



# Landmark Theatres Safeguarding Children and Vulnerable Adults Policy

**Reviewed by:** Ben Lyon-Ross

**Safeguarding Role:** Landmark Theatres Designated Safeguarding Lead

**Date:** 20 November 2025



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## 1. Definitions

Below are definitions of commonly used safeguarding terms to reference when reading this policy.

- **Child or Young Person** – a person who has not reached 18 years of age.
- **Vulnerable Adult** – a person over the age of 18 years who is, or may be, in need of community care services by reason of mental, learning or physical disability, age or illness. Someone who is, or may be, unable to take care of themselves, or unable to protect themselves against significant harm or exploitation by others.
- **Responsible People** – or a responsible person - are those who have a duty to protect and ensure the safety and wellbeing of a child or vulnerable adult whilst taking part in activities held by Landmark Theatres. This includes: all employed staff, agency staff, adult students, external partners, contractors, teachers, carers, chaperones, parents/guardians, volunteers and artistes.
- **External Partner** – contactors, visiting companies, freelancers, community workers and hirers.
- **Carer** – includes parents, guardians, teachers, chaperones and any other who may have a responsibility for a child or vulnerable adult. Children or vulnerable adults visiting Landmark Theatres to perform or engage in activities on site will usually be doing so under the care of a designated carer.
- **Abuse** – to treat or attempt to treat with cruelty, neglect or violence. Main types of abuse are – physical abuse, emotional abuse, sexual abuse and neglect. For more info on the types of abuse and their potential indicators, please go to Appendix E.
- **Bullying** - is the term used to describe behaviour that hurts someone else, for example, name calling, hitting, pushing, spreading rumours about, threatening or undermining someone. It is usually repeated over a long period of time and can hurt someone both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is referred to as **cyberbullying**.

## **2. Policy Statement**

We recognise that live performance and creative experiences can have a powerful and positive influence on anyone who comes into contact with our venues. Therefore, we recognise that we have a duty of care to safeguard all children and vulnerable adults we come into contact with, upholding all relevant UK laws, including the Children Act 2004.

## **3. The Purpose of Our Policy**

Our safeguarding responsibilities, outlined in this policy, will take reasonable measures to ensure that the risks of harm to children and vulnerable adults either within our premises or engaged in venue activities are minimised. In accordance with relevant safeguarding legislation, government guidance and good practice, we will adopt and implement appropriate safeguards to promote and protect the safety and welfare of all those taking part in activities at one of our venues.

The purpose of this policy is to:

- Establish and set out clear lines of responsibility, communication and action concerning the welfare of a child or vulnerable adult who is: engaging with Landmark Theatres, using our premises as a visiting company or visiting other premises as part of an activity or event for which we are responsible.
- Provide children and vulnerable adults with appropriate safety and protection while they are in our care.
- Allow those with a responsibility within our venues to make informed and confident responses to specific safeguarding issues.
- Promote good practice.

Landmark Theatres has a legal and moral obligation to ensure that, when given responsibility for children or vulnerable adults, all staff members including: managers, senior executives, agency staff, students, external partners and contractors, teachers, carers, chaperones, parents/legal guardians, volunteers and artistes accept their responsibilities to safeguard children and vulnerable adults from abuse, attempted abuse or neglect. This means ensuring that everyone follows the procedures set out in this policy to protect children and vulnerable adults and that any concern about the welfare of a child or vulnerable adult is reported to the appropriate authorities.

Landmark Theatres reserves the right to amend this policy at any time. This policy, or any subsequently amended version of this policy, does not form part of a staff member's contract of employment with Landmark Theatres, even if it is referred to in the contract of employment. Changes to this policy will be posted on the company's intranet and staff members will be informed of any update.

## 4. Our Principles

Landmark Theatres will:

- Act in accordance with moral and legal responsibility to implement procedures that ensure a duty of care for children and vulnerable adults, safeguard their wellbeing and protect them from abuse.
- Take appropriate action to address any concern in accordance with this policy.
- Respect and promote the rights, dignity, wishes and feelings of those we interact with.
- Establish and maintain an ethos where all who visit and participate within our venues feel welcome and familiar with their environment and are informed of personal, emergency and health and safety arrangements such as (but not limited to) the location of toilets, dressing rooms, fire exits, meeting points, first aid provisions etc.
- Seek to protect all children and vulnerable adults from abuse by providing a safe environment.
- Recruit and supervise responsible staff in accordance with this policy.
- Promote and adopt the best practice set out in this policy.
- Inform each child and vulnerable adult who the appropriate person is to speak to if they have any questions, problems or concerns.
- Ensure that all children and vulnerable adults have the same protection regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity and that their individual needs are recognised.
- Always work in an open environment (e.g. avoiding private or unobserved situations and unnecessary physical contact) and allow carers, wherever possible, to take responsibility for a child or vulnerable adult in their care.
- Ensure that children and vulnerable adults are supervised appropriately. Checking that all chaperones are registered with the local authority in which they reside and have an enhanced Disclosure and Barring Service (DBS) check.
- Ensure all responsible people coming into close contact with a child or vulnerable adult are DBS checked where it is required by law and that all responsible people who do not necessarily have close contact with children and vulnerable adults but who are assisting in a production are aware of their conduct around children and vulnerable adults.
- Promote this policy's guidelines, procedures, aims and objectives to external stakeholders, individuals, groups, contractors and organisations who use our facilities and/or have direct access to children and vulnerable adults on its premises by providing a copy of this policy upon request.
- Implement effective procedures for recording and responding to incidents, complaints and alleged or suspected incidents of abuse or negligence.

