



Policy for the Protection of Children and Vulnerable Adults

Introduction

Welcome to the Royal Albert Hall, we are delighted that you are planning a visit, and look forward to welcoming you to the Hall.

This document is the Royal Albert Hall's policy as adopted and approved by the Council of the Corporation on 24th September 2009. It is monitored, reviewed and updated annually.

The Hall's Education Programmes host events specifically for children and young adults. In addition children and young people attend the Hall as members of the audience or take part in performances.

We want everyone that comes to the Hall to have a rewarding experience and as part of this commitment to the well-being and safety of every child and vulnerable adult we are determined to provide a safe venue for all our visitors. This Policy sets out our commitment to this end and the Halls procedures.

Safety and Welfare of Children and Vulnerable Adults

We believe that every child or vulnerable adult regardless of age, disability, gender, racial or ethnic origin, religious belief and sexual orientation has the right to attend the Hall and to be protected from harm

What follows applies equally to children and vulnerable adults.

We believe that:

- The wellbeing and safety of each child or vulnerable adult is paramount
- All children have the right to protection from harm or abuse
- All suspicions and allegations of abuse or disclosure should be properly investigated and dealt with swiftly and appropriately
- All staff, freelancers and contractors should be informed as to appropriate behaviour and responses. Failure of such individuals to conform with this policy will be dealt with using the Hall's formal procedures.

In support of the Policy we will ensure that:

- Events and activities involving children in groups will be supervised by a sufficient number of appropriately trained staff at all times;
- Organisations who wish to hire the Hall or work in partnership with us including schools or young people's organisations are required to have their own Child Protection Policy in place and support the policy and procedures laid down by the Hall.
- Hall staff are carefully selected, made aware of our commitment to the Policy and their part within it. Those personnel, contractors or freelancers who regularly work with children at or on behalf of the Hall will be subject to DBS checks, where permitted.

Schools, and children's groups attending events, and promoters bringing events to the Hall, will be expected to comply with the requirements of the Policy (and attached appendices) and work to ensure and promote the safety and wellbeing of all children.

Detailed guidance and procedures of implementation are contained within the following appendices 1 to 6

1. Guidance for Schools and Children's Groups attending Education events at the Royal Albert Hall.
2. Guidance for promoters or organisations hiring the Royal Albert Hall.
3. Disclosure and Barring Service (DBS) clearance & ISA Policy.
4. Definitions of abuse.
5. Child Protection contact details
6. Child Protection Incident Form
7. Child Protection Pro Forma Disclosure

Child Protection Personnel and Monitoring

The Head of Human Resources at the Royal Albert Hall, (currently Alison Tobe) is designated as the Hall's Child Protection Officer (CPO). She has overall responsibility for ensuring that the Policy is implemented and upheld and will be responsible for handling complaints and investigations of any disclosures. She is also responsible for monitoring this policy and for managing contact with external agencies with whom the Hall may become involved in relation to its Child Protection Policy. In her absence the CPO role will be fulfilled by the deputy Child Protection Officer, Julia Robinson, Head of Front of House.

The Policy will be monitored regularly and will be reviewed and updated annually. This Policy document was adopted by the Council of the Royal Albert Hall on 24th September 2009.

Dealing with Complaints, Concerns or Alleged Incidents

The Hall has clear policies about handling allegations, dealing with complaints and our own disciplinary and grievance procedures and these details will be made available to all adults, children, parents and carers as necessary through our HR department and by distribution of this policy where appropriate.

All Hall staff and Education freelance or contracted personnel have a duty to report any information disclosed to them by children, young people or adults concerning abuse or alleged incidents. It is important to advise the child that any information given cannot remain confidential. Notes should be made at the time detailing the information provided. If this is not possible, notes should be made as soon as possible and on the same day as such information may need to be passed on to the relevant authority. The Hall's Child Protection Incident Form is attached in Appendix 6

Any such allegation or concern must be reported to the Duty Manager (during a Show period) and subsequently to the Child Protection Officer (or deputy). Details of the allegation or concern will be provided to the responsible adult with the child, whether this is a teacher, chaperone or parent, unless the allegation or concern involves this person, in which case the matter will be passed to the relevant child protection services.

It is the responsibility of the Child Protection Officer and/or Deputy to ensure that these procedures are rigorously adhered to. In the case that the Child Protection Officer is implicated, the Deputy should be informed. In the exceptional circumstances that both are involved, it is the duty of the person concerned to contact children's social care services direct.

