

Safeguarding Policy

Purpose

Safeguarding is a term used to describe the measures taken to prevent harm and protect the safety, wellbeing and human rights of individuals.

Sadler's Wells delivers work locally, nationally, and internationally in our venues, in the community and when touring. Our organisational values are Collaboration, Excellence, Inclusion and Innovation. We strive to reflect this in all that we do. At Sadler's Wells, we take a holistic safeguarding approach which includes everyone within our venues and everyone who interacts with us including (but not limited to), our colleagues, contractors, performers, volunteers, participants, audience members, and school groups. Particular attention is given to young people, adults 'at risk' and performers touring internationally, who may have specific safeguarding needs.

Sadler's Wells' Safeguarding policy covers all areas of activity, both on site (Sadler's Wells Theatre, Peacock Theatre and Sadler's Wells East) and during off site activities (including national and international touring as well as national outreach and engagement) organised by us. It aims to educate and increase awareness amongst colleagues, and to foster an emphasis on prevention. This is to ensure that all our activities are considered through the Safeguarding lens and are safe for those involved.

This policy includes our Learning and Engagement work, National Youth Dance Company (NYDC) and Breakin' Convention projects, in addition to the Rose Choreographic School and Academy Breakin' Convention. Whilst they use this as a holistic policy as part of Sadler's Wells, they will have additional documents and guidelines for their needs.

In particular, Sadler's Wells aims to:

- Support the belief that all people whatever their age, culture, disability, gender, language, religious beliefs, ethnicity, cultural or socioeconomic background and/or sexual identity have the right to protection from abuse and harm, to live a happy and healthy life. Anyone who may be considered particularly vulnerable should have their specific needs taken into account

- Ensure that all colleagues and volunteers working with children, adults at risk and other people are aware of their responsibility towards the safety and wellbeing of each child and person in our care
- Ensure that safeguarding concerns, referrals and monitoring may be handled sensitively, professionally and in ways which support the needs of the individual.
- Work in partnership with children and young people, their parents, carers and other agencies in promoting welfare
- Provide protection for children, young people and adults at risk or anyone else who receive services from Sadler's Wells as audience members or event and project participants
- Provide guidance on procedures to colleagues and volunteers which should be adopted in the event they suspect a child, at risk person or anyone else may be experiencing, or be at risk of, harm

Statement

Sadler's Wells recognises safeguarding for children, young people and 'at risk' people, and anyone else engaging with us is a shared responsibility. Everyone in our theatre community has a duty to safeguard themselves and others. We are committed to promoting a culture of safeguarding in all areas of our activity.

In terms of young people, we follow the procedures set out by Islington Safeguarding Children Board, the DfE document; [Working Together to Safeguard Children](#), and the ACE document; [Safeguarding and Child Protection](#). It also complies with all relevant laws and regulations.

In terms of other people, it aligns with its own policies on Health and Safety, Safe Spaces and Dignity at Work, Whistleblowing, Bullying, Harassment and Victimisation, Data Protection and GDPR, Confidentiality, Equality and Diversity, and Mental Health and Wellbeing.

This policy applies to all colleagues employed by Sadler's Wells including temporary, freelance, agency, partners, and sub-contractors. It also applies to artists and visiting companies. All listed have a legal responsibility to take seriously any concerns about neglect or abuse that come to their attention and to follow the procedures set out in this policy.

This policy will be reviewed annually by the Safeguarding team and Executive team, and whenever there is a review of legislation or a substantive organisational change.

This policy is posted on Sadler's Wells' website, and associated websites for our engagement projects, and is communicated to colleagues, visiting companies, volunteers, contractors and participating artists through induction.

Definitions

The following terminology is used throughout this policy:

'All other adults' – refers to any adult who is not deemed 'at risk' but may be a colleague, participant, visitor, audience member, artist, freelancer or creative.

'Child' - refers to anyone under the age of 18 years. This policy applies to all children whether they are a project participant, performer or audience member.

'Young person' - Although widely used to describe someone in the upper age range of the official definition of a child, the term has no legal status. The term acknowledges that people aged 15-17 may not think of themselves as 'children', and covers up to age 25, including those with Special Educational Needs (SEN).

'Adult or Person at risk' - refers to a person who is or may be in need of community care services and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation. They may have a) a learning or physical disability; b) a reduction in physical or mental capacity; c) physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; d) English as a second language or very little knowledge of English.

'Chaperone' - refers to an adult being paid specifically to supervise a group of participants.

'Disclosure of abuse' - is the statement a child or adult makes to another person which describes abuse.

'Enhanced DBS disclosure' - is a term used to check with the Disclosure and Barring Service (formerly the Criminal Records Bureau).

'(Deputy) Safeguarding Lead' - is a person who has specific responsibility for ensuring effective safeguarding procedures, and takes a lead role in dealing with child protection and individuals' welfare during Sadler's Wells activity:

- For children and young people, their responsibilities include acting as a source of information on child protection matters, coordinating action within the organisation and liaising with health, children's services and other agencies regarding suspected or actual cases of abuse.
- For adults 'at risk', their responsibilities include acting as a source of information on protection matters, coordinating action within the organisation and liaising with the relevant agencies regarding suspected or actual cases of abuse.
- For all other adults, their responsibilities include acting as a source of information on safeguarding matters in the wider sense, coordinating action within the organisation, and liaising with internal teams such as People or Visitor Experience regarding suspected or actual cases of abuse.

