

The Glasshouse International Centre for Music

Safeguarding Policy

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Safeguarding Children and Adults Policy

1. Purpose and Scope

The Glasshouse is an international music centre rooted deeply in the North East of England, with an international profile. We are for audiences, for artists, for the North and for the long term. Through live performances, creative learning and artist development we show what music can achieve for communities.

The Glasshouse leads creative learning programmes within our venue and in external settings in person and online. We engage children and adults through teaching, performance, as audiences and visitors to our building. It is therefore imperative that The Glasshouse does all it can to ensure that children and adults with whom we have contact are safe and free from harm.

We know that abuse and neglect can have severe consequences including serious injury, disability, threats to survival or even death. It can affect a person's development, mental health, ability to form relationships including parenting, confidence or achievements. It has huge personal and economic consequences for the individual, their family, community and society.

The Glasshouse has a duty of care to the children and adults with whom we engage in addition to those that work for the organisation or on its behalf. The safeguarding policy, procedures and code of conduct serves to protect children, adults, staff, volunteers and freelancers as well as preserve our reputation and brand.

Whilst it is the responsibility of staff, volunteers (including Trustees) and freelancers to act if there is cause for concern about the welfare of a child or adult, it is not their responsibility to determine if abuse has occurred or what protective action is required. Responsibility for deciding whether to escalate a concern to the authorities sits with The Glasshouse's designated safeguarding staff or the designated safeguarding staff in organisations with whom we are working in partnership or a hire arrangement.

2. Our commitment

The Glasshouse is committed to these principles in all it does to safeguard children and adults:

- All children and adults have an equal right to protection from abuse and neglect, regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other vulnerability;
- The law requires that the best interests of the child are paramount in all considerations about their welfare and protection, including when to maintain confidentiality and when to share information about them;
- The entire staff contingent, volunteers (including Trustees), partners and freelancers all have a role to play in safeguarding;
- Concerns or allegations that The Glasshouse staff or volunteers or freelancers have abused or neglected a child or adults will be managed fairly in accordance with our safeguarding policy and procedures and the safeguarding requirements as defined by the local children safeguarding partnership or adult safeguarding board;
- Working together with Gateshead local authority, other relevant authorities and organisations is essential in promoting the welfare and wellbeing and ensuring the protection of children and adults;
- As part of working together, The Glasshouse expect the relevant authorities and organisations to act on our concerns. If we ever have a concern that this has not been done satisfactorily, we will escalate the matter further;

3. Definitions¹

To assist working through and understanding this policy key definitions need to be explained:

Adult is legally anyone aged 18 or over.

Adult at Risk is a person aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs); *and*
- Is experiencing, or is at risk of, abuse or neglect; *and*
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Adult in need of care and support is determined by a range of factors including personal characteristics, factors associated with their situation or environment and social factors.

Naturally, a person's disability or frailty does not mean that they will inevitably experience harm or abuse. In the context of safeguarding adults, the likelihood of an adult in need of care and support experiencing harm or abuse should be determined by considering a range of social, environmental and clinical factors, not merely because they may be defined by one or more of the above descriptors.

Adult Abuse is a violation of an individual's human and civil rights by another person or persons.

Safeguarding Adults means: protecting people's rights to live in safety, free from abuse and neglect; people and organisations working together to prevent the risk of abuse or neglect, and to stop it from happening; and, making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account

Child: means anyone up to the age of 18 years and this includes children who work for us in retail and food and beverage or who do work experience or volunteer for us. Legally, a child includes babies, children and young people from pre-birth up to 18 years. The fact that a person has reached the age of 16, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody does not change his/her entitlement to protection.

Child Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. They may be abused by an adult or adults, or another child or children.

