

WIGMORE HALL

SAFEGUARDING

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Version History

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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

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Safeguarding Policy and Procedures

This policy came into effect on 07/01/2019 and will be reviewed on 07/01/2020. It applies to all Wigmore Hall staff, which includes paid staff, volunteers, the board of trustees, freelance employees and anyone working on behalf of Wigmore Hall. In the context of and throughout this policy and procedures, 'staff' includes all these individuals.

This policy should be made publicly available on the Wigmore Hall website.

Aims of this policy

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

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1. Guiding Principles

Wigmore Hall 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 work in the community and at Wigmore Hall we adhere to the following principles, and expect our staff to do the same:

- Wigmore Hall has a responsibility to promote the wellbeing¹ of the children and adults at risk with whom we work, and to keep them safe
- We respect the rights and dignity of every individual with whom we work, and seek to empower the children and adults at risk with whom we work to share in our decision-making processes
- We treat everyone equitably, regardless of age, disability, gender, race, religious belief, sexual orientation or identity, in line with the Wigmore Hall Equality and Access Policy. We are committed to inclusive and anti-discriminatory practice and recognise there may be additional needs or considerations for the safeguarding of children or adults at risk with regard to the Equality Act 2010's Protected Characteristics.
- The professional relationships between Wigmore Hall staff and the children and adults at risk with whom they work are based on mutual trust and respect
- 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
- Wigmore Hall 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

2. Legal Framework and Supporting Documents

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

Wigmore Hall Equality and Access Policy

Wigmore Hall Health and Safety Policy (pending)

Wigmore Hall Staff Handbook

[City of Westminster Local Safeguarding Children Board \(LSCB\) Guidance](#)

[London Multi-Agency Adult Safeguarding Policy and Procedures](#)

[Data Protection Act 2018](#)

[Keeping Children Safe in Education, updated September 2018](#)

[Care and Support Statutory Guidance, updated June 2017](#)

¹ 'Wellbeing' encompasses definitions included in the [Care Act statutory guidance, chapter 1.5](#)

[What to do if you're worried a child is being abused, Advice for practitioners, March 2015](#)

[Safeguarding Women and Girls at Risk of FGM Guidance 2015](#)

[Counter-Terrorism and Security Act 2015 and *Prevent* Guidance](#)

[Working Together to Safeguard Children 2018](#)

[Child performance and activities licensing legislation in England, February 2015](#)

[The Children \(Performances and Activities\) \(England\) Regulations 2014](#)

[Children and Families Act 2014](#)

[Charity Commission Safeguarding Guidance 2014](#)

[Care Act 2014 and *Statutory Guidance*](#)

[Special Educational Needs and Disability \(SEND\) Code of Practice 2014](#)

[Protection of Freedoms Act 2012](#)

[Equality Act 2010 and *Guidance*](#)

[Safeguarding Vulnerable Groups Act 2006](#)

[Mental Capacity Act 2005 and *Code of Practice*](#)

[Children Act 2004](#)

[Sexual Offences Act 2003](#)

[Education Act 2002](#)

[Health and Social Care Act 2001](#)

[Guidance on Protecting Vulnerable Adults in Care, 2000](#)

[Children \(Leaving Care\) Act 2000](#)

[Criminal Justice and Court Services Act 2000](#)

[Protection of Children Act 1999](#)

[Data Protection Act 1998](#)

[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](#)

3. Definitions

a. 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.

b. An Adult at Risk

The Care Act 2014 defines an adult at risk as someone who

- Has the need for care and support
- Is experiencing, or is at risk of, abuse or neglect
- And as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The Care Act promotes 'Making Safeguarding Personal' which means that the adult at risk should be at the centre of all enquiries and decisions being made throughout the safeguarding process.

Further guidance:

According to the Safeguarding Vulnerable Groups Act 2006, a person is an adult at risk (formerly vulnerable adult) if they have attained the age of 18 and:

- Are in residential accommodation
- Are in sheltered housing
- Receives domiciliary care
- Receives any form of health care
- Are detained in lawful custody
- Are by virtue of an order of a court under supervision by a person exercising functions for the purposes of Part 1 of the Criminal Justice and Court Services Act 2000
- Receives a welfare service of a prescribed description
- Receives any service or participates in any activity provided specifically for persons who fall within the following categories:
 - They have particular needs because of their age
 - They have any form of disability
 - They have a physical or mental problem of such description as is prescribed
 - They are an expectant or nursing mother in receipt of residential accommodation pursuant to arrangements made under section 21(1)(aa) of the National Assistance Act 1948 or care pursuant to paragraph 1 of Schedule 8 to the National Health Service Act 1977
 - They are a person of a prescribed description not falling within the four descriptions above

- Payments are made to them (or to another on their behalf) in pursuance of arrangements under section 57 of the Health and Social Care Act 2001
- They require assistance in the conduct of their own affairs

c. 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

Further information and guidance:

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/>

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance> - see sections 14.16 – 14.26

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What to do if you re worried a child is being abused.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)

4. Staffing, Recruitment and Training

a. Designated Safeguarding Officers

Wigmore Hall commits to having at least one Designated Safeguarding Officer (DSO) on its senior management team. A time of writing the DSOs for Wigmore Hall are:

Peter Jervis, Deputy Director

Daisy Swift, Learning Director

- The DSOs take lead responsibility for safeguarding at Wigmore Hall and on behalf of Wigmore Hall during offsite activity
- DSOs should take part in DSO level training every two years, and in addition update and refresh their knowledge at regular intervals, and at least annually (for example through e-bulletins or other training)
- At least one DSO should be able to make themselves immediately available at all times during working hours for staff to discuss any safeguarding concerns – see [Appendix 4](#) for contact details
- It is the responsibility of the DSOs to ensure appropriate decisions or actions have been made following a disclosure, incident or discussed concern

b. 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 and adults at risk, 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 [Appendix 1](#).

c. Staff Training

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

- Read and become familiar with this Safeguarding Policy, which is included in the Staff Handbook. 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 Wigmore Hall DSO to ensure they are familiar with key elements and referral processes from Wigmore Hall's safeguarding policy and procedures

All new permanent staff members working with children and/or adults at risk should undertake the following as part of their induction, in addition to the above:

- Undertake an online Introduction to Safeguarding course
- Take part in an annual safeguarding course, which explores additional needs or considerations for the safeguarding of children or adults at risk with regard to the Equality Act 2010's [Protected Characteristics](#)

All new freelance staff members must:

- Read this Safeguarding Policy and be familiar with the [Reference Guide in Appendix 6](#). 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 Wigmore Hall DSO to ensure they are familiar with key elements and referral processes from Wigmore Hall's safeguarding policy and procedures

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

Information on courses available from Wigmore Hall's main provider, NSPCC, can be found here, along with research and further resources: <https://www.nspcc.org.uk/services-and-resources/>

5. Procedures

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

Working with Partner Organisations

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

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

- Ensuring all partners are familiar with each other's Safeguarding Policies and Procedures
- Discussing any policy or procedure conflicts with partners and a Wigmore Hall DSO, and ensure mutually agreed, effective procedures are in place, noting that when working in a setting we may be required to defer to their policy, for example 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 or adult at risk'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 if children or adults at risk will be taking part/performing.

