

# WIGMORE HALL

## Safeguarding Children 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	DS
5	3/2024	Revised policy	DS
6	4/2024	Formatting PDF convert for web	RW
7	3/2025	Revised policy	DS

Written by Daisy Swift, Director of Learning and Participation, Wigmore Hall Trust (WHT, with input from staff, artists, partners, consultants and participants across the Wigmore Hall Learning and Participation programme and wider WHT work with children)

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.43-4)
- Updated WHT Safeguarding Team (see Appendix 3 for contact details and Appendix 5 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.
- Introduction of information regarding the risks of Artificial Intelligence to safeguarding children (p.54-5)
- Clarification of line manager duties (p.14)
- Emphasis on working in partnership with children's parents and carers, in line with new Working Together to Safeguard Children guidance, throughout document
- Clarification on serious safeguarding cases (p.23)

- Updated reporting processes with regards to personnel to ensure an appropriate range of options, throughout document
- Addition of policy on smoking, vaping, drinking alcohol and taking recreational drugs (p.38)
- Addition of policy on supervision and support for children going to the toilet (p.38-9)
- Addition of lost child procedures in line with current guidance (p.41-2)
- Further sources of support added (Appendix 3)

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## Aims of this policy

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

## 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 of our activity at Wigmore Hall, online and in the community, 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 Equal Opportunities 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 will safeguard children and adults at risk by ensuring that our activities are led in a way which keeps everyone involved safe
- 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 working in partnership with parents and carers
- 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
- WHT is committed to the safe recruitment of staff into roles working with children and adults at risk
- 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 safeguarding children and adults at risk in line with national legislation and relevant national and local guidelines
- 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 knows 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 (see Safer Recruitment Policy and Procedures for more information)
- 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 children:

- WHT Health and Safety Policy
- WHT Staff Handbook
- [Online Safety Act 2023](#)
- NSPCC Safeguarding Standards
- [ICO 10 step guide to sharing information to safeguard children 2023](#)[Working Together to Safeguard Children](#) 2023, updated February 2024 and Improving Practice with Children, Young People and Families guidance 2023, updated October 2024
- [Westminster Local Safeguarding Children Board \(LSCB\) Guidance](#)
- [Charity Commission Safeguarding Guidance, updated November 2021](#)
- [Keeping Children Safe in Education, updated September 2024](#)
- [Care Act 2014](#) and [Care and Support Statutory Guidance, updated August 2021](#)
- [Prevent Duty Guidance, updated April 2023](#)
- [Special Educational Needs and Disability \(SEND\) Code of Practice, updated September 2024](#)
- [London Safeguarding Children Procedures and Practice Guidance, updated September 2024](#)
- [Data Protection Act 2018](#)



- [Safeguarding Women and Girls at Risk of FGM Guidance, updated January 2017](#)
- [What to do if you're worried a child is being abused, Advice for practitioners, March 2015](#)
- [Counter-Terrorism and Security Act 2015](#)
- [Child performance and activities licensing legislation in England, February 2015](#)
- [Children and Families Act 2014](#)
- [The Children \(Performances and Activities\) \(England\) Regulations 2014](#)
- [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
- [Children Act 2004](#)
- [Sexual Offences Act 2003](#)
- [Education Act 2002](#)
- [Health and Social Care Act 2001](#)
- [Criminal Justice and Court Services Act 2000](#)
- [Children \(Leaving Care\) Act 2000](#)
- [Protection of Children Act 1999](#)
- [Human Rights Act 1998](#)
- [Police Act 1997](#)
- [United Convention of the Rights of the Child 1991](#)
- [Children Act 1989](#)
- [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 children – and its wider community. It has been informed by guidance from the NSPCC.

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

## Key Points

- There is a **legal duty on Local Authorities** to provide support to children
- **Children** are defined in legislation (see definitions below)
- The safeguarding legislation applies to all forms of abuse that harm a child's wellbeing
- The law provides a framework for good practice in safeguarding that makes the overall **wellbeing** of the child a priority of any intervention
- The law provides a framework for organisations to **share concerns** they have about children with the Local Authority
- The law provides a framework for organisations to **share information and cooperate** to protect children

# Definitions

## A Child

The UN Convention on the Rights of the Child defines a child as everyone under 18 unless, "under the law applicable to the child, majority is attained earlier" (Office of the High Commissioner for Human Rights, 1989). The UK has ratified this convention. However, there are a number of different laws across the UK that specify age limits in different circumstances. These include child protection, age of consent, and age of criminal responsibility.

In the context of child protection guidance, a child is anyone under the age of 18.

## Abuse

Abuse is any action committed by a person which causes harm to another person. Types of abuse include:

- Physical abuse
- Sexual abuse, including child sexual exploitation
- Psychological abuse
- Domestic abuse
- Neglect and acts of omission
- Self-neglect
- Exploitation
- Financial or material abuse
- Modern slavery
- Online abuse
- Discriminatory abuse
- Organisational abuse
- Peer on peer abuse

Further information and guidance at NSPCC: [Types of Child Abuse & How to Prevent Them | NSPCC](#)

WHT staff should recognise that all children are vulnerable but that some children may be more vulnerable than others and at greater risk of harm. Children known to a Social Worker, Looked After Children and Care Leavers are likely to have suffered abuse at some point in their childhood and may be more vulnerable to further abuse including exploitation.

