



ROYAL  
OPERA  
HOUSE

# ROYAL OPERA HOUSE COVENT GARDEN FOUNDATION

## **Safeguarding Policy: Children, Young People and Adults at Risk**

17<sup>th</sup> April 2024

This Policy is up-to-date as of 17<sup>th</sup> April 2024, when it was approved by the Exec. It will be reviewed annually, but also after a serious safeguarding incident and/or change in the law.

<b>KEY DOCUMENT INFORMATION</b>	
<b>Document Ownership and Date</b>	
Document owner	Safeguarding Manager
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<b>Audience and Context</b>	
Applies to	The policy applies to all contingent staff and artists, paid or unpaid at the Royal Opera House, as well as partner organisations and their staff engaged in Royal Opera House activities.
Related policies and procedures	Safeguarding Framework Safeguarding in Performance Activities Safeguarding Non-performance Activities Photographing Children, Young People and Adults at the Royal Opera House Bullying and Harassment Policy Data Protection Policy Equality, Diversity and Inclusion Policy Health & Safety Policy Recruitment Policy Whistleblowing Policy

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## Application of this policy

This policy is related to safeguarding children, young people, and adults at risk. Matters related to staff, such as bullying and harassment, are managed by the HR Team and the policies can be found [here](#). This is shown in the diagram below.



## Who does this policy apply to?

This policy applies to all staff in any capacity, paid or unpaid and includes 3<sup>rd</sup> party contractors. It is also relevant to people with whom we engage, including children and their parents / guardians.

The policy has the full support of the Board of Trustees, the Chief Executive and Senior Leadership Team.

## Context

The Royal Opera House Covent Garden Foundation (ROH) is a charitable company limited by guarantee, with its registered office at Bow Street, London, WC2E 9DD. Registered in England No. 480523 | Registered Charity No 211775. The ROH is regulated by the Charity Commission

The ROH works across England and Wales, with sites in Covent Garden, Thurrock and Aberdare and tours outside the UK annually currently in Japan.

The ROH produces world class opera and ballet, as well as a significant Learning and Participation programme working with schools and marginalised adult groups such as refugees. Some opera and ballet productions include children who are licensed to perform under The Children (Performances and Activities) (England) Regulations 2014. Licensing for Covent Garden is either through a 'Body of Persons Approval' (BOPA) from Westminster City Council, or an individual license from the child's local authority. For large projects across England, activities are approved through a National BOPA applied for through the Secretary of State for Education.

There are approximately 1,070 contracted staff at the ROH, with additional casual staff and 150 volunteers. There are also 340 staff contracted through 3<sup>rd</sup> party organisations (cleaning, catering etc).

The ROH has sites in Covent Garden, Thurrock and Aberdare, and across England with schools, children, young people and adults at risk through Learning and Development programmes.

### **Equal opportunities statement**

The ROH is committed to providing equity of opportunity and protection from abuse for all in line with our commitment to diversity and inclusion.

Comments and actions that contribute to discrimination, harassment or victimisation are not acceptable and will be challenged. Such incidents involving children will be recorded and shared with parents and carers, for those involving adults at risk, their next of kin and the relevant agencies when necessary and appropriate.

### **Policy Aim**

The Royal Opera House aims to implement the principles of the Government's 'Working Together to Safeguard Children' guidance, which underpins child protection and safeguarding in England, The Care Act 2014, and also includes guidelines from the NSPCC and other sources such as NNCEE (National Network for Children in Employment and Entertainment), Social Care Institute for Excellence (SCIE) and SAFEcic.

Its purpose is to:

- Demonstrate its commitment to the welfare of children, young people, adults at risk and staff.
- Outline the legal requirements, organisational procedures and best practice for the protection and safeguarding of children, young people and adults at risk.

The policy has two aspects of intervention:

- **PROACTIVE / PREVENTATIVE** – providing guidance to ensure steps are taken to reduce the likelihood of harm or abuse to children and/or adults at risk.
- **REACTIVE / RESPONSIVE** – ensuring plans are in place to respond to concerns of harm or abuse, to ensure the child/adult at risk is supported, and the ROH reviews and puts measures in place to prevent this situation happening again.

Proactive / preventative measures are in place for different scenarios. It is essential we plan and risk assess all our work with children, young people and adults at risk, and while background checks are in place where appropriate for those working closely with children, young people and adults at risk, this is part of a wider matrix of measures which are in place.

The ROH endeavours to provide a safe and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments. Our organisation holds current Public Liability Insurance which covers all our activities.

## **Policy statement for protecting children, young people and adults at risk**

The Royal Opera House believes that safeguarding is everyone's responsibility. We recognise that the care, protection and welfare of children, young people and adults at risk is paramount and that these groups have the right to be protected from all types of harm.

The Royal Opera House has a fundamental duty of care towards all children, young people and adults at risk who participate in Royal Opera House activities, whether as a performer, visitor or through an activity or project. This applies to everything the Royal Opera House does regardless of where it is delivered and includes online / digital delivery.

The Royal Opera House is committed to:

- Valuing, respecting and listening to children, young people and adults at risk; preventing anything which contradicts their dignity and rights;
- Ensuring safe recruitment practices are followed when employing staff;
- Developing and maintaining appropriate systems to protect children, young people and adults at risk from abuse;
- Training staff to ensure there is a common understanding of recognising abuse and, reporting concerns;
- Sharing information about concerns with appropriate agencies, involving children and parents as appropriate, while maintaining confidentiality;
- Developing an environment of safety and security, operating to the City of Westminster's guidelines for the care of children in stage performances and local Safeguarding Partnership and Board's policies and Procedures.

The Royal Opera House's work is guided by the following principles:

- Considering the best interests and welfare of children, young people and adults at risk as paramount, and are factored into decision making;
- Ensuring a child-centred and rights-based approach is used to ensure children and young people are in focus during planning, delivery and performances;
- Ensuring an at risk adults-centred and rights-based approach is used to ensure at risk adults are in focus during planning, delivery and performances;
- Maintaining strict confidentiality to ensure sensitive personal data is protected and people will be informed about issues on a need to know basis;
- Recognising elements of risk and taking all necessary steps to reduce this risk;
- Ensuring suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately, and that all staff are aware of how to report an issue.

