that early information sharing is vital for effective identification, assessment and action
- For safeguarding concerns about another staff member or colleague who may pose a risk of harm to an adult at risk, or for guidance on when an allegation is made about another staff member or colleague posing a risk to an adult at risk, see [Safeguarding Allegations Against Staff](#) section below.
- If you have a concern about the safeguarding practice at WHT or a partner organisation, you should feel able to raise these concerns with a WHT DSO and know that these will be taken seriously. See WHT's Whistleblowing Policy (in the Staff Handbook) for more details.
- You can ask for information on what action has been taken as a result of your referral or information sharing, including confirmation of whether a referral has been made and to whom, and you can ask for a reference number where appropriate – be aware some information be confidential and may not be able to be shared with you
- See 'Referrals and Information Sharing' for more information
- See Appendix 2 for key contact details

## Procedure for Staff: Flowchart



## Procedure for Designated Safeguarding Officers

The DSO or DDSO, where appropriate, should take the following actions:

### Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 3) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

**ONLY do this if you have a known safe way of contacting them.**

## Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

### 1. Consult and Decide

In cases of a serious safeguarding case, inform the other DSO, Deputy Director, Director, Safeguarding Trustee and Chair of Trustees. Serious cases can be defined as cases when:

- An adult at risk experiencing abuse or neglect dies (including suicide), or it is suspected that abuse or neglect contributed to or was a factor in their death
- An adult at risk adult has sustained a potentially life-threatening injury through abuse, neglect or sustained serious or permanent impairment of health or development through abuse or neglect, and the case gives rise to concerns about the way in which local professionals and services work together to safeguard adults at risk

If you are the DDSO, consult with the DSOs at each stage where possible and appropriate.

Where appropriate, consult with the Local Authority / Police and decide which of the following actions need to be taken.

2. **Contact the police** (where the crime took place) if:



- a serious crime has been committed.
  - a crime has been committed against someone without the mental capacity to contact the police themselves.
  - the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.
3. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an adult at risk AND
- the adult appears not to have the mental capacity to make decisions about their own safety and well-being
  - the risk is from a person employed or volunteering in work with adults with care and support needs
  - there are other 'adults at risk' (e.g. another family member, or other people participating in WHT activity)
  - the adult at risk lives in Wales or Northern Ireland (no consent required)
  - the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives. See Child Safeguarding Policy and Procedures for further guidance on safeguarding children.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

#### **4. Use policy and procedures to stop harm within the organisation**

If the person who may be causing harm is a person involved WHT in whatever capacity inform the Artistic and Executive Director and Safeguarding Trustee (providing they are not the WHT individual involved). See [Allegations Against Staff](#) for more information where appropriate.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in WHT activity.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

5. If statutory agencies are involved **work together** with them to agree the next steps. Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop WHT taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure. See Safeguarding Allegations Against Staff section for more information on allegations.

6. Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need. Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.
7. Convene a meeting with DSOs (not including a DSO that is implicated or has a conflict of interest) and person reporting (if staff/volunteer) to coordinate WHT actions:
  - share information about what has happened with those within WHT who have a role in safeguarding the adult
  - share the views of the adult
  - share any actions being taken by the Police/Local Authority

- agree who will coordinate between WHT and other agencies
- decide what actions WHT will take
- Coordinate action by WHT

These actions could include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm
  - Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service
  - Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with WHT
  - Offering support to staff, volunteers and members affected by the circumstances
  - Ensuring senior managers are updated as needed
8. This meeting must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.
  9. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and report to the other DSO, Deputy Director, Artistic & Executive Director, Safeguarding Trustee and Chair of Trustees

## Safeguarding Allegations Against Staff

A safeguarding allegation is where it is alleged that any person working for or volunteering with WHT has:

- Behaved in a way that has harmed a child or adult at risk, may have harmed a child or adult at risk, or might lead to a child or adult at risk being harmed
- Possibly committed or is planning to commit a criminal offence against a child or adult at risk, or related to a child or adult at risk

- Behaved towards a child, children or adult at risk in a way that indicates they are or would be unsuitable to work with children or adults at risk

This applies if the allegation is about a current incident or has occurred historically. The allegation may concern one or more people. The allegation can be about any child/adult at risk, for example a child/adult at risk:

- Involved in WHT activity
- Not known to WHT
- That a member of staff or volunteer has contact within their community/home life
- Is a family member of the employee or volunteer

The allegation may:

- Not directly identify a known victim. For example, if a staff member or volunteer is accessing abusive images online with the intent to harm in future
- Be about any type of abuse
- Concern a breach of the WHT's Safeguarding Adults Policy and Procedures on appropriate professional conduct
- Relate to WHT staff who have behaved in a way that may have harmed an adult at risk

The aim of these procedures is:

- To ensure that adults are protected and supported following an allegation that they may have been abused by an adult working for or on behalf of WHT
- To ensure that there is a fair, consistent and robust response to any safeguarding allegation made, so that any risk posed to other adults or children by an abusive individual is managed effectively
- To ensure that an appropriate level of investigation into concerns or allegations takes place when the allegation is recent, or at any time the person in question has been employed or volunteered with WHT
- To ensure that WHT continues to fulfil its responsibilities towards staff who may be subject to such investigations

- To ensure WHT acts in accordance with legislation and guidance and the requirements of the Charity Commission an up-to-date, written procedure for dealing with allegations or concerns that a member of staff or volunteer may have harmed or present a risk to an adult

What to do if an allegation is made:

Low-level concerns and allegations that do not meet the harm threshold

Low-level concerns and allegations should be dealt with via the Staff Code of Conduct and Disciplinary Procedures. A low-level concern is any concern that an adult has acted in a way that:

- Is inconsistent with the staff code of conduct, including inappropriate conduct outside of work
- Does not meet the allegations threshold or is not considered serious enough to refer to the local authority or police

Examples of low-level concerns could include:

- Being over friendly with adults at risk
- Taking photographs of adults at risk on their mobile phone
- Engaging with an adult at risk one-to-one in a secluded area or behind a closed door
- Using inappropriate sexualised, intimidating or offensive language

Sharing low-level concerns:

- Low-level concerns about a member of staff should be referred to your Line Manager or a WHT DSO (or DDSO in their absence). If there are concerns about a DSO or DDSO this should be referred to another DSO or DDSO, and if there are concerns about the Director these should be referred to the Chair of Trustees and Safeguarding Trustee.
- WHT should create an environment where staff are encouraged and feel confident to self-refer if they have found themselves in a situation which might be misinterpreted or they have behaved in a way that falls below professional standards

- All low-level concerns should be recorded in writing. Records should include the details of the concern, how the concern arose, the actions taken and the name of the person sharing their concerns. If the individual wishes to remain anonymous, this should be respected as far as possible. Records should be reviewed so that patterns of concerning behaviour can be recognised and appropriate action can be taken.

## Concerns and allegations that may meet the harm threshold

If a child or adult at risk is at risk of immediate harm or needs emergency medical attention, the emergency services must be contacted and any parents/carers informed that immediate steps are being taken to get help. If the allegation does not relate to WHT staff, all actions taken should follow the procedures in the Dealing with Concerns and Disclosures section.