Staff should be aware that other children who may be potentially more at risk of harm include a child who:

- Is disabled or has certain health conditions and has specific additional needs
- Has special educational needs (whether or not they have a statutory Education, Health and Care Plan)
- Is a young carer
- Is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines
- Is frequently missing regular activity or goes missing from WHT activity or from home
- Is at risk of so-called honour based abuse such as Female Genital Mutilation or Forced Marriage
- Is at risk of modern slavery, trafficking or exploitation
- Is at risk of being radicalised or exploited
- Is misusing drugs or alcohol
- Has returned home to their family from care
- Is a privately fostered child
- May experience discrimination due to their race, ethnicity, religion, gender identification or sexuality
- Has English as an additional language

- Is known to be living in difficult situations – for example, temporary accommodation or where there are issues such as substance abuse or domestic violence
- Is an asylum seeker
- Is at risk due to their own or a family member's mental health needs
- Is looked after or previously looked after

## 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 3. Role descriptions of the WHT Safeguarding Team can be found in Appendix 5.

### 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 children, Wigmore Hall 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, the 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 to ensure they are familiar with key elements and procedures

All new permanent staff members working with children 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 children 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 children must:

- Read relevant sections, as highlighted by their line manager and via their contract, of the Safeguarding Children 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 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, 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, 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.

Information on courses available from Wigmore Hall's main provider, NSPCC, can be found here,

along with research and further resources:

<https://www.nspcc.org.uk/services-and-resources/>

## 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 children safe.

## Dealing with Concerns and Disclosures

### If you have Concerns about a Child

Here are the key steps to help you to identify and respond appropriately to possible abuse:

- **Recognise** signs of abuse – they might not always be obvious and a child may not tell anyone what is happening to them
- **Respond** appropriately to a child if they make a disclosure to you (see below)
- **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 4). 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. school or hospital), you should inform the DSO at the setting in the first instance (unless you think this may risk harm to the child), and then inform the WHT DSO or DDSO as soon as you can
  - o It is important to work in partnership with parents/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 a child, 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 a Child

Mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. 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 a child may be experiencing a mental health problem or be at risk of developing one
- If you have a mental health concern about a child 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 child.

- A partner organisation may take further action such as: a referral to external services such as CAMHS

## If a Child Makes a Disclosure to You

Here are the key steps to help you to respond appropriately to a disclosure:

- **Remain calm** and remember this may be difficult for the child to share
- Listen carefully to what is said:
  - o Ask questions only for clarification and allow the child to tell you at their own pace
- Don't ask leading questions
  - o Your role is to recognise and refer abuse rather than to investigate, so do not interrogate them
- Don't make any judgements about what they tell you
- Consider that a child's disability may mean verbal communication is difficult or impossible, and make every attempt to communicate by other means, and consider whether distressed or disruptive behaviour is due to the child's disability or if the child is upset for another reason. Check that the child has understood what you've told them and is able to apply it – don't make assumptions about what they have understood.
- Inform the child what you are going to do next:
- Don't promise to 'keep it a secret'
  - o Use the first opportunity you have to say that you will need to share the information with others
  - o Make it clear that you will only tell the people who need to know and who should be able to help
  - o Reassure the child or adult at risk that they did the right thing in telling someone
- Record the details:

- As soon as possible after the disclosing conversation, make a note of what was said via the Safeguarding Report Form
    - Use the child's own words, noting the date, time, any names that were involved or mentioned, who you gave the information to, and making sure you sign and date your record
    - Records made within 24 hours can be used as credible evidence in court
- Take action:
  - Don't delay in passing on your concerns or disclosure to a DSO (or DDSO in their absence). If you are at a partner organisation setting (e.g. school, hospital, care home), you should inform the DSO at the setting in the first instance (unless you think this may risk harm to the child or adult at risk), and then inform the WHT DSO or DDSO as soon as you can. If you have concerns about the safety or welfare of a child, or concerns about another staff member, and feel they are not being acted upon by the DSOs, take action by referring to the local authority and/or the police – see below for more details on referrals and information sharing
  - 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. If your concern involves the WHT staff member present go straight to the DSO (or DDSO in their absence).
- The DSO or DDSO should keep the Safeguarding Report 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 (labelled 'Confidential - Encrypted') and stored in an access-controlled location.
- Records should be retained for periods outlined by NSPCC guidance: [Child protection records retention and storage guidance | NSPCC Learning](#)

## Responding to a Safeguarding Emergency

If a child has been seriously hurt or is in imminent danger of being harmed staff must:

- Ring 999 and ask for the emergency service required – police and/or ambulance
- Inform a DSO (at partner organisation where appropriate, and at WHT) immediately after taking this action
- If a DSO (or DDSO in their absence) is not contactable, inform your Line Manager
- Complete the Safeguarding Report Form (see Appendix 4) and pass it on to a WHT DSO or DDSO in their absence
- Seek support from a DSO or DDSO if required