¹ Definitions for children are from HM Government (2018-revised 2020) *Working Together to Safeguard Children and for adults are from the Care and Support Statutory Guidance 2020*

Safeguarding and promoting the welfare of children: means protecting children from maltreatment; preventing harm to children's health or development; ensuring children grow up with the provision of safe and effective care; taking action to enable children to have the best outcomes; and educating those around children to recognise the signs and dangers of abuse and neglect²

Child protection: this is part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or at risk of suffering, significant harm. Different types of abuse (e.g. physical, emotional, sexual or neglect) may constitute significant harm.

Contextual safeguarding (risk outside the home): as well as threats to the welfare of children from within their families, children may be vulnerable to abuse or exploitation from outside their families, particularly as they get older. These threats might arise at school, from within peer groups, or more widely from within the wider community or online. These threats can take a variety of different forms and children can be vulnerable to multiple threats, including: exploitation by criminal gangs and organised crime groups such as county lines; trafficking; online abuse; teenage relationship abuse; sexual exploitation and the influences of extremism leading to radicalisation.

Safeguarding allegation: - this is where a person has:

- a) Behaved in a way that has harmed a child/adult, may have harmed a child/adult or might lead to a child/adult being harmed;
- b) Possibly committed or is planning to commit a criminal offence against a child/adult or related to a child/adult;
- c) Behaved towards a child in a way that indicates s/he is or would be unsuitable to work with children/adults or;
- d) Behaved or may have behaved in a way that indicates they may not be suitable to work with children/adults.

Early identification and help: Statutory guidance³ stresses the importance of children and adults having the opportunity of early help and support to avoid the need for protection.

4. Safeguarding Responsibilities

Whilst The Glasshouse's Board of Trustees hold ultimate responsibility for safeguarding, there are specific staff who hold responsibility to embed this policy and procedures. Their roles and responsibilities are outlined in Appendix 1. They include:

The Safeguarding Trustee who a lead responsibility for the scrutiny of The Glasshouse's safeguarding arrangements and supports their implementation in conjunction with the Leadership Team:

Safeguarding Trustee: Hilary Florek

Safeguarding Director: Sara Vening

² Department for Education (DfE), 2018; DfE, 2020; Department of Health, 2017; Wales Safeguarding Procedures Project Board, 2019; Welsh Government, 2020

³ HM Government (2018 – revised 2020) Working Together to Safeguard Children
Dept of Health and Social Care (2020) Care and Support Statutory Guidance

Designated Safeguarding Officers

- Lewis Hyam (ICT)
- Chris Laws (Conference and Events)
- Abi Grocock (Classical)
- Stephen Hudson (Front of House)
- Jo Thornton (Contemporary)
- Hannah Fumoleau (Make Music)
- Emma Elliott (Make Music)

If you have any safeguarding concerns or allegations, please report them immediately using the following contact information:

Email: safeguarding@theglasshouseicm.org

Number: (0191) 443 4625 (within office hours 09:00 - 17:30)

For out of hours, please contact the relevant Local Authority number (details below) in an emergency always dial 999

Local Authority	MASH (or equivalent) Contact
Gateshead	<p>Integrated Referral and Assessment Team (IRAT)</p> <p>Call: 0191 433 2653 (Mon - Thu 9am - 5pm and Fri 9am - 4.30pm)</p> <p>Out of hours: 0191 477 0844 (at night, at weekends and bank holidays)</p> <p>Online form: Professional referral- worried about a child form - Gateshead Council</p> <p>For a concern regarding an adult, call Adult Social Care on 0191 433 7033 (Mon- Fri 9am - 6pm)</p>
Cumbria	<p>Cumberland Safeguarding Hub</p> <p>Call: 0333 240 1727 (Allerdale, Carlisle and Copeland) for a child. For an Adult call 0300 373 3732</p> <p>Westmorland and Furness Safeguarding Hub</p> <p>Call: 0300 373 2724 (Barrow, Eden and South Lakeland) for a child.</p> <p>For a concern regarding an adult, call 0300 373 3301</p>
Darlington	<p>Children's initial Advice Team</p> <p>Call: 01325 406252</p>