This guidance relates to concerns or allegations that a WHT staff member has:

- Behaved in a way that has harmed an adult at risk, or may have harmed an adult at risk, and/or
- Possibly committed a criminal offence against or related to an adult at risk, and/or
- Behaved towards an adult at risk in a way that indicates they may pose a risk of harm to adults at risk, and/or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with adults at risk – this includes behaviour taking place both inside and outside of WHT activity

If you have or have received a safeguarding allegation, you must make a note of the basic details of the allegation, to include:

- Name of the individual who the allegation is about and any other identifying information, including location
- Name of any children/adult at risk involved
- Date and time of the allegation arising
- Name and contact details of the person making the allegation
- Key information about the nature of the safeguarding allegation

The person should then inform a WHT DSO (or DDSO in their absence) in the first instance and agree next steps to safeguard a child or adult at risk. If the concern

is about a DSO then the person should inform another DSO or DDSO. The DSO/DDSO must pass on the information about the allegations within 24 hours to WHT Director and Deputy Director (if the concerns are about one of these individuals the report should go to the other individual).

There may be the following actions when considering any safeguarding concern or allegation against a staff member or volunteer:

- Enquiries and assessment by adult social care about whether an adult needs protection and/or services
- A police investigation of a possible criminal offence
- Consideration by WHT of suspension/disciplinary action in respect of the individual
- Freelance workers or trainees suspended from any role with WHT
- Referral for 'consideration to bar' a person from working with children/adults at risk (for example, referral to the Disclosure and Barring Service (or equivalent) and/or referral to a professional registration body for professional misconduct

If the Deputy Director and/or Director confirms the information as a safeguarding allegation, an initial plan will be agreed with the Chair of Trustees and Safeguarding Trustee (if the concern is about one of these individuals the plan should be agreed with the other individual) which includes:

- The actions to be taken to address any immediate safety of any relevant child/ren or adult at risk involved, for example those that are the subject of the safeguarding allegation
- The criteria for referral to children's social care, adult social care and/or the police
- What information, if any, to share with the individual who is the subject of the safeguarding allegation, and when to do so
- Whether any immediate decision must be taken about suspension of the individual subject to the allegation, pending further enquiries and/or investigation
- What further information may be required for clarification

- Identifying who else is aware of the safeguarding allegation and who has been spoken to
- Consideration of support arrangements for the child/ren, adult at risk and family members concerned
- Arrangements for support for the person who is the subject of the safeguarding allegation and the person who raised the allegation
- Additional legal advice may need to be considered

If after the initial assessment the Deputy Director and/or Director does not consider the matter constitutes a safeguarding allegation then they must decide in consultation with the relevant managers if an internal investigation is required to determine if the behaviour/incident was related to poor practice or misconduct in which case the Disciplinary Procedures will be instigated by the line manager. All decisions and the reasons for them must be recorded.

Should an external safeguarding investigation and/or police investigation be required then this will be undertaken before any internal WHT procedures are actioned. The referring staff member, DSO, Deputy Director and/or Director as appropriate must also refer to and follow the relevant Safeguarding Board procedures to understand and ensure compliance wherever possible with local arrangements for the management of safeguarding allegations, including timelines.

At the conclusion of any external investigations, the Deputy Director and/or Director will formally review the outcome and determine any further action required.

If an allegation is determined to be unfounded or malicious, the Deputy Director and/or Director must consider if any further action is required to include:

- If the safeguarding allegation was made by an adult at risk then there is a need to consider if a referral to adult social care is required to determine if that person is in need of services, or may have been abused by someone else
- If the safeguarding allegation was deliberately invented or raised maliciously by an adult then this could be discussed with the police and advice sought



- Whether disciplinary action is required; If the person making the malicious or unfounded allegation is a member of staff
- The support needs of the person that was the subject of the safeguarding allegation

## Allegations of abuse made against other adults at risk

- Most cases of an adult at risk hurting another adult at risk would be dealt with in line with project code of conduct and any partner organisation's behaviour management policy, but this Safeguarding Adults Policy will apply to any allegations that raise safeguarding concerns. This might include where the alleged behaviour:
  - o Is serious, and potentially a criminal offence
  - o Could put themselves or other people at risk
  - o Is violent
  - o Involves someone being forced to use drugs or alcohol
  - o Involves sexual exploitation, sexual abuse or sexual harassment

## Procedures for dealing with allegations of peer-on-peer abuse

If an adult at risk makes an allegation of abuse against another adult at risk:

- You must record the allegation and tell the WHT DSOs (or DDSO in their absence), but do not investigate it
- You should include:
  - o Names of the people involved and any other identifying information
  - o Date and time of the allegation arising
  - o Name and contact details of the person making the allegation
  - o Key information about the nature of the safeguarding allegation
- The DSO/DDSO will contact the partner organisation (where appropriate), and WHT or partner organisation will contact the Local Authority adult social care team and follow its advice, as well as the police if the allegation involves a potential criminal offence

- The partner organisation may also:
  - Put a risk assessment and support plan into place for all people involved (including the victim(s), the adult(s) against whom the allegation has been made and any others affected) with a named person they can talk to if needed
  - Contact mental health services, if appropriate

Creating a supportive environment and minimising the risk of peer-on-peer abuse

- We recognise the importance of taking proactive action to minimise the risk of peer-on-peer abuse, and of creating a supportive environment where victims feel confident in reporting incidents.
- To achieve this, we will:
  - Challenge any form of derogatory or sexualised language or inappropriate behaviour between peers
  - Continually educate ourselves on and be vigilant in the face of discrimination and harm that affects people with marginalised identities, for example, gender-based violence, racism and ableism, and be aware that people with intersecting marginalised identities may be impacted further and/or differently
  - Ensure our activity helps to educate participants about appropriate behaviour and consent
  - Ensure people are able to easily and confidently report abuse using our reporting systems
  - Ensure staff reassure victims that they are being taken seriously
  - Ensure staff understand:
    - How to recognise the indicators and signs of peer-on-peer abuse, and know how to identify it and respond to reports
    - That if they have any concerns about an adult at risk's welfare, they should act on them immediately rather than wait to be told, and that victims may not always make a direct report. For example:
      - A friend may make a report

- A member of staff may overhear a conversation
  - An adult at risk's behaviour might indicate that something is wrong
- That if they make a referral or pass on information outside of WHT they must have the adult's consent
  - That some people may face additional barriers to telling someone because of their vulnerability, disability, gender, ethnicity and/or sexual orientation
  - That harming a peer could be a sign that the adult at risk is being abused themselves, and that this would fall under the scope of this policy
  - The important role they have to play in preventing peer-on-peer abuse and responding where they believe an adult at risk may be at risk from it
  - That they should speak to a WHT DSO if they have any concerns

## Recording and Information Sharing

All information must be processed in line with the UK Data Protection Act 2018.

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant, using the Safeguarding Report Form (Appendix 3). They must be stored in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties and/or encrypted (labelled 'Confidential – Encrypted') and stored in an access-controlled location. Records should be retained for 10 years and then destroyed.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

This does **NOT** automatically include the person's spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/friends/carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example: Anyone who has a concern about harm can make a report to an appropriate person within the same organisation.