## Sharing information with a DSO

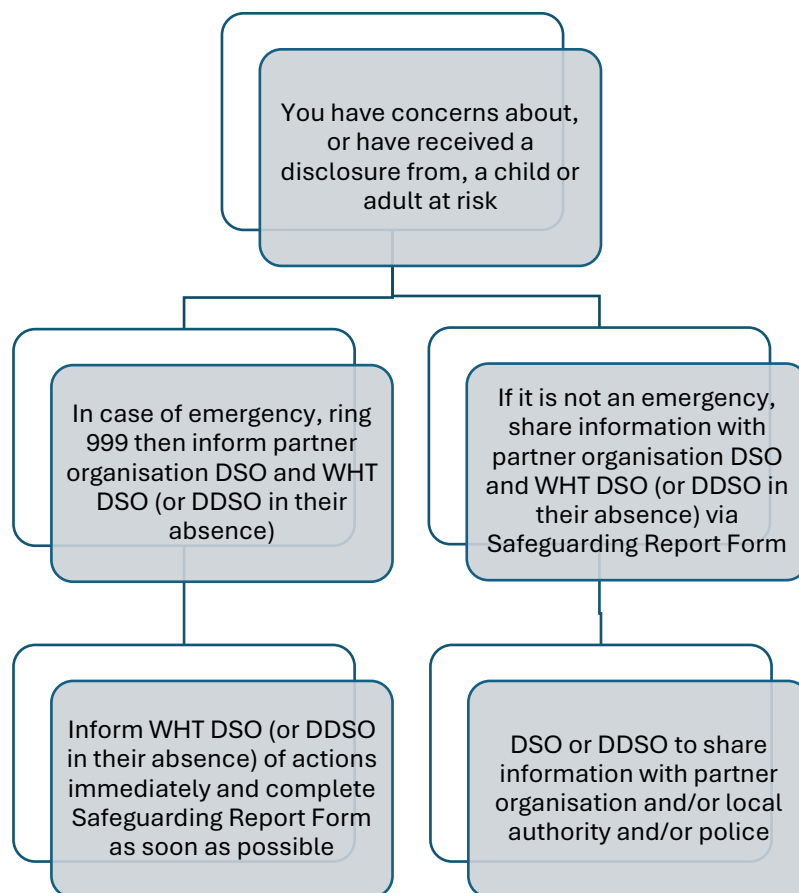
- You should share a concern or information about a disclosure with a WHT DSO, or DDSO in their absence
- You should inform the child's parent/carer unless to do so would place the child at greater risk of harm. You can take advice from social care if you are unsure. If a family is already known to them they can advise of the best way to approach parents and support you with that.
- 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 as soon as possible, and make your own notes to record the information you have been given, when it was given and by whom
- 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 the DDSO should always be available to discuss safeguarding concerns and disclosures

- In the event that DSOs and 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 or the relevant partner organisation, you should report this to 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 a child 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 a child, or for guidance on when an allegation is made about another staff member or colleague posing a risk to a child, 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 or DDSO and know that these will be taken seriously. See WHT's Whistleblowing Policy 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 3 for key contact details

## Flowchart: Referral and Information Sharing

The following referral and information sharing flowchart should be followed by staff:



## Procedure for Designated Safeguarding Officers

The DSO (or DDSO in the DSO's absence), 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.
  - 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 4) 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.
  - 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.
  - Ensure that the **child 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 where appropriate (see Appendix 3).
  - **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.

## Consult and Decide

1. 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:
  - Abuse or neglect of a child is known or suspected and the child has died or has been seriously harmed
  - Serious harm includes (but is not limited to) serious and/or long-term impairment of a child's physical health, mental health or intellectual, emotional, social or behavioural development

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

Where appropriate, consult with the Local Authority/the 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 (see Safeguarding Adults Policy and Procedures for information on mental capacity) to contact the police themselves.
3. Make a referral/report to the Local Authority Safeguarding Team or Multi-Agency Safeguarding Hub (MASH) (where the child lives) if a child is at risk

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding 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



Let the child's parents/carers know unless you think this would place the child at greater risk of harm. You can take advice from the local authority if you are unsure. If a family is already known to them they can advise of the best way to approach parents/carers and support you with that.

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

If the person who may be causing harm is a person involved with 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 child, 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. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

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 child. 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.

Decide who in the organisation will **maintain contact with the child and/or their parents/carers** to consult with them, keep them informed and make sure they are receiving the support they need.

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.

## Early Help

Early Help is a service that supports children, young people and their families from before birth up to the age of 19 as soon as possible to tackle difficulties before they become more serious. You can read more about [Westminster Early Help service here](#).

If you think a child or young person might benefit from Early Help, please share this information with a WHT DSO.