## **Glossary and definitions used in this policy**

### Children and Young People:

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier" (Article 1, Convention on the Rights of the Child, 1989). A child is anyone who has not yet reached their 18th birthday (16th in Scotland).

### Adults at risk:

This Policy will also relate to adults at risk, as similar principles of care and protection apply to this group.

An adult at risk is a person over the age of 18 years and is:

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

### Young Performers:

Young people (Under 18) engaged by the Royal Opera or The Royal Ballet to perform a specific role as a part of a production, this includes all students from the Royal Ballet School regardless of their age / school year.

### ROH employees / staff and artists:

Those employed on a permanent or fixed-term basis.

### Contingent workforce:

Guest artists, freelancers, casuals, volunteers, work experience, contractors.

### Trustee:

The Board of Trustees lead the ROH and decide how it is run.

### Patron:

ROH Patrons make an annual charity donation, and in return have access to priority booking and other benefits.



## **Creating a safe environment for children and young people<sup>1</sup> at the ROH**

We all have a duty of care to safeguard and promote the welfare of children, young people and adults at risk. It is vital you maintain professional standards of behaviour, so they feel safe and supported. Sadly, misunderstandings can and do occur, and can have very serious consequences for staff. The following guidance should be applied to your working life. You should recognise that a failure to do so may result in formal disciplinary action.

All staff at the Royal Opera House regardless of their role must read and act upon the Safeguarding Policy, always speak up about any safeguarding concern, and read and understand the Whistleblowing Policy.

You should treat everyone with respect and dignity, regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity. Do not use language or other behaviour to humiliate, demean or undermine a child and do not use swear words when they are present. Be especially careful of the use of sarcasm, as this can be misinterpreted and is not easily understood by those for whom English is not their first language.

To protect yourself, it is important that you always act in a professional and transparent manner around children you and are careful not to behave in a way that could reasonably be subject to misinterpretation.

Do not meet children you have interacted with through the ROH socially in person or online, and do not share personal information such as phone numbers. Do not accept any gifts or hospitality from children, young people, parents or guardians.

Time and attention must be allocated on a needs basis, no rewards or gifts should be given to single out individuals as this might be construed as grooming. Giving gifts can be subject to misinterpretation and may be considered bribery or grooming. It is important to discuss any gifts or rewards used in your professional life with your line manager to ensure that they are acceptable.

Should you become aware that a child is behaving towards you in a way that suggests that they may have become infatuated, you must ensure your own behaviour cannot be subject to misinterpretation. Advise your line manager and/or the safeguarding manager immediately so that appropriate and sensitive action can be taken. It is never appropriate for a member of staff to have a personal or sexual relationship with a child or young person.

Avoid unnecessary or inappropriate physical contact with a child and follow the guidance in the Policy for the Protection of Children, young people and adults at risk around physical contact with children if you are in a role where contact is necessary as part of your job.

If at any point you feel concerned about a situation that might compromise your professional standing; or you are concerned about the behaviour of another adult or child, talk to your line manager or the Safeguarding Manager, or report using the confidential inbox: [ROHSafeguarding@roh.org.uk](mailto:ROHSafeguarding@roh.org.uk)

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<sup>1</sup> This includes students from The Royal Ballet School who are 18 or older. Referred to as "children" on this page.

**Why do we need a policy to safeguard children, young people and adults at risk?**

Government guidance is clear that all organisations working with children, young people, adults at risk, parents, carers and/or families have responsibilities for safeguarding. It is important to remember that children, young people and adults at risk can also abuse and that such incidents fall into the remit of this policy.

In the case of contractors, visiting companies, creatives and consultants, it is incumbent upon the relevant Head of Department that all appropriate persons are made aware of this policy and comply with it.

Everyone who works with or deals with children or adults at risk in The Royal Opera House in any capacity must read and ensure they understand this policy and are aware of and implement the procedures and protocols relevant to their role.

To undertake these responsibilities, we have:

- senior managers and board members committed to safeguarding
- clear guidance on peoples' responsibilities and accountability
- a culture of listening to children, young people and adults at risk
- safer recruitment practices for all staff, artists and volunteers working directly with children, young people and adults at risk
- procedures for safeguarding children, young people, and adults at risk
- procedures for dealing with allegations against, and concerns about any personnel
- mandatory induction and further safeguarding training for staff in contact with children, young people and adults at risk for staff, paid and unpaid
- agreements about working with other organisations and agencies.

In the context of this policy, when we talk about 'safeguarding' or 'protecting' we do not mean preventing accidents as this is covered by Health and Safety.

This policy is mandatory and must be applied in all situations where the Royal Opera House works with children, young people or adults at risk, and all efforts must be made to comply with this policy.

## **Related Policies**

This policy is in line with government guidance about confidentiality and these details will be made available to all staff, children, young children, adults at risk, parents and carers.

We fully endorse the principal of the welfare of children, young people and adults at risk, overriding any obligations of confidence we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a need-to-know basis.

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered, are suffering or at significant risk of suffering harm. It is important that records are shared at the appropriate time when necessary. Within our organisation the decision to share written information, and with whom, will be undertaken by the Lead or the Deputy for safeguarding.

### Data Protection

We will treat any personal information by which an individual can be identified, for example, name, address, and email, in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the UK General Data Protection Regulation (UK GDPR) and will not share information with any third party, except where required by law.

### Whistleblowing

Whistleblowing is when someone raises a concern externally about a person or practice within the ROH, which will affect others in an illegal and or harmful way.