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly, personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk
- you believe they or someone else is at risk, including children
- you believe the adult is being coerced or is under duress
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
- the adult does not have mental capacity to consent to information being shared about them
- the person causing harm has care and support needs
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority)

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

## Multi-Agency Working

Safeguarding adults legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

WHT may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates
- Attend safeguarding meetings
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies
- Share information about the outcomes of internal investigations
- Provide a safe environment for the adult to continue their activity/their role in the organisation

## Working with Partner Organisations

Wigmore Hall has a vital role to play in the safeguarding of adults at risk when working in partnership with education, health, social care, community and arts organisations.

Each partner has a shared and equal duty to work together to safeguard and promote the welfare of adults at risk. To fulfil this role, they must set out how they will work together to achieve this at the outset of the partnership, including:

- Ensuring all partners are familiar with each other's safeguarding policies and procedures
- Discussing any policy or procedure conflicts with partners and a WHT DSO, and ensure mutually agreed, effective procedures are in place, noting that when working in a setting we may be required to defer to their policy, for example local authorities must adhere to the Care Act statutory guidance
- Ensuring that each partner understands its roles and responsibilities, and agreed procedures, clearly
- Supporting the development of a positive learning environment across partners which encourages practice and resource sharing, and good communication

Partners should have a shared understanding of the nature of an adult's disability or condition, the services they / their family are receiving and the risk of harm. This information should be used by all partners to distinguish between disability and safeguarding issues.

## Hall Hires

If an external organisation/promoter (referred to here as 'hirer') hires Wigmore Hall for an event, including when Wigmore Hall Learning has offered the venue 'in kind' to a partner organisation, the hirer must inform WHT DSOs at least 2 months prior to the event via [safeguarding@wigmore-hall.org.uk](mailto:safeguarding@wigmore-hall.org.uk) if children will be taking part/performing.

If adults at risk will be taking part/performing the WHT staff member responsible for liaising with the hirer should send them this Safeguarding Adults Policy and Procedures, and ensure they are familiar with this section and other relevant sections as referred to below.

If adults at risk will be taking part/performing the hirer should complete a [Risk Assessment](#) and send this to the DSOs via [safeguarding@wigmore-hall.org.uk](mailto:safeguarding@wigmore-hall.org.uk).

If adults at risk will be taking part/performing the hirer should follow the following procedures outlined in this policy at all times when at Wigmore Hall:

- [Safeguarding code of conduct](#)
- [Dealing with concerns and disclosures](#)

# Safeguarding Code of Conduct: Activity with Adults at Risk

As well as adhering to the general WHT Code of Conduct, WHT staff should adhere to the following guidelines when working with adults at risk, and refer to the guiding principles of this policy, in particular remembering that:

- Safeguarding is everyone's responsibility; no one person can have the full picture of a person's needs and circumstances, so everyone has a role to play in providing a safe environment, identifying concerns, sharing information and taking prompt action
- Safeguarding should be person-centred; ask yourself what is in the best interests of the adult at risk
- The feelings and concerns of any adult at risk should be listened to and acted upon, and any suspicions or allegations of abuse should be taken seriously and responded to swiftly and appropriately
- We treat everyone equitably, regardless of age, disability, gender, race, religious belief, sexual orientation or identity
- Professional relationships between WHT staff and the adults at risk with whom they work should be based on mutual trust and respect

## Creating a Safe Environment

- A risk assessment should be carried out before each project/new type of activity commences (see Appendix 6 for template)
- Signage should be in place to let anyone in the space, including participants, know what to do if they have a concern or something to report
- On all relevant projects, and certainly any project at which adults at risk are present without their carers, registration forms should be completed by participants and/or their carers (as appropriate), which should include emergency contact details, relevant medical information such as diagnosis, any relevant care and support needs, any allergies or other relevant dietary information. This information should be stored and shared in line with WHT

Privacy Policy, and staff should have quick and easy access to contact information in case of emergency.

- When working at a partner setting outside of Wigmore Hall, always ensure that someone from the setting is present and meeting their responsibility for ensuring the safety of those in the setting. Ensure you know who the safeguarding lead and/or responsible person (i.e. the person from the setting or partner organisation who has been identified as taking responsibility for the group) present is.
- Where possible and appropriate a project code of conduct or agreement should be created with the project participants and partners at the outset of the project, and reviewed annually for ongoing projects, including information on who to tell if participants are worried about their welfare or safety, or the welfare or safety of another person in the group. This process should also enable participants to feed back and/or feed into policy and procedure updates.
- When working with another organisation or group at Wigmore Hall, ensure you know who the safeguarding lead and/or responsible person present is
- Signage to let anyone in the space, including participants, know what to do if they have a concern or something to report
- It is the responsibility of carers, family members or group/setting's responsible person to accompany the individual they support to the toilets if they require assistance. When an adult at risk is without their carer, family member or group/setting's responsible person and needs support in going to the toilet, only an adult with this designated responsibility, an appropriate level DBS check for personal care and relevant training/understanding should give this support, in line with either the adult at risk's personal care plan if they have one, and/or in line with the group or setting's policy of helping adults at risk in their care in this regard. If an adult at risk is taking part in WHT activity without a carer, family member or group/partner setting staff member, a plan should be put in place in advance of the event with the adult at risk, their carer and any relevant partner organisations or support staff. This plan must be approved by the DSO and should ensure that anyone offering an adult at risk support in going to the toilet is a designated person with relevant



training/understanding and an appropriate level DBS check for personal care.

- In the event of an adult at risk being left alone on the premises who should be accompanied by a carer, family member or other responsible person (either Wigmore Hall or an external setting), two members of staff should remain with them until the responsible person can be located
- Ensure that wherever possible there is more than one staff member (including WHT employees and freelance staff) present during activity
- For events which adults at risk attend unaccompanied, emergency contacts should be exchanged between WHT staff and the carer before the day. These details should be deleted as soon as they are no longer required.
- WHT staff should not use personal devices to contact carers
- See Online Activity section below for further guidance on leading safe online activity

## Good Practice in Interaction and Physical Contact

During activity led by, in partnership with or at Wigmore Hall, staff should:

- Ensure you are putting the wellbeing of the participant with whom you are working first
- Promote positive interactions and where required offer enthusiastic and constructive feedback rather than negative criticism
- Recognise that disabled people may be even more vulnerable to abuse than others
- Do not encourage physical contact between staff and participants
- Only use physical contact when it is necessary in relation to the particular activity, for example to enable communication, to reassure someone who is distressed, or to support to play an instrument; demonstration is safer and avoids any misunderstanding
- If it is deemed necessary, explain and seek the agreement of the participant prior to initiating physical contact, and consider whether the cultural

context affects what is appropriate (you may need to discuss this with a partner organisation)