## 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. A child is a person up to the age of 18 years. The allegation may concern one or more children. 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 child victim. For example, if a staff member or volunteer is accessing abusive images of children online or using the internet to groom children with the intent to harm in future
- Be about any type of abuse – physical, emotional, sexual or neglect
- Concern a breach of the WHT’s Safeguarding Children Policy and Procedures on appropriate professional conduct
- Relate to WHT staff who have behaved in a way that may have harmed a child

The aim of these procedures is:

- To ensure that children 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 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 young people

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 designated officer (LADO)

Examples of low-level concerns could include:

- Being over friendly with children
- Having favourites
- Taking photographs of children on their mobile phone
- Engaging with a child 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 the other 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 the 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 a child, or may have harmed a child, and/or
- Possibly committed a criminal offence against or related to a child, and/or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children, and/or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children – 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/ren or adult at risk. If the concern is about a DSO or DDSO then the person should inform the other DSO or DDSO. The DSO 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 children's social care about whether a child 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 or other children that the individual has contact with through work or family
- 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 a child then there is a need to consider if a referral to children's social care is required to determine if that child 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 children

- We recognise that children are capable of abusing their peers. Abuse will never be tolerated or passed off as “banter”, “just having a laugh” or “part of growing up”, as this can lead to a culture of unacceptable behaviours and an unsafe environment for children.
- We also recognise the gendered nature of some peer-on-peer abuse. However, all peer-on-peer abuse is unacceptable and will be taken seriously.
- Most cases of children hurting other children would be dealt with in line with project code of conduct and any partner organisation’s behaviour management policy, but this Safeguarding Children 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 children at risk
  - o Is violent
  - o Involves children being forced to use drugs or alcohol
- Involves sexual exploitation, sexual abuse or sexual harassment, such as indecent exposure, sexual assault, upskirting or sexually inappropriate pictures or videos (including the sharing of nudes and semi-nudes)

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

If a child makes an allegation of abuse against another child:

- You must record the allegation and tell the WHT DSOs (or DDSO in their absence), but do not investigate it
- You should include:



- Names of the children involved and any other identifying information
- 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 DSO or DDSO will contact the partner organisation (where appropriate), and WHT or partner organisation will contact the Local Authority children's 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 children involved (including the victim(s), the child(ren) against whom the allegation has been made and any others affected) with a named person they can talk to if needed
  - Contact the children and adolescent mental health services (CAMHS), 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, including requesting or sending sexual images
  - 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 pupils about appropriate behaviour and consent
- Ensure children 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 a child'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:
    - Children can show signs or act in ways they hope adults will notice and react to
    - A friend may make a report
    - A member of staff may overhear a conversation
    - A child's behaviour might indicate that something is wrong
    - That certain children may face additional barriers to telling someone because of their vulnerability, disability, gender, ethnicity and/or sexual orientation
    - That a child harming a peer could be a sign that the child 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 a child may be at risk from it
    - That they should speak to a WHT DSO (or DDSO in their absence) 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 4). They must be stored in a locked drawer or encrypted (Labelled 'Confidential - encrypted'), with access only to those with a need to know. Records should be retained for periods outlined by NSPCC guidance: [Child protection records retention and storage guidance | NSPCC Learning](#), following which period records should be destroyed.

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

This does not automatically include the child's parent or carer; if you are concerned that informing a parent or carer would endanger the child you should not share your concern or disclosure with them. If you are unsure talk to a WHT DSO (or DDSO in their absence).

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.

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 legislation gives the lead role for 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 child 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 children 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 children. 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 (or DDSO in their absence), 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 schools and colleges have a requirement to adhere to statutory guidance Keeping Children Safe in Education and 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 a child'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 child protection 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 Wigmore Hall 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. They should include the following information:

- The number of under 18s taking part
- Confirmation that they will provide the appropriate number of chaperones to accompany the under 18s that are taking part
- A risk assessment for your event which includes risks and mitigations relating to the participation of under 18s (a Wigmore Hall risk assessment can be provided on request)
- Confirmation that they have any required performance licences in place

- Confirmation that they will lead activity in line with this Safeguarding Policy

Please note it is the responsibility of the hirer to lead their activity at Wigmore Hall in line with this Safeguarding Policy, including:

- If a performance licence or Body of Persons Approval (BOPA) is required this must be requested and processed by the hirer, and DSOs should be informed. See Child Performance Licencing for more information.
- If children 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). There is a template in Appendix 6 of this document should that be a helpful resource.
- If children 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 Children

As well as adhering to the general WHT Code of Conduct, WHT staff should adhere to the following guidelines when working with children, 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 child

- The feelings and concerns of any child or parent/carer should be listened to and acted upon, and any suspicions or allegations of abuse should be taken seriously and responded to swiftly and appropriate
- We treat everyone equitably, regardless of age, disability, gender, race, religious belief, sexual orientation or identity
- Professional relationships between WHT staff and the children 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)
- 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.
- 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 children are present without their parents/carers, registration forms should be completed by their parents/carers, 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.
- Where possible and appropriate a project code of conduct 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.