Landmark Theatres will adhere to the relevant legislation when working with children and vulnerable adults as outlined in the following documents:

- The Children Act 1989
- The Public Interest Disclosure Act 1998
- The Children Act 2004
- The Safeguarding Vulnerable Groups Act 2006
- The Equality Act 2010
- The Children (Performances and Activities) (England) Regulations 2014
- The Care Act 2014
- Working Together to Safeguard Children 2015
- Care and support statutory guidance 2017.

## **5. Relationship of Trust**

During the course of their work, a responsible person will come into contact with children and vulnerable adults. Such contact can lead to a relationship of trust, which can be described as when one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise as a consequence of this relationship.

Landmark Theatres requires that such power or influence is never abused by a responsible person. All responsible people engaging in work or an activity on behalf of Landmark Theatres are required to recognise their responsibility towards the health, safety and wellbeing of the children and vulnerable adults they are working with.

Landmark Theatres requires that the following guidance is adhered to:

- A child or young person's age does not necessarily reflect their maturity or emotional development and they may remain vulnerable to abuse. Young people between 16 and 18 years of age may legally give their consent to some types of sexual activity, however the law still classifies them as a child.
- If a person aged 18 or over is in a relationship of trust with a person of less than 18 years old, it is an offence for the older person to have sexual intercourse or engage in any other sexual activity with the younger person.
- It is possible that, in a company-facilitated youth project, a project leader may be in a relationship of trust with a young adult of up to 21 years of age. It is our view that any form of intimate relationship between such project leaders and young adults between 18 and 21 years of age participating in the project is inadvisable and potentially harmful to the young adult and that project leaders should treat such young adults participating in projects as still in a relationship of trust.

- It is a condition of employment that a responsible person may not socialise outside of work with any child or vulnerable adult with whom they engage in a work, performance or educational capacity on behalf of the company. This includes contact through social networking which is unrelated to the work, performance or educational activity.

## **6. Professional Confidentiality**

Confidentiality is an issue which needs to be discussed and fully understood by all those working with children, particularly in the context of Child Protection. The only purpose of confidentiality in this respect is to benefit the child.

No adult must ever guarantee confidentiality to any child.

Adults working with young people should make children aware that if they disclose information that may be harmful to themselves or others, then certain actions will need to be taken. The law permits the disclosure of confidential information necessary to safeguard a child or children. Normally, personal information should only be disclosed to third parties (including other agencies) with the consent of the subject of that information. Wherever possible, consent should be obtained before sharing personal information with third parties. In some circumstances, obtaining consent may not be possible, may put the child at greater risk or may not be in the best interest of the child's welfare. Decision should be made on a case by case basis.

If you are unsure, seek advice from a Safeguarding Lead or Cambridge and Peterborough Safeguarding Board (Peterborough Theatres) or the Devon Multi-Agency Safeguarding Hub (North Devon).

## **7. Organised Activities Involving Children and Vulnerable Adults**

As part of its offer to communities and audiences, Landmark Theatres work includes the organising of activities and experiences involving children and vulnerable adults in participatory projects.

In order to protect those whom we have a duty of care to safeguard, Landmark Theatres will ensure that any project they are leading on, involving children and vulnerable adults, on their premises will ensure that:

- All organised activity has a detailed risk assessment.
- The pastoral care and general wellbeing of children and young people will be overseen by a designated Landmark Theatres member of staff or by a responsible adult associated with the visiting young people, such as the school teacher or youth worker.
- Participants register essential contact details and parental/guardian consent before the activity commences. Registration forms will also ask for

emergency contact details and nutritional and medical advice and outline the specifics of the project so that full planning for the wellbeing and engagement of the participants can be ensured.

- Children and vulnerable adults participating in our activities will be given guidance, if appropriate, on the standards of behaviour they can expect from staff, volunteers and external partners and information on who they should raise concerns with if they experience behaviour that makes them feel uncomfortable.
- Staff who are supervising work experience students or interns will receive specific safeguarding training in line with this policy.
- Any mental health concerns or concerns that a child or vulnerable adult is suffering harm outside of the activities provided at Landmark Theatres should be made to the Safeguarding Lead on the email address in our contact section.
- Any complaints or concerns about the behaviour of Landmark Theatres staff, volunteers or external partners should be made to the Safeguarding Lead on the email in our contact section.
- Any safeguarding disclosures made by a child or vulnerable adult to a responsible person or external partner should be reported to the Safeguarding Lead on the following email address – **safeguarding@landmarktheatres.co.uk** Disclosures will be treated in accordance with the procedures set out in Appendix A, B & C. Guidance on how to respond to a disclosure is set out in Appendix D.

## **8. Lines of Responsibility**

Landmark Theatres Safeguarding Lead – Ben Lyon-Ross – Head of Talent and Participation

Location-specific Safeguarding Leads –

George Barnett – Talent and Participation Manager (Peterborough)  
Caz Turner – Talent and Participation Manager

Location-specific Deputy Safeguarding Leads –

Jag Singh – General Manager (Peterborough)  
Sarah Harris – People and Values Manager

All staff are responsible for reporting any concerns to the Safeguarding Lead or Deputy Safeguarding Lead via the following email –

**safeguarding@landmarktheatres.co.uk**

Landmark Theatres Safeguarding Lead is responsible for:

- Monitoring the work of site specific Safeguarding Leads in Peterborough and North Devon.
- Approving this policy after each yearly review.