Safeguarding Leads:

Our Safeguarding Lead (SL) and Sponsor is **Lesley Owusu** – Director of People and Inclusion

Our Deputy Safeguarding Leads (DSLs) are:

- **Joce Giles** - Director of Learning and Engagement
- **Hannah Kirkpatrick** - Head of National Youth Dance Company
- **Shay Rafati** - Learning Projects Manager

Our Board Trustee Safeguarding Lead is **Clare Connor**. In the absence of the Trustee Safeguarding Lead, the Chair will nominate an interim replacement.

If not available, speak to the following colleagues who are in our Safeguarding Champions (SCs) network:

Richard Cross – Head of Programme Management

Hannah Gibbs – Senior Producer

Becky Leslie – NYDC Company Manager

Waddah Sinada – NYDC Company Manager

Jean Saliah – Pastoral Lead

The role of the Deputy/Safeguarding Lead includes:

- Attending child protection and safeguarding training every two years and keeping up to date with current legislation and developments in the field of safeguarding.
- Ensuring the Safeguarding policy and associated procedures are regularly reviewed and updated (at least annually), and that related information, advice and guidance is effectively communicated to colleagues in a timely manner.
- Liaising with internal departments to ensure the implementation of the Safeguarding policy.
- Ensuring safeguarding record keeping is accurate and secure and providing regular reports to the Trustee Safeguarding Lead setting out how Sadler's Wells has discharged its duties.
- Receive and record information from colleagues, volunteers, visitors, audience members, artists, creatives, freelancers, children or parents/carers who have safeguarding concerns. Assess the information properly and carefully, clarifying or obtaining more information about the matter as appropriate and consulting with senior colleagues if necessary.
- For children/young people - To act as a first point of contact to colleagues with safeguarding concerns about children. Consult with a statutory child protection agency regarding any doubts or concerns as soon as possible. If necessary, to make a formal referral to a statutory child protection agency within 24 hours.
- For adults 'at risk' - To fulfil specified role in Sadler's Wells' safeguarding processes. This may include liaison with Adult Social Care teams and sharing information with partner organisations where appropriate.
- For all other adults – Consult initially with relevant internal team regarding doubts or concerns as soon as possible. Escalate and investigate as necessary.

The role of the Safeguarding Champion includes:

- Having detailed and authoritative knowledge of safeguarding and child protection.
- Acting as the primary contact for young people, adults 'at risk' or any other adults in the programmes and projects they deliver.
- Ensuring that partners, parents/carers, young people, and adults 'at risk' or any other adults associated with Sadler's Wells are aware of the Safeguarding policy through their communication channels and processes.
- Maintaining an accurate and secure record of any referral, complaint, or concern (even where the concern does not lead to a referral).

- Escalating any safeguarding issues quickly with the relevant Safeguarding Lead or Deputy Safeguarding Lead.
- Supporting colleagues and other parties working with Sadler's Wells to ensure they have appropriate safeguards in place, and providing advice and guidance where necessary.
- Promoting safeguarding updates through a number of communication platforms to further support all colleagues and other parties who work with us.

The role of the Trustee Safeguarding Lead (as outlined by the Charity Commission) includes:

- Ensure Sadler's Wells has an adequate safeguarding policy, code of conduct and any other safeguarding procedures.
- Regularly review and update the policy and procedures (at least annually) to ensure they are fit for purpose, including learning from any serious incident or 'near miss'.
- Identify possible risks, including risks to beneficiaries or to anyone else connected to Sadler's Wells and any emerging risks on the horizon.
- Consider how to improve the safeguarding culture within the organisation.
- Ensure that everyone involved with the organisation knows how to recognise, respond to, report and record a safeguarding concern.
- Regularly evaluate any safeguarding training provided, ensuring it is current and relevant.
- Review which posts within the charity can and must have a DBS check from the Disclosure and Barring Service.
- Have a risk assessment process in place for posts which do not qualify for a DBS check, but which still have contact with children or adults 'at risk'.

The role of the People Team includes:

- Carrying out appropriate checks on applicants, including DBS checks at the correct level.
- Ensuring that safeguarding policies and practices are a core part of the colleague induction.
- Ensuring that colleagues are regularly trained to an acceptable standard, by establishing and maintaining a training plan/schedule and monitoring compliance with this, taking action to address non-compliance.
- Developing, monitoring, and advising on the implementation of procedures for dealing with allegations against colleagues.
- Managing the progress of allegations against colleagues, liaising with the Safeguarding Lead, and other agencies as required.

- Managing the progress of allegations made against temporary members of colleagues with the Safeguarding Lead, and other agencies as required.

All Sadler's Wells colleagues are expected to:

- Undertake the relevant training and development to understand safeguarding in their role.
- Implement the Safeguarding policy in their teams and wider projects, and understand what to do if they suspect or witness harmful behaviour.
- Establish and maintain an ethos and environment which aligns with our values where everyone feels safe, are encouraged to speak up with any concerns and are genuinely listened to.
- Report any concerns or anything they experience or witness that may not align with our Safeguarding policy, using the outlined process in this policy.

All others who engage with us (such as performers, visitors etc.) are expected to:

- Establish and maintain an ethos and environment which aligns with our values where everyone feels safe, are encouraged to speak up with any concerns and are genuinely listened to.
- Report any concerns or anything they experience or witness that may not align with our Safeguarding policy, using the outlined process in this policy.