- Children and young people should not smoke, vape, drink alcohol or take recreational drugs during activity or at the location/site of WHT activity. If staff witness this they should treat it as a safeguarding concern, discuss with the WHT staff member present how to address the situation in a manner which reflects WH Learning and Participation values and core practices, and report as appropriate in line with the procedures above.
- When working with another organisation or group at Wigmore Hall, for example at a schools concert, ensure you know who the safeguarding lead and/or responsible person present is
- Toilet breaks should be supervised by the group or setting's responsible person or people, in line with the partner/visiting organisation's policy. When a child 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 child's personal care plan if they have one, and/or in line with the group or setting's policy of helping children in their care in this regard. If a child is taking part in WHT activity without a parent, carer or staff from another organisation, a plan should be put in place in advance of the event with the child, their parent/carers and any relevant partner organisations or support staff. This plan must be approved by the DSOs and should ensure that anyone offering a child 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 a child being left alone on the premises (either Wigmore Hall or the 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 adult present during activity



- For events at Wigmore Hall which children attend without their legal guardian or person in loco parentis (such as their teacher or personal assistant):
- Emergency contacts should be exchanged between WHT staff and the legal guardian before the day. These details should be deleted as soon as they are no longer required.
  - o WHT staff should not use personal devices to contact legal guardians
  - o Children should not leave Wigmore Hall without written permission from their legal guardian or person in *loco parentis*
- 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 children may be even more vulnerable to abuse than other children
- 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 children understand and are comfortable with any necessary physical contact. Further guidance on good practice on protecting d/Deaf and disabled children and young people from abuse can be found on the [NSPCC website](#).
- 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 (or DDSO in their absence).
- 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 parent/carer and/or a WHT DSO (or DDSO in their absence).
- Do not lift or move children; this should be carried out by the legal guardian or person in *loco parentis*
- Maintain a professional and positive relationship with children
- See Online Activity section below for guidance on leading safe online activity

## Lost Child Procedures

To minimise the risk of a child being lost at Wigmore Hall or during WHT activity we:

- Ensure appropriate supervision and adult:child ratios are in place, and that a child is never out of sight of adults (with the exception of toilet trips – see [Creating a Safe Environment](#))
- Closely supervise children when they arrive and depart the building/location, ensuring they are accompanied by their parent/carer/designated staff member

- Ensure that visitors to activity/spaces in which children are taking part in WHT activity are supervised
- Carry out risk assessments for all WHT activity with children including relevant risks associated with the space, activity and personnel
- Ensure a specific risk assessment is carried out in consultation with DSO should an offsite trip be planned – offsite trips should be carefully considered and may only take place with the approval of the DSO, parents/carers and relevant partner organisations
- Ensure that all staff onsite understand these procedures
- Work in partnership with parents, carers and partner organisation staff to ensure an appropriate plan is in place regarding these procedures

In the event that a child is lost:

- Immediately notify the parent/carer if onsite, relevant partner organisation staff onsite, and all WHT staff onsite and conduct a search for the child onsite and in the immediate vicinity, ensuring any other children stay appropriately supervised
- Make a note of the circumstances the child went missing as well as the child's name and a description of them/identifying features e.g. appearance, clothing
- If the child cannot be found call the police on 999, and follow police guidance
- Notify parents/carers if not already informed as above (this may be done by a partner organisation who holds their contact details, for example if the child is visiting Wigmore Hall with a school). Reassure them of what is being done to find the child.
- A lost child can be a distressing incident – try and encourage people to keep calm and maintain a supportive environment that does not seek to place blame. Other children may also need support and honest reassurance during this time.
- Inform the DSO (or DDSO in their absence) immediately and follow up with a safeguarding report form as soon as possible

- Follow remaining procedures as appropriate as per [Dealing with Concerns and Disclosures](#)
- Inform all adults involved including parents/carers, police, staff, and partner organisation staff when the child is found
- Ensure an appropriate follow-up takes place with the DSO and/or DDSO, parents/carers and partner organisation as appropriate to understand what happened and why, to inform how these procedures may be improved to avoid future incidents

## Online Safety

We are committed to promoting a positive, safe online environment in which children 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 Keeping Children Safe Online training and further staff will undertake relevant training as appropriate
- Information and resources: Safeguarding children is included in the Information Security Policy, 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 or adults posing as children and using social media to contact children
- 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 children 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 [NSPCC](#)

[website](#) and the [CEOP website](#).