- Ensuring this policy is kept up-to-date and followed by Safeguarding Leads and Deputies in each location.
- Appointing individuals to act as Safeguarding Lead and Deputy Safeguarding Lead.
- Ensuring site specific Safeguarding Leads receive appropriate information, guidance and training, necessary for their role and responsibilities.

Safeguarding Leads and Deputy Safeguarding Leads are responsible for:

- Supporting staff within their venues by co-ordinating and/or facilitating necessary training.
- Ensuring staff are aware of reporting procedures.
- Escalating safeguarding concerns or incidents in line with this policy.
- Reviewing this policy on a yearly basis and amending, if necessary.
- Ensuring the policy is effectively implemented by all staff.
- Compiling relevant, up-to-date, contact details of emergency, local authority and social services. Making the information readily available for all staff members.
- Informing all staff of their safeguarding status and responsibilities.
- Ensure that any external partners with whom we engage with who come into contact with a child or vulnerable adult are aware of and understand their obligation to comply with this policy.

Chaperones are responsible for the safety and welfare of the children and vulnerable adults to whom they have been assigned, and for fulfilling the conditions of their Chaperone Licence and/or the Body of Persons Approval (BOPA) certificate. Chaperones will also adhere to The Children (Performance and Activities) (England) Regulations 2014.

A carer can be responsible solely for the child or vulnerable adult in their care, unless they are a registered Chaperone with wider responsibilities.

External official safeguarding agencies and organisations are responsible for determining whether or not abuse has taken place and for taking preventative action and/or investigation and/or prosecution, if appropriate.

## **9. Recruitment**

Safe recruitment and selection practice is vital in safeguarding and protecting all those who engage with our venues. We recognise this and take our responsibility to adopt practices which minimises risk seriously. We do this by:

- Ensuring that pre-employment checks and measures are carried out to deter, reject or identify people who might abuse, or who are unsuitable to work with children and vulnerable adults via a DBS check and an appropriate reference.
- Ensuring that recruiting managers adhere to current legislation when hiring and inducting new starters, irrespective of whether the recruitment is of a salaried staff member, volunteer, freelance contractor or performer.

## **10. Training and Awareness**

All staff will be appropriately trained to recognise possible signs of abuse and must understand the steps they need to take to provide reasonable and appropriate protection.

- Landmark Theatres Safeguarding Lead and Safeguarding Leads and Deputies, will take part in Designated Safeguarding Lead (Level 3) training.
- Safeguarding Leads are responsible for making all their venue staff aware of this policy (and any updates) and training appropriately to their job role.
- External partners working with children and vulnerable adults will be provided with a copy of this policy and are expected to comply with its terms.

## **11. External Partners**

External partners who hire, use or are engaged to perform in any of our theatres and work with children or vulnerable adults may so hire, use or perform on one of our venues on the strict condition that they have their own written safeguarding policy and procedures. Landmark Theatres reserves the right to request sight of such documentation at any point during their involvement. If the external partner's policy is considered by Landmark Theatres to be inadequate, then this policy will supersede the external partner's policy.

## **12. Data Protection and Confidentiality**

Designated staff will handle and manage personal data pertaining to children and vulnerable adults and those who work with them in accordance with Landmark Theatres Data Protection Policy.

Personal information about participants and their families will usually remain confidential and will not be disclosed to a third party without the consent of the

subject. However, sometimes when information from several sources has been shared and combined it becomes clear a child or vulnerable adult is at risk. The law allows for the disclosure of confidential information when it is in the public interest to safeguard a child or vulnerable adult.

Landmark Theatres will only make a decision to disclose confidential information exclusively on a case-by case-basis, taking into account the particular facts of any specific case. Where disclosure is judged by a Data Protection Lead, to be appropriate, the sharing of personal information will be limited to those individuals who need to know in order to decide what appropriate action, if any, needs to be taken.

Requests for personal information from public bodies such as the police or social services will be considered if they are made in writing, setting out the reason for the personal information disclosure request.

As a necessary part of its business operations Landmark Theatres has a presence on a number of social networking websites. We recognise the potential risks to children and vulnerable adults who engage in social networking. On-line activity using company equipment or in connection with Landmark Theatres is monitored by the company's outsourced ICT Department and site specific Data Protection Leads. See Appendix G for more information on Landmark Theatres Online Conduct.

Equipment intended solely for taking photographs or recording film or video is not allowed on company premises unless the operator has been given prior permission by the Data Protection Lead (or Deputy).

Professional photographers and/or videographers who wish to record an event in which a child or vulnerable adult is participating will be required to seek prior permission by submitting a written request to the Safeguarding Lead (or Deputy) at least five working days before the event or, in special circumstances, approved by a Data Protection Lead (or Deputy), as soon as possible before the event, stating the reason(s) for the request and explaining for what purpose the photographs or film will be used. Applicants will be required to provide identification which will be copied for event file records.

Landmark Theatres will seek prior permission from the carer of a child or vulnerable adult if the company wishes to use photographic or film material for marketing, promotion or web-site purposes. Unless specific permission has been given, the child or vulnerable adult's name will not appear alongside the photograph or video.

Visitors attending a public performance or event will generally be notified via the venue's public address system prior to the engagement that the use of

photographic/film/video recording equipment is not allowed, though this notification cannot be guaranteed.