Safeguarding in recruitment procedures

Employees

We will implement pre-employment checks to ensure suitability of individuals working with people and/or groups considered 'at risk'.

Enhanced DBS (Disclosure and Barring Service) disclosure certificate is required for all colleagues of the Learning and Engagement team. In addition, any volunteers or placement student or various other roles in the organisation that may work with children, young people or adults 'at risk' will require an enhanced disclosure certificate for safeguarding. The DBS application process will be facilitated by the People team.

Where DBS disclosure is a requirement of the role, this will be clearly stated in the recruitment advertisement and a copy of the Safeguarding policy statement supplied with the recruitment information for these posts. The results of the enhanced check will be considered and discussed before work starts.

Contractors and self-employed people

Those self-employed contractors/freelancers, artists or educators who have access to children, young people or adults at risk as part of their work at Sadler's Wells should be able to present evidence of a valid DBS disclosure no more than 12 months old. This should be presented, and a record kept of the date and certificate number.

Where such evidence is not available, a new disclosure application should be made. Sadler's Wells can process applications and the cost may be passed onto the contractor.

Working practice prior to Enhanced DBS clearance

If clearance has not been received by the start of work or project, managers should ensure that additional protective measures are taken when the new employee or contractor is working with children, young people or vulnerable groups. In the interim period, it is essential that employees or contractors waiting for DBS clearance should not be alone with a child or vulnerable adult. If someone is working prior to an Enhanced DBS certificate the following control measures should be used:

- Follow the Sadler's Wells guidelines for working with children and adults 'at risk' in Appendix A
- Make sure the person is not in any position which may place themselves or a child/adult 'at risk'
- If a child/adult 'at risk' wants to share information, the person must make sure this takes place in an open space where both parties can be clearly observed

Training

Sadler's Wells will provide suitable training and guidance to all colleagues with specific responsibilities in relation to children, young people and adults 'at risk'. This will include:

- Induction training which includes familiarisation with Sadler's Wells' Safeguarding policy
- Comprehensive safeguarding training to colleagues in the Learning and Engagement department, Breakin' Convention department, Safeguarding Champions and to other colleagues or freelancers where deemed necessary

by the Safeguarding Lead.

- Specialist advice and training for Safeguarding Lead and Deputy Safeguarding Leads.

Performance content for child audience members

Where a performance contains explicit content which may be considered inappropriate for children or young people, it is the Head of Programme Management's responsibility to consult with the Executive Team to reach agreement on what guidance should be communicated to patrons and whether there should be any restricted entry.

Children under the age of five are not permitted into Sadler's Wells performances unless otherwise indicated. Some performances are specifically promoted for family audiences, in which case there is free entry for children under 2 where permitted.

Learning and participation events organised by Sadler's Wells

Such events are generally organised by Learning and Engagement, Breakin' Convention, and Programming. Sadler's Wells recognises that making arrangements for the proper supervision of children and adults 'at risk' in particular is one of the most effective ways of minimising opportunities for anyone to suffer in our care. In terms of all other adults, the Safe Spaces guidance and Health and Safety policy should be applied to ensure no harm comes to anyone engaging with us. A risk assessment will be completed for each event at Sadler's Wells by the person or department in charge.

Planning

- Project leads should plan and prepare a detailed programme of activities for the children/adults 'at risk' involved in the project.
- Planning should ensure that all children and adults 'at risk' should be adequately supervised and engaged in suitable activities at all times.

- Organisers should obtain, in writing, parental consent to children joining an organised project. The purchase of a ticket or place on a project shall be deemed to be such consent.
- Parents and carers should be given full information about a project/event, including details of the programme of events, the activities, and the supervision ratios.

Supervision

- Project leads must be satisfied that all adults who work on projects are fully competent to do so and that appropriate checks have been made.
- Children must be supervised at all times, preferably by two or more adults who have a current and verified DBS.
- Children and adults 'at risk' must not be left unsupervised at any venue, indoors or out.
- Workers should know at all times where children and adults 'at risk' are and what they are doing.
- For all other adults engaging in the activities, they must be made aware what to do in the event of an emergency, and given clear instructions on what to do if they see anything dangerous or potentially harmful.
- Any activity using potentially dangerous equipment or substances, e.g. aerosol cans, should have constant adult supervision.

Photography and filming

All photographs and film footage of children, young people and adults 'at risk' participating in Sadler's Wells events will be obtained with the school/parent/carer's permission (see Appendix D for proforma media consent form). The images will be kept securely, stored in limited access files and used only in accordance with the consent provided. The details of images will be used sensitively and will avoid the use of children's names or other personal details.

Photography and filming in public spaces with large numbers of participants or audience members for example will only be allowed with clear signage to inform the public that if they enter the space, they are agreeing to the possibility of being filmed.

When working with professional photographers/press, Sadler's Wells will always issue written expectations to photographers or the press who are invited to an event, making clear the organisation's expectations of them in relation to Safeguarding.

Photographers/filmmakers will not be allowed unsupervised access to children and adults 'at risk;.

Working with partnership organisations

On occasion, Sadler's Wells works in partnership with external organisations such as schools, youth groups, community groups or arts organisations. All partner organisations when working at Sadler's Wells will be issued with a copy of the Safeguarding Policy. Each group will be responsible for the children, young people and adults 'at risk' and any other adults in their care and must follow their own Safeguarding/Child Protection policy. The teacher/group contact is the designated responsible person for the participants.