## Platforms

- WHT uses Zoom as its online video conferencing platform for all online activity with participants, including children, 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 parent/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

- Parents/carers will be asked to give their consent for their under 18 or anyone they are providing care/support to, who is unable to give consent for themselves, to participate in online activity
- Online sessions will 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 1.
- 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
  - If parents/carers are not taking part in the activity, it should be confirmed that they are in the building and accessible, be aware

the session is taking place, and the door to the room in which the child/adult at risk is in should be open

- Advice should be given to participants on what to do if they have a safeguarding concern
- Parents/carers will be asked to support their under 18 or anyone they are providing care/support to who may require support, 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 parent/carer to inappropriate conduct as needed, and will remove a participant from the session where necessary, and parents/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 child (see Bullying section below)
- Allow intimidation, bullying, threatening or discriminatory behaviour between children to be tolerated (see Bullying section below)
- Use your status or position to form or promote relationships with any child 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 children 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 children or onsite at WHT activity
- Invite a child into your home
- Engage in, or attempt to engage in a sexual or inappropriate relationship with a child



- Take or possess abusive or unauthorised images of children
- Put yourself in a position where you are alone with children away from organisational premises, or transport a child, unless this is part of a plan authorised by the DSO and with the consent of the child's legal guardian, or in an emergency situation and with knowledge of their legal guardian
- 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](#))
- Change clothes in a public area or enter a room where children 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 or accept gifts to/from children

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 children and young people who are a part of our organisation or take part in our activities.

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)
- Where possible, holding discussions with staff, children and families who use our organisation about bullying and how to prevent it
- Providing support and training for all staff and volunteers on dealing with all forms of bullying, including racist, sexist, homophobic, transphobic and sexual bullying
- Putting clear and robust anti-bullying procedures in place.

Discussions with staff, children and families 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 organization

## Abuse of a Position of Trust

When working with children 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.

Young people of 16 or 17 can legally consent to sexual activity but they may still be relatively immature emotionally. It is essential that those who may be in a position of trust recognise this vulnerability and ensure it is not exploited. Where a person aged 18 or over is in a specified position of trust with a young person under 18, it is an offence under the Sexual Offences Act 2003 for that person to engage in sexual activity with, or in the presence of, that young person, or to cause or incite that young person to engage in or watch sexual activity even if the young person appears to consent. Refer to the Disciplinary Procedures for information on the consequences of non-permissible behaviours and criminal allegations.

Therefore, 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

# 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, noting that most social media services require children to be over the age of 13 to use their sites (including Facebook, Twitter, Instagram and Snapchat)
- Be aware of additional needs or risks that children or adults at risk may be vulnerable to under the Equality Act 2010's [Protected Characteristics](#), including children or 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) including sexting, which is illegal
- Never seek to befriend a child online whom you have met through WHT activity
- Never view or share abusive images of children
- 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 under 18 or they are unable to communicate via telephone/email themselves, their parent/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 children

### Consent

- Photographs and film of children will not normally 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)
- The only exception to this is in the case of 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 an email sent to ticket holders prior to the event, and posters at the event will clearly outline the intention to take photographs or film, and the intended use of the photographs or film, and the opportunity to opt-out will be given. This exception does not

extend to schools concerts, when consent should always be sought via the responsible staff member.

- Consent should be obtained using the template consent form – see Appendix 2
- Consent should be obtained from the legally appropriate individual
  - o In the case of a child this is their legal guardian, but if they are with a school group this will usually be obtained via the teacher or other responsible adult at the school
  - o 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
- 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 children to appear in photographs or film, and this decision should be respected
- No child 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 child (this may require the blurring of name labels in images)
- 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.

[More information on photography and filming](#)

## Artificial Intelligence

WHT recognises the risks of Artificial Intelligence (AI) to safeguarding children 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 children and/or [child sexual abuse material \(CSAM\)](#)
- The spread of misinformation and disinformation that harms children
- 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 children
- The use of generative AI to generate images, personal information or other false information to abuse children, 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 children
- The use of AI to commit fraud or financial abuse
- An increased risk of children 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](#)
- [How AI is being abused to create child sexual abuse material \(CSAM\) online](#)
- [The Dangers of Artificial Intelligence to Children - Secure Children's Network \(SCN\)](#)
- [The Children's Commissioner's view on artificial intelligence \(AI\) | Children's Commissioner for England](#)

## Child Performance Licencing

A licence must be obtained before a child can take part in certain types of performance and activities, including:

- Any performance for which a charge is made, whether for admission or otherwise
- Performances on premises licensed to sell alcohol (this includes Wigmore Hall)
- Any live broadcast performance, for example a television or radio broadcast, internet streaming
- Any performance recorded (by whatever means) with a view to its use in a broadcast or such service or in a film intended for public exhibition (this does not extend to user generated content)
- When children take part in sport or modelling for which payment is made (to the child or to someone else in respect of the child taking part) other than expenses

It should be noted that:

- A performance licence may be required whether or not the child is paid
- Amateur groups, musical performances, student productions or films are not exempt from the requirements
- Licensing requirements apply only to children under the upper limit of compulsory school age (as defined by the Education Act 1996) – as a general rule this is up to the last Friday in June in the school year in which they have their 16th birthday)

The person in charge of the event must apply to the child's local council for a child performance licence. They should do this at least 21 days before the event and should keep the DSOs up-to-date with the process.

## Rehearsals

Rehearsals taking place from the first to the last day of the performance period require a licence and are subject to the same restrictions and conditions as performances. A child may not take part in performances, including such rehearsals, on more than 6 consecutive days. Any rehearsal on the day of a performance or activity counts towards the permitted hours the child can be at the place of performance or activity. Licensing requirements

do not apply to rehearsals that take place before the first day of performance.