Photographic and film records will be stored in accordance with Landmark Theatres Data Protection Policy and will not be shared with a third party unless explicit permission has been sought and given as set out above.

### **13. Suspected, Alleged or Actual Abuse**

As part of this Safeguarding Policy, Landmark Theatres adopts and promotes the principles and guidance set out in this policy relating to suspected, alleged or actual abuse. Though rare, false allegations of abuse do occur. Notwithstanding this, disclosures, suspicions and allegations will always be taken seriously and acted upon swiftly and appropriately in accordance with our Safeguarding, Discipline, Grievance, Equality and / or Public Interest Disclosure (Whistleblowing) policies. See Appendix B and C for how to respond to and report an allegation or disclosure.

It is not the responsibility of any staff to decide whether or not a child or vulnerable adult is being or has been abused. There is a responsibility to act on concerns to protect children and vulnerable adults so that external safeguarding agencies and local authorities can investigate and take necessary action to protect that person.

### **14. Suspension**

If an allegation of abuse is made against a staff member, the Safeguarding Lead (or Deputy), in consultation with the Landmark Theatres Safeguarding Lead, will decide whether the staff member should be temporarily suspended from duty, pending further investigation into the matter.

Such a decision and any subsequent actions will be implemented in accordance with guidelines set out in Landmark Theatres Discipline Policy and investigation guidance. The welfare of the child or vulnerable adult will remain of paramount importance throughout any internal enquiry and investigation. Landmark Theatres will provide support and advice to the staff member who is the subject of the investigation.

### **15. Code of Conduct**

Landmark Theatres requires that all responsible people observe all of the procedures in the Code of Conduct listed below.

#### **Do:**

- Treat all children and vulnerable adults with dignity and respect and ensure their welfare is a top priority.

- Provide an example of good conduct for others to follow.
- Work in an open environment, avoiding private or unobserved situations.
- Encourage open and honest discussion and collaboration.
- Build healthy, balanced relationships based on mutual trust.
- Give enthusiastic and constructive feedback, rather than criticism without the encouragement to improve.
- Empower children and vulnerable adults to share in decision-making processes.
- Recognise and understand the development needs and learning capacity of children and vulnerable adults.
- Ensure that wherever possible there is more than one adult present during activities with a child or vulnerable adult. Where this is not possible, invite the child or vulnerable adult to bring a friend or carer with them, or move into the view of others.
- Where a private conversation with a child or vulnerable adult is absolutely necessary, inform another member of staff of your whereabouts and indicate how long you expect to be.
- Give consideration to any contact you may have with a child or vulnerable adult in a social setting, be aware of your behaviour and try and move away at the earliest opportunity.
- Respect a participant's right to personal privacy.
- Remember that another person might interpret your actions differently from how they are intended.
- Watch out for your colleagues and raise your concern if you feel they are being drawn into situations which could be misinterpreted.
- Maintain a safe and appropriate distance from children and vulnerable adults who are performing or engaged in Landmark Theatres activities. Avoid physical contact wherever possible, unless such contact is justified by the immediate circumstances.
- Give special consideration to any situation which requires you to discuss a sensitive matter with a child or vulnerable adult.
- Undertake your safeguarding duties and obligations in accordance with this policy and code of conduct.
- Prior to the performance or activity taking place, seek written parental or carer consent for trained Landmark Theatres staff to administer first aid and/or other medical treatment for a child or vulnerable adult. Unless in the very unlikely event of a medical emergency, administration of first aid and/or other medical treatment will not be undertaken without having first sought and obtained consent to do so.
- Ask the carer to provide information regarding any prescribed medicines being taken by, or administered to the child or vulnerable adult and/or any injuries which they have sustained prior to their participation or engagement in a Landmark Theatre performance or activity.
- Ensure records are kept of any injury that happens on site, remembering to include information relating to an injury or concern that existed prior to the performance or activity.

- Challenge unacceptable behaviour and language.
- Report all allegations and suspicions of abuse.
- Give guidance and support where required and as appropriate.

**Do not:**

- Promise confidentiality to any child or vulnerable adult.
- Believe these things could never happen here/to us/to me.
- Share a dressing room with a child or vulnerable adult or invite them into a private office unless you are a chaperone.
- Engage in inappropriate physical, verbal or online contact with a child or vulnerable adult.
- Be perceived to, or have a favourite within a group of children or vulnerable adults.
- Jump to conclusions without first checking the facts.
- Exaggerate or trivialise actual or alleged safeguarding matters.
- Offer a lift to a child or vulnerable adult outside of agreed activities and permissions.
- Take a child or vulnerable adult to your home.
- Use physical punishment, contact or any action which involves unnecessarily confining a child or vulnerable adult.
- Arrange meetings with a child or vulnerable adult outside work.
- Send or accept friend requests OR follow a child or vulnerable adult with whom you conduct a professional relationship with on social networking sites.
- Buy goods or services from a child or vulnerable adult without exceptional circumstance permission from a Safeguarding Lead.
- Accept money or gifts from children or vulnerable adults without first declaring it to a Safeguarding Lead.
- Give money or personal gifts to children and vulnerable adults, other than in exceptional circumstances such as charity sponsorship.  
(Congratulations cards, certificates etc. are acceptable.)
- Borrow money from a child or vulnerable adult.
- Assume it is safe to adopt common sense when policy or practice suggests another, more prudent approach.