	<p>Out of Hours Emergency Duty Team: 01642 524552 (at night, at weekends and bank holidays)</p> <p>For a concern regarding an adult, call the Adult Contact Team 01325 406 111 (Mon - Thu 8.30am - 5pm & Fri 8.30am - 4.30pm), out of hours Emergency Duty Team 01642 524 552</p>
Durham	<p>First Contact</p> <p>Call: 03000 26 79 79 (in and out of office hours)</p> <p>Email: scd@durham.gov.uk.</p> <p>For a concern regarding an adult, call Adult Social Care Direct 0300 026 7979</p>
Hartlepool & Stockton-on-Tees	<p>The Hartlepool and Stockton-on-Tees Children's Hub</p> <p>Call: 01429 284284 / 01642 130080</p> <p>Out of hours: 01642 524552 (at night, at weekends and bank holidays)</p> <p>For a concern regarding an adult, call 01429 523 390 (Hartlepool), 01642 527 764 (Stockton), outside of office hours 08702 402 994 (Hartlepool or Stockton)</p>
Newcastle upon Tyne	<p>Childrens Social Care</p> <p>Call: 0191 277 2500 (weekdays 8:45am to 5pm)</p> <p>Out of hours: 0191 278 7878 (at night, at weekends and bank holidays - child or adult at risk)</p> <p>You can also complete the professional online referral form</p> <p>For a concern regarding an adult, call Community Health and Social Care Direct on 0191 278 8377 (Mon - Fri 8am - 5pm)</p>
Sunderland	<p>Integrated Contact Referral Team</p> <p>Call: 0191 5205560, (Mon - Thu 8.30am to 5.15pm, Fri 8.30am to 4.45pm)</p> <p>Out of Hours: 0191 5205552 (at night, at weekends and bank holidays)</p> <p>Email: Safeguarding.Children@togetherforchildren.org.uk</p> <p>For a concern regarding an adult, call 0191 520 5552</p>
Middlesbrough	<p>Middlesbrough Multi-Agency Children's Hub</p>

	<p>Call 01642 726004 and <u>complete the SAFER Referral Tool form</u> and email to MiddlesbroughMACH@middlesbrough.gov.uk.</p> <p>For a concern regarding an adult, call 01642 065 070 (Mon - Thu 8.30am - 5pm, Fri 8.30am - 4.30pm) out of hours call the emergency duty team 01642 524 552</p>
North Tyneside	<p>North Tyneside Safeguarding Children Partnership</p> <p>Front Door Service call 0345 2000 109 (weekdays 8:30am to 5pm & 4:30pm on Friday)</p> <p>Emergency Duty Team: 0330 333 7475 (evenings and weekends)</p> <p>For a concern regarding an adult, call 0191 643 2777 (office hours) or 0330 333 7475 (evenings and weekends)</p>
Northumberland	<p>Northumberland Multi Agency Safeguarding Hub</p> <p>Onecall 01670 536 400 (child or adult at risk)</p> <p>MASH Team Monday-Thursday 08:30-17:00 and 08:30-16:30 on Friday, Duty Team outside of these hours.</p>
Redcar & Cleveland	<p>Redcar and Cleveland Multi-Agency Children's Hub</p> <p>Call: 01642 130700 (Monday to Thursday from 8:30am to 5:00pm, Friday from 8:30am to 4:30pm)</p> <p>Out of hours Duty Team: 01642 524 552 (at night, at weekends and bank holidays)</p> <p>For a concern regarding an adult, call 01642 771 500 (office hours) or 01642 524 552 (evenings and weekends)</p>
South Tyneside	<p>Children and Families Social Care</p> <p>Call: 0191 424 5010</p> <p>Monday to Thursday - 8.30am to 5pm, Friday - 8.30am to 4.30pm</p> <p>Out of hours: 0191 456 2093 (at night, at weekends and bank holidays)</p> <p>For a concern regarding an adult, call 01642 711 500 (Mon - Thu 8.30am - 5pm, Fri 8.30am - 4.30pm), out of hours 0191 456 2093</p>

We expect all staff, volunteers, freelancers and anyone else working on our behalf to take safeguarding seriously, know who to report concerns on to, uphold the safeguarding code of

conduct, follow the safeguarding procedures when necessary and follow safer recruitment and vetting procedures for staff and volunteers where this is part of their role.