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

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

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

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

a. Safeguarding Code of Conduct: Activity with Children and Adults at Risk

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

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

i. Creating a Safe Environment

- When working 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.
- 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
- Wigmore Hall staff should not supervise toilet breaks; this should be supervised by the group or setting's responsible person
- In the event of a child or adult at risk 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 or adults at risk attend without their legal guardian or person in loco parentis (such as their teacher or personal assistant):
 - Emergency contacts should be exchanged between Wigmore Hall staff and the legal guardian before the day. These details should be deleted as soon as they are no longer required.
 - Wigmore Hall staff should not use personal devices to contact legal guardians
 - Children should not leave Wigmore Hall without written permission from their legal guardian or person in *loco parentis*

ii. 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 and adults may be even more vulnerable to abuse than other children and adults
- Do not encourage physical contact between staff and participants
- Only use physical contact when it is necessary in relation to the particular activity; 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
- Ensure disabled children or adults understand and are comfortable with any necessary physical contact
- If participants initiate touch themselves, such as a hug, then manage this carefully
- Maintain an appropriate distance from participants
- Seek agreement prior to any physical contact, and only make physical contact where absolutely necessary
- Do not lift or move children or adults at risk; this should be carried out by the legal guardian or person in *loco parentis*
- Maintain a professional and positive relationship with children and adults at risk

iii. 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 or adult
- Allow intimidation, bullying, threatening or discriminatory behaviour between children or adults to be tolerated
- Use your status or position to form or promote relationships with any child or adult at risk either face to face or online, which are of a sexual nature, or which may become so
- Make sexually suggestive or derogatory remarks or gestures
- Engage in rough, physical or sexually provocative games
- Allow children or adults 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 drugs in the company of children or adults at risk
- Invite a child or adult at risk into your home
- Engage in, or attempt to engage in a sexual or inappropriate relationship with child or adult at risk
- Take or possess abusive or unauthorised images of children or adults at risk
- Put yourself in a position where you are alone with children or adults at risk away from organisational premises, or transport a child or adult at risk, unless this is part of a plan

authorised by the DSO and with the consent of the child or adult at risk'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 Wigmore Hall Health and Safety Policy
- Give out personal contact details (including 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

iv. Abuse of a Position of Trust

When working with children and adults at risk on behalf of Wigmore Hall, 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 in certain circumstances 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.

Therefore, Wigmore Hall expects that:

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

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

v. Media and Communications

1. Communicating with Participants and Participants' Personal Information

When communicating with participants, staff should:

- Only do so in relation to Wigmore Hall related activity
- Only use Wigmore Hall telephones and devices
- 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

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 Wigmore Hall and its staff to better support the participant, for example details of a condition or disability.

2. Online Safety and Social Media

- The majority of Wigmore Hall's activity involves live music making, but from time to time online activity may be important or necessary as part of activity, or for the communication of activity.
- We are committed to promoting a positive, safe online environment in which children and adults at risk can engage in enriching activity and communications, whilst themselves being aware of, and resilient to, online safety risks, as well as knowing what to do should an issue arise.
- Wigmore Hall shows this commitment through:
 - Training: At least one of the DSOs has undertaken Keeping Children Safe Online training² and further staff will undertake relevant training as appropriate
 - Information and resources: Safeguarding children and adults at risk is included in the Social Media and Information Systems and Technology Acceptable Use policies, with reference to this policy; DSOs keep up-to-date with latest news and resources and disseminate as appropriate
 - Legislation: We adhere to relevant legislation as cited in the relevant section of this policy

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

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

In order to minimise these risks, as well as adhering to the guidelines in the rest of this Code of Conduct, when working or communicating with children or adults at risk online staff should:

² Recommended course: <https://learning.nspcc.org.uk/training/introductory/keeping-children-safe-online-online-course/>

- Be familiar with the Wigmore Hall Social Media 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)
- Only communicate or connect with a child or adult at risk via Wigmore Hall's official channels (including email and social media), and not via personal accounts (this includes friending on Facebook and following on Twitter or Instagram)
- 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 Wigmore Hall 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 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 or adult at risk online whom you have met through Wigmore Hall 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 Wigmore Hall 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
- Only use apps or sites where there is a permanent record of the conversation

If working frequently³ with a child or adult at risk online, staff should:

- Undertake Keeping Children Safe Online training
- Ensure the child or adult at risk understands online safety issues, follows guidelines, and understands who they can contact if they have any concerns, by completing an acceptable use statement, a template of which can be found in [Appendix 2](#).

³ In line with DBS regulated activity, this is defined for the purposes of this policy as once a week or more often, or on 4 or more days in a 30 day period, or overnight in the same establishment

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](#).

If you have concerns about a child or adult at risk, or someone makes a disclosure to you, follow the procedure [here](#).

Further staff guidance on usage of social media can be read in the Social Media Policy.

3. Photography and Film

Wigmore Hall is committed to the safe usage and storage of media including photography and film, and its communication through and to the Wigmore Hall 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](#) and [Staff Training](#))
- 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 Wigmore Hall
- 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 or adults at risk. A member of Wigmore Hall staff should accompany them at all times.

Consent

- Photographs and film of children or adults at risk will not normally be used by Wigmore Hall, 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 3](#)
- Consent should be obtained from the legally appropriate individual
 - 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
 - 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

- With adults at risk, it is important to take mental capacity into consideration. The Mental Capacity Act is designed to protect and empower people who are aged 16 or over and who may lack the mental capacity to make their own decisions about their care and treatment, for example people living with dementia, a severe learning disability or a mental health illness. They may have made a **Lasting Power of Attorney**, which gives another adult the legal authority to make certain decisions on their behalf. If you are unsure speak the relevant partner organisation and/or a DSO.
- Photography or filming should only take place with the agreement of relevant parties including partner organisations, venue representatives and freelance practitioners involved in the activity
- Partner organisations and individuals have the right to refuse permission for children or adults at risk to appear in photographs or film, and this decision should be respected
- No child or adult at risk will be excluded from activity should photography or filming consent be withheld

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 Wigmore Hall device and never a personal device
- Digital media such as images and video should be uploaded to Wigmore Hall'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 which period the files will be removed according to the digital assets management system's retention settings
- When a photograph or film is used, do not name the child or adult at risk (this may require the blurring of name labels in images)
- Images should only be used to represent appropriate activity for a similar age group
- 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, who will determine the necessary course of action according to the seriousness of the breach.