## 16. Review

This policy will be reviewed every year by the Safeguarding Lead or Deputy Safeguarding Lead and will be signed off by the Landmark Theatres Safeguarding Lead. A review may happen earlier if one or more of the following circumstances occur:

- If there is a major change or restructure within the organisation.

- If a child or vulnerable adult's safety is compromised or a protection-related incident occurs.
- If there is a change in legislation.

All staff will be informed of any amendments to this policy.

## **17. Contact Info**

### **Main Safeguarding Contact**

Email: [safeguarding@Landmarktheatres.co.uk](mailto:safeguarding@Landmarktheatres.co.uk)

### **Peterborough Safeguarding Lead**

Name: George Barnett  
Job Role: Talent and Participation Manager  
Training: Designated Safeguarding Lead (Level 3) – completed 16/05/2024  
Email: [george.barnett@Landmarktheatres.co.uk](mailto:george.barnett@Landmarktheatres.co.uk)

### **Peterborough Deputy Safeguarding Lead**

Name: Jag Singh  
Job Role: General Manager  
Training: Designated Safeguarding Lead (Level 3) - completed 31/05/2024  
Email: [jag.singh@Landmarktheatres.co.uk](mailto:jag.singh@Landmarktheatres.co.uk)

### **North Devon Safeguarding Lead**

Name: Caz Turner  
Job Role: Talent and Participation Manager  
Training: Designated Safeguarding Lead (Level 3) - completed 12/10/2022  
Email: [caz.turner@Landmarktheatres.co.uk](mailto:caz.turner@Landmarktheatres.co.uk)

### **North Devon Deputy Designated Safeguarding**

Name: Sarah Harris  
Job Role: People and Values Manager  
Training: Designated Safeguarding Lead (level 4) - completed  
Email: [sarah.harris@landmarktheatres.co.uk](mailto:sarah.harris@landmarktheatres.co.uk)

### **Landmark Theatres Safeguarding Lead**

Name: Ben Lyon-Ross  
Job Role: Head of Talent and Participation

Training: Designated Safeguarding Lead (Level 3) - completed 03/23  
Email: [ben.lyon-ross@Landmarktheatres.co.uk](mailto:ben.lyon-ross@Landmarktheatres.co.uk)

### **Cambridge and Peterborough Safeguarding Children Board**

Peterborough: 01733 864170 (9am to 5pm Mon – Fri)  
Cambridgeshire: 0345 045 5203 (8am to 6pm Mon – Fri)  
Emergency Duty Team: 01733 234 724 (out of hours)  
Email: [referralcentre.children@cambridgeshire.gov.uk](mailto:referralcentre.children@cambridgeshire.gov.uk)  
Referral Link: [safeguardingcambspeterborough.org.uk/concerned](http://safeguardingcambspeterborough.org.uk/concerned)

### **Local Authority Designated Officer (LADO)**

#### **Peterborough**

Email: [LADO@peterborough.gov.uk](mailto:LADO@peterborough.gov.uk)  
Phone: 01733 864038  
Emergency Duty Team: 01733 864180 (out of hours)

#### **Cambridgeshire**

Email: [LADO@cambridgeshire.gov.uk](mailto:LADO@cambridgeshire.gov.uk)  
Phone: 01223 727967  
Emergency Duty Team: 03450 455203 (out of hours)

### **Devon Multi-Agency Safeguarding Hub**

Consultation line: 0345 155 1071 (Monday-Thursday 9-5, Friday 9-4)  
Emergency Duty Team: 0345 6000 388 (out of hours)  
Email: [mashsecure@devon.gov.uk](mailto:mashsecure@devon.gov.uk)  
Referral Link: [DCC - Request for support](http://outsystemsenterprise.com)  
[\(outsystemsenterprise.com\)](http://outsystemsenterprise.com)  
Safeguarding Adults: 0345 155 1007  
Customer Services: 0345 155 1078

### **Local Authority Designated Officer (LADO)**

#### **Devon**

Email: [childsc.localauthoritydesignatedofficersecure-mailbox@devon.gov.uk](mailto:childsc.localauthoritydesignatedofficersecure-mailbox@devon.gov.uk)  
Phone: 01392384964  
Form: <https://services.devon.gov.uk/web/lado/form>

### **Independent Organisations**

Childline: 0800 1111  
Kidscape: 08451 205204  
The NSPCC: 0808 800 5000  
National Youth Advocacy Service (NYAS): 0800 61 61 01

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## **A. Referrals and Reporting**

The referral of suspected or reported abuse is a very serious matter. If a responsible person reasonably suspects that a child or vulnerable adult is, or has been, subject to abuse of any kind inside or outside a Landmark Theatre premises, responsible people within the organisation must follow the procedure set out in Appendix B to report that abuse to relevant authorities. Responsible people reporting possible abuse may be asked to provide a formal statement to assist with subsequent external investigations.

It is not appropriate for a responsible person to decide whether or not a child or vulnerable adult is, or has been abused. This is the responsibility of the relevant

authorities. These may include the local authority's Children's Services or Adult Services, and/or the police

Where possible, a referral will be made only after consultation with the carer of the child or vulnerable adult because certain indicators, such as being withdrawn, may occur as a result of, for example, bereavement, in which case a referral for suspected abuse would be inappropriate.

Landmark Theatres requires that all information and actions pertaining to the disclosure are recorded on a Safeguarding Incident Form (Appendix F).

In accordance with the Landmark Theatres Public Interest Disclosure (Whistleblowing) Policy, we will fully support and protect anyone who, in good faith, reports a concern that an individual is, or may be abusing a child or vulnerable adult.