The ROH organisation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Safeguarding Manager or DSL.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to the Local Authority Designated Office (LADO) (England and Wales only) social care services, the police, and /or the Charity Commission

### Recruitment

The ROH is committed to safe recruitment in line with the relevant legislation and guidance from government and the Charity Commission for recruiting all staff, paid or unpaid. We do this by:

- advertising vacancies with a clear commitment required to safeguarding
- assigning all posts clear job descriptions
- obtaining full personal details via an application form, and with particular relevance to previous work with children, young people and adults at risk for roles which include as a responsibility for these groups.
- when a candidate is selected for interview the relevant criminal declaration form will be sent for completion as set out by the Rehabilitation of Offenders Act 1974, as amended
- always taking up written references, one from the most recent employer or education establishment
- where possible, undertaking all interviews face to face, based on the job description
- ensuring at least one person on each interview panel will have undertaken Safer Recruitment training, in line with the relevant Charity Commission safe recruitment guidelines.

- Having clear procedures and records for interviewing to ensure we are satisfied, and can evidence that the applicant is appropriate and suitable

Any appointment will only be confirmed subject to:

- ✓ a satisfactory ID and criminal records check at the appropriate level,
- ✓ a follow up of written references by telephone if relevant to the vacant post
- ✓ a check of essential qualifications
- ✓ confirmation of the Right to Work in the UK for employed personnel
- ✓ fitness to work as relevant

### **Other documents relevant to this policy**

There are specific processes and protocols which should be applied when working with children and/or adults at risk in any context related to our work, and these should be adhered to by all staff. They outline specific approaches to children who we connect with across the ROH. These documents are available internally only.

- Safeguarding in Performance Activities
- Safeguarding Non-performance Activities
- Photographing Children, Young People and Adults at Risk at the Royal Opera House

### **Roles and Responsibilities**

The Royal Opera House has specific legal obligations under UK law related to children, young people, and adults at risk. We are required to report any serious safeguarding incident to the Charity Commission, and failure to report could result in regulatory action.

The Royal Opera House has a duty of care for any child, young person, or adult at risk with whom it interacts, regardless of the nature of the interaction, as well as a responsibility to act in the person's best interests if it becomes aware of a risk of harm. This is the case even if the risk lies away from the Royal Opera House.

Everyone shares responsibility for promoting the welfare of children, young people and adults at risk regardless of their specific role. The Exec are accountable for safeguarding within their area of work, and report to The Board of Trustees who hold ultimate accountability for safeguarding at the ROH.

### **Lead and Deputy Leads for Safeguarding**

The role of the Lead and Designated Safeguarding Leads at the ROH is to oversee and ensure that our safeguarding policy, which includes [online safety](#), is fully implemented.

Their responsibilities are:

- monitoring and recording concerns
- making referrals to social care, or police, as relevant, without delay
- liaison with other agencies
- arranging training for all staff

One of the DSLs should be available to support or cover for the Lead. S/he will also handle any complaints or allegations against the Lead for Safeguarding if appropriate. It is important that the Lead and Deputy for Safeguarding are unconnected.

<b>Safeguarding Trustee</b>			
Kirsty Cooper			
<b>Executive Director responsible for safeguarding</b>			
Dale Haddon, HR Director: <a href="mailto:Dale.Haddon@roh.org.uk">Dale.Haddon@roh.org.uk</a>			
<b>Safeguarding Lead</b>			
Gaynor Evans, Safeguarding Manager: <a href="mailto:Gaynor.Evans@roh.org.uk">Gaynor.Evans@roh.org.uk</a> Tel: 02072129653			
<b>Departmental DSLs</b>			
Natalie Barron	Children's Coordinator	<a href="mailto:Natalie.Barron@roh.org.uk">Natalie.Barron@roh.org.uk</a>	02072129455
Rachel Vickers	Ballet Company Manager	<a href="mailto:Rachel.Vickers@roh.org.uk">Rachel.Vickers@roh.org.uk</a>	02072129390
Ruth Mulholland	Opera Company Manager	<a href="mailto:Ruth.Mulholland@roh.org.uk">Ruth.Mulholland@roh.org.uk</a>	02037726392
Alex Hensby	General Manager L&P	<a href="mailto:Alexandra.Hensby@roh.org.uk">Alexandra.Hensby@roh.org.uk</a>	02072129474
Samantha Potts	Head of Visitor Experience	<a href="mailto:Samantha.Potts@roh.org.uk">Samantha.Potts@roh.org.uk</a>	02072129760
All media enquiries will be handled by Chloe Westwood: <a href="mailto:Chloe.Westwood@roh.org.uk">Chloe.Westwood@roh.org.uk</a>			

### **Line of Accountability for Safeguarding**

Everybody working for the Royal Opera House, whether as a permanent, casual or freelance member of staff, or as a volunteer, and regardless of seniority or role, has a responsibility to safeguard children, young people and adults at risk. Everyone must be vigilant to the signs that may indicate harm or a risk of harm, and must report any disclosures or concerns, as soon as possible, through the safeguarding manager or confidential email: [ROHSafeguarding@roh.org.uk](mailto:ROHSafeguarding@roh.org.uk)

The responsibility for safeguarding at board or committee level is shared between members. Safeguarding is on the organisation's risk register. The ROH must comply with the PREVENT Duty.

### **Induction and Training**

All staff complete an induction which includes safeguarding, and sign to record they have received and understood this policy.