- Ensure disabled adults understand and are comfortable with any necessary physical contact
- If participants initiate touch themselves, such as a hug, then manage this carefully. For example, accept a hug but do not prolong it. Try to maintain distance, e.g. a hug around the shoulders may be acceptable but a full body to body hug would not. If you are unsure, discuss this with your Line Manager, an appropriate partner organisation, a parent/carer and/or a WHT DSO.
- Maintain an appropriate distance from participants. What is appropriate depends on the circumstances such as personal boundaries, e.g. it is not appropriate to sit so you are touching a participant, but you might need to be close enough to demonstrate or communicate. If you are unsure, discuss this with your Line Manager, an appropriate partner organisation, a carer and/or a WHT DSO.
- Do not lift or move adults at risk except in case of emergency; this should be carried out by their carer or accompanying family member
- Maintain a professional and positive relationship with adults at risk
- See Online Safety section below for guidance on leading safe online activity

## Online Safety

We are committed to promoting a positive, safe online environment in which adults at risk can engage in enriching activity and communications, whilst themselves being aware of, and resilient to, online safety risks, as well as knowing what to do should an issue arise. WHT shows this commitment through:

- Training: At least one of the DSOs has undertaken online safety training and further staff will undertake relevant training as appropriate
- Information and resources: Safeguarding adults at risk is included in the Information Security policies, with reference to this policy; DSOs keep up-to-date with latest news and resources and disseminate as appropriate

- Legislation: We adhere to relevant legislation as cited in the relevant section of this policy

Staff should be aware that online safety risks include, but are not limited to:

- Online bullying or 'cyberbullying'
- Being encouraged to create or share inappropriate or harmful material of themselves or others, including sexting (sexual images or film)
- Grooming, luring, exploitation and other kinds of abuse, or unwanted contact
- Exposure to inappropriate content, including pornography, racist or hate material or violent behaviour
- Glorifying activities such as drug taking or excessive drinking
- Encouragement to take part in violent behaviour or harmful trends
- Posting personal information that can identify and locate themselves or someone else
- Communicating with people they don't know, including potentially dangerous individuals
- Communicating directly with staff or other adults in an inappropriate way
- Radicalisation and extremism

To minimise these risks, WHT should adhere to the guidelines in this Code of Conduct. Where possible and certainly if working regularly with adults at risk online, staff should undertake online safety training.

Under the [Online Safety Act 2023](#), social media companies and search services have to provide adults and children with clear, accessible and easy-to-use ways to report problems and make complaints online if harms arise. If you think a site is falling short of the required standards, it should be easy to raise your concerns with the platform.

If you have ongoing concerns about a platform, you can make a complaint to Ofcom. While Ofcom cannot respond to individual complaints, this information can help them to assess which services are complying with the regulation.

The Act also introduces new criminal offences, including:

- an intimate image abuse offence, which makes it a crime to share an intimate image of someone without their consent
- a 'cyberflashing' offence, which criminalises sending an explicit image for the purpose of sexual gratification or to cause the recipient humiliation, alarm or distress

More information on online abuse and its impact, as well as recognising, responding to and preventing online abuse can be found on the Ann Craft Trust website and [Iriss website](#).

## Platforms

- WHT uses Zoom as its online video conferencing platform for all online activity with participants, including adults at risk, and Padlet as its project content-sharing platform. Both have appropriate safeguarding settings and functionality which WHT employs as appropriate.
- WHT recommends that online activity is accessed via a desktop or laptop computer. However, smartphones and tablets are also permitted, with camera and microphone device functions enabled.
- When participants are unable to engage in online activity, telephone calls may be used as a method of engaging isolated individuals. When leading telephone calls with participants, staff unable to use WHT devices (e.g. freelance staff) should dial 141 before dialling to hide their telephone number.
- Prior to commencing online activity, WHT staff should ensure that participants and/or their carer understands how to engage with the relevant platform

## Activity

- All remote activity will take place within a timetable agreed with WHT staff
- Activity via video calls should be hosted from a WHT account
- WHT staff should host video calls wherever possible. Where this is not possible, hosting information will be shared with hosting freelance staff. This information and any contact information which must be shared in case of emergency, will be processed (transferred, stored and managed)

according to the guidelines for consent and sharing set out in the WHT Privacy Policy. See WHT Privacy Policy for more information.

- Freelance staff leading online activities will be securely sent a list of participants due to take part in their session
- By agreeing to host/lead remote activity, freelance staff hosting or leading online activities, acknowledge that they have read and understood these policies and procedures
- Appropriate carers or family members will be asked to give their consent to participate in online activity for anyone unable to do so themselves (see section on Mental Capacity and Decision Making)
- Online sessions may be recorded, providing appropriate consent is obtained. Footage will be securely stored and shared via OneDrive. See Photography and Film section for more information.
- Staff should ensure participants understand online safety issues, follow guidelines, and understand who they can contact if they have any concerns, by completing an acceptable use statement, a template of which can be found in Appendix 4.
- At least one staff member present should have quick and easy access to participants' contact details in case of emergency

## Conduct

- During remote activity, staff must be located in safe, professional working spaces, appropriate for music-making activity
- During activity, staff should be aware of their clothing and the physical or virtual background visible in video calls which should be appropriate to a professional context, avoiding display of intimate items, or offensive images and words
- Staff should not take photographs or screenshots of video calls
- If screen-sharing is necessary for the session, staff should ensure that only windows relevant to the online activity being facilitated are open and visible

- Staff should agree appropriate clothing, location, language and behaviour with participants at the outset of each project, including but not limited to:
- Participants should ensure that no identifying objects, documents or items of clothing or contact details are visible
- Participants should use first names only as their screen name
- Participants should not take images of video calls
- Advice should be given to participants on what to do if they have a safeguarding concern
- Carers will be asked to support those who may require it in meeting this agreement, and advice should be given to them on what to do if they have a safeguarding concern
- Staff will alert participants and/or their carer to inappropriate conduct as needed, and will remove a participant from the session where necessary, and carers will be informed

## Non-Permissible Behaviours

During activity led by, in partnership with or at Wigmore Hall, staff must not:

- Use your position to intimidate, bully, threaten, injure, discriminate against, coerce or undermine any adult at risk (see Bullying section below)
- Allow intimidation, bullying, threatening or discriminatory behaviour between participants to be tolerated (see Bullying section below)
- Use your status or position to form or promote relationships with any adult at risk either face to face or online, which are of a sexual nature, or which may become so
- Make sexually suggestive or derogatory remarks or gestures
- Engage in rough, physical or sexually provocative games
- Allow participants to use inappropriate language without discussion about it
- Encourage or assist others to break the law in any way
- Smoke/vape, drink alcohol or take recreational drugs in the company of adults at risk or onsite at WHT activity

- Invite an adult at risk who is a participant in WHT activity into your home
- Engage in, or attempt to engage in a sexual or inappropriate relationship with an adult at risk who is a participant in WHT activity
- Take or possess abusive or unauthorised images of adults at risk
- Put yourself in a position where you are alone with adults at risk away from organisational premises, or transport an adult at risk, unless this is part of a plan authorised by the DSO and with the consent of the adult at risk and/or their carer, or in an emergency situation and with knowledge of their carer
- Breach confidentiality or seek information to which you have no right of access
- Provide intimate or medical care for any participant, unless you are first aid trained and are administering first aid within the procedures of the WHT Health and Safety Policy
- Give out personal contact details (including personal social media account details; see [Communicating with Participants](#) and [Online Safety and Social Media sections](#))
- Change clothes in a public area or enter a room where adults at risk may be changing their clothes
- Take photographs or video of participants on your own personal device. It is best if personal devices are not used at all during a session. Where a member of Wigmore Hall staff is present, they can photograph or film using their work device if the relevant permissions are in place (see [Photography and Film](#)).
- Give gifts to participants or accept gifts from participants over £30. Gift-giving between staff and participants should be avoided, but in the instance that a gift is offered by a participant, it should be assessed in its appropriateness by the recipient and WHT DSO, considering factors such as (but not limited to) the nature and value of the gift, the mental capacity of the participant and their relationship to the recipient. Gifts that are deemed inappropriate should be returned to the participant, and gifts that are deemed appropriate should be accepted without encouragement of future gift-giving.

