



Safeguarding Children, Young People and Vulnerable Adults

Our Policy

This policy applies to all company employees, freelance and temporary workers, executive committee members, volunteers, trustees (referred to collectively below as “company members”) and visitors.

The purpose of this policy:

- To protect all children, young people and vulnerable adults from harm whenever they come into contact with Glyndebourne; whether working, taking part in an education activity or as an audience member.
- To provide all company members with the underlying principles that guide our approach to safeguarding children, young people and vulnerable adults.

No child or adult should experience abuse of any kind, whether physical, emotional, racial, sexual or financial. We have a responsibility to promote the welfare of children and vulnerable adults and to keep them free from harm. We are committed to practise in a way that furthers those objectives.

This policy is available on *glyndebourne.com*, on the Glyndebourne intranet and in printed form in the Green Room and staff rooms. Those with direct responsibility for safeguarding are required to comply with its requirements. The policy should be read alongside our policies and procedures on:

- Health and Safety
- Bullying and Harassment
- Social Media use
- [Whistleblowing](#)

and, where applicable to your role at Glyndebourne:

- Safeguarding Administration
- Chaperone Duties
- Responsibilities of Safeguarding Designated persons
- Fundraising

We recognise that:

- Every child and vulnerable individual, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation or identity, marriage and pregnancy has an equal right to protection from all types of harm or abuse.
- The welfare of children and vulnerable individuals is our paramount consideration.
- Working in partnership with children and vulnerable adults, their parents, carers and other agencies is essential in promoting their welfare.

We will seek to keep children, young people and vulnerable adults safe by:

- Valuing them, listening to and respecting them.
- Appointing Designated Child Safeguarding persons.
- Adopting best practice safeguarding procedures.



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- Maintaining a culture and standards that prevent the development of poor practices.
- Providing effective management for company members through supervision, support and training.
- Recruiting staff safely, both paid employees and freelance workers, ensuring all necessary checks are made.
- Recording and storing information professionally and securely.
- Using our procedures to manage any allegations against company members appropriately.
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal swiftly and effectively with any bullying should it arise.
- Ensuring that we provide a safe physical environment for all by applying rigorous health and safety measures in accordance with law and regulatory guidance.
- Following the Fundraising Code of Practice.
- Ensuring we have effective complaints and whistleblowing procedures in place.

In particular, with regard to children and young people, we expect all of the company to:

- Always behave appropriately around children and be aware that swearing and sexual language are not acceptable.
- Encourage children to behave with respect for each other.
- Avoid physical contact which encourages familiarity.
- Support chaperones.
- Always report concerns for the wellbeing of a child or young person to a designated person.

You must not:

- Do things of a personal nature for children and young people that they can do for themselves.
- Arrange to meet children and young people outside of the normal working environment.
- Photograph or film any children and young people. Photography will only be carried out by a nominated person using specified Glyndebourne equipment or a professional photographer / filmmaker.
- Request or accept a child's contact details and must refuse social media 'friends' requests from them. You must block any existing such friends whilst working at Glyndebourne unless you are related to them; should you be unsure you should discuss it with a Designated Safeguarding Person.
- Smoke or drink alcohol in the presence of children and young people even in permitted areas.
- Take children and young people alone on car journeys. If absolutely unavoidable you must have consent of a parent or guardian and line manager, must have business car insurance or use a company car, you must have correct child safety restraints for the child's age.