Where there is doubt about the nature of concern the Child Protection Officer will collate any information necessary to determine the next steps to be taken with the assistance of either the Deputy Child Protection Officer or a member of the HR team . If concerns remain, the CPO will pass the information to either the City of Westminster's Children Services Department and/or the Police.

In any case where a complaint has been made with regards to any inappropriate or poor practice, we will discuss the situation with children's social care services before making an open decision about the best way forward.

Children's social care services will manage any investigations, overseen by the Local Authority Designated Officer (LADO) in accordance with Local Safeguarding Children Board (SCB) procedures. These are available on the SCB website. (see Appendix 5)

With regards to disciplinary and grievance procedures, the Hall will discuss and agree a strategy with the Local Authority Designated Officer, children's social care services and/or the police before taking any steps. Any external investigation will override the need to implement any such disciplinary and grievance procedures.

Providers of child care, educational, health or other formal services are responsible for making any referral of an individual who does or may pose a danger to children and young people to the ISA. Other organisations will liaise with their LADO and local agencies if such a referral needs to be made.

Child Protection Procedures

The Hall will ensure that those staff and freelance personnel who work individually or supervise Education workshops or events will be suitably checked through the DBS process where necessary and in accordance with our DBS Clearance and ISA Policy (appendix 3). This process may include checks against the ISA barred lists where appropriate.

The Royal Albert Hall's Child Protection Officer has responsibility for ensuring the Hall's procedures are followed. The Hall's Duty Managers are trained in the area of Child Protection and are on duty at all events. Any concerns should initially be raised through Education staff, Stewards or Security at Stage Door and they will notify the Hall's Duty Manager during an event, who will deal with the matter prior to hand-over to the Hall's Child Protection Officer.

The Head of Human Resources is the Royal Albert Hall's nominated Child Protection Officer. She (or in her absence, her deputy), will liaise directly with any school, group, parent or responsible adult in relation to any child protection incidents. Where significant concerns are identified, it may be necessary to seek guidance and support from the appropriate local authority social services or the Police. Any child protection issue will be dealt with in accordance with the Hall's Child Protection Policy guidance.

Appendix 1: Guidance for Schools and Children's Groups attending Education events at the Royal Albert Hall.

As part of our Policy for the Protection of Children and Vulnerable Adults, this document provides detailed information and general guidance to schools and children's groups who attend the Royal Albert Hall for Education events. It is intended to promote the safety and well-being of every child and vulnerable adult who attend the Royal Albert Hall for performances, tours and workshops to ensure they have a rewarding experience.

For the avoidance of doubt, the term 'child' or 'children' refers to anyone up to the age of 18 years and covers children and vulnerable adults.

Risk assessment

The Royal Albert Hall's generic risk assessment document is available through the Hall's website www.royalalberthall.com.

Staffing Ratios – Adult: Children

All children must be accompanied by and remain under the care and control of a responsible adult at all times. There is a **minimum ratio of 1 (one) adult to 10 (ten) children with at least 2 (two) adults accompanying any group of children**, even if the group number is less than 10.

If there are any members of the group who have special needs, please advise the Royal Albert Hall's Education Department (on 020 7589 3203 Ext 2704) well in advance of attending an event.

Home Educators

The above staffing ratios do not apply to small groups of children who are educated at home; however, if they attend Education events at the Hall they will need to be accompanied by a minimum of one responsible adult.

Ticketing and access

Ticket allocation is by school or group, and it is a requirement that all booking conditions are complied with and allocated seats occupied. Tickets cannot be exchanged with other groups or individuals without the prior consent of the Education Department personnel.

Access times and doors are printed on all tickets and should be adhered to. Royal Albert Hall Stewards (in red jackets) will guide groups to their seats. Please ensure that any instructions they give are followed.

Cloakroom and toilet facilities are available and stewards will provide direction if required.

From time to time it may be necessary to require all bags to be searched or for people to pass through body arches as a condition of entry. If this is the case, please comply with any instructions from Hall personnel. We will endeavour to do this as quickly as possible. Unless otherwise agreed in writing with the Education Department, no food and drink should be brought into the building. Only plastic bottles of water are permissible in the auditorium and any rubbish should be placed in the appropriate bins provided in the corridors.

Please note that we are unable to provide facilities for school groups to eat lunch or snacks on performance days.

Safety

Evacuation Procedures

During your visit it may be necessary to evacuate the building; instructions will be given by Hall Stewards, a member of the Education team, or other Hall personnel. Children and adults should leave the building at the appointed exits quietly and quickly as instructed.

First Aid

First Aid facilities are available at the Hall. For more serious incidents an ambulance will be called.

Smoking

The Royal Albert Hall is a no-smoking building. Anyone found smoking will be asked to stop and/or may be required to leave the building immediately.