Refer to the Disciplinary Procedures for information on the consequences of non-permissible behaviours.

## Anti-Bullying Statement

WHT is committed to preventing bullying from happening between WHT activity participants and/or staff.

If it does happen, staff should make sure bullying is stopped as soon as possible and that those involved receive the support they need.

Bullying includes a range of abusive behaviour that is repeated and intended to hurt someone either physically or emotionally.

We will seek to prevent bullying by:

- Setting out a code of behaviour that states how everyone involved in our organisation is expected to behave, in face-to-face contact and online, and within and outside of our activities (see Safeguarding Code of Conduct)
- Providing support and training for all staff on dealing with all forms of bullying, including racist, sexist, homophobic, transphobic and sexual bullying
- Where possible, holding discussions with staff, adults at risk and carers who use our organisation about bullying and how to prevent it
- Putting clear and robust anti-bullying procedures in place

Discussions with staff, adults at risk and carers may include:

- Group members' responsibilities to look after one another and uphold the behaviour code
- Practising skills such as listening to each other
- Respecting the fact that we are all different
- Making sure that everyone feels included
- Dealing with problems in a positive way
- Checking that our anti-bullying measures are working well

We will make sure our response to incidents of bullying takes into account:

- The needs of the person being bullied



- The needs of the person displaying bullying behaviour
- Needs of any bystanders
- Our organisation as a whole

We will review the plan we have developed to address any incidents of bullying at regular intervals, in order to ensure that the problem has been resolved in the long term.

We recognise that bullying is closely related to how we respect and recognise the value of diversity. We will be proactive about:

- Seeking opportunities to learn about and celebrate difference
- Increasing diversity within our staff and participants
- Welcoming new people to our organisation

## Abuse of a Position of Trust

When working with adults at risk on behalf of WHT, staff are considered to be acting in a position of trust. It is vital for all those in positions of trust to understand the power this can give them over the people with whom they are working, and the responsibility they must exercise as a consequence of this relationship.

WHT expects that:

- Any behaviour which might allow a sexual relationship to develop between the person in a position of trust and a participant must be avoided
- Any sexual relationship within a position of trust relationship is not permitted so long as the relationship of trust continues

If a member of staff intends to have a romantic relationship with an adult participant then they must inform the DSO in order to determine and agree how to manage that situation for all parties concerned. WHT will not permit a romantic or sexual relationship between a staff member and participant during a WHT programme and in such circumstances alternative arrangements must be made.

# Media and Communications

## Communicating with Participants and Participants' Personal Information

When communicating with participants, staff should:

- Only do so in relation to WHT related activity
- Only use WHT telephones and devices (employees). Staff unable to use WHT devices (e.g. freelance staff) should dial 141 before dialling to hide their telephone number.
- Only communicate via WHT's official platforms and channels (including email and social media), and not via personal accounts (this includes friending on Facebook and following on Twitter or Instagram)
- Only make and receive calls, email or make contact online between the hours of 8am and 6pm, unless working at an evening event or in case of emergency
- Be familiar with the WHT Information Security Policy, and ensure use of social media is in line with this policy
- Be aware of additional needs or risks that adults at risk may be vulnerable to under the Equality Act 2010's [Protected Characteristics](#), including adults with Special Educational Needs or Disabilities, especially those with language and communication needs, or social communication difficulties
- Ask yourself whether the content of the message could be misunderstood or misinterpreted by someone else
- Not use any abbreviations or symbols/emoticons even if you ordinarily use these in your personal life. A possible exception to this may be when working with those with Special Educational Needs or Disabilities (SEN/D), where symbols may be a normal part of their communication mode.
- Never disclose confidential information about WHT and its staff or the people with whom we are working

- Never disclose your personal contact details, including email address, postal address, telephone number and personal social media account details
- Never send any illegal or inappropriate content (written, images or icons)
- Never view or share abusive images
- Always communicate in a way that is open for others to see if necessary, and not use private messaging functionality on social media sites. If private communication is necessary a WHT email account or telephone should be used, ensuring a record is kept of the conversation.
- Always be clear who the communication is from, and never use apps or sites which allow anonymous communication
- Only use apps or sites where there is a permanent record of the conversation

If a participant is unable to communicate via telephone/email themselves, their carer should be the main point of contact.

Sensitive personal information should be stored in Tessitura using the secure screens designed for this purpose, access to which is limited to those with the appropriate rights. This information may include name, age, postal address, email address, emergency contact details as well as sensitive information which enables WHT and its staff to better support the participant, for example details of a condition or disability. If information needs to be shared externally (for example to a freelance facilitator, where necessary for the safety and support of participants) this should be shared directly via OneDrive, alongside which a Personally Identifiable Information form should be completed, and only shared with those with whom a Data Sharing Agreement is in place.

Further staff guidance on usage of social media can be read in the Information Security Policy.

## Photography and Film

WHT is committed to the safe usage and storage of media including photography and film, and its communication through and to the WHT website, press, funding bodies and social media.

## Photographers and Filmmakers

When employing a photographer or filmmaker, staff should:

- Ensure new photographers and filmmakers are treated as any staff member (see Safer Recruitment Policy and Procedures, and Staff Training [in this policy](#))
- Ensure new photographers and filmmakers have signed an agreement which outlines appropriate and safe creation, transfer, storage and processing of any images and footage taken for and on behalf of WHT
- Provide photographers and filmmakers with a clear brief about the event and what is appropriate, citing the guidelines in this section
- Provide photographers and filmmakers with identification so they can clearly be identified as an official photographer or filmmaker
- Ensure photographers and filmmakers are not left unsupervised when working with adults at risk

## Consent

- Photographs and film of adults at risk should not be used by WHT, or be released for use by any other organisation, without prior written consent from the individual or their legal guardian (see below), with the exception below
- The only exception to this is in the case of some (see following point) larger scale events, including concerts in the Wigmore Hall auditorium (which has a capacity of 552), where written consent forms from the whole audience is not feasible. In these cases the following action should take place clearly outlining the intention to take photographs or film, the intended use of the photographs or film, giving individuals the opportunity to opt out, and ensuring they understand opting out will not negatively affect their participation in the event:
  - An email should be sent to all ticket holders prior to the event
  - Signage should be put up at the event around the building (e.g. foyer, corridors, auditorium, Learning Room)
  - An announcement should be made from the stage at the start of the event