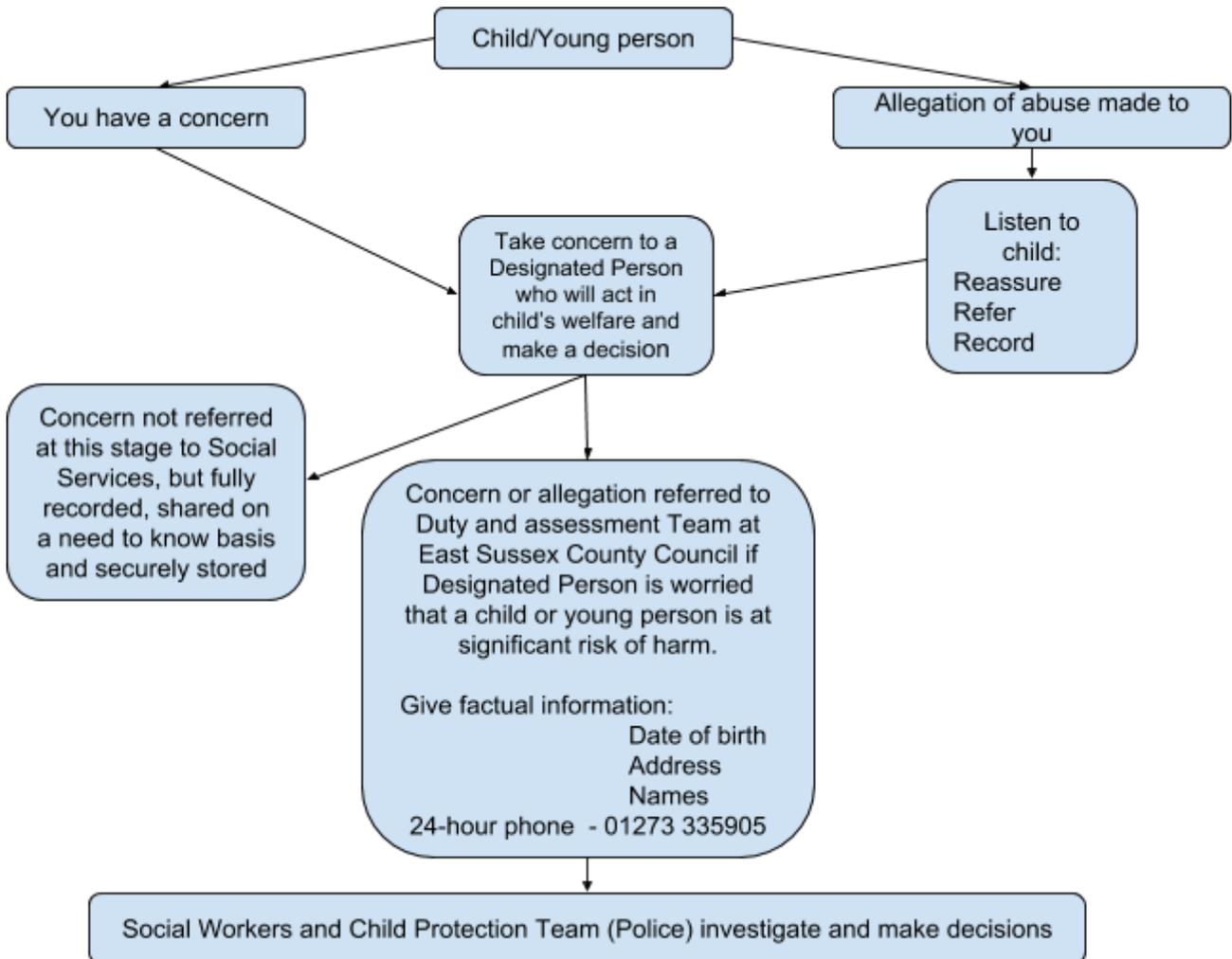
In particular, with regard to vulnerable adults, we expect all of the company to:

- Always behave appropriately and with respect
- Be sensitive to their particular needs but not do anything for them that they would prefer to do themselves. Ask what support they need.
- Not ask for or accept financial donations from anyone who seems confused.
- Always report concerns for the wellbeing of a vulnerable adult.



Reporting Concerns, Allegations or Suspicions of Abuse

At all times you must remember that our priority is to safeguard the welfare of the child, young person and vulnerable adult. **In all situations where there is a concern/suspicion it must be raised** with one of the company's Designated Persons or raised with a manager to pass onto a proper authority.