5. Our approach

We will create an environment that seeks to prevent and deter any actions or omissions, whether deliberate or inadvertent, that places children or adults at risk of any kind of abuse. We will:

- Value, listen to and respect children and adults in all our activities and programmes;
- Provide a safeguarding code of conduct which makes clear how we expect everyone to behave towards children and adults with whom we have contact both in person and online
- Provide safeguarding reporting procedures;
- Use safer recruitment and vetting processes to ensure suitable staff, volunteers and freelancers are recruited to work with children and adults;
- Establish a safeguarding governance structure;
- Comply with the safeguarding requirements of the Charity Commission for England and Wales including their serious incident reporting procedures;
- Build awareness and skills through a safeguarding induction and training appropriate to roles and responsibilities;
- Make safeguarding visible within our premises so that visitors know how they can raise any concerns;
- Risk assess venues, events and activities with respect to safeguarding;
- Ensure online work is conducted safely with appropriate controls in place to mitigate risk
- Comply with the child performance licensing requirements;
- Prevent children being exposed to inappropriate material in concerts, performances, events or workshops;
- Communicate our safeguarding policy and procedures to everyone via our website and intranet and to all relevant stakeholders and beneficiaries including children and adults;
- Ensure safeguarding requirements are in contractual arrangements for those that work with us including our partners, hirers and freelancers;
- Ensure relevant contractors/suppliers understand The Glasshouse Safeguarding Policy Statement and agree to adhere to it and our safeguarding code of conduct;
- Ensure that any marketing materials or promotions take safeguarding into account in their production and design;
- Capture, use, store and destroy images in accordance with safeguarding and GDPR;
- Foster a safe and trusted culture so that everyone can express any concerns they have about the conduct of others or unsafe working practices without fear;
- Quality assure our safeguarding practice to draw out lessons learnt and feed that into improvement processes.

6. Related policies and procedures

Safeguarding and promoting the welfare of children and adults is a broad concept involving many aspects of organisational life. Other The Glasshouse policies and procedures which contribute to safeguarding and promoting welfare must be followed by those to whom they apply:

Online Safeguarding Policy	Health and Safety Policy
Safer Recruitment and Vetting Policy and Procedures	IT Acceptable Use Policy

Public Interest Disclosure (Whistleblowing Policy)	Privacy Policy
Equal Opportunities and Diversity Statement	Discrimination, Bullying and Harassment Policy
Performance Licensing Procedure	Creative Learning guidelines for residential and tours

7. Law and guidance

The safeguarding policy and procedures are underpinned by English law and guidance:

UN Convention on the Rights of the Child 1991	Protection of Freedoms Act 2012
Data Protection Act 2018 and the GDPR 2018	HM Government (2018) Working Together to Safeguard Children
Children Act 1989 and 2004	Counter Terrorism and Security Act 2015
Communications Act 2003	Female Genital Mutilation Act 2003
Protection of Children Act 1978	Charity Commission Safeguarding Guidance
Sexual Offences Act 2003	Serious Crime Act 2015
Modern Slavery 2015	Safeguarding Vulnerable Groups Act 2006
Children (Performances and Activities) (England) Regulations 2014	Child performance and activities licensing legislation in England, 2015
Voyeurism (Offences Act) Act 2019	Police Act 1997
The Care Act 2014	Domestic Violence, Crime and Victims (Amendment) Act 2012
The Equality Act 2010	Mental Capacity Act 2005
The Human Rights Act 1998	The Data Protection Act 1998

In addition, the North and South of Tyne Safeguarding Children Partnership Procedures Manual and procedures published by the Gateshead Adult Safeguarding Board give full details about multi-agency cooperation to protect children and adults in the local area. Each local authority has such procedures.