- The above exception should not be used in the case of events with people living with dementia or others who may lack mental capacity and/or disabled adults or adults with Special Educational Needs. In these cases explicit written consent should be obtained from these individuals and/or their legal guardians as appropriate.
- Consent should be obtained using the template consent form – see Appendix 5
- Consent should be obtained from the legally appropriate individual
- When working with a group at/with a partner organisation, advice should be taken from the organisation on how consent should be obtained and from whom
- A carer or family member who holds lasting power of attorney for health and welfare for the participant may consent on their behalf, but the participant should always be consulted as part of this process (see [Mental Capacity and Decision Making](#)) Photography or filming should only take place with the agreement of relevant parties including partner organisations, venue representatives, freelance staff and trainees involved in the activity
- Partner organisations and individuals have the right to refuse permission for adults at risk to appear in photographs or film, and this decision should be respected
- No adult at risk will be excluded from activity should photography or filming consent be withheld, unless in an exceptional circumstance such as an event that is arranged where the primary purpose is to obtain photographs or footage e.g. for promotional purposes

## Creation, Storage and Usage

- Photographs and films should be respectful, representative, and sensitive to individuals' religious and cultural beliefs
- If you wish to take a photograph or make a film yourself, you must only use a WHT device and never a personal device, and you must follow the consent guidance above

- Digital media such as images and video should be uploaded to WHT's digital asset management system and not stored on internal file servers, computers or left in mailboxes
- Photographs and films and their corresponding permissions should be stored and used for a maximum of three years after the date of the event (unless otherwise agreed, only in WHT publications and marketing materials, programme reports, press and media relating to the WHT programme, the Wigmore Hall website and online social media). Following this three-year period, photographs and films will only be used in WHT publications in an archival context, which includes their continued existence online in previous social media posts and webpages.
- When a photograph or film is used, do not name the adult at risk (this may require the blurring or cropping of name labels in images). It may be acceptable to include first names of participants in a list which does not identify each individual (e.g. on an event programme or video credit), but consent must be given for this.
- If partner organisations wish to use photographs or films this must be clearly stated in the consent form and/or notification email, and agreed with the photographer, and partner organisations must sign an agreement regarding appropriate usage of images or footage
- When sending images or footage externally (only to be done within the guidelines stated on the consent form or notification email), or to staff not permitted to access the source files on the digital asset management system, the files should be shared using the system's facilities for sharing, with passwords set and shared by separate email and expiry dates set
- If anyone has concerns that someone is breaching the code of conduct then they should contact a DSO (or DDSO in their absence), who will determine the necessary course of action according to the seriousness of the breach (you may wish to refer to the Safeguarding Allegations Against Staff section)

## Artificial Intelligence

WHT recognises the risks of Artificial Intelligence (AI) to safeguarding adults and we are committed to: keeping abreast of and working in line with good

safeguarding practice in relation to the increasing usage of AI, maintaining and developing an appropriate understanding the impact of AI on safeguarding adults, and adhering to relevant legislation and guidance. These risks include but are not limited to:

- The use of generative AI to generate sexual or otherwise inappropriate images of adults at risk
- The spread of misinformation and disinformation that harms adults at risk
- Prospective employees using AI to misrepresent themselves during recruitment processes (see Safer Recruitment Policy)
- Bias in AI data, which may be discriminatory or harmful to adults at risk
- The use of generative AI to generate images, personal information or other false information to abuse adults at risk, including through, but not limited to, cyber-bullying, scams, grooming and exploitation
- The use of AI to access personal, sensitive or other data about or belonging to adults at risk
- The use of AI to commit fraud or financial abuse
- An increased risk of adults at risk being exposed to inappropriate content and people online

Further information and guidance at time of writing:

- [UK signs first international treaty addressing risks of artificial intelligence - GOV.UK](#)
- [Generative AI: product safety expectations - GOV.UK](#)
- [Understanding artificial intelligence ethics and safety - GOV.UK](#)

## Risk Assessment

Concerts at Wigmore Hall which do not feature performers who are children or adults at risk are considered regular activity, and so are covered in the standard Concert Risk Assessment.

Any other events, including but not limited to the following, require a risk assessment to be completed:

- Activity which involves children or adults at risk as performers, or as participants if the activity is participatory (i.e. a workshop)
- Activity which requires additional equipment or staging
- Activity taking place during the Covid-19 pandemic (in order to ensure appropriate safety measures are in place to limit the spread of the virus)

This should be completed by the relevant project manager and approved by a DSO.

For events at external settings, ask the setting if they have a general risk assessment, and carry out an additional risk assessment where appropriate (i.e. if you and the setting deems the activity to be outside of regular activity).

The template in Appendix 6 should be used for risk assessment.

## Accidents and Injuries

If someone is injured while at Wigmore Hall or while involved in activity led by WHT, a record of the accident or injury should be made in the accident book. This record must be counter-signed by the person with responsibility for the individual. The accident book will be kept for 3 years.

If someone arrives at Wigmore Hall or at WHT-led activity with a visible physical injury make a record of this in the accident book. This record should be countersigned by the person with responsibility for the individual.

For more information refer to the WHT Health and Safety Policy.

*If you have any questions about these Safeguarding Adults Policy and Procedures contact Daisy Swift (DSO / Director of Learning and Participation, see Appendix 2 for contact details).*



# Appendix 1: Role Descriptions, WHT

## Safeguarding Team

### Designated Safeguarding Officer (DSO)

The designated person/people within an organisation has primary responsibility for putting into place procedures to safeguard children and adults at risk and for managing concerns about children and adults at risk.

Duties and responsibilities:

- To work with others within the organisation to create a positive inclusive environment at Wigmore Hall and during WHT activity
- To lead the development and establishment of the organisation's approach and plan to safeguarding children and adults in line with current legislation and best practice, through the writing and implementation of Safeguarding Children, Safeguarding Adults and Safer Recruitment policies
- To coordinate the dissemination of the Safeguarding Children, Safeguarding Adults and Safer Recruitment policies and procedures, as well as relevant resources, throughout the organisation
- To contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults
- To advise on the organisation's safeguarding training needs and the development of its safeguarding training strategy
- To receive reports of and manage cases of poor safeguarding practice and abuse reported to the organisation – including an appropriate recording system
- To be the organisation's primary referral point for safeguarding disclosures, concerns and queries from within or outside the organisation and to manage liaison with, and referrals to, external agencies with regards to safeguarding, for example adult social-care services and the police. At least one DSO or DDSO should be able to make themselves immediately

available at all times during working hours for staff to discuss any safeguarding concerns – see Appendix 3 for contact details.

- To ensure appropriate decisions or actions have been made following a disclosure, incident or discussed concern
- To provide advice and support regarding safer recruitment and to play a lead role in recruitment, selection and training (see Safer Recruitment Policy and Procedures for more information)
- To represent the organisation at external meetings related to safeguarding
- To update and refresh their knowledge at regular intervals (for example through CASPAR e-bulletins and other training)

The DSO should have:

- DSO level safeguarding training, renewed at least every two years
  - o At least one DSO should undertake online safety training at least every two years
- An appropriate level DBS check

## Deputy Designated Safeguarding Officer (DDSO)

A designated person within an organisation that has secondary responsibility for putting into place procedures to safeguard children and adults at risk and for managing concerns about children and adults at risk.