b. Dealing with Concerns and Disclosures

i. If you have Concerns about a Child or Adult at Risk

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 or adult at risk may not tell anyone what is happening to them
- **Respond** appropriately to a child or adult at risk 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**.
- **Refer:** Don't delay in passing on your concerns or disclosure to a DSO. 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 Wigmore Hall DSO as soon as you can. If you have concerns about the safety or welfare of a child or adult at risk, or concerns about another staff member, and feel they are not being acted upon by the DSOs, take action by referring to the local authority and/or the police – see below for more details on referrals and information sharing

ii. If a Child or Adult at Risk 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 or adult at risk to share
- **Listen carefully** to what is said:
 - Ask questions only for clarification and allow the person to tell you at their own pace
 - Don't ask leading questions–
 - 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 or adult at risk'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 or adult at risk 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 or adult at risk what you are going to do next:**
 - Don't promise to 'keep it a secret'
 - Use the first opportunity you have to say that you will need to share the information with others
 - Make it clear that you will only tell the people who need to know and who should be able to help
 - 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/adult at risk'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. 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 Wigmore Hall DSO as soon as you can. If you have concerns about the safety or welfare of a child or adult at risk, or concerns about another staff member, and feel they are not being acted upon by the DSOs, take action by referring to the local authority and/or the police – see below for more details on referrals and information sharing

iii. Responding to a Safeguarding Emergency

If a child or adult at risk 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 Wigmore Hall) immediately after taking this action
- If a DSO is not contactable, inform your Line Manager
- Complete the **Safeguarding Report Form** and pass it on to a Wigmore Hall DSO
- Seek support from a DSO if required

iv. Referrals and Information Sharing

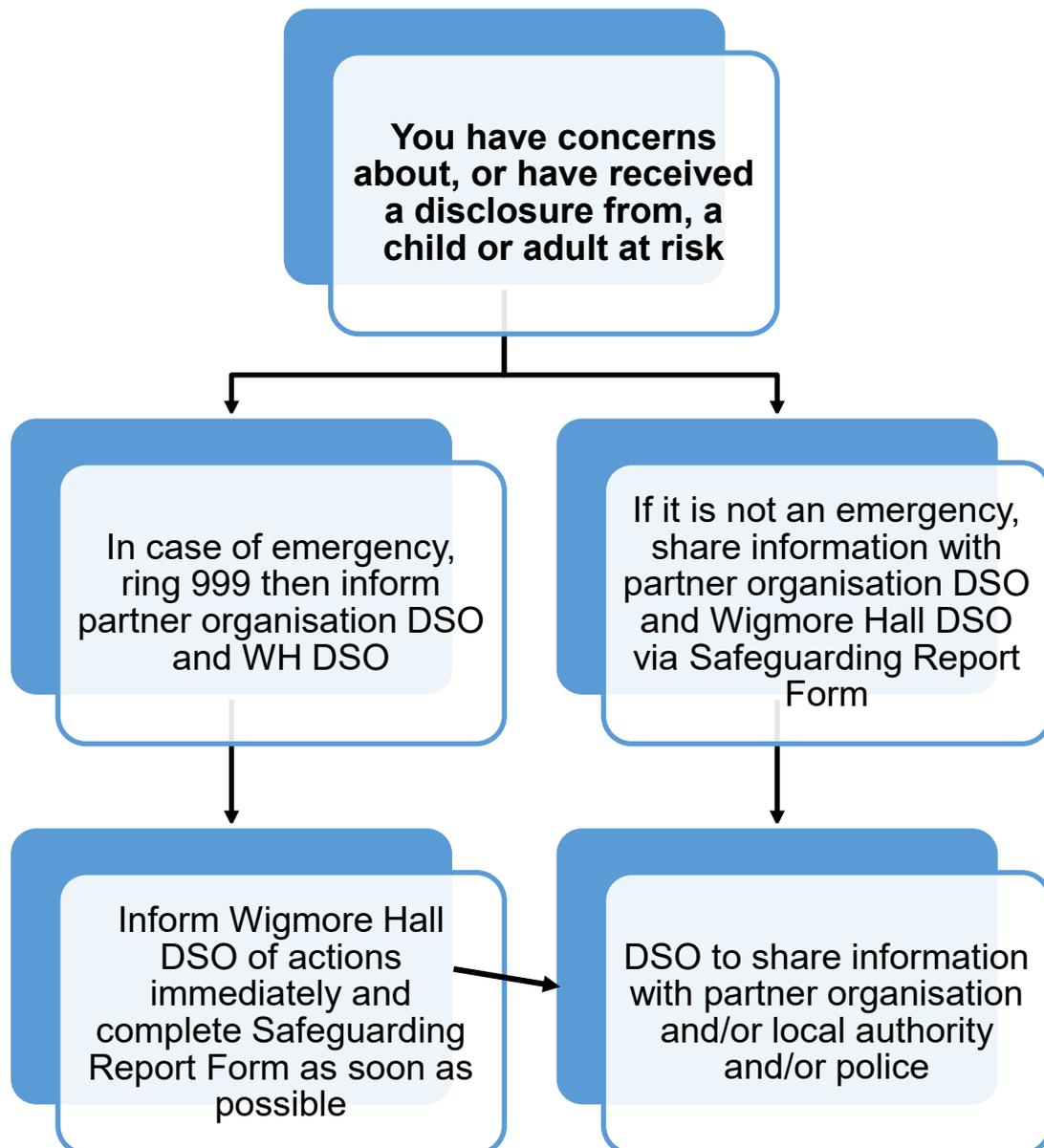
You should share a concern or information about a disclosure with a Wigmore Hall DSO

- If someone passes on a concern or information about a disclosure and you are not a Wigmore Hall DSO you should pass this information on to a DSO 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, they should then take appropriate action which may include referrals to the local authority, police, and/or a partner organisation
- One of Wigmore Hall's DSOs should always be available to discuss safeguarding concerns and disclosures
- In the event that DSOs at a partner organisation setting and Wigmore Hall 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 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 as soon as possible.

- Remember, it is not the role of Wigmore Hall staff to decide if a child or adult 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
- If you have a safeguarding concern about another staff member or colleague who may pose a risk of harm to a child or adult at risk, or an allegation is made about another staff member or colleague posing a risk to a child or adult at risk, this should be referred to a DSO. Where the concern or allegation is about a DSO, this should be referred to the other DSO, Wigmore Hall Director or Chair of Trustees.
- If you have a concern about the safeguarding practice at Wigmore Hall or a partner organisation, you should feel able to raise these concerns with a Wigmore Hall DSO and know that these will be taken seriously. See Wigmore Hall'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 [Appendix 4](#) for key contact details

v. Flowchart: Referral and Information Sharing

The following referral and information sharing flowchart should be shared with freelance and permanent staff involved in activity with children or adults at risk:



c. 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:
 - The child performs the same part or takes the place of another performer in more than one instance of the same performance including rehearsals
 - 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.

d. 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

This should be completed by the relevant Programme Manager and signed off 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).

This template should be used for risk assessment.

Accidents and Injuries

If a child or adult at risk is injured while at Wigmore Hall or while involved in activity led by Wigmore Hall, 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 21 years.

If a child or adult at risk arrives at Wigmore Hall or at Wigmore Hall-led activity with an obvious physical injury we will 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 Wigmore Hall Health & Safety Policy.

If you have any questions about this Safeguarding Policy contact Daisy Swift (DSO / Learning Director).

Appendix 1 – Safer Recruitment Policy

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Wigmore Hall is committed to safer recruitment as a vital part of its safeguarding policy and procedures, to ensure we protect children and adults at risk who are taking part in activity.

What is Safer Recruitment?

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

Aims of this Policy

As an organisation which employs individuals to work with children and adults at risk, 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.

This policy is written in the context of, and in relation to, Wigmore Hall's Recruitment Policy, Equal Opportunities Policy and Safeguarding Policy.