### **A.1. Historic Abuse Allegations**

It could occur that Landmark Theatres, or one of its staff members, receives an allegation of abuse against an individual that has ceased their involvement with the organisation. Or that a child or vulnerable adult who is alleged to have been abused, has ceased their involvement with Landmark Theatres.

The fact that Landmark Theatres no longer employs a person who is accused of abuse, or that their involvement with the organisation has ceased, is not a reason for failing to act in accordance with this policy. Landmark Theatres may be under a legal duty under the Safeguarding Vulnerable Groups Act 2006 (or any legislation preceding that Act) to report the matter to the authorities.

Consequently, the procedures outlined in Appendix B should still be implemented. Even if Landmark Theatres is not obliged to report the matter under the Safeguarding Vulnerable Groups Act 2006 or any other legislation, it should still report the matter to the police.

### **B. How to Respond to Safeguarding Concerns or Allegations of Abuse**

Below is a step by step guide for all responsible people within a Landmark Theatre to follow if there is an allegation of abuse or suspected abuse of a child or vulnerable adult.

For more guidance on reporting procedures, please go to our Guidance for Responding to an Allegation or Disclosure section of this policy (Appendix D).

**If:**

- A child or vulnerable adult discloses that they are being (or have been) harmed, abused or neglected.
- You are informed of a disclosure of abuse by another.
- You are concerned that a child or vulnerable adult is (or may be) subject to abuse or harm.
- You are concerned that the behaviour of an individual is threatening (or potentially threatening) the wellbeing of a child or vulnerable adult.
- There is a concern about the quality of our care or practice.
- A safeguarding related complaint is made either internally or externally.
- An allegation of abuse is made against a responsible person who works with children and vulnerable adults in a Landmark Theatre.

Report your concern **immediately** to the **Safeguarding Lead or Deputy Safeguarding Lead** via the following email address – **safeguarding@landmarktheatres.co.uk**

**If the situation is an emergency and requires immediate action, contact the police and/or the Local Authority Designated Officer (LADO) or Cambridge and Peterborough Safeguarding Board or the Devon Multi-agency safeguarding hub.**

#### **Remember:**

- Verbal concerns should always be confirmed in writing.
- Give as much detail as possible when reporting an incident or concern.
- Do not promise confidentiality to those making a disclosure.
- Listen carefully and don't make assumptions.

#### **Next Steps:**

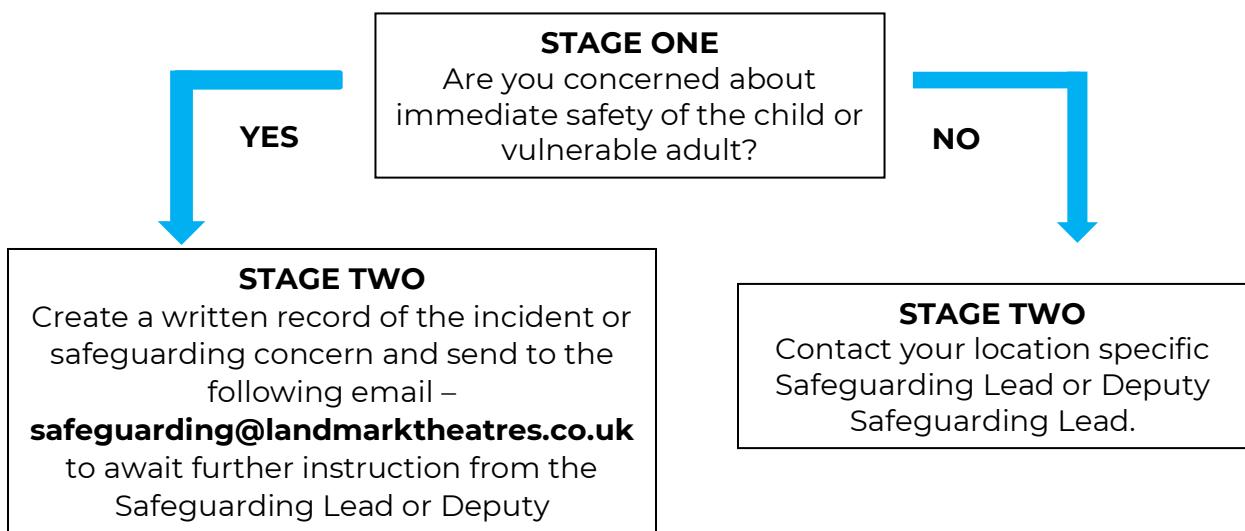
- The Safeguarding Lead or Deputy Safeguarding Lead will ask the person who raised a concern to complete a Safeguarding Incident Report Form (Appendix F).
- The Safeguarding Lead or Deputy Safeguarding Lead will evaluate the Incident Report Form and, if appropriate, make a referral to LADO or Cambridge and Peterborough Safeguarding Board as soon as possible or the Devon Multi-Agency Safeguarding Hub. Details of further action will be documented in the Safeguarding Incident Report Form.
- Whether the concern is escalated, or not, the Safeguarding Lead or Deputy Safeguarding Lead will share the Safeguarding Incident Report Form with the Landmark Safeguarding Lead for additional review.
- Landmark Theatres will provide support and advice to any responsible person who is subject to an investigation.
- If the concern is regarding a staff member, the Safeguarding Lead or Deputy Safeguarding Lead will inform the staff member's line manager

to discuss appropriate action in line with Landmark Theatre's Discipline Policy.