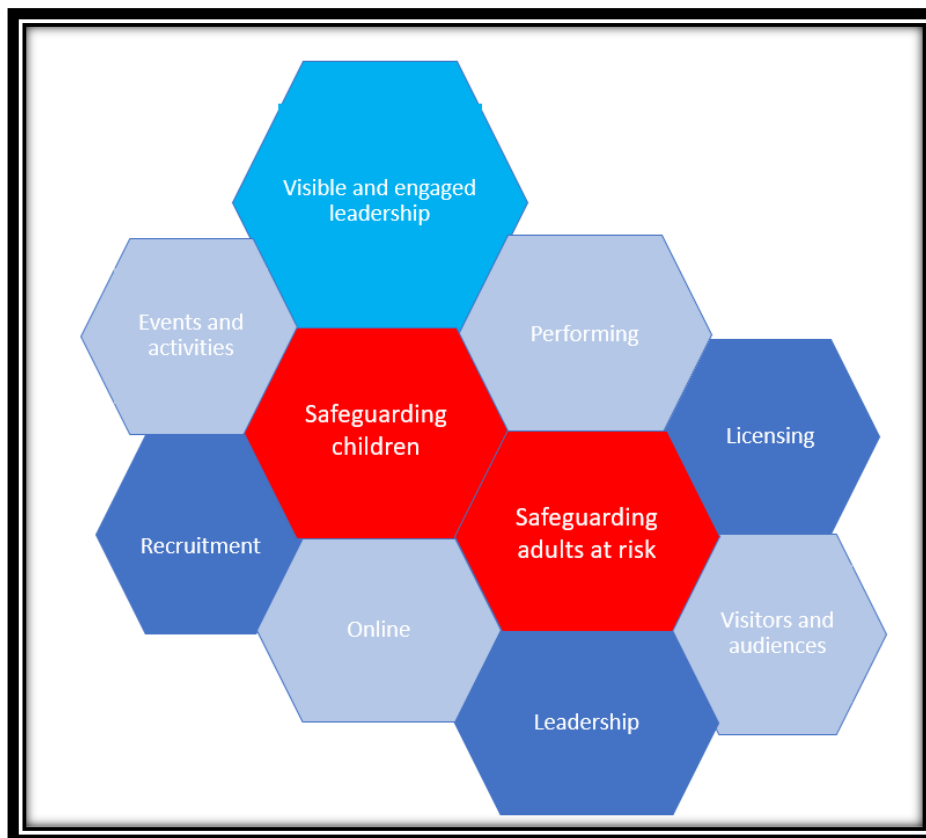
When needed, staff will receive further safeguarding training, at the appropriate level, as soon as possible. We also agree a probationary period of **six** months with clear goals. Updated safeguarding training is normally required every 2 years (online) or three years (face to face).

Staff working directly with at risk groups will also undertake the free online government training for [Prevent](#) and [FGM](#).

### The 'Child Protection Matrix'

To eliminate safeguarding risk, we need embedded measures across all our work, and safeguarding needs to be understood by all staff and contingent workers.

Below is an example of some of the different areas of our work which are integral to keeping children, young people and adults at risk safe in the Royal Opera House.



### Recognising abuse in children, young people and adults at risk

Abuse can happen in different settings (home, community, youth group, school, hospital) and the perpetrator is normally someone known to the child, such as a family member, youth worker, or teacher. Abuse can also happen in an environment such as the Royal Opera House where we work with children as performers, audiences, in workshops and so on. It is essential that all staff understand the signs and symptoms of abuse, regardless of their role, and know how to report concerns.

For details of types of abuse, see [Appendix 1](#).

## **Responding to allegations and concerns**

The Royal Opera House has a duty of care to ensure we respond appropriately to situations of actual or suspected abuse, with the primary focus being the best interest of the child, young person, or adult at risk who is the victim of abuse or alleged abuse.

All allegations or concerns must be taken seriously, regardless of who the alleged perpetrator and alleged victim(s) are, and regardless of the situation.

When a disclosure is made by a child, young person or adult at risk it is important to remember to:

- take what you are being told seriously
- stay calm and reassure
- do not investigate
- do not delay

As soon as possible afterwards:

- seek advice from your departmental safeguarding lead
- make a careful recording of anything you are told or observe, date and sign.

Talking about any form of abuse is difficult, not only for the victim, but also for the person they make their disclosure to. People tend to disclose to someone they consider a *trusted adult*, for example a teacher or police officer, however they may disclose to anyone they feel they have that connection with.

Staff are not responsible for deciding whether abuse has taken place, but must report concerns, even where there is no real clarity, for example when intuition tells us something is not right.

Staff must not agree to keep information related to concerns or suspected abuse private, this applies to the alleged victim and the alleged abuser.

A disclosure may come from someone telling you:

- they have or are being abused
- they have concerns about someone else
- they are themselves abusing or likely to abuse someone else

Where appropriate, referrals will be made by the Royal Opera House to the relevant authorities, for example social services or the police. The decision to refer should be made by a panel convened by the Safeguarding Manager, staff should not make this decision in isolation, unless a child or adult at risk is at risk of immediate harm.

Any safeguarding matters related to children, young people or adults at risk, should be referred to the Safeguarding Manager, Gaynor Evans

Tel: 0207 212 9653

E-mail: [Gaynor.Evans@roh.org.uk](mailto:Gaynor.Evans@roh.org.uk)) or E-mail: [ROHSafeguarding@roh.org.uk](mailto:ROHSafeguarding@roh.org.uk)).

Appendix 2: [Handing a Disclosure](#)

Appendix 3: [Handling Allegations](#)

Appendix 4: [Reporting a Concern or Disclosure \(form\)](#)

You can also report a concern using this QR code:



Appendix 5: [The ROH reporting system](#)

Whenever you have a concern that you should report:

Don't think "What if I do?"

Think "What if I don't?"

### **How we work**

#### Consent

When consent is required for any activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding.

Where possible parents will be asked to provide consent for children and young people, and we ask parents to discuss this with their child or young person to ensure they are aware of what we are asking and consents to it.

We recognise that consent is an ongoing process, and people have the right to refuse or withdraw their consent at any time.

When working with young performers, for example in a rehearsal room, creative teams are advised to explain clearly what they require the child or young person to do and ask for consent. For ballet, where physical contact is part of the nature of the artform, no touch should be initiated without asking for consent.



### Staff Ratios to Children, Young People and Adults at Risk

There must always be a minimum of two responsible adults present for any activities involving children, young people, and adults at risk.

For activities related to performance, we follow the Children (Performances and Activities) (England) Regulations 2014. This guidance has a ratio of 1:12 for chaperones to young performers, however we work to 1:10 as a minimum.

All activities are risk assessed, and staffing ratios are considered at this point, in some cases the ratio will change with adults supervising fewer children, young people, and adults at risk.