Recruitment and Selection

Recruitment

Job Advertisement

This should provide a clear image of the organisation and set out its commitment to safeguarding children and adults at risk, encouraging applications from those suitable for the post, and deterring those who are unsuitable. Job advertisements should include:

1. Job title
2. Location
3. Duration and type of post (e.g. fixed term, permanent)
4. Salary
5. Hours (e.g. full time, part time)
6. Background information on Wigmore Hall, including:
 - 6.1. Its programme with children and adults at risk
 - 6.2. Organisational values
 - 6.3. A statement that clearly sets out Wigmore Hall's commitment to safeguarding children and adults at risk, alongside:
7. A link to the Safeguarding Policy, which should be publicly available on the Wigmore Hall website
 - 7.1. Where appropriate, a statement that the interview will include questions related to safeguarding and that a Disclosure and Barring Service (DBS) check will be undertaken
 - 7.2. An equal opportunities statement and link to Wigmore Hall's Equal Opportunities Policy which should be publicly available on the Wigmore Hall website
8. A link to an application pack, alongside a statement that only applications with completed application forms will be accepted

When placing job advertisements you should consider:

- Where to place your advert
- The audience you want to reach

Application Pack

The pack should include:

- Job description, including:
 - Expected duties relating to safeguarding, acknowledging that safeguarding is everyone's responsibility
 - An expectation that all staff should work within Wigmore Hall's Safeguarding Policy at all times
- Person specification, including:
 - Expected behaviours, attitudes, values and qualifications relating to good safeguarding practice e.g. 'ability to work in a way that promotes the safety and wellbeing of children and adults at risk'
- Outline of the selection process, including:
 - Shortlisting
 - Interviews

- Verification and references
- DBS check
- An application form
 - This is in place of CV, which is more likely to only contain information applicants wish to convey
 - It is a standardised form which:
 - Ensures a common set of information from each applicant
 - Is easier to check for accuracy
 - Ensures all applicants have a fair opportunity to provide relevant information
 - Helps to identify gaps or anomalies
 - Eliminates blanket CVs
 - This should include:
 - Personal details: Name, address, telephone number
 - Education, training and qualifications including details of awarding bodies and dates
 - Employment history: Full history in chronological order, including full-time, part-time and voluntary roles, explanations for periods not in employment, reasons for leaving employment
 - Personal statement: How the applicant meets each of the requirements set out in person specification
 - Details of referees: Name, email, telephone numbers
 - Two appropriate referees should be provided, with one being current or most recent employer
 - Family members or friends should not be used as referees
 - Self-disclosure: An opportunity to declare details of cautions or convictions that are not protected under the Rehabilitation of Offenders Act 1974 in England, Scotland and Wales (see below for further details)
 - Signed declaration that all the information given is truthful and accurate, and that nothing relevant has been omitted. This should be accompanied by a statement which notes that providing false information is an offence and could result in an application being rejected, or dismissal if applicant has been selected, and possible referral to police.

Selection

Shortlisting

Ensure at least two people are involved in shortlisting and scrutinising applications, and that their role in decision-making is clarified.

- The panel should:
 - Check applications and that
 - Forms are fully completed
 - Information is consistent
 - There are no discrepancies
 - Any gaps in employment history are identified

- Follow up and clarify any discrepancies, gaps in employment or omissions with applicants before drawing up a shortlist where possible, and if this is not possible they should make a note of anything to raise at interview
- Consistently apply the same criteria from the person specification to each applicant
- Only open any confidential disclosures after shortlisting, using the guidance below

Confidential Disclosures

- A self-disclosure is an opportunity to declare details of cautions or convictions that are not protected under the Rehabilitation of Offenders Act 1974 in England, Scotland and Wales.
- This self-disclosure should be marked confidential and kept in a separate, sealed envelope
- Only consider disclosures made at shortlisting – disclosures from candidates not taken to shortlisting phase should not be opened and should be securely disposed of once the appointment has been made
- When assessing disclosures, take the following into account:
 - Relevance, nature and seriousness
 - What behaviour did the offence represent?
 - How serious was it?
 - Is it relevant to the post?
 - In general, offences involving sex, drugs or violence will be of concern if the applicant is seeking to work with children or adults at risk, but any mitigating factors must be taken into account
 - The severity of the sentence will often indicate how seriously the Court viewed a person's behaviour (e.g. a custodial sentence or community service generally indicates that a crime was more serious than one dealt with by a fine or caution)
 - Timescale
 - How long ago did it occur?
 - What age was the applicant when the offence was committed?
 - Repetition
 - Was it a one-off offence or a series of offences over a short time span, which could suggest there may have been particular circumstances?
 - Is there a history of repeated or varied offences over a period of time?
 - Mitigating circumstances
 - Is there any evidence of mitigating circumstances such as youth, immaturity or illness, or acting under the influence of someone else?
 - Changes and remorse
 - Have the applicant's personal circumstances changed since the offence was committed?
 - Is there evidence of remorse and rehabilitation?
 - Country of conviction

- Was the offence committed abroad? If so, you may need to check the behaviour more exactly: some behaviour considered a criminal offence in other countries may not be considered an offence in this country
 - Decriminalisation
 - Behaviour considered a criminal offence in the past may no longer be against the law, because the relevant legislation has changed
- If a shortlisted applicant has made a disclosure, the panel should open this when preparing for an interview
- The panel should first consider whether the offence(s) disclosed is relevant to the post or not. If it is not relevant the disclosure can be ignored.
- If the offence(s) is clearly relevant, or the disclosure doesn't give enough information to reach a decision, the panel should decide:
 - What further information it needs to obtain from the applicant at interview
 - Whether it needs to approach anyone else to obtain further information, such as the police force that dealt with the case or a previous employer
- If an applicant discloses a recent or serious offence against or involving children and is not registered with the Disclosure and Barring Service (DBS), you should consult the DBS before proceeding with the interview to find out whether they wish to consider barring the person from working with children

Interviews

- Once the panel has invited a shortlist to interview, it should:
 - Ensure all candidates will be assessed equally against the criteria in the person specification, which should be appropriate to the position
- Avoid being influenced by personal information, such as age or gender, and not allow personal feelings or assumptions to inform the interview or any decisions made afterwards
- Ask candidates in their interview invitation if they require any reasonable adjustments to enable them to participate (this should not influence the appointment decision)
- Be well briefed and trained as appropriate:
 - At least one member should be trained in safer recruitment
 - All should be well briefed on the post, clear on their roles, and clear what they are looking for from a successful candidate
- Consider role play or group exercises where appropriate to assess how well candidates interact with others
- Involve young people (carefully) in the process where possible and appropriate, to observe their interaction with children, and to involve children in the decision-making process
- Treat volunteers and freelance staff in the same way as permanent staff. Although processes may differ (see [Freelance Employees section](#)), ensure they take part in as rigorous a process, as they have the same (and sometimes more) access to children and adults at risk
- Agree what questions will be asked and how, including:
 - A question which aim to reveal the candidate's attitude to safeguarding

- Questions which aim to reveal the candidate's attitude to children and adults at risk
- What open and closed questions will be asked (both play an important role)
- Making sure questions are clear and relevant to the job description and person specification
- Avoiding hypothetical questions; ask about actual experiences, attitudes and abilities. (However, they may be required for less experienced candidates.)
- Ask the same questions of each candidate, although the following should be considered of individuals candidates:
 - Any follow-up questions which may be required
 - Gaps in employment history
 - Any discrepancies in application
- Agree clear positive and negative indicators for each question
- Confirm the candidate understands the need for a criminal record check, the kind of information that will be disclosed, and whether they wish to declare anything

Guidelines to ensure effective interviewing:

- Hold interviews within a short enough period of time to keep impressions fresh, and sufficient time between interviews to discuss each candidate and prepare for the next interview
- Be prepared: The panel should review information about each applicant, and meet to agree questions and what constitutes good or poor responses
- Have relevant paperwork to hand: application form, questions, space for notes
- Treat all candidates equally, whether internal or external candidates
- Ask questions appropriately, and avoid:
 - Asking questions in a non-threatening way
 - Making assumptions and applying those in your questioning
 - Using complex words or jargon, unless relevant to the post
 - Leading the candidate in a particular direction
 - Talking too much yourself
 - Letting the candidate side-track the process; stick to the agreed questions and request an answer
 - Accepting a short and vague answer and moving on; probe and ask further questions if required
 - Asking elaborate questions or several questions at once
- Make notes to provide an accurate record, rather than relying on memory. Notes should be destroyed after the successful candidate's probation period has come to an end (see [Keeping Records](#)).
- Avoid telephone interviews, although this may be a reasonable adjustment if the candidate is unable to attend in person (you may wish to consider video conferencing)

Causes for concern:

Some answers may cause concern about the individual's suitability to work with children or adults at risk.