8. Review

The safeguarding policy, procedures and safeguarding code of conduct will be reviewed annually every September or sooner if required due to legal changes, changes in our activities or learning from safeguarding incidents. Responsibility for this lies with the Safeguarding Director.

Appendix 1

1. Safeguarding Governance - roles and responsibilities

1.1. All The Glasshouse staff, volunteers, freelancers and contractors should:

Identify and share safeguarding concerns or allegations with a DSO
Consult with a DSO if they have any queries about safeguarding

In addition, the roles listed below hold additional responsibilities for safeguarding:

1.2. Board of Trustees

The Charity Commission for England and Wales holds Trustees to account for safeguarding. They expect Trustees to promote a fair, open and positive culture and ensure all involved feel able to report concerns, confident that they will be heard and responded to. Safeguarding is the responsibility of all Trustees but there is an expectation that there is a lead Trustee or champion for safeguarding. The responsibilities of our Trustees are to:

- Ensure safeguarding policies and procedures are in place and being followed;
- Ensure there are checks to confirm people are suitable to act in their roles with children and adults;
- Ensure there is ongoing monitoring and review processes in place to check safeguards are being implemented in practice and that the controls in place are effective;
- Actively promote a culture and environment whereby all staff, volunteers, freelancers and visitors are enabled to raise concerns and understand their safeguarding responsibilities;
- Nominate a person from the Leadership Team to hold the strategic safeguarding brief (referred to as the Safeguarding Director);
- Appoint a Safeguarding Trustee on the Board whose role is one of scrutiny, keeping up to date with the Charity Commission requirements for safeguarding and to support the COO and Safeguarding Director in assessing and managing safeguarding risks;
- Ensure that serious incidents are reported to the Charity Commission;
- Ensure that The Glasshouse allocates sufficient resources, including trained staff, volunteers and Trustees, for the arrangements to safeguard and protect children and adults.

1.3. Managing Director

- Ensure that The Glasshouse's commitments to safeguard and promote the welfare and wellbeing of children and adults respectively are in place;
- Delegate roles and responsibilities to fulfil the safeguarding commitments identified in the policy;
- Ensure there are processes in place to quality assure safeguarding processes and practices.

1.4. Chief Operating Officer

- Chairs the Health, Safety and Safeguarding Committee;
- Ensure that IT systems remain robust, secure and compliant in respect of all data concerning records of children;
- Ensure there is an annual risk assessment of the The Glasshouse venue and site in respect of safeguarding risks and mitigations;
- Ensure that appropriate contract terms are put in place with third parties who may be delivering activities, events or services involving children or adults on behalf of The Glasshouse;
- Ensure safeguarding is built into all hire arrangements;

- Ensure there are processes in place to address the child lost and found elements of the procedures and dealing with challenging customers within the concourse in liaison with security staff;
- Ensure appropriate safeguards are in place for those under 18 years who work in any departments;
- Ensure that safeguarding is appropriately integrated within all social media activities;
- Ensure that advice is provided on the online safeguarding aspects of any proposed online delivery for children and adults;
- Appoint someone to take on additional responsibilities as an online safeguarding co-coordinator;
- Ensure that any third party creating content involving children or adults has child safeguarding arrangements in place.