Some activities involve volunteers who receive an event briefing, which includes safeguarding and is delivered by the DSL. They also have a supervisor should they need support.

### Performance activities

Children, young people and adults at risk may be contracted to perform at the ROH or during a project elsewhere in England. For performance related activities, the following additional measures are in place:

- The activity is covered by a license, exemption or via the ROH Body Of Persons Agreement. This includes a detailed risk assessment related to the activity which is submitted to the licensing authority
- Professional licensed chaperones from our team of chaperones are assigned to the production or project
- Chaperones work to the guideless as laid out in the [Chaperone Handbook](#) and undertake their work with the child's best interests at the centre of everything they do
- All young people who have not yet reached their 18<sup>th</sup> birthday are chaperoned at the ROH
- Health and Safety and stage inductions are completed to ensure the children, young people and adults at risk understand the stage area and know the stage manager.

### Lone and One to One Working

We will avoid lone working, one to one working with children, young people and adults at risk whenever possible to protect both individuals. A risk assessment will always be undertaken to ensure:

- the care or activity provided is suitable for one to one working,
- the lone worker has been recruited, trained and supervised to undertake this particular role,
- that health and safety issues have been identified and recommendations followed,
- safeguards are in place to protect individual's rights to safe working practice,
- safeguards are in place in relation to strategies for emergency situations,
- relevant business insurance is in place for use of personal vehicles,
- accurate and relevant written recording is maintained following any care and activity, signed and dated.

### Codes of Conduct

We aim to provide a safe environment free from discrimination, upholding and promoting equality, diversity and inclusion. We undertake to:

- ✓ treat all children and young people and adults at risk with respect and dignity
- ✓ ensure that their welfare and safety is paramount at all times
- ✓ maintain professional boundaries face to face and when using technology
- ✓ ensure any intimate touch required, to carry out care, treatment or training is within relevant guidelines and is safe and appropriate.
- ✓ always listen to individuals and take account of their wishes and feelings
- ✓ always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- ✓ liaise openly with parents and carers
- ✓ only use physical contact if necessary to keep a person safe
- ✓ avoid being alone with children, young people and adults at risk
- ✓ listen to, and act upon, any disclosures, allegations, or concerns of abuse
- ✓ participate in approved safeguarding training at appropriate levels
- ✓ follow our safeguarding policy at all times
- ✓ make activities FUN and enjoyable.

### Online safeguarding

The Royal Opera House is committed to respecting the rights of children, young people and adults at risk featured in its online communications, the correct handling of data, and enabling a safe online environment for all users.

The Royal Opera House works in the digital space and captures and communicates content online to and about children and young people. We recognise that while the online world has huge benefits, there are also significant risks which must be addressed to ensure we are keeping the people we work with safe from harm.

When considering the use of a new project in the digital space, social media site, platform or any digital product, the manager should use the [e-safety risk assessment](#)<sup>2</sup>, to assess the viability of the digital product in terms of safeguarding.

Online safeguarding and the camera and image processes should be read together as they are interlinked.

See also [e-safety referral flowchart](#)

### Social Media

There are Social Media guidelines available internally. We recognise that children and young people may follow artists' professional social media sites, however staff and artists are advised against any interaction with children and young people other than in the public domain.

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<sup>2</sup> This is only available internally

### Transport

We do not arrange transport, when groups are brought to the ROH, the transport is arranged by their school. Schools are asked to provide assurance that they complete due diligence on any transport company, and that this is reviewed.

### 3<sup>rd</sup> Party Venue Hire

All 3<sup>rd</sup> party venue hires are required to ensure that children, young people and adults at risk are protected at all times, by taking all reasonable steps to keeping them safe from harm and abuse and that they carry full public liability insurance for this.

This means that:

- they will comply with this Safeguarding Policy unless they already have an equivalent;
- they will provide the ROH with a copy of your organisation's Safeguarding Policy/ies or if they do not have one adopt the ROH policy;
- they will recruit safely all current paid and voluntary workers who work with children and/or vulnerable adults, by using safe recruitment processes, including disclosures from the Disclosure and Barring Service where eligible,
- they will keep a list of the names of all paid and voluntary workers with regular and direct contact with children, young people and/or adults at risk, and update it annually;
- no person under the age of 18 years will be left in charge of any children young people or adults at risk of any age;
- no child or group of children or young people and/or adults at risk should be left unattended at any time;
- a register of children, young people or adults at risk attending the activity will be kept securely. This will include details of their name, contact details of parent/guardian/carer etc., date of birth and next of kin;
- you will, within 24 hours inform the ROH Safeguarding Manager of any incidents or allegations of abuse or causes of concern.

### Ethical fundraising

We are committed to our fundraising being:

- **Legal:** All fundraising must meet the requirements of the law.
- **Open:** Fundraisers must be open with the public about their processes and must be willing to explain (where appropriate) if they are asked for more information.
- **Honest:** Fundraisers must act with integrity and must not mislead the public about the cause they are fundraising for or the way a donation will be used.
- **Respectful:** Fundraisers must demonstrate respect whenever they have contact with any member of the public.

### Safeguarding in Performance Activities

This document addresses:

- Roles and responsibilities
- Chaperones
- entertainment licenses and Body of Persons Approval (BOPA)
- chaperoning
- auditions, rehearsals, and performances

### Safeguarding Non-performance Activities<sup>3</sup>

This document addresses:

- Events and activities
- Visiting the ROH / attending a performance

### Photographing Children, Young People and Adults at Risk at the Royal Opera House<sup>4</sup>

This internal document provides specific guidance for the use of recording equipment and images (including audio recordings), and these should be referenced by anyone considering any form of recording children, young people and/or adults at risk.

The guidance supports a 'do no harm' approach, where ROH takes all reasonable measures to avoid exposing people to additional risks through our action.

The guidance covers:

- The risk
- Our responsibilities
- Procedures
- Taking photographs
- Using photographs
- Commissioning photographs
- Media
- Storage and disposal of images.