- It's important not to jump to conclusions based on a single unsatisfactory answer. If an answer causes concern, ask a follow-up question to clarify the issue.
- There may be times when it is necessary for you to pass on details of concern about an applicant – see Vetting section below for details

References and Vetting

Once the panel has reached an agreed view on the successful candidate, they should:

- Make a conditional offer to the candidate, pending receipt of satisfactory references
- Make clear to the candidate what kind of information will be requested from referees

When asking for references, use the [Reference Request Form template at the end of this document](#). This ensures comprehensive and standardised information is provided.

When checking references:

- Send referee job description and person specification with Reference Request Form
- Discard open references, those provided by applicant, photocopied references and basic references with no useful character information
- Take inconsistencies into account
- Check referees have answered all questions and there are no vague or ambiguous statements, and compare information to that given by applicant
- If they do reveal any inconsistencies, discrepancies, doubts or concerns, follow up with referee, ideally by telephone with a written record of conversation. If the issues are significant, confirm your understanding in writing to the referee and ask them to approve your record of the conversation.
- Unfounded allegations in references should be discarded. It could be illegal to ask for more details about a disciplinary hearing.

There is no legal requirement for an employer to provide a reference unless stated in the contract of employment. If they refuse, find out why and seek an appropriate alternative.

The following pre-appointment checks should be made before confirming a final offer:

- Identity, including date of birth
- Eligibility to work in the UK
 - Depending on their situation, overseas applicants, refugees and other foreign nationals may have additional documents that you will need to check
 - The DBS check will not show overseas convictions, so if a candidate has worked or been resident overseas for a period of three months or more over the past five years (including UK citizens), obtain a check of the candidate's criminal record from the relevant authority in that country
 - If the candidate has lived overseas outside of the past five years and has worked with children during that time, it is good practice to also complete a criminal record check to cover that period

- Any documents not provided in English must be accompanied by a certified translation. Translator credentials should be provided, along with an official declaration that the translation is accurate.
- Criminal record check or enhanced DBS check (where appropriate, see below for details)
- Qualifications and professional membership
 - Ask candidates at interview for original or certified copies of any qualifications required, and verify these with the awarding body
 - Where appropriate, check the candidate is registered with the appropriate professional body

There may be times when it is necessary to for you to pass on details of concern about an applicant, for example if:

Circumstance	Communication
The candidate is barred or disqualified from working with children	If someone in this position applies for a role working with children, it is a criminal offence and must be reported to the police
The candidate has supplied false information in or in support of their application	This may be a criminal offence and you should consider reporting it to the police
There are serious concerns about the candidate's suitability to work with children, which have led the organisation not to appoint the person	These should be reported to the DBS, so it can consider whether the individual should be barred from working with children
The candidate belongs to a professional body and you have reason to think that they are in breach of the standards/behaviours required by this body	To pass on details of your concerns about the candidate, follow reporting procedures of the respective professional body

- Any appointment through third parties such as an agency should follow the same pre-appointment checking procedures that you use for direct recruitment
- If the third party is carrying out the checks on your behalf, ensure they are aware of the requirements and processes they must follow
- Obtain copies of all satisfactory pre-appointment checks before confirming the final offer
- When recruiting temporary staff through employment agencies, obtain written confirmation from the agency to state it has satisfactorily completed the necessary checks. You don't need to carry out these checks yourself, but do confirm the identity of the worker and verify that they are the person sent by the agency.

All checks should be:

- Confirmed in writing
- Verified, documented and kept on the personnel file
- Followed up if they are unsatisfactory or if there are discrepancies in the information provided

Keeping Records

- The following information should be held and used in accordance with the Data Protection Act 2018:
 - Completed application form
- Evidence of right to work in UK and photo ID
- Job description and copy of advertisement
- Completed references (if received by email, retain accompanying email)
- DBS disclosure number and date of issue
- Evidence of original qualifications and associated checks
- Details of professional registration
- Interview documentation

Records should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties. Records should only be kept for the duration of the successful candidate's probation period, after which they should be destroyed.

In accordance with the Police Act 1997, DBS certificate information should only be passed to those who are authorised to receive it in the course of their duties. Certificate information should only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

You should not keep a copy of the DBS disclosure certificate, or a photocopy or other image of the certificate, or any copy or representation of the contents of a certificate. You may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

For more information: <https://www.gov.uk/government/publications/handling-of-dbs-certificate-information/handling-of-dbs-certificate-information>

Induction and Training

Every new employee should begin work with some form of induction, supervision and mentoring. This will vary according to the post and experience of the individual. All inductions should follow the Wigmore Hall Induction Procedures, but inductions for employees working with children and adults at risk should also include the following:

- Explanation of the organisation's policies and procedures, including Staff Handbook, Safeguarding Policy and Wellbeing Policy
- An assessment of the employee's training needs with regards to safeguarding, and appropriate information and training, including:
 - Initial online safeguarding training
 - Annual refresher training

- Ensuring the employee knows who the Designated Safeguarding Officers are, what to do if they have a cause for concern, or what to do if someone discloses to them
- Asking individuals to sign a declaration that they have read and agreed to Wigmore Hall's code of conduct via the Staff Handbook and Safeguarding Policy
- Supervision by line manager during probationary period to ensure they adhere to and understand safeguarding policies and procedures

Some parts of induction may not always be formal but they do need to be well planned and consistently delivered to ensure all new employees and volunteers are fairly treated and received the same information.

Additional training may be appropriate, and this will vary depending on the role of the individual. It is Wigmore Hall's policy that at least one Designated Safeguarding Officer has undertaken Safer Recruitment training.

Freelance Employees Working with Children and Adults at Risk

Wherever possible the recruitment and selection procedures above should be followed – and these should always be followed for permanent staff – but there may be circumstances in which it is not feasible or appropriate to do so, for example when appointing freelance employees such as workshop leaders and musicians for one-off or short-term engagements such as a concert or short-term project.