1.5. Leadership Team

Leadership Team are accountable for the implementation of the safeguarding policies and procedures ensuring:

- The provision of appropriate supervision and support for staff and volunteers, including safeguarding training, a mandatory induction, and regular reviews of their practice with line managers;
- Developing a culture and environment whereby staff, volunteers and freelancers are enabled to raise concerns and feel supported in their safeguarding role;
- Consider the safeguarding implications of all existing and proposed new projects or developments in their area in conjunction with the Safeguarding Director;
- Ensure that safe recruitment practices and ongoing safe working practices are in operation for appointments of staff, volunteers and freelancers working with children or adults;
- Ensure that safeguarding is integrated into contractual arrangements with partners or third parties delivering on our behalf where relevant;
- Ensure staff and volunteers understand and adhere to the procedure regarding the creation and use of images and film and their retention, storage and destruction;
- Assist in the management of safeguarding allegations against staff, volunteers, consultants or visitors;
- Ensure that when children or potentially vulnerable adults are involved in any aspect of marketing, that the need to safeguard them is considered at the outset and any risks mitigated;
- Ensure that child safeguarding is considered in delivery of any activities or events involving children;
- Ensure any external event organiser is aware of, and agrees to, comply with The Glasshouse's safeguarding policy and procedure and that roles and responsibilities for safeguarding are agreed as required.

1.6. Safeguarding Director (SD)

- Provide support and direction to the Designated Safeguarding Officers;
- Alert the Safeguarding Trustee of any risk or deficits in organisational safeguarding arrangements or practices
- Lead on the implementation of the safeguarding policy and online safeguarding policy, with the support of Leadership Team;
- Attend the Health, Safety and Safeguarding Committee;
- Manage any safeguarding allegations that arise against staff, volunteers or contractors;
- Develop a safeguarding action plan and oversee its implementation;
- Ensure the safeguarding policy and the online safeguarding policy are reviewed and updated;
- Ensure that safeguarding issues are considered in internal audits;

- Ensure communication of lessons learned throughout The Glasshouse with the ultimate objective of preventing reoccurrence of any safeguarding incidents;
- Ensure reporting to the Charity Commission, in conjunction with the Safeguarding Trustee, if there has been a serious safeguarding incident.

1.7. Designated Safeguarding Officers (DSOs)

- Determine what response is necessary to address a safeguarding concern about a child or adult;
- Refer cases of suspected abuse or allegations to social care services and/or police;
- Ensure accurate written records of referrals/concerns are made, stored securely and shared appropriately;
- Ensure that an individual case record, including the outcome, is maintained of any response and action taken;
- Provide information and advice on safeguarding to staff and volunteers;
- Keep abreast of legal changes or guidance regarding safeguarding children and adults and be familiar with local and national safeguarding children procedures and guidance;
- Liaise with the Safeguarding Director as per the reporting procedures;
- Support other colleagues with any safeguarding queries or planning for the safeguarding elements of any activities or events involving children or adults.
- DSOs will cover for each other in their absence.

1.8. Director of Finance and HR

- Ensure the staff handbook and HR policy reflects the principles of safeguarding including safer recruitment and vetting processes;
- Ensure roles are identified which require DBS (or equivalent) checks and that checks are carried out (and repeated at appropriate intervals) on staff or volunteers and freelancers;
- Ensure all staff, volunteers and freelancers understand and agree to adhere to the safeguarding policies;
- Notify the DBS in cases where the legal duty to refer is met, and/or a person is dismissed or leaves The Glasshouse due to the harm or risk of harm they present to children;
- Co-ordinate and monitor compliance with the safeguarding training plan;
- Ensure safeguarding is included in the induction process for staff and volunteers and freelancers;
- Oversee the management of any safeguarding allegations;
- Assume the role of Safeguarding Director;

1.9. The Health, Safety and Safeguarding Committee

One of the functions of this committee will be to drive good safeguarding practice across the organisation.

Therefore, it will:

- Oversee the implementation plan following the safeguarding review;
- Problem solve on safeguarding issues as they arise;
- Contribute to the updating of safeguarding policies and procedures;
- Approve an annual report for the Board of Trustees on safeguarding activity and achievements.