## Exemptions

Exemptions apply where no payment in respect of the child taking part in the performance is made to the child or another person, other than expenses.

The exemptions are:

### The 'four-day rule'

If a child has not performed on more than 3 days in the last 6 months, they will not need a licence for performance on a fourth day. Once a child has performed on 4 days in a 6-month period (in any performance, regardless of whether a licence was in place on any of those days or the child was

taking part in a performance arranged under a body of persons approval – see below) then a licence is required for any further performances (unless one of the other exemptions referred to below applies).

If a child is to be absent from school this exemption cannot be relied upon: a licence will be required.

It is a legal requirement to seek a licence when one is required and any person who causes or procures any child to do anything in contravention of the licensing requirement commits an offence and may be subject to a fine, imprisonment or both. If a producer is relying on the four-day rule as a basis for not applying for a licence, they should have reasonable grounds for believing the child has not performed on more than 3 days in the previous 6 months.

### Performances given under arrangements made by a school

A licence is not required where the performance in which the child is taking part is given under arrangements made by a school. The deciding factor is whether the school is responsible for organising and producing the performance.

## Body of Persons Approval (BOPA)

- A licence is not required where a performance is given under arrangements made by a 'body of persons' approved by the local authority in whose area the performance takes place.
- A BOPA can be issued for an organisation for a specific performance or for a limited period of time as set out in the approval, to put on performances involving children.
- The granting of a BOPA to an organisation replaces the need to apply for individual licences from each child's home local authority during the period of approval – as long as the BOPA criteria and conditions continue to be fulfilled.
- The organisation responsible for putting on the performance, and for ensuring the safety and wellbeing of the children taking part, must apply.
- BOPAs should be applied for via the local authority – in the case of performances at Wigmore Hall this is Westminster City Council.
- The decision whether to issue a BOPA is at the discretion of the local authority. They would want assurance that the body had clear, robust and well embedded policies for safeguarding children.
- A BOPA does not authorise absence from school for any child involved in the performances. If the performance involves absence from school that should be approved by the school.
- Where a performance is taking place under the auspices of a BOPA, the legislation does not require that the child be supervised by a chaperone approved by the local authority.

## Performance Restrictions

The following applies to all performances, regardless of whether a licence is required:

- A child must not take part in any other employment on the day of, or the day following, a performance

- The earliest and latest hours that a child can be present at a place of performance or rehearsal (during the performance period) are as follows: a child under the age of 5 can be present from 7am until 10pm, whilst a child of 5 and over can be present from 7am to 11pm
- The maximum number of hours a child can perform or be at a place of performance is as follows:

Age of child	Maximum number of hours in one day at place of performance or rehearsal	Maximum total number of hours of performance or rehearsal in one day	Maximum continuous number of hours of performance or rehearsal in one day
0 until child reaches 5	2	2	0.5
5 until child reaches 9	8	3	2.5
9 to school leaving age	9.5	5	2.5

Any time spent in education that is required by regulation 13 of The Children (Performances and Activities) (England) Regulations 2014 counts toward the maximum permitted hours in one day.

The minimum breaks a child must have whilst performing and overnight breaks are as follows:

- When a child under the age of five is present at the place of performance or rehearsal, any breaks must be for a minimum duration of fifteen minutes, except that where a child is present for four or more consecutive hours, any such breaks must include at least one break of forty-five minutes used for the purpose of a meal; and any break must be used for the purposes of meals, rest, education and recreation.
- When a child aged five or over is present at the place of performance or rehearsal for more than four, but less than eight consecutive hours, the child must have a minimum

- of one meal break of a minimum duration of forty-five minutes, and one other break of a minimum duration of fifteen minutes.
- When a child aged five or over is present at the place of performance or rehearsal for eight or more consecutive hours, the child must have the breaks as detailed above, plus at least one other break of a minimum duration of fifteen minutes.
- A child must have a break of a minimum duration of one and a half hours between the child's participation in consecutive performances where on the same day:
  - o The child performs the same part or takes the place of another performer in more than one instance of the same performance including rehearsals
  - o The child is taking part in performances under different licences granted in respect of the child, or
- The child is taking part in a performance for which a licence has been obtained and in a performance for which a licence is not required
- Where the earlier performance or rehearsal is less than one hour in duration, and the following performance or rehearsal takes place at the same place of performance or rehearsal; or there is no time required for travel between the earlier and consecutive performance or rehearsal, the break between those performances (or rehearsals) may be reduced to a minimum of forty-five minutes.
- A child must have an overnight break of a minimum duration of twelve hours between attendance at a place of performance or rehearsal.

These are the minimum breaks required by law; children may need more or longer breaks, depending on the activity, the child, and the individual circumstances.

The following applies to all licenced performances:

- A child must not take part in performances or rehearsals on more than six consecutive days
- A child who takes part in performances on the maximum number of consecutive days permitted by the above for a period of eight

consecutive weeks, must not take part in any performance or rehearsal during the fourteen days following the last performance. This requirement does not apply if the number of days specified in the licence on which the child may perform is fewer than sixty.