External hires (for any space in Sadler's Wells, Peacock Theatre or Sadler's Wells East)

External hiring organisations and individuals are responsible for the children, young people and adults 'at risk' and all other adults in their care and must follow their own Safeguarding/Child Protection policy. We ensure that all external organisations have this in place as a condition of hire.

The teacher/group contact is the designated responsible person for the participants and should always ensure compliance with supervision ratios and chaperones as stipulated in the contract and house rules.

Individuals visiting backstage areas as guests of visiting companies/performers

Guests are only permitted backstage with the prior agreement of the Company Manager (and/or Technical Manager/Technical Director) and only if accompanied by a member of the visiting/performing company or a senior colleague who has been Health and Safety trained. Any visitors/guests must be signed in at Stage Door when they enter the building.

Sadler's Wells does not permit children/infants on or around the stage areas at any time without prior permission.

Child performers

Child performers are occasionally used in Sadler's Wells performance events. There are no age limits for the performers, however there are strict guidelines on the length and number of performances in which they are allowed to participate.

The child must be licensed to perform by the local authority of the area in which they live. The relevant Sadler's Wells team will co-ordinate the engagement and participation of child performers, liaising with the event producer to ensure necessary licences and working conditions are in place.

A child may perform up to four days out of every six months without licence or pay, or if the performance is organised by the school or certain other bodies and the child is not paid. It is the responsibility of the licence holder to provide a suitable adult to act as chaperone for the child. Child performer licences are held at Stage Door and available for inspection by the Local Authority if requested.

Children taking part in performances need to be accompanied by a parent, carer or registered chaperone at all times. The parent / carer / chaperone will be responsible for ensuring the welfare need of the child is met, including the child's journey to the performance, during the performance, and during any intervals or periods of quiet.

A thorough risk assessment of hazards must be undertaken, and suitable precautionary measures must be in place. The Head of Programme Management is responsible for ensuring the event producer (Sadler's Wells or a visiting company) adheres to the following responsibilities:

- Undertake/obtain a suitable risk assessment
- Obtain a copy of the local authority licence for the child/children and ensure compliance by cross checking with any updates to the proposed performance and rehearsal times
- Ensure that suitable security arrangements are in place for the child/children
- Ensure separate dressing rooms are set aside for the child/children
- Monitor rehearsals and performances for risks and hazards to the child/children

Queries relating to children in performance can be directed to Islington Council Access and Engagement Service (AES), 2nd Floor, 222 Upper Street London, N1 1XR Telephone: 020 7527 3747 Email: PupilServices@islingtoncouncil.gov.uk

Relationships at Work

In the context of this policy, a personal relationship is defined as a romantic and/or sexual relationship (i.e. beyond the working relationship interaction required to fulfil a role). (Note: Personal relationships may also refer to family and/or extended family.)

Personal relationships are not permitted between colleagues (including casual workers and freelancers) and participants of any Sadler's Wells project or programme whilst they are engaged with us.

These guidelines apply to all our colleagues, regardless of gender identity or sexual orientation (or any other protected characteristic).

To foster a culture and environment where potential conflicts of interest are avoided, colleagues are required to inform their line manager of any personal relationship which may affect their work, the work of others or compromise the organisation in any way. It is understood and acknowledged that all colleagues have the right to privacy in their personal affairs – Any information disclosed will be treated in the strictest confidence.

The following should be considered and followed:

- All necessary steps should be taken to protect both/all parties.
- Where a personal relationship exists, it is the responsibility of each colleague to complete and update their individual conflict of interest declaration (and to notify the relevant manager or producer) to avoid conflict of interest.
- Where the relationship exists between a colleague and their line manager, it is the responsibility of both to inform a more senior manager and the People team.
- If a colleague is applying for a role in a department in which an individual works with whom they have a personal relationship, this must be declared at the point of application and during the recruitment process to ensure our recruitment activity is fair and impartial.
- If an individual not currently working for Sadler's Wells is applying for a role, the colleague with whom they have a personal relationship must declare this at the point of application/during the recruitment process, as soon as they become aware.
- Professionalism must always be maintained both at work within our venues and any offsite activity, as well as any work-related events which are attended by colleagues who have a personal relationship.

- Consistency of treatment is paramount and no preferential or unfavourable treatment of those in the personal relationship or any other person is permitted as a result of the personal relationship.
- It is the responsibility of the manager/Director of a team within which colleagues are in (or have had) a personal relationship to take action to ensure the relationship is not the cause of a conflict of interest.
- Consideration should be given to transparency and fairness of decision making.
- Consideration should be given to changing line management or reporting responsibility, as well as moving individuals/redeployment as appropriate and necessary.

Missing Persons

A missing person is defined as any colleague, participant or visitor who is absent from their duty, or usual activity, under circumstances that are out of the ordinary and which raise concern for their safety or wellbeing.

The following should be considered and followed:

- Any colleague who notices a missing person must immediately report it to the Safeguarding lead (SL) contact or relevant lead manager.
- If the missing person is a performer or contractor, the responsible production lead/ manager must also be informed.
- The SL or People team will contact the missing person's emergency contacts to inquire about their whereabouts and well-being.
- If appropriate, the security team will assist in conducting an initial search of the relevant premises, if necessary.
- If there is a suspicion that the missing person may be at risk, the People team may contact the local law enforcement authorities.
- Appropriate support will be provided to ensure smooth reintegration following the return of a missing person.