Lost Children

Any lost children should immediately be reported to a member of Hall personnel or to Security staff at Stage Door. Any public address system announcements will not identify children by name, but give a brief description to assist in identification. Responsible adults will be required to provide further confirmation (including name) of the child prior to hand-over if the child is found by Hall personnel.

Royal Albert Hall personnel will ensure that wherever possible they will not be left one to one with a child outside of public populated areas and will seek the assistance of other Hall staff.

If a parent/chaperone reports their child missing or lost, then an alert using a recognised code word will be issued over the PA system. A radio-call will also go out to stewards using the standard description.

General Behaviour

For everyone's enjoyment of an event, children are expected to demonstrate reasonable standards of behaviour while at the Hall and it is expected that responsible adults accompanying a group will support this ethos.

Children are not allowed to climb over seating or railings or indulge in 'horseplay' in the auditorium, to run in the corridors or stairwells, or enter any unauthorised areas. The Hall is a working building and staff and equipment are moving around all areas and are a potential risk if children do not follow this guidance.

The Royal Albert Hall reserves the right to refuse/restrict access to any child, group and accompanying adults or ask them to leave the premises if the behaviour of an individual or a group gives cause for concern and/or if these concerns are not dealt with appropriately by the supervising adults. In these circumstances no refunds will be offered on tickets.

Photography

All ticket holders consent to the photographing, recording or filming of themselves as members of the audience and it is the responsibility of the teacher, group leader or responsible adult to ensure they have sought permission from parents/carers in advance of their visit.

Where children attend as performers the Hall takes all reasonable steps to prevent the taking of photographs and the filming of the event inside the auditorium **unless** it is agreed in advance with the Hall and the promoter or organiser of the event and all the necessary permissions have been granted. Some Education workshop events will be recorded; however, it is the responsibility of teachers, and group leaders to ensure that appropriate permission has been granted in advance of their visit.

Occasionally a Hall appointed photographer or videographer will record a workshop or project involving children. We will not use any child's personal details or full name; however, we may identify schools and groups and use such images in printed publications for the general public, on the Hall's own website or make them available to journalists working on a feature about the Hall and its Education projects.

Appendix 2: Guidance for Promoters or Organisations hiring the Royal Albert Hall.

Policy

Promoters of events at the Royal Albert Hall will be expected to comply with the requirements of the Royal Albert Hall's Child Protection Policy. The Promoter will be required to submit their own child protection plan detailing how they will comply with the requirements below along with any risk assessments required for an event where children or vulnerable adults are taking part as performers.

Risk Assessments

The Hall can provide its generic risk assessments in relation to the protection of children, but will expect any promoter to submit their own risk assessments in advance of the event in the normal manner through the Hall's Event Manager allocated to the event.

Child Performers

Where there are actors, singers, dancers or members of the cast under 16 (age determined by the last Friday in the academic school year) in an event that is brought to the Royal Albert Hall there is a stringent requirement that all safety issues, licenses, chaperones and work limits comply with regulations set out by Equity and the Children and Young Persons Act 1963.

It is the event organiser's or producer's responsibility to ensure that they check with the Local Education Authority (LEA) in which the performer is based, lives or attends school, for any local licensing requirements that apply to child performers. They should ensure this is done in sufficient time and that they comply with such requirements especially when planning a visit to the Hall and scheduling rehearsals & performances. Please note that these requirements can vary; what may apply in one LEA may be different to another LEA.

Chaperones

Promoters must ensure that they have a mobile number for all chaperones on the day of performance.

Changing Areas

When changing areas or other spaces are required for use, this will be covered in the specific risk assessment provided by the Hall for that event.

Children should not use public areas for changing and should only use the designated areas provided by the Hall.

Photography

It is the Hall's policy that all ticket holders consent to the photographing, recording and filming of themselves as members of the audience. Where children attend as performers the Hall takes such reasonable steps to prevent the illicit taking of photographs and filming of the event inside the auditorium but cannot guarantee that such photographs or films will not be taken in contravention of the policy.

Unless otherwise stated by the promoter, no photography of child performers by the audience will be permitted.

Unless otherwise requested, there will be a PA announcement prior to the start of the performance in all areas of the Hall including the auditorium that photography is not permitted.

Promoters must ensure that they have the necessary permissions from group organisers or parents/carers if they wish to allow photography.

Complaints and investigations

Should the Hall receive a complaint or disclosure in relation to child protection, the promoter or organiser of an event will be expected to assist the Hall as necessary in any investigation.

Appendix 3: Disclosure and Barring Service (DBS) clearance & ISA Policy.