In those circumstances, the following procedure should be followed:

- Create a Role Profile which includes:
 - Title and description of role
 - Duration of engagement
 - Agreed fee
 - Background information on Wigmore Hall, including:
 - Its programme with children and adults at risk
 - Organisational values
 - A statement that clearly sets out Wigmore Hall's commitment to safeguarding children and adults at risk, alongside a link to the Safeguarding Policy, which should be publicly available on the Wigmore Hall website
 - An equal opportunities statement and link to Wigmore Hall's Equal Opportunities Policy which should be publicly available on the Wigmore Hall website
- Freelance employees will often be engaged by Wigmore Hall Learning Programme Managers. In these circumstances the details above should be confirmed with the Learning Director prior to confirming the engagement with the employee, along with the following if this their first engagement with Wigmore Hall working with children or adults at risk:
 - A CV or link to the individual's website

- Two emailed references, at least one of which should be from a current or recent employer
 - When requesting references send referee the individual's Role Profile
 - These should take the form of a short (approx. 100 – 150 words), written statement about the individual and their suitability for the role
 - When requesting this information from the referees, inform them of the following:
 - We are asking for this information in line with our Safeguarding and Safer Recruitment Policies
 - The referee may be contacted later for clarification on any part of the reference
 - Under the Data Protection Act 2018, where there has been a Subject Access Request, we may not be able to guarantee confidentiality of the information contained in this reference
 - Where the reference will be stored
 - If references reveal any inconsistencies, discrepancies, doubts or concerns, follow up with referee, ideally by telephone with a written record of conversation. If the issues are significant, confirm your understanding in writing to the referee and ask them to approve your record of the conversation.
 - Unfounded allegations in references should be discarded. It could be illegal to ask for more details about a disciplinary hearing.
 - There is no legal requirement for an employer to provide a reference unless stated in the contract of employment. If they refuse, find out why and seek an appropriate alternative.
- Carry out the relevant Disclosure and Barring Service (DBS) check (see below for guidance)
- If the employee will be working with children under 8 years of age in a school or with a local authority, we will ensure that appropriate checks are carried out to ensure that individuals are not disqualified under the 2018 Childcare Disqualification Regulations and Childcare Act 2006. Where we decide that an individual falls outside of the scope of these regulations and we do not carry out such checks, we will retain a record of our assessment. This will include our evaluation of any risks and control measures put in place, and any advice sought.
- Issue a contract which includes:
 - Title and description of role
 - Dates of employment
 - Breakdown of fee
 - An attached [Safeguarding Policy Reference Guide](#) and link to the full Safeguarding Policy
- If this is their first engagement with Wigmore Hall Learning, or if it has been over 1 year since their last engagement with Wigmore Hall, ask the individual to sign a declaration that they have read and agreed to Wigmore Hall's Safeguarding Policy and Staff Code of Conduct

- There may be times when it is necessary to for you to pass on details of concern about an applicant, for example if:

Circumstance	Communication
The candidate is barred or disqualified from working with children	If someone in this position applies for a role working with children, it is a criminal offence and must be reported to the police
The candidate has supplied false information in or in support of their application	This may be a criminal offence and you should consider reporting it to the police
There are serious concerns about the candidate's suitability to work with children, which have led the organisation not to appoint the person	These should be reported to the DBS, so it can consider whether the individual should be barred from working with children
The candidate belongs to a professional body and you have reason to think that they are in breach of the standards/behaviours required by this body	To pass on details of your concerns about the candidate, follow reporting procedures of the respective professional body

Relevant records should be kept as per [policy above](#).

Ongoing Review

Wigmore Hall monitors its approaches to safer recruitment and induction through:

- Examining staff turnover and reasons for leaving
- Conducting exit interviews
- Showing continuous commitment to safeguarding through:
 - Regular training for all members of staff and volunteers working with children and adults at risk
 - Additional specialist training as appropriate
 - Regular evaluation of the effectiveness of training
 - Regular review and revisions of the Safeguarding Policy and this policy
 - Ensuring appropriate supervision, monitoring behaviour and performance

Disclosure and Barring Service

The Disclosure and Barring Service (DBS) exists to help employers make safer recruitment decisions and to prevent unsuitable people from working with children and adults at risk. Employers can check the criminal record of someone being appointed for a role, known as processing a DBS check.

Types of Checks

There are different kinds of checks which can be processed according to the nature of activity the staff member is employed to lead or take part in:

- A basic check, which shows unspent convictions and conditional cautions
- A standard check, which shows spent and unspent convictions, cautions, reprimands and final warnings
- An enhanced check, which shows the same as a standard check plus any information held by local police that's considered relevant to the role
- An enhanced check with barred lists, which shows the same as an enhanced check plus whether the applicant is on the list of people barred from doing the role. This is required for anyone working in 'regulated activity' (see below)

Employers can only request a DBS check on an individual when they are legally allowed to do so; they must be entitled by law to ask an individual to reveal their full criminal history. To establish which check you can complete, use this eligibility tool: <https://www.gov.uk/find-out-dbs-check>.

Regulated Activity

Regulated activity is work that a barred person cannot do. What constitutes regulated activity differs according to whether the work is with children or adults.

Regulated activity with children comprises:

1. Unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children
2. Work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools, children's homes, childcare premises. Not work by supervised volunteers

Work under (1) or (2) is regulated activity only if undertaken frequently (once a week or more often), or on 4 or more days in a 30-day period, or overnight.

For more information:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/550197/Regulated_activity_in_relation_to_children.pdf

Regulated activity with adults is defined under the following categories:

- Providing health care
- Providing personal care
- Providing social work
- Assistance with general household matters
- Assistance in the conduct of a person's own affairs
- Conveying

Under these definitions group music making does not fall under the definition of regulated activity with adults.

Full details can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/216900/Regulated-Activity-Adults-Dec-2012.pdf

Processing a DBS Check

Wigmore Hall DBS checks should be processed through Atlantic Data, which is a Responsible Organisation (an organisation registered with the DBS to submit checks through a web service).

If you are issuing a DBS check, wherever possible you should register the individual to the [Update Service](#), which enables Wigmore Hall to see if any relevant information has been identified about the individual since their certificate was last issued.

If a completed check contains criminality or barring information, you should pass this on to a DSO who will determine whether the information prohibits them from working with children or adults at risk, and where necessary may need to pass on this information to external organisations (see [References and Vetting](#)).

A DBS check has no official expiry date; any information included is accurate at the time the check was carried out. Wigmore Hall's policy on renewal is that a new check must be carried out every three years.

You can accept a certificate that was requested for a previous role at Wigmore Hall but you must:

- Have the individual's consent to see the certificate
- Check the applicant's identity matches the details on the certificate
- Check the certificate is the appropriate level for the work they are now being employed to lead or take part in
- Check to see if anything has changed if the applicant has signed up for the update service

Further guidance on DBS checks can be found here: <https://www.gov.uk/dbs-check-applicant-criminal-record/overview> or by contacting Atlantic Data.

See '[Keeping Records](#)' for information on how to store DBS information.

Reference Request Form

Name of candidate	
Name of referee completing this form	
Date reference completed	
If you are a representative of the candidate's current or previous employer please complete both Part A and Part B below. If you are giving a reference in any other capacity, please complete only Part B. If necessary, please include further details on a separate sheet.	
Part A	
What is the name of your organisation?	
What position do you hold?	
How long have you worked/did you work with the candidate?	
Please confirm the candidate's role and/or duties	
Please confirm the candidate's dates of employment	
If the candidate has ceased employment with you, please confirm the reason for the termination of the candidate's employment	
Has the candidate been the subject of any substantiated formal or informal disciplinary proceedings during the last 12 months of their employment? If so, please provide details of the allegation(s) against the candidate and the outcome.	
Has the candidate been the subject of any substantiated disciplinary proceedings (formal or informal, current or time-expired) relating to the safety and welfare of children or young people? If so, please provide details of the allegation(s) against the candidate and the outcome.	
Part B	
What is your relationship to the candidate?	
How long have you known the candidate?	
Please comment on their suitability for the role, in particular with regards to [main purpose of role]	
Please comment on the candidate's attitude to work, time-keeping and attendance, and working relationships	
Are you completely satisfied that the candidate is suitable to work with children and adults at risk? If not please give specific reasons for your concerns.	
Do you have any other comments?	