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<sup>3</sup> Internal document

<sup>4</sup> Internal document

## **Company tours – working abroad**

As a charity directly working with children abroad, we take our safeguarding responsibilities very seriously.

The ballet and opera companies periodically undertake summer tours. Children, young people and at-risk adults may be auditioned and cast into roles in the country hosting the tour.

Children, young people and at-risk adults will be chaperoned by local chaperones who can communicate with them. The guidance followed will be UK guidance combined with regulations specific to the host country.

The tour manager will provide all ROH staff on the tour with details of the key local agencies (police and social services) in the host country.

We will recruit volunteers and staff in the country we are touring in as safely as possible and request all applicants to present Certificates of Good Conduct where available.

### **Managing Allegations**

Any allegation against a trustee, member of staff or volunteer in the host country will be managed in the following ways:

- all incidences related to children and or adults (who would be considered at risk if in the UK) will be reported to the police in that country if a crime has, or may have been committed; along with a request made for a crime number
- if a UK national is implicated, a referral will be made to the appropriate agencies. where the individual lives when in the UK
- the safeguarding trustee will liaise and be advised by local agencies in the relevant country and apply internal disciplinary procedures when appropriate.
- when children are at risk of harm, we will follow the steps outlined in the Child Safeguarding Concerns Which Occur Abroad Flowchart

**Appendix 1: Types of abuse**

The following is for guidance only. It is important to be observant, listen and record. e.g. is what you are observing and being told about an injury consistent with the injury?

- Abuse related to faith or belief
- Alcohol and substance misuse
- Breast ironing
- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and upskirting
- Concealed pregnancy
- Criminal exploitation
- Discriminatory
- Domestic violence, including "honour" based abuse
- Emotional
- Exploitive use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage
- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding
- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional
- Psychological
- Physical
- Radicalisation
- Self-neglect
- Sexual
- Trafficking

**Appendix 2: Handling a Disclosure from a child, young person or adult at risk**

Anyone receiving a disclosure must follow this guidance.

**Receive:**

- Listen to what is being said without displaying shock or disbelief. Reacting negatively may cause the child, young person or adult at risk to shut down.
- Accept what is being said without judgement.
- Allow the child, young person or adult at risk the space to talk without asking too many questions.
- Take them seriously.

**Reassure:**

- Reassure the child, young person or adult at risk, as far as is honest and reliable. Don't make promises that you can't be sure to keep, e.g. "everything will be all right now".
- Tell them they did nothing wrong by talking to you and you take it seriously.
- Don't promise confidentiality. You have a duty to report your concerns.
- Tell the child, young person or adult at risk that you need to tell others, but only those whose job it is to help them.
- Acknowledge how difficult it must have been to talk and how brave they have been – it takes a lot to come forward about abuse.

**React:**

- Listen quietly, carefully and patiently. Do not assume, speculate or jump to conclusions.
- Do not investigate, interrogate or decide if the child, young person or adult at risk is telling the truth. Remember that an allegation of child abuse may lead to a criminal investigation, so don't do anything that may jeopardise a police investigation.
- Let the child, young person or adult at risk explain to you in his or her own words what happened, don't ask leading questions.
- Ask open questions like "Is there anything else that you want to tell me?"
- Communicate with the child, young person or adult at risk in a way that is appropriate to their age. This is especially important for those with specific needs and/or for those whose mother tongue is not English.
- Do not ask the child, young person or adult at risk to repeat what they have told you to another member of staff. Explain what you will do next and who you have to talk to.
- Seek advice from the safeguarding manager or departmental DSL
- In an emergency, seek help and contact relevant local authorities including police and social services
- Support the child, young person or adult at risk, they will continue to look to you for support since you know about the situation, and the child will see you as a safe person.

## Record Keeping

At all times when required, and especially where there is a safeguarding concern, we are committed to keeping records which are:

- Recorded on a safeguarding incident form
- of sufficient details of child, young person or adult at risk to identify individual who is subject of concern and any significant others
- accurate and factual/based on fact, as a true record of:
  - what has been monitored/observed
  - what has been said and by whom
  - what has given cause for concern
  - what action has and/or will be taken including the reason for those actions
  - the reason stated for no action being taken and by whom
- non-judgmental
- timely within 24 hours
- signed and dated by the writer and co- signed by the Lead or Deputy
- shared as appropriate by the Lead or Deputy for Safeguarding
- stored safely and securely by the Lead or Deputy for Safeguarding

Any disclosure should be handled on a need-to-know basis. This should only be discussed with the Safeguarding Manager or department DSL, and not other colleagues or externally. It is natural to feel distressed if you receive a disclosure, and if you are struggling, you should contact our employee assistance programme, [Care First](#).<sup>5</sup>

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<sup>5</sup> Internal link



### **Appendix 3: Handling Allegations, Complaints and Disciplinary/Grievance Procedures related to Children Young People and Adults at Risk**

Our policies and procedures to deal with allegations or complaints in relation to children, young people and adults at risk, are in line with the statutory guidance, Charity Commission guidelines, our disciplinary, complaints and grievance procedures. These will be made available to everyone.

Where a complaint or allegation has been made with regards to any inappropriate behaviour or poor practice, in relation to children, young people and adults at risk, the Safeguarding Manager or DSL will, in all cases, discuss the situation with social care services (the LADO with regards to children England and Wales only) and / or the police before making an open decision about the best way forward.

In the case where the Safeguarding Manager is implicated, a DSL should be informed. In the exceptional circumstances that both are involved, the person concerned will inform the Senior Lead. If there is a belief that the concern has not been taken seriously or acted upon then any one can contact our '[Speak Out](#)' external reporting line.