### **Potential Outcomes:**

- No further action.
- Informal action.
- Formal action.
- Further training and support.
- Change to this policy.
- Police investigation.
- Criminal (or other legal) proceeding.

### **C. Reporting Flow Chart**





### **STAGE THREE**

Follow the guidance given by the Safeguarding Lead or Deputy Safeguarding Lead. If unavailable, follow guidance in stage 4.



### **STAGE FOUR**

Call Cambridge and Peterborough Safeguarding Board on:

Weekdays 9 – 5: 01733 864170

Out of hours: 01733 234 724

Consultation line: 0345 155 1071 (Monday-Thursday 9-5, Friday 9-4)

Call Devon Multi-Agency Safeguarding Hub

Emergency Duty Team: 0345 6000 388 (out of hours)

Safeguarding Adults: 0345 155 1007

Document the incident and what was discussed during the call (include name of the person you spoke to) and email it to the Safeguarding Lead at –

**[safeguarding@landmarktheatres.co.uk](mailto:safeguarding@landmarktheatres.co.uk)**

## **D. Guidance for Responding to an Allegation or Disclosure**

Handling safeguarding concerns can be a challenging and delicate situation to navigate. Below are a list of behaviours to keep in mind if you are approached with a safeguarding concern or suspect a child or vulnerable adult is or has been abused.

Remember to:

- Respond without showing any signs of disquiet, anxiety or shock.
- Enquire casually about how an injury was sustained or why a child or vulnerable adult appears upset.

- Never promise confidentiality to a child or vulnerable adult.
- Observe carefully the demeanour or behaviour of the child or vulnerable adult.
- Record in detail what has been seen and heard.
- Never interrogate or enter into detailed investigations.
- Encourage the child or vulnerable adult to say what they want until enough information is gained to decide whether or not a referral is appropriate.

### **D.1 Asking Questions**

Staff are understandably anxious about what questions they can ask if they are concerned about a child or vulnerable adult, or if the person tells them something they are concerned about. Asking open questions is often helpful to the person and can help you clarify the situation for yourself.

Remember:

- It is important NOT to ask leading questions (i.e. questions that imply a specific answer).
- It is important to know when to stop asking questions and just listen.
- It is important not to interrogate.

Questions you can ask:

- Tell me (“tell me what happened.”)
- Explain (“explain what you meant by...”)
- Where (“where did this happen/where were you?”)
- When (“when did this happen?”)

Things you **MUST NOT** do:

- Investigate suspected or alleged abuse yourself.
- Evaluate the grounds for concern.
- Seek or wait for proof.
- Discuss the matter with anyone other than trained safeguarding staff.

Remember you are only clarifying with the person if something concerning did happen or could have happened from the information they give you.

**Once a conversation has occurred, immediately report the incident to the Safeguarding Lead.**

### **E. Types of Abuse**

Signs of abuse can often be difficult to detect. Below are the main types of abuse and their definitions. These will help you to recognise potential indicators that a child or vulnerable adult is being (or has been) abused. Many forms of abuse are also criminal offences and should be treated that way.

- **Physical Abuse** - is deliberately hurting another causing injuries such as bruises, broken bones, burns or cuts. It isn't accidental – those who are physically abused suffer violence such as being hit, kicked, poisoned, burned and slapped or having objects thrown at them. Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making the child unwell – this is known as fabricated or induced illness.
- **Emotional Abuse** - is the persistent emotional ill-treatment of a person which causes severe and persistent adverse effects on the victim's emotional and behavioural development. It may involve conveying to the victim the impression or feeling that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age and developmentally inappropriate expectations being imposed on children and vulnerable adults. It may involve causing someone to feel frightened or in danger, for example witnessing domestic abuse within the home, being bullied or the exploitation or corruption of other vulnerable people. Some level of emotional abuse is involved in all types of ill treatment of a child or vulnerable adult, though it may occur alone.
- **Sexual Abuse** - forcing or enticing to take part in sexual activities, whether or not the victim is aware of what is happening, and may involve physical contact, including penetrative or non-penetrative acts. Can include non-contact activities such as (though not limited to) producing and sending inappropriate or pornographic material, encouraging others to behave in sexually inappropriate behaviours etc.
- **Neglect** - is the persistent failure to meet a basic physical and/or psychological need, likely to result in the serious impairment of health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child or vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate care or treatment. It may also include neglect of, or unresponsiveness to, a child or vulnerable adult's basic emotional needs.

## **F. Safeguarding Incident Report Form**

Microsoft Form – [Incident Report Form.docx \(sharepoint.com\)](#)

The link to the form can be found in Talent & Participation/Safeguarding on SharePoint. Paper copies can be found in the office of all venues.

To include when reporting:

- The name of the child or vulnerable adult and their carer's information.
- The nature of the allegation.
- A description of any visible bruising and/or any other injuries.
- The child or vulnerable adult's account of what has happened and how any bruising or any other injuries occurred, if it can be given.
- The name(s) and contact details of any witnesses.
- Time(s), date(s), place(s) and other relevant information of the incident.
- If applicable, a clear distinction between fact, opinion and hearsay.

## **G. Online Conduct**

Social networking services allow users to create their own content and share it with a vast network of individuals and online communities. It offers organisations a quick and effective way to communicate and connect with the general public. It can be an incredibly powerful tool for advertising events, upcoming shows and creating a portal for people to get in touch with us directly.