## Supervision

If the child requiring a performance licence won't be with their parent, school teacher or home tutor, they must be supervised by a chaperone approved by the local authority that granted the licence.

## 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 a child 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 a child 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 Children Policy and Procedures contact Daisy Swift (DSO / Director of Learning and Participation, see Appendix 3 for contact details).*



# Appendix 1: Acceptable use statement for internet and social media use

Wigmore Hall Trust (WHT) understands the importance of online communication for children and young

people's development, 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 children and young people remain safe while online or using social media.

We ask that parents/carers spend a few minutes to read through and discuss this statement with their child 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/carer
- 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 587283I know I can contact Childline on 0800 1111 if I have any worries about something I've seen or experienced online
- We have discussed this statement and [insert name of child/young person] agrees to support the safe use of the internet and social media at/with Wigmore Hall Trust.

Name of parent/carer	
Signature of parent/carer Date	
Name of child/young person	
Signature of child/young person  Date	

# Appendix 2: 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:

- 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
- 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 [and my child(ren) [insert name(s)]] to be used as outlined above.

Signed: -----

Print Name: -----

Date: -----

## Appendix 3: 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 Children 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

### London Safeguarding Children Board (LSCB)

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

### Local Authority Designated Officer (LADO)

To manage allegations against professionals, every Local Authority appoints a Local Authority Designated Officer. You should contact the [Westminster LADO](#) if you have raised concerns about another staff member with your DSO, DDSO or Line Manager and feel they are not being acted upon, or would like further advice or guidance.

## Sources of Information and Support

### 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)

### 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)

### NSPCC Helpline

If you're worried about a child, or you need advice or information: 0808 800 5000

### 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)

## Sarah's Law

A scheme, also known as the Child Sex Offender Disclosure Scheme (CSODS), under which parents, carers and guardians can be informed if someone has a record for child sexual offences.

[GOV.UK](https://www.gov.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/](https://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](https://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](https://www.victimsupport.com)



# Appendix 4: Safeguarding Children Report Form

Complete as much detail as you are able to. Information should be shared as soon as possible, and within a maximum timeframe of 24 hours. Forms can be given in person to a DSO or DDSO, or electronically completed and emailed to [safeguarding@wigmore-hall.org.uk](mailto:safeguarding@wigmore-hall.org.uk).

Your name:	Name of organisation:
Your role:	
Contact information (you):	
Address	Postcode
Telephone number	Email address
Child or adult at risk's name:	Child or adult's date of birth:
Child or adult's ethnicity (if known):	Does child or adult have a disability? If so please state
Child or adult's gender (if known):	Name of legal guardian and/or person in loco parentis:

Contact information (legal guardian and/or person in  
loco parentis):

Address

Postcode

Telephone number

Email address

Has the legal guardian been notified of this concern / incident / disclosure?

☐ Yes

☐ No

If YES please provide details of what was said/action agreed:

For which of the following reasons are you completing this form?

- ☐ I am reporting my own concerns
- ☐ I am responding to concerns raised by someone else
- ☐ I am sharing information from a disclosure
- ☐ I am reporting a safeguarding incident

If responding to concerns raised by someone else, please provide further information: Name

Position / relationship to child or adult at risk

Telephone number

Email address

Date, location and time of incident or disclosure (if appropriate):

Details of the incident or concerns (if appropriate): Include other relevant information, such as description of any injuries and whether you are recording this incident as fact or opinion

Child or adult at risk's account of the incident / details of their disclosure – using their own words wherever possible:

Please provide any witness accounts of the incident (if appropriate):

Please provide details of any witnesses to the  
incident: Name

Position / relationship to the child or adult at risk

Date of birth (if child)

Address

Postcode

Telephone number

Email address

Please provide details of any person involved in this incident or alleged to have caused the incident / injury:

Name

Position / relationship to the child or adult at risk

Date of birth (if child)

Address

Postcode

Telephone number

Email address

Please provide details of action taken to date:

Has the incident / concerns / disclosure been reported to any external agencies?

☐ Yes

☒ No

If YES please provide further  
details: Name of organisation /  
agency

Contact person

Telephone number

Email address

Agreed action or advice given

Your signature

Print name

Date and time of disclosure, and of completion of this form (if different):

When you have completed the form, pass it on to the Designated  
Safeguarding Officer in line with WHT reporting procedures.

# Appendix 5: 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 include:

- 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 children and adults at risk
- 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 learn from case reviews locally and nationally, in order to improve WHT's policies, procedures and practices

- 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 champion safeguarding throughout the organisation
- To update and refresh their knowledge at regular intervals (for example through CASPAR e-bulletins and other training)
- 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 organise and chair WHT Safeguarding Team meetings

The DSO should have:

- DSO level safeguarding training, renewed at least every two years
  - 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 two 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 contribute to the management of 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 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 Producer/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							
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Severity		
Likelihood		1- Trivial
	4-Very Likely	4 L
	3-Likely	3 L
	2-Possible	2 L
	1-Remote	1 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