The Hall is committed to ensuring that children and vulnerable adults enjoy events at the Royal Albert Hall in a safe environment in which they are protected from any form of poor practice or abuse. A DBS disclosure offers the Hall the means to check the background of applicants to ensure that they do not have a history that would make them unsuitable for posts they may hold or activities they may undertake on behalf of the Royal Albert Hall.

Individuals working in positions that are exempt under the Rehabilitation of Offenders Act 1974 and that involve caring for, training or supervision of children and/or vulnerable groups will be required to undertake DBS checks where appropriate. Such checks will include: Convictions, Cautions, Reprimands and Warnings held in England and Wales on the Police National Computer, and any locally held police force information considered relevant to the job role, by Chief Police Officer(s). Most of the relevant convictions in Scotland and Northern Ireland may also be included. Additionally a check of the ISA barred lists will be carried out.

If a role (whether permanent, contracted or freelance) entails the following, the Hall will require the individual to undertake an **enhanced** DBS check:

- where the role involves working directly and regularly with, or being in sole charge of, children and young people (under 18 years old) and/or vulnerable adults: teaching, training, supervision, advice; AND
- such contact with children and/or vulnerable adults is frequent (4 times a month or more), intensive and/or overnight.

Such roles would include someone:

- frequently leading a workshop with the same group of children and contracted to deliver services by or on behalf of the Hall where there is an opportunity to build relationships with the same children over a period of time
- visiting a school who will have access to the same group of children whether in the classroom or elsewhere in the grounds, is contracted to deliver services by or on behalf of the Hall and is not accompanied by a member of the school staff at all times.

For all other roles which come into contact with children, the individual will be required to sign a Pro Forma Disclosure (Appendix 7), available from our Education or HR Department, confirming that the individual has no previous criminal convictions, no pending court cases and that there is no reason why they should not work with children/young people or vulnerable adults. Such roles would include someone:

- delivering a workshop at the Hall where a member of the Hall's staff is not in attendance but the individual is accompanied by a member of school staff
- permanently employed in the Hall's Education department

- attending a school to participate in a workshop as part of a team (e.g. musicians) – and contracted to deliver services by the Hall
- attending a school and having access to children and contracted to deliver services by the Hall and accompanied by a member of school staff
- with access to personal information or images of children or having control of their information or images (e.g. photograph, personal email addresses, personal mobile phone numbers, video footage or other recordings)
- leading an occasional session at the Hall and involving children even if accompanied by a member of the Hall's staff
- visiting a school on behalf of the Hall who is *NOT* working directly in a classroom or with children (e.g. someone carrying out an evaluation or observation)

The Hall has also now included a pro forma declaration on its standard application form, which applicants for **most** roles at the Hall are required to complete. Where, for some reason, the individual has not completed an application form and is subsequently employed, they will be required to complete the Pro Forma Disclosure before their employment at the Hall.

An individual who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups.

Retention

The Hall currently uses our Child Protection Advisors, SafeCIC, as the umbrella body to obtain our DBS checks so we do not store the DBS disclosures on site. However, we do keep a record of the name of the individual checked, the type of disclosure requested, the DBS disclosure reference number, and the date of the issue of the disclosure. DBS disclosure information is not kept on an applicant's personnel file and is maintained in a separate and secure electronic database.

Where a DBS check is not obtained and the individual is required to complete a Pro Forma Disclosure, this is kept separately and securely in lockable storage with controlled access, limited to those who are entitled to see it as part of their duties.

With regard to declarations that are completed as part of a job application on the Hall's standard application form, if an applicant is unsuccessful, their application will be destroyed after six months. If they are the successful candidate and are subsequently employed by the Hall, this form is kept in their personnel file.

Appendix 4: Child Protection Policy – Definitions of Abuse

‘Child’ refers to anyone under the age of 18 years. People between the ages of 16 and 18 are often referred to as ‘young people’, although the term has no legal status, and those under the age of 18 involved with events at the RAH are regarded as children in line with the Criminal Justice and Court Services Act 2000.

‘Vulnerable adult’ are people aged 18 and over who have special needs and may need protection. This may include people with disabilities, special care needs or any other condition that makes them vulnerable.

Types of abuse

The government guidance, *“Working Together to Safeguard Children”2010* , categorises abuse as:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

In all forms of abuse there are elements of emotional abuse, it is possible to be subject to abuse in more than one way. The four categorisations and the definitions do not minimise other forms of maltreatment.