Information on counselling services and wellbeing resources are made available for Sadler's Wells' colleagues.

Communications/safe social networking

Sadler's Wells acknowledges that social networking sites are a key tool for communication and marketing of its performances and participatory projects and can act as effective recruitment tools for projects and events. However, all colleagues

and contractors should limit communication with individuals to official Sadler's Wells phone or email communications channels. Colleagues should not use their personal mobile devices for communication with children or adults 'at risk' unless in an emergency.

Colleagues, or any individual working with Sadler's Wells (including casual workers or freelancers), should not have any current project participant or student as their 'friend' on any of the social networking sites such as Facebook, Instagram and X (formerly known as Twitter). From a child protection and/or adults at risk perspective, direct communication should not take place via personal accounts.

Colleagues should refer to the [Sadler's Wells Social Media policy](#) for more information.

Appropriate and responsible use of Artificial Intelligence (AI) in the workplace and for work activity, should have specific consideration for safeguarding. AI refers to the development or use of computer systems to performing tasks that would typically require human intelligence intervention.

All colleagues must adhere to ethical standards to ensure fairness, transparency, and accountability in decision-making. Data privacy and security must be protected, and no personal identifying information should be used when working with AI systems. Safeguarding principles should be integrated into AI systems use to protect individuals from harm, abuse, or exploitation.

Data and record-keeping

The People team is responsible for the management of data relating to employees. Learning and Engagement, Breakin' Convention, Programming and other departments engaging colleagues will manage records of DBS certificates for contractors working on projects they have initiated, as well as personal details of children, young people and adults 'at risk' or any other adults participating in Sadler's Wells events.

All personal information relating to children, young people and adults 'at risk' or all other adults participating in Sadler's Wells' events must be kept securely in a restricted access folder. Personal information will be kept in compliance with the Data Protection Act 1998.

Reporting and Recording abuse

Adults looking after children, young people and adults 'at risk' should be aware of the risks of abuse (by adults or other young people) and take steps to reduce those risks in their working practice. Recognising child abuse in particular is not easy. A list of signs and symptoms can serve as indicators of possible abuse, but this is not fail-safe. Government guidelines in [Working Together to Safeguard Children](#) categorises abuse as: Physical abuse; Emotional abuse; Sexual abuse; Bullying and Neglect, and Peer to Peer abuse.

There is usually an overlap between the signs and symptoms of the different types of abuse listed above. Within each category there are both physical and behavioural signs and changes to be aware of. Appendix B provides guidance on what to look for.

Disclosure and response procedures

Sadler's Wells recognises the importance in having clear procedures available to enable colleagues to handle situations where an appropriate response is needed to a safeguarding concern.

The term 'disclosure' is generally used to describe what happens when a child, or person 'at risk' tells an adult that they are being abused, or an adult shares this with another adult.

It is important to start a dialogue as soon as you witness, suspect or an issue is raised with you so that an informed decision can be taken quickly. It is not the responsibility of anyone working at Sadler's Wells, in a paid or unpaid capacity, to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns.

We encourage all parties working with or come through the doors of Sadler's Wells to speak up at the earliest opportunity and raise it with the Safeguarding Lead or relevant Deputy Safeguarding Lead and, where appropriate, the responsible authorities. There are other ways that a concern may arise, including when a disclosure is made by another child or adult. Any disclosure, and whoever makes that disclosure, should be taken seriously.

You do not have to wait for 'proof' before sharing concerns – children's social

services or the police have the role of looking at the evidence and forming judgements about intervention. Sadler's Wells is committed to ensure that anyone reporting will be able to do so safely, and in confidence, without fear or reprisal.

Colleagues and artists working within Sadler's Wells have been instructed to and should adhere to the procedures outlined below and in Appendix C.

If you have serious concerns about the immediate safety of a child, young person, adult 'at risk' or any other adult, and believe any delay poses a serious risk, contact the police or social services. Record the name of the person you spoke to, and then contact the Safeguarding Lead or relevant Deputy Safeguarding Lead.

Responding to a concern – The Four Rs

Receive	<ul style="list-style-type: none">• Listen to the individual• Take them seriously• Keep an open mind
Respond	<ul style="list-style-type: none">• Stay calm, stay professional• Ask open questions to establish what happened• Don't criticise• Explain the next steps• Contact Sadler's Wells' Designated Safeguarding Lead
Reassure	<ul style="list-style-type: none">• "You've done the right thing!"• Be honest about outcomes• Never promise confidentiality – find an appropriate early opportunity to explain it is likely that information will need to be shared with others
Record	<ul style="list-style-type: none">• Make brief notes immediately and keep them secure, use Appendix C as a checklist of details that should be recorded• Record specific words used by the individual• Record impartially

Appendix A: Sadler's Wells Good Practice Guidelines for Safeguarding

Sadler's Wells has a duty to act responsibly to ensure that policies and procedures promote safe working practices, and a clear understanding of what to do if abuse is suspected or disclosed.

In addition, there is responsibility to ensure all colleagues and volunteers are not placed in a situation where abuse might be alleged.

All Sadler's Wells personnel should be encouraged to demonstrate exemplary behaviour in order to promote children, young people and vulnerable persons' welfare and reduce the likelihood of allegations being made.