With regards to disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a strategy with social care services and / or the police, (the LADO, with regards to children England and Wales only). Any investigation will override the need to implement any such procedures. Our management are responsible for making referrals to the relevant:

- Disclosure and Barring Service
- Charity Commission

#### Appendix 4: Reporting a concern or disclosure

This form should be filled in when you have any concerns about a child or adult at risk, a disclosure, or someone's behaviour towards them which you feel is inappropriate. Complete as much information as you can, but do not delay due to missing information. Once complete, send to [ROHSafeguarding@roh.org.uk](mailto:ROHSafeguarding@roh.org.uk)

<b>Your details</b>	
Name	
Department and job title	
Email address	
Contact number	
<b>Details of child / adult at risk affected</b>	
Name	
Gender	
Date of Birth	
Name of parent / carer and contact details (if known)	
Any additional needs known	
Date and time of incident	
Location incident took place	
Does your concern relate to anyone working for the Royal Opera House (in any capacity)?	<input type="checkbox"/> YES
	<input type="checkbox"/> NO
	<input type="checkbox"/> NOT SURE
Person's name and job title (if known)	
<b>Nature of concern</b>	
<b>Summary of concern</b> (what was said, what was said, who else was involved or present, observed state of person making disclosure etc)	

Please give details of who else is aware of this and what they know
<b>Lead, Deputy, or Designated Safeguarding Lead only</b>
<i>Record the action taken and the reason for taking it OR why no action has been taken at this time.</i>
Time and date:
<b>Name of organisation, address and phone numbers/e-mails for the contacts above</b>

## Appendix 5: The reporting system

When the concern is about the welfare of a child or adult at risk from schools, colleges, health providers, GP practices, prisons or social care settings, you should refer to that organisation's Lead for Safeguarding in the first instance. Inform the Safeguarding Manager or DSL that you have referred a concern.

### **If you are worried a child, young person or adult at risk has been abused because:**

- you have seen something;
- someone says they have been abused;
- somebody else has told you they are concerned;
- there has been an allegation against a colleague;
- there has been an anonymous allegation;
- an adult has disclosed that they were abused as a child;
- a child, young person or adult say they are abusing someone else.

Check this safeguarding policy for guidance. Talk to the Safeguarding Manager or DSL without delay. If they are implicated, then talk to the HR Director.

The Lead or Deputy should refer the concern to the relevant adult's or children's social care service and/or the Police and follow up the referral in writing within 24 hours.

In cases of allegations against a "person of trust" with a "duty of care" towards a child, the Local Authority Designated Officer (LADO) will co-ordinate the next procedural steps.

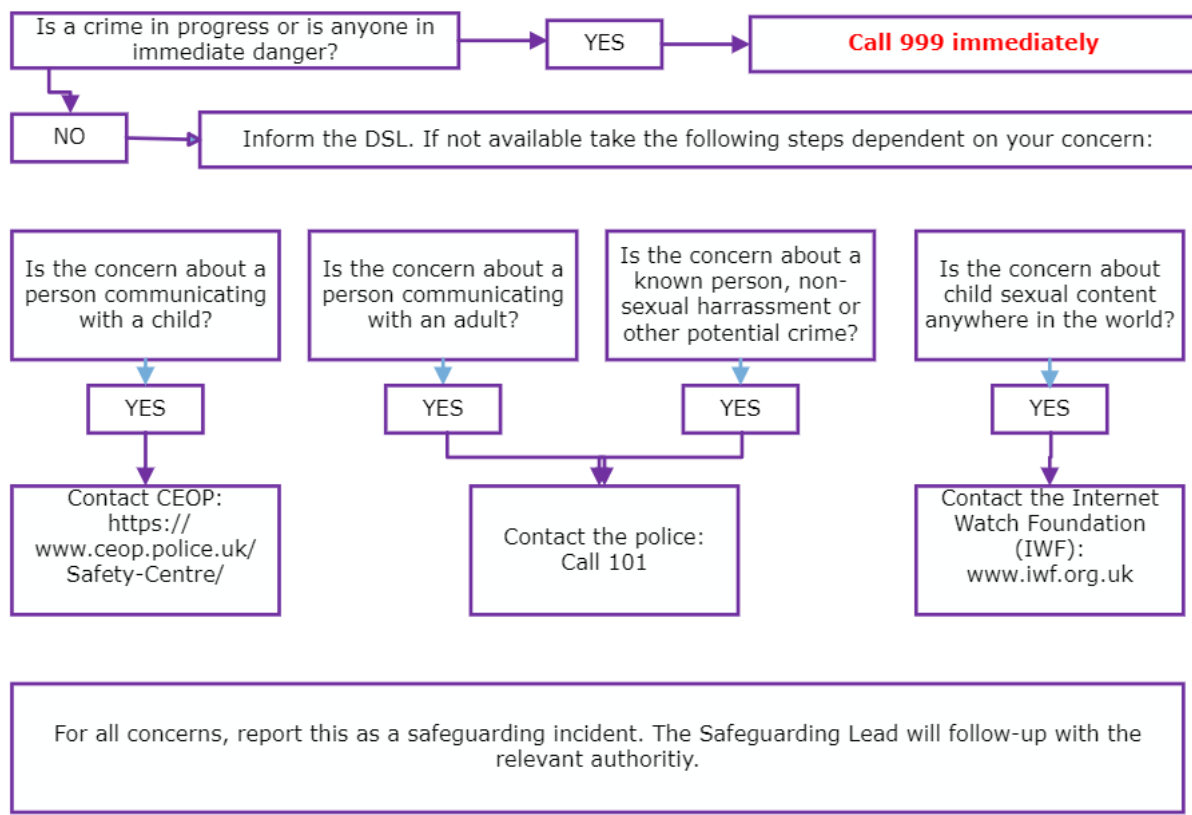
Under "whistle blowing", anyone can refer directly to the Police, social care services, LADO, the Charity Commission, Protect or the NSPCC (child concerns only) when they are concerned the organisation is not managing safeguarding concerns appropriately.