Whilst the length of time of any contact between Hall personnel and children or vulnerable adults may be relatively short, it is helpful to be aware of the fact that there are other sources of stress for children and families such as domestic violence, the mental illness of a parent or carer, or drug or alcohol misuse. All these may have a negative impact on a child’s health and development and may be noticed by an organisation caring for a child. If it is felt that a child’s well-being is being damaged by any of these areas, the same procedures as for abuse should be followed.

Vulnerable adults may also be subject to other types of abuse as well as to the four types of abuse listed above. They may be manipulated financially or discriminated against because of a disability or other factor that makes them vulnerable.

Physical abuse

May include hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately causing ill health to a child.

What to look for:

- Any injuries, bruises, bites, burns, fractures etc. which are not consistent with the explanation given for them
- Injuries, which occur to the body in places, which are not normally exposed to falls, rough games etc.
- Injuries which appear to have been caused by a weapon e.g. cuts, welts etc.
- Injuries which have not received medical attention

- Instances where children are kept away from the group inappropriately or without explanation
- Self-mutilation or self-harm e.g. cutting, slashing, drug abuse.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to the child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone,

What to look for:

- Changes or regression in mood and behaviour particularly where a child withdraws or becomes clinging. Also depression/aggression.
- Nervousness/inappropriate fear of particular adults e.g. frozen watchfulness.
- Sudden changes in behaviour e.g. under achievement or lack of concentration
- Inappropriate relationships with peers and/or adults e.g. excessive dependence.
- Attention seeking
- Persistent tiredness
- Wetting or soiling of bed or clothes by an older child

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

What to look for:

- Regular poor hygiene
- Persistent tiredness

- Inadequate clothing
- Excessive appetite
- Failure to thrive e.g. poor weight gain
- Consistently left alone and unsupervised

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

What to look for:

- Any direct disclosure made by a child concerning sexual abuse.
- Child with excessive pre-occupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age inappropriate sexual play.
- Pre-occupation with sexual activity through words, play or drawing.
- Child who is sexually provocative or seductive with adults.
- Inappropriate bed sharing arrangements at home.
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations.
- Other emotional signs may be indicative of sexual or some form of abuse.

Appendix 5: Child Protection Contact Details

1. **Royal Albert Hall Designated Child Protection Officer (CPO)**
Alison Tobe, Head of Human Resources, Royal Albert Hall
0207 589 3203 ext 2822 or DDI 020 3036 9040 alisont@royalalberthall.com

2. **Designated Deputy in the absence of the Child Protection Officer**
Julia Robinson, Head of Front of House, Royal Albert Hall
0207 589 3203 ext 2603 juliar@royalalberthall.com

3. **Local Social Services – City of Westminster**

Children and Families Duty & Assessment Team : 020 7641 7560

Westminster’s Safeguarding and Quality Unit: 020 7641 5395
(For advice and guidance on all child protection issues)

Jane Foster – Westminster Safeguarding in Employment Manager: 020 7641 6108
(For advice and guidance on allegations against professionals and volunteers working with children and young people)

<http://www.westminster.gov.uk/healthandsocialcare/familycare/safeguardingchildren/contacts.cfm>

4. **Local Police Contact** in Westminster

Non emergency line 0300 123 1212
Child Abuse Investigation Team (CAIT) 020 8246 0831

5. **NSPCC Child Protection helpline**

Helpline: 0808 800 5000 (all advisors are trained child protection officers)
Helpline operates 24hrs a day, 7 days a week, and 365 days a year.

6. **Safer Activities For Everyone Community Interest Company (SAFE CIC)**
(The Hall’s Child Protection Advisors, formerly SAFEchild)
Chestnuts Farm
Langton Green
Eye Suffolk
IP23 7HL

T: 01379 871 091

www.safechild.co.uk

Child Protection Disclosure Form continuation sheet

Description of Incident, Details of report given or Observation: (N.B. the information given below must be factual and not contain assumptions or personal comments)

Signed:

Name:

Position:

Date:

When completed please give this form together with any original notes made at the time of the disclosure to the Hall's Child Protection Officer (or her Deputy)

Appendix 7: Child Protection Pro Forma Disclosure

FOR THE POST OF:	
AT:	

NAME:	
ANY NAME USED PREVIOUSLY: EG MAIDEN NAME	
DATE OF BIRTH:	
ADDRESS:	
PREVIOUS ADDRESS: IF RESIDENT LESS THAN 5 YEARS AT CURRENT ADDRESS	

I DECLARE THAT:

I have no previous criminal convictions, 'spent' or otherwise; and I have no pending court cases.

I know of no reason why I should not work with children/young people or vulnerable adults

NAME: PLEASE PRINT	
SIGNED:	
DATE:	