Please find the advertised job description attached for your reference. Please be aware that:

- Referees have a legal liability for references and the reference should contain no material misstatement or omission
- The referee may be contacted later for clarification on any part of the reference
- Under the Data Protection Act 2018, where there has been a Subject Access Request, we may not be able to guarantee confidentiality of the information contained in this reference

Appendix 2: Acceptable use statement for internet and social media use

Wigmore Hall understands the importance of online communication for children and young people's development. 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 Wigmore Hall.

- 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 Wigmore Hall'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 Wigmore Hall 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 Wigmore Hall
- 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 Wigmore Hall including their Designated Safeguarding Officers, who are:
 - Daisy Swift, Learning Director: dswift@wigmore-hall.org.uk or 020 7258 8247
 - Peter Jervis, Deputy Director: pjervis@wigmore-hall.org.uk or 020 7258 8254, 07813 290134 in case of emergency

I 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 Wigmore Hall.

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



Appendix 3: Photography and Film Consent Form

Dear [name]

We will be photographing and/or filming [delete as appropriate] [event] on [date] at Wigmore Hall [or other venue].

Images / footage [delete as appropriate] will be used only for internal Wigmore Hall publications, programme reports, marketing for Wigmore Hall events, press and media relating to the Wigmore Hall programme, the Wigmore Hall website and online social media.

The files will be stored and used for a maximum of three years, and will be stored on Wigmore Hall's secure internal server, to which only Wigmore Hall staff will have access.

Please complete your details below 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.

Many thanks

[Name, role]

I do / do not [delete as appropriate] give my consent for [students/individuals] from [if appropriate]

_____ (name of setting [if appropriate])

to be included in [photographs/film] to be used as detailed above.

Signed: _____

Print Name: _____

Date: _____

Appendix 4: Key Contact Details

Wigmore Hall Designated Safeguarding Officers

If you have a concern or need to refer a disclosure, or have any questions about the Safeguarding Policy:

Daisy Swift, Learning Director: dswift@wigmore-hall.org.uk or 020 7258 8247, or 07881 588903 in case of emergency outside of working hours

Peter Jervis, Deputy Director: pjervis@wigmore-hall.org.uk or 020 7258 8254, or 07813 290134 in case of emergency outside of working hours

NSPCC Helpline

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

0808 800 5000

London Safeguarding Children Board (LSCB)

If you have raised concerns about a child with your DSO or Line Manager and feel they are not being acted upon.

NB: you should contact the LSCB on the area in which the child lives. If you are unsure contact the Westminster branch.

<https://www.rbkc.gov.uk/lscb/information-professionals-and-volunteers/contacts-safeguarding-westminster>

Westminster Access Team: 020 7641 4000

Out of hours: 020 7641 6000

AccesstoChildrensServices@westminster.gov.uk

Adult Services

If you have raised concerns about an adult with your DSO or Line Manager and feel they are not being acted upon. NB you should contact the Adult Services on the area in which the adult lives. If you are unsure contact the Westminster branch.

<https://www.westminster.gov.uk/contact-us>

0207 641 2500

adultsocialcare@westminster.gov.uk

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 or Line Manager and feel they are not being acted upon, or would like further advice or guidance.

<https://www.rbkc.gov.uk/lscb/information-professionals-and-volunteers/lado-managing-allegations>

020 7641 7668 – ask to speak to the Duty Child Protection Adviser

Email lado@westminster.gov.uk

Police

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

999

Appendix 5: Safeguarding 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 electronically completed and emailed to safeguarding@wigmore-hall.org.uk.

Your name:	Name of organisation:
Your role:	
Contact information (you):	
<i>Address</i>	<i>Postcode</i>
<i>Telephone number</i>	<i>Email address</i>
Child or adult at risk's name:	Child or adult's date of birth:
Child or adult's ethnicity:	Does child or adult have a disability? If so please state
Child or adult's gender:	Name of legal guardian and/or person in loco parentis:
Contact information (legal guardian and/or person in loco parentis):	
<i>Address</i>	<i>Postcode</i>
<i>Telephone number</i>	<i>Email address</i>
Has the legal guardian been notified of this concern / incident / disclosure?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If YES please provide details of what was said/action agreed:	

For which of the following reasons are you completing this form?	
<input type="checkbox"/> I am reporting my own concerns <input type="checkbox"/> I am responding to concerns raised by someone else <input type="checkbox"/> I am sharing information from a disclosure <input type="checkbox"/> I am reporting a safeguarding incident	
If responding to concerns raised by someone else, please provide further information:	
<i>Name</i>	
<i>Position / relationship to child or adult at risk</i>	
<i>Telephone number</i>	<i>Email address</i>
Date, location and time of incident or disclosure (if appropriate):	
Details of the incident or concerns (if appropriate): <i>Include other relevant information, such as description of any injuries and whether you are recording this incident as fact or opinion</i>	
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:	
<i>Name</i>	
<i>Position / relationship to the child or adult at risk</i>	
<i>Date of birth (if child)</i>	
<i>Address</i>	<i>Postcode</i>
<i>Telephone number</i>	<i>Email address</i>
Please provide details of any person involved in this incident or alleged to have caused the incident / injury:	
<i>Name</i>	
<i>Position / relationship to the child or adult at risk</i>	
<i>Date of birth (if child)</i>	

<i>Address</i>	<i>Postcode</i>
<i>Telephone number</i>	<i>Email address</i>
Please provide details of action taken to date:	
Has the incident / concerns / disclosure been reported to any external agencies? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
If YES please provide further details: <i>Name of organisation / agency</i> <i>Contact person</i> <i>Telephone number</i> <i>Email address</i> <i>Agreed action or advice given</i>	
Your signature	
Print name	
Date and time of completion of this form:	

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

Appendix 6: Reference Guide

This guide is not a substitution for the [Safeguarding Policy](#), which should be read by all Wigmore Hall staff, rather it is intended as a reference guide to key elements of the policy.

Wigmore Hall 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.

Aims of the Policy

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

Designated Safeguarding Officers

Wigmore Hall commits to having at least one Designated Safeguarding Officer (DSO) on its senior management team. A time of writing the DSOs for Wigmore Hall are Peter Jervis, Deputy Director, and Daisy Swift, Learning Director. The DSOs take lead responsibility for safeguarding at Wigmore Hall and on behalf of Wigmore Hall during offsite activity.

Staff Training

All new permanent staff members should read and become familiar with the Safeguarding Policy, and receive a briefing from their Line Manager or a Wigmore Hall DSO to ensure they are familiar with key elements and referral processes.

All new permanent staff members working with children and/or adults at risk should undertake an online Introduction to Safeguarding course and take part in an annual safeguarding course.

All new freelance staff members must read the Safeguarding Policy and be familiar with this reference guide, and receive a briefing from their Line Manager or a Wigmore Hall DSO to ensure they are familiar with key elements and referral processes.