Most social media platforms have a minimum age of 13 to be able to sign up. For that reason, in this section of our policy, we will refer to those under the age of 18 as young people, although they are still legally seen as a child.

It's important to ensure that we adhere to a policy, particularly with regards to young people that we may encounter in social media forums. It is essential to ensure that we keep both ourselves and people that we work with safe online and we have a key role to play in promoting safe and acceptable use of these forums.

Social network profiles are easy to set up and use but Landmark Theatres employees working with young people, must keep a professional distance online. To clarify what this means we have set a list of guidelines regarding social networking and the young people that we work with. These guidelines are in place to protect young people and Landmark Theatres staff.

Guidance for adults working with young people:

- When working with a young person or vulnerable adult on a project or programme, no staff or associated artists should be friends, following or linked with those young people on any social media platforms. Twitter and Instagram are different platforms to Facebook as they can be viewed by any member of the general public without you being informed/need to be 'friends'. If a young person under 18 follows you on Twitter or Instagram then it is your decision whether to block this communication. If you choose not to, then you take on the responsibility of monitoring and ensuring that your posts are always appropriate and non-offensive. You should not be following them.

- Think carefully about how any digital communication might appear to a third party. Technology increases the potential for messages to be seen out of context, misinterpreted or forwarded on to others. Always think before you type.
- Never engage in one-to-one conversations with young people on a social networking site. If you are ever concerned with the way in which a young person attempts to contact report it immediately to your line manager or the Safeguarding Lead or Deputy.
- Do not post personal details about the young people on any website or social networking profile - this includes full name, school name, email address etc.
- Do not publish any photographs of children and young people on any of Landmark Theatres social media accounts without obtaining relevant permissions from parents/guardian.
- Should you need to email a young person, ensure that the email is sent from a work email account and not a personal account.
- Should a young person contact through an existing official Landmark Theatres social media account, they will be signposted to the appropriate resource. If there are any concerns or uncertainty, the Safeguarding Lead or Deputy will be informed as a precaution. No messages will be deleted.
- In the event a child contacts a member of staff by phone or text, a log of this will be kept alongside all safeguarding records. Social networks are a powerful and effective tool in communicating with young people but it is important that they are strongly regulated. If you are ever concerned with the way a young person communicates with you on one of these sites or are unsure of protocol, do not hesitate to get in touch with the Safeguarding Lead or Deputy Safeguarding Lead at [safeguarding@landmarktheatres.co.uk](mailto:safeguarding@landmarktheatres.co.uk).

## **H. Licensing and Exemptions/Body of Persons Approval (BOPA)**

Section 37 of the Children and Young Persons Act 1963 restricts people under 16 taking part in public performances. This includes children who have reached age 16 during the academic year i.e. are still of compulsory school age. The law states that these children must be licensed if they takes part in any performance which:

- Takes place on licensed premises.
- There is a charge made for entry.
- Is broadcast or may be broadcast.
- The child receives a fee for the performance.
- The child needs to be absent from school.

The rules for licensing contained in the Children (Performances and Activities) (England) Regulations 2014 are detailed.

The following provides a brief summary of the way in which the law works, but it is not a substitute for understanding the law, which is complex and strict.

The person in charge of the event must apply to the child's local council for a child performance licence.

The applicant may be Landmark Theatres, but in the case of events or shows taking place on company premises which are under the control of:

- Hirers (including amateur societies)
- Dance schools
- Educational organisations
- Community organisations
- Professional productions presented by visiting companies, featuring or involving children on stage

Then the application must be made by the hirer or visiting company responsible for the event. If the hirer or visiting company responsible for the event fails to secure a BOPA certificate or child performance licences, Landmark Theatres cannot permit the child or vulnerable adult involved to be present on company premises.

If the child is not paid or does not require any absence from school, the local authority can issue a Body of Persons Approval (BOPA) certificate which covers the show and not the child.

A BOPA is a mechanism that can be used to reduce the strict licensing requirements for project-based work Landmark Theatres undertakes and in which children will participate. A BOPA certificate does not reduce chaperoning responsibilities or the obligation to adhere to the procedures set out in this policy.

If a child is licensed or a BOPA certificate has been issued, then licensed chaperones will be required for the show or event. Government regulations state that the maximum number of children a chaperone may supervise is twelve. However, after taking into account the ages and gender of the children, the local authority (which issues the licences) may consider that the chaperone can only effectively look after a smaller number.

Performances which are non-profit making, for example, Summer Youth Projects, may be exempt from the licensing of children who are individually

participating. Exemption is at the discretion of the local authority which issues a BOPA certificate.

All terms contained in the BOPA certificate will be fully complied with. In particular, Landmark Theatres will adhere to the appropriate number of licensed chaperones, taking into account the age, gender and location of the child taking part in an activity or performance under a BOPA certificate. In all circumstances:

- Chaperones will be informed of all work location arrangements, provisions and procedures in respect of fire safety, emergency evacuation and first aid.
- Chaperones will ensure that accidents and incidents are reported in accordance with the Landmark Theatre's Accident and Incident Reporting Procedures.
- Where it is a BOPA certificate or licensing regulation requirement, all children and vulnerable adults will be chaperoned by a licensed chaperone.
- The venue will request and obtain copies of chaperone licenses.
- A chaperone will only be assigned chaperone duties and will not be assigned any other duties or responsibilities which prevent them from carrying out their chaperone responsibilities.