- You should not feel responsible about deciding whether the concern is valid, whether or not abuse or behaviour that may indicate risk of abuse has taken place, or to investigate the allegations or suspicions. We take all concerns, suspicions or disclosures reported seriously and will respond in good faith.
- If you have any doubts at all, speak with a designated Safeguarding Officer. They are trained and know how to deal with such concerns.
- You must not promise confidentiality to a child or vulnerable individual as the information received may have to be acted upon by other authorities. You may however wish to reassure them that you will pass the information to someone whose role it is to make sure they will be safe.

It is important that in cases where an individual talks about abuse or other inappropriate behaviour, the conversation is recorded as soon as possible afterwards. The record must reflect the conversation as accurately as possible using the child's or vulnerable adults



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words. The record should be signed and dated noting the time and location when it took place and anyone else present should be included.

- This record must be passed securely to one of the Company's Designated Persons and shared only with those who need to know about the incident or allegation.
- Where there is a suspicion of abuse or an allegation has been made, you must not contact the subject of the allegation or concern or discuss the matter with anyone other than the person you are reporting it to.
- You should be aware that Glyndebourne encourages whistleblowing for the sake of the child or vulnerable adult and that whilst it is often difficult to express concerns about colleagues it is important to do so. Glyndebourne will provide support and protection for whistleblowers and equally will support any member of staff who has an accusation made against them.
- If an allegation of abuse or a declaration is made against you by a child or young person, the Designated Person will decide if the matter should be referred to East Sussex Social Services - Child Safeguarding Team direct. If the matter is referred it is our policy to suspend an individual for an initial period no longer than 10 working days. The suspension is to allow social services to carry out an investigation and is not a disciplinary sanction. HR or the Managing Director (a Designated Person) will keep you informed of the investigation and of support available.
- All serious, or potentially serious, such incidents must be reported to the Charity Commission; contact either Sarah Hopwood, Lead Safeguarding Officer/ Managing Director or Carolyn Collard, Head of Governance and Compliance, so that a report can be submitted.

If you are worried about a child or vulnerable adult or have concerns about the possibility of abuse (which could be physical, emotional, sexual or neglect) or behaviour giving rise to a risk of abuse **you must make your concerns known** to one of company's Designated Persons, listed at the end of this policy.

Vulnerable Adults

From time to time we run projects with vulnerable adults and their carers and we come into contact with members of the public who may be vulnerable. We will approach our work and contact with all vulnerable adults in the the same way regarding safeguarding as for work with children and young people. We believe that everyone has the right to live in safety, free from any kind of abuse.

If you have concerns about a Safeguarding Officer

Concerns or complaints about a Safeguarding Officer should be reported to Sarah Hopwood, or, should your concern or complaint be about her in her safeguarding role, to Hamish Forsyth, Trustee with responsibility for Health, Safety and Safeguarding. He can be contacted by email at Hamish_forsyth@capgroup.com.



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Contact details

Children and Young People:

Designated Child Safeguarding Officers	Office hours	Other times
Lucy Perry Head of Education	2235	07818 055850
Ian Jackson Head of Planning and Company Management	2236	07989 749763
Ruth Forbes Production Coordinator	2230	07929 167363
Teena Symonds Head Chaperone	o (Switchboard to contact)	07802 217840
Sarah Hopwood Managing Director (Lead Safeguarding Officer)	2255	07890 883081

Other Company Contact:

Stephen Cowin, Head of Stage Management - ext. 2328, mobile 07984 648511

[NSPCC advice](#) - for more information about child abuse and NSPCC contact details

Vulnerable Adults:

	Office hours	Other times
Sarah Hopwood Managing Director	2255	07890 883081
Front of House Duty Manager	o (Switchboard to contact)	Ask any FOH staff member to call the Duty Manager

Other Company Contact:

Donna Marsh, Head of Customer Service & Facilities - ext. 2402, mobile 07786 116959

[Age UK advice](#) - for more details about protection of elderly people

Other Company Contact for Children or Adults

Carolyn Collard, Head of Governance and Compliance - ext. 2249, mobile 07748 512082