The following are common sense examples of how to create a safe, positive culture and climate for effective working. Good practice in planning an event/project means:

- Undertaking, at the outset of the event/project planning, a risk assessment and then monitoring the risk throughout the project.
- Identifying the people with designated protection responsibility.
- Putting systems in place to create and manage good relationships with parents/carers and other stakeholders.
- Be aware of the content of the work and the impact it may have on children, young people, adults 'at risk' or any other adult.
- Keeping a written record of any injury that occurs, along with the details of any treatment give any unusual events/ happenings to be reported.
- Knowing how to get in touch with local authority social services, in case you have report a concern to them.

Good practice in appropriate physical contact means:

- Maintaining a safe and appropriate distance from participants.
- Due to the nature of a dance workshop it is accepted that there will be physical contact during a class, however this should be for correctional purposes only and the artist should seek permissions from the individual before physical contact is made.
- Ensuring participant to participant contact is consensual and for the purpose of the piece.

Good practice in interpersonal dealings means:

- Treating all persons with respect and dignity.
- Always putting the welfare of each participant first, before achieving goals.

- Building balanced relationships based on mutual trust which empowers children/young people/adults 'at risk'/other adults to share in the decision-making process.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Being an excellent role model for dealings with other people.
- Communication with children, young people or adults 'at risk' should be via Sadler's Wells email address only. Colleagues should not have any current project participant or student as their 'friend' on any of the social networking sites such as Facebook and Twitter.
- Recognising that children, young people or adults with disabilities may be even more vulnerable to abuse than other children, young people or adults.
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of children.

Good practice in managing sensitive information means:

- Having a set of procedures for taking, using and storing photographs or images of children, young people or adults 'at risk' in particular.
- Careful monitoring and use of web-based materials and activities.
- In the event that any media is being shared publicly, the content will be signed off by the appropriate Deputy or Safeguarding Lead before publication.
- For marketing purposes, if requested by a parent/carer or individual, not using surnames, locations or other information which may lead to a child, in particular, being identified.
- Agreed procedures for reporting any suspicions or allegations of abuse.
- Ensuring confidentiality in order to protect the rights of employees, contractors and volunteers, including safe handling, storage and disposal of any information provided about artists or workshop facilitators (or others involved in projects) as part of the recruitment process (DPA 1998).

Good practice in professional development means:

- Keeping up to date with health and safety in artistic practice
- Regularly updating Sadler's Wells' Health and Safety Committee regarding cross-organisation safeguarding policy and procedures
- Undertaking relevant development and training
- Giving enthusiastic and constructive feedback rather than negative criticism.

Good practice in residential-based safeguarding means:

- Employing services of appropriately qualified chaperones.
- Member of staff available at all times in case of emergency. Emergency contact phone number given to participants and parents/ guardians.

- Undertaking a thorough risk assessment of all residential-based activities to include project schedules, meal times, leisure time and accommodation arrangements. Individual risk assessments to be undertaken when necessary.
- Reminder of residential rules and agreement at the start of every residency
- Ensure accommodation arrangements are suitable to the needs of the group – such as under 18s are not permitted to share with over 18s, and not allocating participants to share mixed gender rooms.
- At the beginning of the child's involvement/contract - securing parental or carer's consent in writing to act in loco parentis, should the need arises at a later time to administer emergency first aid and/or other medical treatment.
- Ensure that if children of mixed genders are to be supervised they should always be accompanied by a male and female member of staff.
- Ensuring comprehensive handbook supplied to young people and their parents/carers to prepare them to residential situation.
- Maintaining an appropriate relationship with children (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a participant or to share a room with them).
- Ensuring that at residential events, adults should not enter children's rooms or invite children into their rooms. Participants should also not enter or visit other participants' rooms.
- Specific check in time agreed with participants where they must be in their own rooms and a member of staff checks them in.
- Question any unknown adults who enter the premises and attempts to engage with the children.

Appendix B: Recognising abuse in young people and adults ‘at risk’

Neglect

Neglect is the persistent failure to meet a child’s or young person’s basic physical and or/psychological needs, likely to result in the severe impairment of the person’s health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failure to protect a child or young person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.

Physical signs to look out for:

- Unusual tiredness
- A change in appetite – a significant and prolonged increase or decrease; being constantly hungry and sometimes stealing food from others; loss of weight or being constantly underweight
- Unexplained patterns of lateness or illness
- Sudden changes in behaviour or mood e.g. hyperactivity, extreme passivity or depression
- Acting out of aggressive, disruptive, unacceptable or inappropriate behaviour in such a way as to indicate stress or turmoil
- Inappropriate clothing or poor personal hygiene; being in an unkempt state; frequently dirty or smelly; being dressed inappropriately for the weather conditions
- Untreated medical conditions – not being taken for medical treatment for illnesses or injuries
- Reluctance to change in front of peers and others of same gender
- Fear of medical treatment
- Having few friends
- Being left alone or unsupervised on a regular basis
- Stories of a ‘friend’ who suffers from abuse

Physical abuse

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms or deliberately causes ill health to a child they are looking after.