Duties and responsibilities include:

- To work with others within the organisation to create a positive inclusive environment at Wigmore Hall and during WHT activity
- To support the Designated Safeguarding Officer/s (DSO) with the development and establishment of the organisation's approach and plan to safeguarding children and adults in line with current legislation and best practice, through supporting the writing and implementation of Safeguarding Children, Safeguarding Adults and Safer Recruitment policies
- To support in the dissemination of the Safeguarding Children, Safeguarding Adults and Safer Recruitment policies and procedures, as well as relevant resources, throughout the organisation

- To contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding children and adults at risk
- To work with the DSO to advise on the organisation's safeguarding training needs and the development of its safeguarding training strategy
- To support the DSO in the management of cases of poor safeguarding practice and abuse reported to the organisation
- To be the organisation's secondary internal referral point for safeguarding disclosures, concerns and queries (when the DSO is/are absent) and to support the DSO in liaison with, and referrals to, external agencies with regards to safeguarding, for example adult social care services and the police. At least one DSO or DDSO should be able to make themselves immediately available at all times during working hours for staff to discuss any safeguarding concerns – see Appendix 2 for contact details.
- To provide advice and support regarding safer recruitment (see Safer Recruitment Policy and Procedures for more information)
- To represent the organisation at external meetings related to safeguarding

The DDSO should have:

- DSO level safeguarding training, renewed at least every 2 years
- An appropriate level DBS check

## Safeguarding Trustee

### **Strategic**

- To ensure WHT's wider strategic plans reflect its Safeguarding Policies as well as safeguarding legislation, statutory guidance and relevant regulations including safeguarding expectations of the Charities Commission, with support from the DSOs
- To work with the WHT Safeguarding Team to regularly to review whether the things the organisation has put in place are creating a safer culture and keeping people safe
- To check WHT's risk register reflects safeguarding risks properly and plans sensible measures to take, including relevant insurance for trustees liability, with support from the Safeguarding Team

- To work with the DSOs to ensure there is space on board meeting agendas for safeguarding reports and to ensure whole board understanding and engagement with those reports

### **Effective policy and practice**

- To ensure there is an annual review of safeguarding policies and procedures and that this is reported to trustees
- To be the first point of contact on the board for reviewing annual policies (the writing of which is led by a DSO)
- To understand the monitoring WHT does to ensure policies and procedures are effective
- To call for safeguarding reviews when needed
- To learn from case reviews locally and nationally, in order to improve WHT's policies, procedures and practices
- To manage serious safeguarding cases and safeguarding allegations against staff, together with the Director, Deputy Director, Chair and DSOs
- To be a point of contact for staff if someone wishes to complain about a lack of action in relation to safeguarding concerns

### **Creating the right culture**

- To champion safeguarding throughout the organisation
- To attend relevant safeguarding training events and conferences
- To support the trustees in developing their individual and collective understanding of safeguarding
- To attend activity with children, young people and adults at risk where possible, engaging with staff and participants to understand safeguarding on the ground
- To attend meetings with the WHT safeguarding team
- To ensure the WHT Safeguarding Team have appropriate plans in place for staff training and information sharing
- To ensure the views of staff in relation to safeguarding are shared with the board

The Safeguarding Trustee should have:

- Charity trustee safeguarding level training, renewed in line with training advice
- An appropriate level DBS check

For more information and advice on this role see: [Responsibilities of a lead trustee for safeguarding | NCVO](#)

## Appendix 2: Key Contact Details

### Police

In an emergency, or if you think someone is in immediate danger, contact the police: 999

### Wigmore Hall Trust Designated Safeguarding Officers and Wider Safeguarding Team

If you have a concern or need to refer a disclosure, or have any questions about these Safeguarding Adults Policy and Procedures:

Daisy Swift (Designated Safeguarding Officer), Director of Learning and Participation: [dswift@wigmore-hall.org.uk](mailto:dswift@wigmore-hall.org.uk) or 07881 588903

Tamsin Raitt (Designated Safeguarding Officer), Finance and Personnel Officer: [traitt@wigmore-hall.org.uk](mailto:traitt@wigmore-hall.org.uk), 020 7258 8259, or in case of urgency or emergency 07843 587283

Lydia Nickalls (Deputy Designated Safeguarding Officer), Head of Music for Life and Manager of Learning & Participation: [lnickalls@wigmore-hall.org.uk](mailto:lnickalls@wigmore-hall.org.uk) or 07551 372 255

Julia Boyd (Safeguarding Trustee), Wigmore Hall Trustee: [jul.boyd@gmail.com](mailto:jul.boyd@gmail.com) or in case of urgency or emergency 07812 544 926

### Local Authority Safeguarding Adults Team

To make referrals, or if you have raised concerns about an adult at risk with your DSO or Line Manager and feel they are not being acted upon, you should contact the Safeguarding Adults Team in the Local Authority area in which the adult lives, where known (as well as reporting this to the other DSO and/or Safeguarding Trustee). If you are unsure where the adult at risk lives contact the [Westminster branch](#).

## Sources of Information and Support

### Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

[enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding.

Tel: 0115 951 5400

[Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)

### Clare's Law

Clare's Law is a police-run scheme giving people the right to know if their current or ex-partner has any previous history of violence or abuse.

[clares-law.com](http://clares-law.com)

### Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

### National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

### National 24Hour Freephone Domestic Abuse Helpline

Tel: 0808 2000 247

[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

## Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

[info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk)

[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

## Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or 0808 808 0700 (Helpline)

[services@respond.org.uk](mailto:services@respond.org.uk)

[www.respond.org.uk](http://www.respond.org.uk)

## Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

Telephone: 0800 138 1625

Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

[talk@stophateuk.org](mailto:talk@stophateuk.org)

Text: 07717 989 025

Text relay: 18001 0800 138 1625

## Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

[info@suzylamplugh.org](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://www.suzylamplugh.org)



## Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

[www.victimsupport.com](http://www.victimsupport.com)

## Westminster Safeguarding Adults Team

Information on safeguarding adults from abuse and neglect, and how to report suspected abuse or neglect.

[Safeguarding adults | Westminster City Council](#)

## Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)

## Appendix 3: Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Designated Safeguarding Officer (DSO) will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/Age if known	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation	
Your Role in organisation	
Section 3 – Details of concern	

Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)

Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk	

in another capacity? E.g. in their work/family/as a volunteer	
<p>Section 6 - Have you discussed your concerns with the adult? What are their views,</p> <p>What have they stated about what they want to happen and what outcomes they want?</p>	
Section 6A – Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	
Adult unable to communicate their views. Please explain:	
Section 7 – Risk to others	
<p>Are any other adults at risk    Yes/No/Not known – delete as appropriate</p> <p>If yes please fill in another form answering questions 1-6</p>	
<p>Are any children at risk Yes/No/Not known Delete as appropriate</p> <p>If yes please fill in a safeguarding children report form and attach to this</p>	
Section 8 – What action have you taken if any/agreed with the adult to reduce the risks?	

e.g. person causing harm suspended, session times changed	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with DSO/others	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with DSO	Dates and times
Completed Form copied to DSO; Date and time	
Signed:	
Date:	

<b>OFFICE USE ONLY</b>
Section 11 – Sharing the concerns (to be completed by DSO)
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of WHT?

Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern:

## Appendix 4: Acceptable use statement for internet and social media use

Wigmore Hall Trust (WHT) understands the importance of online communication, and that online activity has become more important during the Covid-19 pandemic. However, we recognise that relevant safeguards need to be put in place to ensure WHT participants remain safe while online or using social media.

We ask that participants and, where appropriate, their carers spend a few minutes to read through and discuss this statement and then sign and return this form to their contact at WHT.

- I will be responsible for my behaviour when using the internet and social media at Wigmore Hall, including the content I access and how I conduct myself
- I will not deliberately create, browse or access material that could be considered offensive or illegal. If I accidentally come across any such material, I will report this to a member of staff
- I will not use social media or the internet to send anyone material that could be considered threatening, offensive, upsetting, bullying or that is illegal
- I understand that I should only use WHT's official social media or website communication channels to contact them, I should not seek out individual members of staff or musicians, and should not friend request or accept friend requests from WHT staff or musicians
- I understand that all my use of internet and social media is potentially visible to everyone and that any issues involving my behaviour online may be addressed by staff members at WHT
- I will not give out any of my personal information (such as name, age, address or telephone number) online, or that of anyone else
- I will not share my passwords with anyone else
- I will not arrange to meet someone that I have met online unless accompanied by a member of staff or parent/carers

- I understand that these rules are designed to keep me safe, and if they are not followed my parent/carer may be contacted
- I will avoid using my mobile device or smartphone during activities as I understand that it will have an impact on my safety and my opportunity to learn and achieve
- I am aware that if I am experiencing bullying behaviour or abuse online, I can contact staff at WHT including their Designated Safeguarding Officers, who are:
  - o Daisy Swift, Director of Learning and Participation: [dswift@wigmore-hall.org.uk](mailto:dswift@wigmore-hall.org.uk) or 07881 588903
  - o Tamsin Raitt, Finance and Personnel Officer: [traitt@wigmore-hall.org.uk](mailto:traitt@wigmore-hall.org.uk), 020 7258 8259, or in case of urgency or emergency 07843 587283

We have discussed this statement and we agree to support the safe use of the internet and social media at/with Wigmore Hall Trust.

Name of participant(s)	
Name of carer (where appropriate)	
Signature of participant and/or carer	
Date	



# Appendix 5: Photography and Film Consent Form

NB: this template will be adapted to ensure the wording and formatting is accessible and appropriate for each event/project

Dear [booker / customer/participant]

We, Wigmore Hall Trust, will be photographing [and/or filming] at [event] on [date] at [[Wigmore Hall] or [other venue]] (Event).

Information about how we used the images/footage:

Any images and/or footage captured at the event (**Assets**) will be used for a maximum of three (3) years after the date of the Event in Wigmore Hall publications and marketing materials, programme reports, press and media relating to the Wigmore Hall programme, the Wigmore Hall website and online social media. Please note, images/footage captured will appear alongside information that explains the project involves [\[e.g.: people living with dementia, their families, and carers\]](#).

Following this three (3) year period, Assets will only be used in Wigmore Hall publications in an archival context.

Assets will be securely stored on Wigmore Hall's digital asset management system and, after three (3) years, they will be re-processed within the same system, so that their use can be subject to stricter controls.

Please complete the below consent form to confirm whether or not you [have obtained consent on behalf of those individuals attending the Event to] OR [consent to] the Assets being used by the Wigmore Hall Trust as detailed above and return it to [appropriate staff member], Wigmore Hall Learning, Wigmore Hall, 36 Wigmore Street, London W1U 2BP or scan a signed copy and email it to: [learning@wigmore-hall.org.uk](mailto:learning@wigmore-hall.org.uk). If you have completed a physical form a copy can be provided to you on request.\_

[Attendees at the Event may withdraw their consent at any time. In such circumstances please notify Wigmore Hall Trust at [insert contact details] as soon as reasonably practicable.] OR [You may withdraw your consent to the above use of the Assets at any time by contacting Wigmore Hall Trust at [insert contact details].] For further information about how the Wigmore Hall Trust collects and uses personal data please see the Wigmore Hall's Privacy Policy available on the Wigmore Hall's website at <https://wigmore-hall.org.uk/help/policies>.

Many thanks

[Name, role]

Option 1 - For schools / organisations providing consent on behalf of individual attendees

[Insert school / Organisation] warrants and undertakes that it has:

1. obtained all necessary consents and clearances required to enable Wigmore Hall Trust to use the Assets depicting the individuals [listed below] OR [attending the Event (other than those listed below)] as outlined above; and
2. notified individuals of their right to withdraw their consent at the time their consent was collected and supplied the individuals with a copy of the Wigmore Hall Trust's Privacy Policy.

[Insert school / Organisation] and Wigmore Hall Trust acknowledge that each party is an independent data controller of the below information for the purposes of applicable data protection law and that each party shall comply with their respective obligations under applicable data protection law.]

----- (name of individual attendee(s))

----- (name of individual attendee(s))

----- (name of individual attendee(s))

----- (name of individual attendee(s))

----- (name of individual attendee(s))

[Insert school / Organisation] confirms that the following individuals have declined to give their consent to Wigmore Hall Trust using Assets depicting such individuals as outlined above:

----- (name of individual attendee(s))  
----- (name of individual attendee(s))  
----- (name of individual attendee(s))

Signed: -----  
Print Name: -----  
Job title: -----  
Date: -----

Option 2 – For individual attendees

I, [full name], do / do not [delete as appropriate] give my consent for Assets depicting me [or [insert name(s) of person for whom I am the legal guardian] to be used as outlined above.

Signed: -----  
Print Name: -----  
Date: -----

## Appendix 6. Risk Assessment

Risk assessment should take into account all aspects of the activity, but particularly any risks relating to the safeguarding of children or adults at risk.

To complete a risk assessment, we use the following template for anything not already covered by the standard Wigmore Hall Concert Risk Assessment. The concert risk assessment should be completed by the House Manager. Any additional risk assessment should be completed by the relevant Programme Manager and signed off by a Designated Safeguarding Officer.

<b>Activity</b>	
<b>Date of Activity</b>	
<b>Activity Participants</b>	
<b>Location of Activity</b>	
<b>Person(s) Completing Risk Assessment</b>	
<b>Date Risk Assessment Carried Out</b>	
<b>Review Timescale</b>	

	Risk	Likelihood (L) (1 – 4)	Severity (S) (1– 4)	Risk rating: L x S (1 – 16)	Mitigation	Risk rating after mitigation	Person(s) responsible
1							
2							
3							

4							
---	--	--	--	--	--	--	--

Severity		
Likelihood		1- Trivial
	4-Very Likely	8 M
	3-Likely	6 M
	2-Possible	4 L
	1-Remote	2 L
Critical (16)	Immediate	Stop. Do not undertake the activity-critical risk, too high and unacceptable. Controls need to be implemented and the risk rating reduced to an acceptable level before the activity can recommence
High (9 -12)	1 week	Require immediate attention to bring the risk down to an acceptable level
Medium (6 - 8)	1 month	Review existing controls and consider additional ones. Regular monitoring required
Low (1 – 4)	3 months	Continue with the existing controls, operations require monitoring