CONSULT,  
MONITOR  
AND RECORD  
*Sign/Date/Time*  
*Include name  
and job role*

**Any consultations should not delay a referral.**

**In an emergency do not delay: dial 999**

**Appendix 6: e-safety referral flowchart**



## Appendix 7: Useful contacts

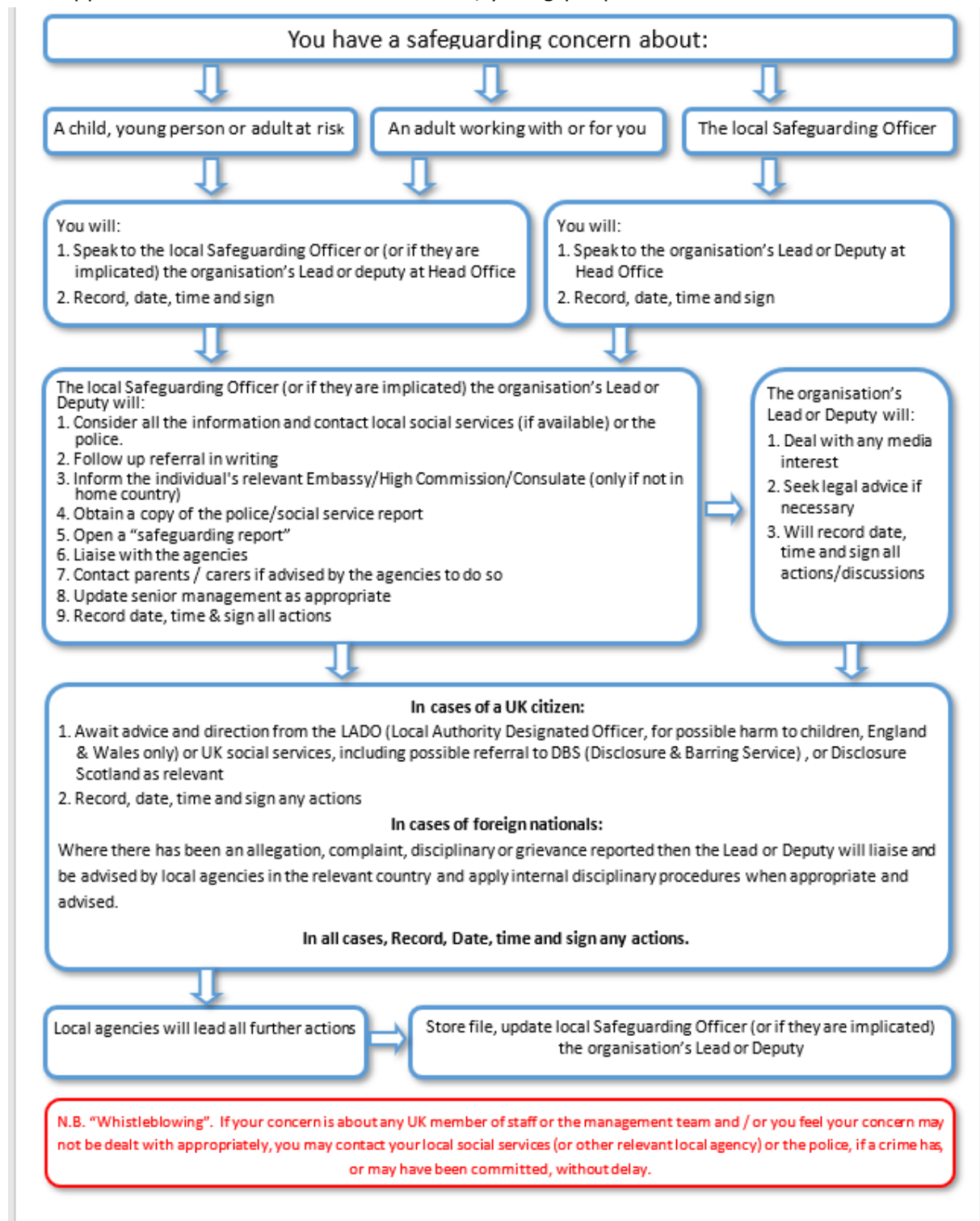
Any email referral should be followed up with a call to ensure it has been received.

Projects outside Covent Garden: for national projects such as Chance to Dance, the project information pack will include local contacts for the different regions.

To report a concern about a child (Westminster):	
Westminster Access Team	020 7641 4000
Out of hours	020 7641 6000
E-mail	<a href="mailto:AccesstoChildrensServices@westminster.gov.uk">AccesstoChildrensServices@westminster.gov.uk</a>
Westminster LADO consultations and referrals	
Duty Child Protection Adviser	020 7641 7668 <a href="mailto:LADO@westminster.gov.uk">LADO@westminster.gov.uk</a>
If Duty CP Adviser cannot be reached contact:	07823 532 538
Kembra Healy (LADO)	<a href="mailto:kembra.healy@rbkc.gov.uk">kembra.healy@rbkc.gov.uk</a>
To report a concern about an adult at risk (Westminster):	
Adult social care	020 7641 2176
Out of hours	0207 7641 6000
E-mail	<a href="mailto:adultsocialcare@westminster.gov.uk">adultsocialcare@westminster.gov.uk</a>
Other useful contacts	
NSPCC advice	0808 800 5000 or <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>
FGM helpline	0800 028 3550
Forced Marriage Unit	020 7008 0151 <a href="mailto:fmufco.gov.uk">fmufco.gov.uk</a>
Anti-Terrorist hotline	999 or 0800 789 321
Police	101 and request area. Emergency 999

## Appendix 8: Flowchart for reporting concerns overseas

This applies to concerns related to children, young people or adults at risk.



## **Appendix 9: Legislative Framework**

This policy complies with, and is underpinned by the requirements of the following:

- Care Act 2014
- Children Acts 1989 and 2004
- The Children (Performances and Activities) (England) Regulations 2014
- Data Protection Act 2018
- Equality Act 2010
- Freedom of Information Act 2000
- Human Rights Act 1998
- The Mental Capacity Act 2005, Mental Capacity (Amendment) Act 2019
- The Protection of Children Act 1978
- Safeguarding Vulnerable Groups Act 2006
- Sexual Offences Act 2003
- Working Together to Safeguard Children Statutory Guidance 2018
- The United Nations Convention on the Rights of the Child (UNCRC) 1989.