

Code of Conduct – Safeguarding at Southbank Centre

The Southbank Centre aims to provide safe participatory and creative opportunities for all people including the children and adults who use the Southbank Centre. This Code of Conduct applies to all staff, volunteers, contractors, artists and anyone working on behalf of the Southbank Centre.

Purpose of the Code of Conduct

This document outlines the Southbank Centre's Code of Conduct in relation to safeguarding which we ask all staff, volunteers, artists, and event leads to adhere to at all times when representing the Southbank Centre both on- and off-site. The purpose of the Code of Conduct is to clarify expectations and avoid the possibility of misunderstanding or misinterpretations of behaviour. By following this code of behaviour, staff, volunteers and artists will be promoting the welfare of the children and adults with whom they work and will be preserving both their own professional reputation and that of the Southbank Centre.

This code supports our full Safeguarding Children and Safeguarding Adults at Risk Policies.

The purpose of the code is to:

- provide protection for the children and adults at risk who participate in the Southbank Centre's activities;
- provide staff, partners, contractors, artists and volunteers with the overarching principles which guide our approach to safeguarding;
- ensure all Safeguarding elements are considered across the programming, planning and delivery of all activity.

In return, the Southbank Centre will:

- Keep up to date with legislative changes
- Do all we can to ensure children and adults at risk are not exposed to unsuitable content and images which put them at risk of harm or abuse via carrying out proper risk assessments.
- Provide effective policies, procedures and practices for staff, partners, contractors, artists and volunteers.

Permitted behaviours

- Sign up to the Safeguarding Policies and Code of Conduct as a requirement of your contract, and co-operate with any safe recruitment requirements appropriate to your role and responsibilities.
- Always treat children and adults at risk equally and with respect and dignity.
- Always put the welfare of each child, young person and adult at risk first and ensure appropriate safeguards are in place to maintain their welfare.
- Ensure adequate information about child protection, adult safeguarding and good practice is shared with relevant staff, partners, contractors, artists and volunteers, along with children, adults at risk, parents and carers.
- Be aware of situations which may present risks to children and adults at risk, and ensure risk assessments have been carried out as required.
- Assess, plan and organise your work so as to minimise these risks.
- Provide physical means to protect children and adults at risk where a risk of vulnerability is identified (e.g. segregated toilet facilities and dressing rooms).
- Be an excellent role model – this includes not smoking, vaping, drinking alcohol or taking

drugs in the company of children, adults at risk and young people.

- Ensure that you keep a professional distance from participants and do not divulge too much personal information, e.g. your social media information, and ensure that participants cannot access personal belongings such as your mobile phone or laptop.
- Always work in an open environment (don't promise to keep secrets) and ensure there is adequate and appropriate adult-to-child ratio for safe supervision.
- Aim to create an environment of listening to each other, involving the children and adults in decision making, offering praise, encouragement and cooperation.
- Always be aware of what you say and your own body language and presentation and consider how children/adults at risk may perceive it. Always be aware of the body language of others and the messages this may give.
- Ensure that language and conversation is appropriate when talking with or within hearing distance of children or adults at risk. Remember that the child or adults at risk might not know the context of a flippant, overheard remark especially in reference to sexual comments even if they are seen as 'fun'.
- Ensure that the organisations we partner with have appropriate safeguarding processes in place.
- Involve parents, guardians, carers and chaperones during events.
- Report any incidents or concerns that cause you to believe that a child or an adult is at risk, or is likely to be at risk of significant harm, in line with our safeguarding procedures – this includes any safeguarding allegations against colleagues – following the safeguarding procedures outlined in the **Safeguarding Children Policy** and the **Safeguarding Adults at Risk Policy**.

Appropriate physical contact

- Where possible, avoid any physical contact with a child or adult at risk. Be aware of the scenarios where some level of physical contact and certain types of physical contact is permissible – for example, if the young person is in distress, then limited appropriate contact is permissible (arm around the child's upper back, hand on shoulder, etc.). If a young person comes to you for a hug, perhaps respond instead with a high-five or deflect the physical contact if possible.
- Physical contact might be deemed permissible in a dance class, workshop or rehearsal but the teacher/workshop leader should always ask permission of the participant and clearly explain the intent, e.g. 'I'm going to raise your arm to show you the position it should be in'.
- If you feel a child or adult at risk has developed inappropriate feelings for you/a colleague, you should report this to your manager, or the leader of the event, discuss ways to manage the scenario and be vigilant of your own behaviour.