Code of Conduct: Activity with Children or Adults at Risk

Wigmore Hall expects all staff leading or taking part in activity with children or adults at risk to be familiar with and adhere to the Safeguarding Code of Conduct in the Safeguarding Policy when working with children or adults at risk.

Dealing with Concerns and Disclosures

If you have Concerns about a Child or Adult at Risk

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 or adult at risk may not tell anyone what is happening to them
- **Respond** appropriately to a child or adult at risk 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](#).
- **Refer:** Don't delay in passing on your concerns or disclosure to a DSO. 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 Wigmore Hall DSO as soon as you can. If you have concerns about the safety or welfare of a child or adult at risk, or concerns about another staff member, and feel they are not being acted upon by the DSOs, take action by referring to the local authority and/or the police – see below for more details on referrals and information sharing

If a Child or Adult at Risk 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 or adult at risk to share
- Listen carefully to what is said:
 - Ask questions only for clarification and allow the person to tell you at their own pace
 - Don't ask leading questions–
 - 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 or adult at risk'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 or adult at risk 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 or adult at risk what you are going to do next:**
 - Don't promise to 'keep it a secret'
 - Use the first opportunity you have to say that you will need to share the information with others
 - Make it clear that you will only tell the people who need to know and who should be able to help
 - 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/adult at risk'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 your Line Manager. If you have concerns about the safety or welfare of a child or adult at risk, or concerns about another staff member, and feel they are not being acted upon by the DSO or your Line Manager, take action by referring to the local authority and/or the police – see below for more details on referrals and information sharing

Responding to a Safeguarding Emergency

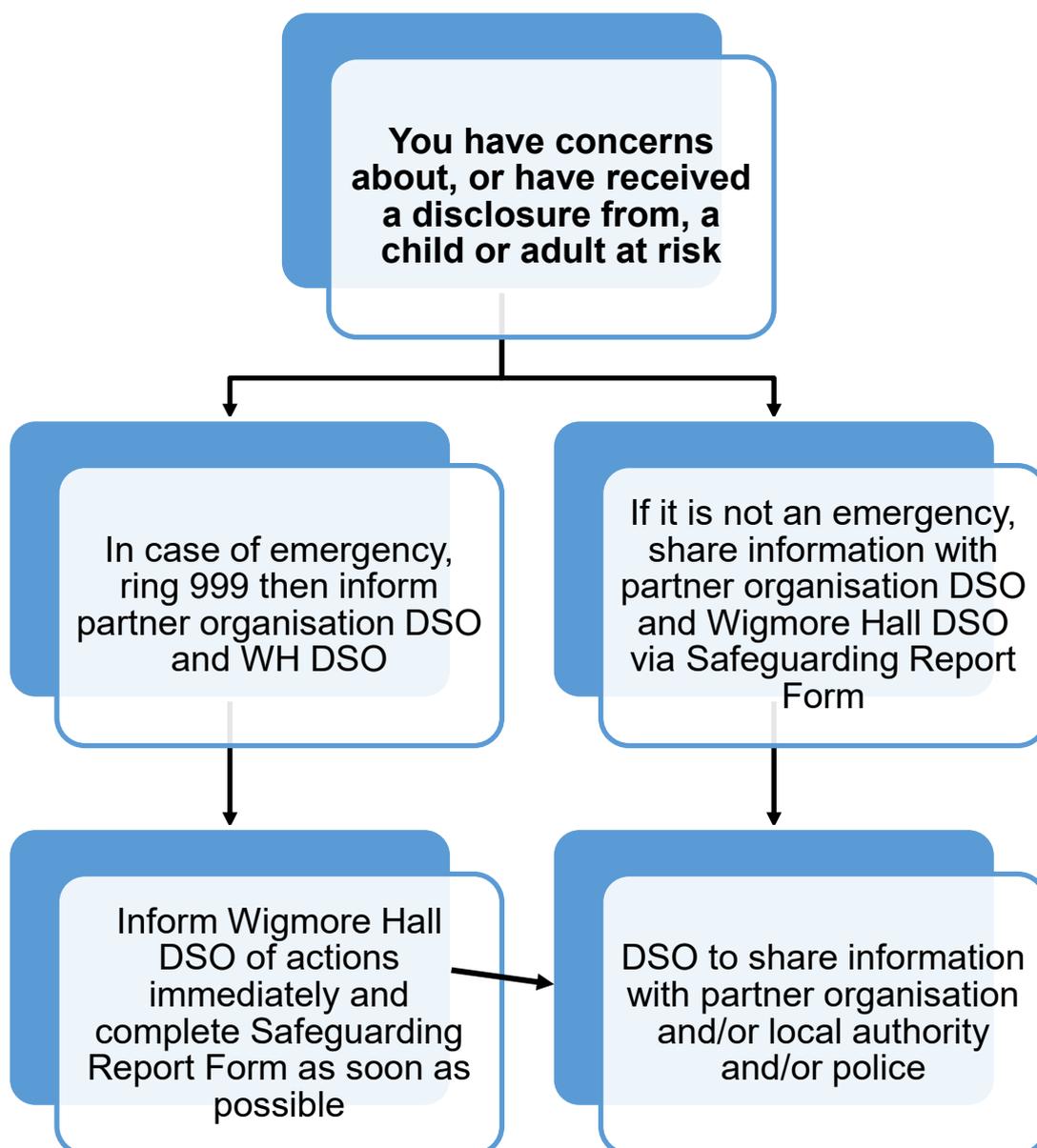
If a child or adult at risk has been seriously hurt or is in imminent danger of being harmed staff must:

- Ring 999 and ask for the emergency service required – police and/or ambulance
- Inform a DSO immediately after taking this action
- If a DSO is not contactable, inform your Line Manager
- Complete the Safeguarding Report Form and pass it on to a DSO
- Seek support from a DSO if required

Referrals and Information Sharing

- You should share a concern or information about a disclosure with your line manager or relevant Programme Manager, or directly with a Wigmore Hall DSO
- If someone passes on a concern or information about a disclosure and you are not a Wigmore Hall DSO you should pass this information on to a DSO as soon as possible, and make your own notes to record the information you have been given, when it was given and by whom
- In the unlikely event that your line manager, Programme Manager and both DSOs are unavailable, this should not delay action; you should consider sharing information with the relevant partner organisation (e.g. school, hospital, care setting), and any action taken should be shared with a DSO as soon as possible
- If you have a safeguarding concern about another staff member or colleague who may pose a risk of harm to a child or adult at risk, or an allegation is made about another staff member or colleague posing a risk to a child or adult at risk, this should be referred to a DSO. Where the concern or allegation is about a DSO, this should be referred to the other DSO, Wigmore Hall Director or Chair of Trustees.
- If you feel concerns or a disclosure are not being acted upon by the DSO, your line manager, or the relevant partner organisation, you should make a direct referral to the local authority and/or the police. Any communication made and action taken should be shared with a DSO as soon as possible.
- See [Appendix 4](#) for key contact details

Flowchart: Referral and Information Sharing



Appendix 7. Risk Assessment

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

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

Activity	
Date of Activity	
Activity Participants	
Location of Activity	
Person(s) Completing Risk Assessment	
Date Risk Assessment Carried Out	

	Risk	Probability: Low/ medium/ high?	Impact: Low/ medium/ high?	Actions to reduce probability and/or impact	Due date	Person responsible
1						
2						
3						
4						
5						
6						

Signed by Designated Safeguarding Officer:

Name

Signature

Date