Physical signs to look out for:

- Injuries which the child cannot explain, or explains unconvincingly
- Injuries which have not been treated or treated inadequately
- Injuries on parts of the body where accidental injury is unlikely, such as the cheeks, chest or thighs

- Bruising which reflects hand or finger marks
- Cigarette burns, human bite marks
- Scalds, especially those with upward splash marks where hot water has been deliberately thrown over the child, or 'tide marks' – rings on the child's arms, legs or body where the child has been made to sit or stand in very hot water

Behavioural signs to look out for:

- A child is reluctant to have their parents contacted
- Aggressive behaviour or severe temper outbursts
- A child who runs away or shows fear of going home
- A child who flinches when approached or touched
- Reluctance to get undressed for sporting or other activities where changing into other clothes is normal
- Covering arms and legs even when hot
- Depression or moods which are out of character with the child's general behaviour
- Unnaturally compliant to parents or carers

Emotional abuse

Emotional abuse is the persistent emotional ill-treatment of a person such as to cause severe and persistent adverse effects on that person's emotional development. It may involve making the individual feel or believe that they are worthless, unloved or inadequate. It may also involve causing the person to feel often frightened or in danger. It may involve exploitation or corruption.

Physical signs to look out for:

- A failure to grow or to thrive (particularly if the child thrives when away from home)
- Sudden speech disorders
- Delayed development, either physical or emotional

Behavioural signs to look out for:

- Compulsive nervous behaviour such as hair twisting or rocking
- An unwillingness or inability to play
- An excessive fear of making mistakes
- Self-harm or mutilation
- Reluctance to have parents contacted
- An excessive deference towards others, especially adults
- An excessive lack of confidence
- An excessive need for approval, attention and affection
- An inability to cope with praise

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Sexual abuse also includes non-contact activities such as involving children or young people in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways. Sexual abuse may be same sex or opposite sex, may be by other children, young people or adults. People from all walks of life may be sexual abusers.

Physical signs to look out for:

- Pain, itching, bruising or bleeding in the genital or anal areas
- Any sexually transmitted disease
- Recurrent genital discharge or urinary tract infections without apparent cause
- Stomach pains or discomfort when the child is walking or sitting down

Behavioural signs to look out for:

- Sudden or unexplained changes in behaviour
- An apparent fear of someone
- Running away from home
- Nightmares or bedwetting
- Self-harm, self-mutilation or attempts at suicide
- Abuse of drugs or other substances
- Eating problems such as anorexia or bulimia
- Sexualised behaviour or knowledge in young children
- Sexual drawings or language
- Possession of unexplained amounts of money
- The child taking a parental role at home and functioning beyond their age level
- The child not being allowed to have friends (particularly in adolescence)
- Alluding to secrets which they cannot reveal
- Telling other children or adults about the abuse
- Delayed or no learning progress
- Low self-esteem
- Acting in a sexually inappropriate way towards adults and/or peers
- Uneasiness or unusual behaviour with adults
- Drawings of a specific sexual nature

Appendix C: Checklist for Reporting Suspected Abuse

This form can also be found online here: [Safeguarding Reporting Form \(office.com\)](#)

Name of child or adult at risk	
Age and date of birth	
Religion	
Ethnicity	
First Language	
Disability	
Any special factors to consider such as SEND, SEMH, LAC?	
Parents/carers name(s)	
Home address and phone number (if available)	
Reporting your own concerns or those of somebody else?	
Brief Description: include dates, times etc of any specific incidents	
Any physical signs? Behavioural signs? Indirect signs?	
Have you spoken to the child or adult at risk? If so, what was said?	

Have you spoken to the parent(s)? If so, what was said?	
Has anybody been alleged to be the abuser? If so, give details.	
Have you consulted anybody else? If so, give details.	
Your name and position:	
To whom reported/date of reporting:	
Today's date:	
Signature:	

Appendix D – Media Consent Template

Sadler's Wells

[TITLE OF EVENT]

[DATE OF EVENT]

[LOCATION OF EVENT]

Media Permission

The Learning and Engagement department at Sadler's Wells film and photograph all learning projects to support the creation of its work, to raise standards and for archive purposes. These images may be used to promote the work of the department in Sadler's Wells print, for display in the theatre, on the Sadler's Wells website or social media (including but not restricted to YouTube, Facebook, Twitter, Instagram), blog or other learning or participation related websites.

We recognise the need to ensure the welfare and safety of all children, young people and adults 'at risk' in our work. In accordance with our Safeguarding/Child Protection policy, we do not permit photographs, video or other images of participants to be taken/used without the consent of the parents/carers of the children. Sadler's Wells will take all steps to ensure these images are used solely for the purposes they are intended, and are stored safely and securely.

Please select one of the below options:

- I give / do not give permission for my child/person in my care to be photographed and/or filmed during the Sadler's Wells [TITLE OF EVENT] on [DATE OF EVENT].
- I give / do not give permission for the resulting images/video to be used to promote the work of Sadler's Wells as outlined above.

For more information on our safeguarding and privacy policies, please see;

www.sadlerswells.com/about-us/footer-health-and-safety

www.sadlerswells.com/privacy-policy

Signed:

Print Full Name:

Date:

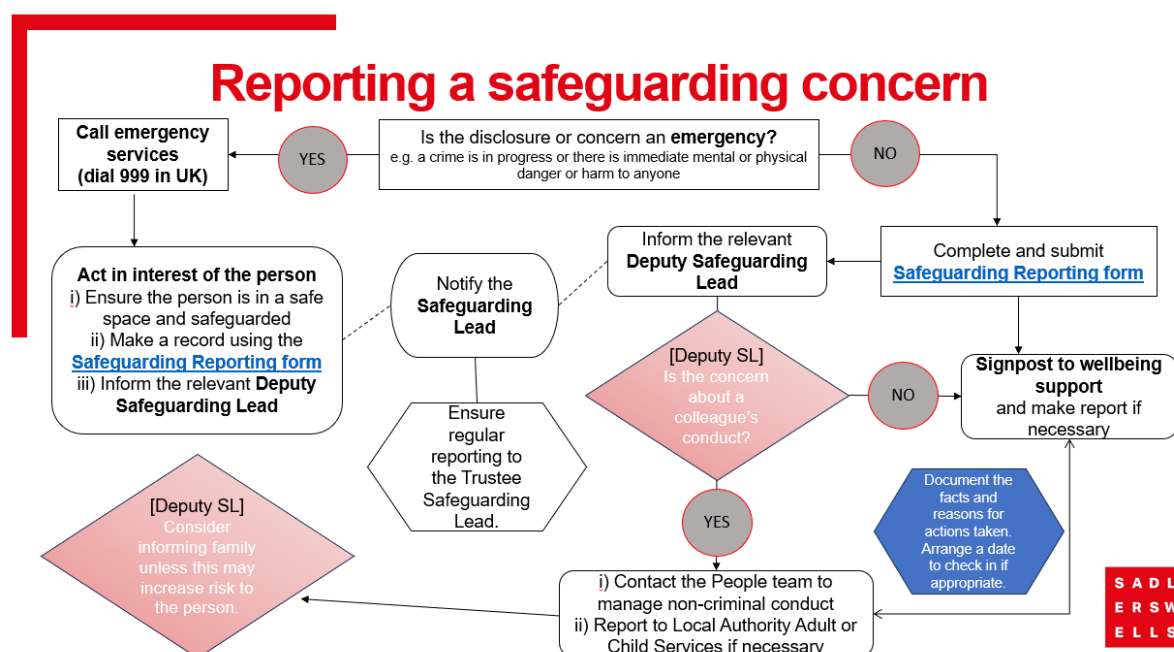
Appendix E: Impact Assessment

Sadler's Wells is committed to promoting equality, equity and belonging and ensuring that our Safeguarding policy does not discriminate against any individual or group. We recognise that language and social practice changes and we encourage feedback and collaboration on the wording used in this policy.

Our Sadler's Wells community can only engage with our Mission if they feel safe.

- **Age:** We have considered the specific safeguarding needs of young people and have included provisions to address their safety and wellbeing.
- **Gender:** This policy applies equally to individuals. It promotes a safe and inclusive environment where everyone is protected from harm, discrimination, and abuse.
- **Ethnicity and Cultural Background:** We have taken into account the diverse backgrounds of our colleagues, performers, volunteers, and audience members, including those touring internationally. Safeguarding assessments should be developed with cultural sensitivity in mind, ensuring that they are respectful and inclusive.
- **Disability:** We have considered the specific needs of individuals with disabilities and ensured that our Safeguarding policy is accessible and inclusive. Reasonable accommodations will be provided to ensure their full participation and safety when engaging with Sadler's Wells activity.
- **Sexual Orientation and Gender Identity:** Our Safeguarding policy is inclusive and ensures that individuals of all sexual orientations and gender identities feel safe and protected. Discrimination or harassment will not be tolerated.
- **Socioeconomic Background:** We acknowledge that individuals from different socioeconomic backgrounds may have varying levels of access to support services. We will strive to provide equal access to information, support, and referral services, regardless of socioeconomic status.

Appendix F: Reporting a safeguarding concern (flowchart)



Appendix G: FAQs – also [added to the intranet here](#).

1. Who is covered by this Safeguarding policy?

This Safeguarding Policy applies to all individuals engaged in Sadler's Wells activity including colleagues, performers, volunteers, contractors, and visitors. It also specifically addresses the needs of young people and performers touring internationally.

2. What is the purpose of this policy?

We aim to have a culture where everyone feels respected and protected. The purpose of this policy is to ensure the safety and wellbeing of all individuals within our theatre venue. It outlines our commitment to preventing harm, responding effectively to any safeguarding concerns and creating a safe environment.

3. How can I report a safeguarding concern?

If you have a safeguarding concern, you should report it promptly to the Safeguarding Lead or the relevant Deputy Safeguarding Lead, or a notify a member of the People team. They will guide you through the reporting process and ensure that appropriate actions are taken.

4. What happens after I report a safeguarding concern?

Once a safeguarding concern is reported, it will be taken seriously, and an investigation will be initiated, following the appropriate procedure. Confidentiality will

be maintained throughout the process, and support will be provided to all individuals involved.

5. How is confidentiality maintained during safeguarding investigations?

Confidentiality is essential to protect the privacy and wellbeing of all individuals involved. Safeguarding concerns are handled with utmost confidentiality. Information will only be shared on a need-to-know basis, and it will be in line with relevant data protection regulations.

6. What support is available for individuals raising safeguarding concerns?

We are committed to providing support to individuals who raise safeguarding concerns. This may include guidance on available resources, access to advice or counselling through our EAP and referral to appropriate agencies or support services.

7. How often will this policy be reviewed?

This Safeguarding policy will be reviewed annually to ensure its continued effectiveness and compliance with relevant legislation. Any updates or revisions will be communicated.

8. Whom should I contact if I have further questions or concerns?

If you have any further questions or concerns about this policy or safeguarding matters, please reach out to the Safeguarding Lead or Deputy Safeguarding Lead. You may also contact the People team. They will be able to provide you with assistance and guidance.