Non-permissible behaviours

The following behaviours are not allowed (and in some instances may be unlawful):

- Do not use your position to intimidate, bully, threaten, injure, discriminate against, coerce or undermine any child or adult.
- Do not allow bullying between participants to be tolerated.
- Do not use your status or position to form or promote relationships with any child or adult at risk participant, either face to face or online, which are of a sexual nature, or which may become so.
- Do not make sexually suggestive or derogatory remarks or gestures to, or in the presence of,

child or adult participants.

- Do not allow children or adults to use inappropriate language without a discussion about it.
- Do not encourage or assist others to break the law in any way.
- Do not smoke/vape, drink alcohol or take drugs in the company of children or adult participants.
- Do not share your personal contact details with any children or adults at risk.
- Do not contact or permit children or adults to contact you via any social media or digital platforms – take time to explain this is a Southbank Centre policy if you are questioned, as they may become upset or not understand why this is not possible.
- Do not ever allow or permit a child or adult at risk to go home with you – whatever the situation – or invite a child or adult participant to your home.
- Do not transport a child or adult at risk participant to and from an event or activity unless pre-planned or in an emergency situation and with parent/carer's knowledge and consent;
- Never be left alone in a room or an enclosed space (e.g. a lift) with a child and always be visible to others when working with children/adults at risk; always run an open-door room where this is unavoidable.
- Do not possess abusive or illegal images of children.
- Do not take or possess unauthorised images of children or adults at risk on a personal device.

Abuse of a position of trust

- Be aware of your position of power and power dynamics in different situations and contexts and act responsibly to ensure the welfare of children and adults at risk at all times. Examples of an abuse of power would be reducing a child or an adult to tears as a form of control. The Southbank Centre does not tolerate bullying of any sort, i.e. singling someone out, making someone feel uncomfortable, laughing at someone, mocking someone, calling someone names, purposely excluding someone. This can be behaviour you observe being demonstrated by someone during the course of your work at the Southbank Centre. If you witness such behaviour, please ensure you seek advice/report your concerns to the Safeguarding Lead(s)/Deputy Lead(s) via contacting the Safeguarding Team on safeguarding@southbankcentre.co.uk
- If you see a lost child, or a lost child approaches you, please take the child to a member of Southbank Centre Security staff or alert a member of the Visitor Experience or Security team.

Mixed age groups – safeguarding recommendations

When working with a mixed age range of participants (e.g. both under and above 18 years old), it is important to consider the following and ensure the Southbank Centre lead has mitigated potential risk:

- A Code of Conduct should be discussed and developed with the group. As part of the Code of Conduct, they should be discouraged from communicating outside of the project or on social media if this is not monitored. Everyone should sign up to this Code of Conduct.
- Consider situations where those above 18 years old may take on positions of trust or what could be deemed regulated activity and whether related DBS checks are required.
- The workshop leader/facilitator needs to be supported to plan the content of the session so it is age appropriate for under- and over-18s, and there should be a discussion around how to respond if a group discussion becomes inappropriate (for example).
- It should be recorded in the risk assessment that we have identified a possible risk of having under- and over-18s in the same project/workshop, and what we have done to mitigate any

risk (i.e. the above).

Breach of the Code of Conduct

Every individual and organisation the Southbank Centre works with is expected to adhere to the Southbank Centre's policies. The Southbank Centre will investigate any breaches of this Code of Conduct and will follow the escalation process outlined in the Safeguarding Children Policy and the Safeguarding Adults at Risk Policy. Where necessary, external agencies may also be involved.

A serious breach of the code could lead to dismissal of employees and a termination of contract with organisations the Southbank Centre works with, along with a report being made to the Disclosure and Barring Service.

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