

SOUTHBANK CENTRE

Safeguarding Policy

1. Mission Statement

At the Southbank Centre we believe that everyone has the right to live free from abuse of any kind.

We have a responsibility to keep children and adults, including vulnerable adults, safe and we are committed to protecting children and adults in all of our activities. We will do everything in our power to ensure children and adults who come into contact with the Southbank Centre, in any capacity, are safeguarded.

2. This policy applies to all trustees, employees, volunteers, contractors, artists, partners, promoters agents, freelancers, visitors and those who hire our spaces and is based on the following principles:

- Safeguarding and promoting wellbeing and welfare means protecting the rights of adults and children to live in safety, free from abuse and neglect, and to be protected from maltreatment while on our site; preventing impairment of health or development; ensuring they receive safe and effective care within our premises; and taking action to enable them to have the best outcomes while they are here
- The welfare of children and adults is paramount
- A child is any young person under the age of 18 and a vulnerable adult is defined by the Care Act 2014 as an adult who has care and support needs and is experiencing (or being at risk of) abuse or neglect and they are unable to protect themselves because of those needs.
- All people, regardless of age, ability, gender, racial heritage, religious belief, sexual orientation, culture or identity, have a right to equal protection from all types of harm or abuse and no person or group of people should be treated less favourably than others in being able to access services which meet their particular needs;
- Some children and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Working in partnership with children and vulnerable adults, chaperones; parents, carers and other agencies is essential in promoting children and vulnerable adults' welfare.
- Informing parents, carers, children and adults of the existence of our safeguarding policy and procedures, including through our website and via our partners, and how they can alert us if they have concerns
- Vulnerable adults, children, carers and parents will be informed of the policy and procedures as appropriate
- All concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately - this may require a referral to children's social care services, the independent Local Authority Designated Officer (LADO) for allegations against anyone in a position of trust, and in emergencies, the police

We follow current legislation to perform DBS checks on staff, trustees, freelancers and volunteers to

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meet the criteria of any regulated activity on site which involves children or vulnerable adults. The Safeguarding Policy should be read in conjunction with all other relevant policies and procedures including (but not limited to) the Health and Safety Policy, Lost Child Policy and the Digital Safeguarding Guidelines.

3. Code of Conduct

At the Southbank Centre we will seek to keep children and adults safe by:

- Valuing them, listening to and respecting them;
- Keeping them at the centre of everything we do;
- Adopting child protection, protection of vulnerable adults and safeguarding practices through procedures and policies for staff and volunteers;
- Ensuring that the organisations we partner with have appropriate safeguarding processes in place;
- Providing effective management for staff and volunteers through supervision, support and training;
- Sharing information about child protection and protection of vulnerable adults and good practice with staff and volunteers, along with children, vulnerable adults, parents and carers;
- Providing physical means to protect children where a risk of vulnerability is identified (e.g. segregated toilet facilities and dressing rooms)
- Ensuring children and vulnerable adults are not exposed to unsuitable content and images and giving guidance on the appropriate age range for events
- Not sharing personal contact or social media information
- Keep up to date with legislation changes

4. Purpose of this policy

- To protect children and adults who come into contact with the Southbank Centre in the course of its work, to the best of our ability;
- To inform our partners, contractors and others we work with, of our overarching principles in relation to safeguarding;
- To provide all staff and volunteers with the overarching principles and procedures that guide our approach to safeguarding and to protect them.

If you are unsure what this policy means, or how it relates to you, please contact the Designated Responsible Person for Safeguarding for the Southbank Centre (see below for contact information).

5. Scope of the Policy

This policy has been developed in accordance with the requirements and principles established by the relevant legislation and statutory guidance. It sets out the responsibilities of those who work for the Southbank Centre including trustees, employees, volunteers and freelancers and those who work with the Southbank Centre, including external partners.

All concerns and allegations of abuse will be taken seriously. For those who work for us, failure to

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follow this policy could lead to disciplinary action, which may ultimately result in dismissal. For those who work with us, we reserve the right to immediately terminate your contract and, for Governors, to require you to immediately cease being a trustee.

6. Safeguarding roles at the Southbank Centre

All those who work for or with the Southbank Centre share the responsibility for safeguarding children and adults but there are individuals within the organisation with specific safeguarding responsibilities.

- **Trustee with responsibility for safeguarding:**

Luke Mayhew

- **Directors with responsibility for safeguarding;**

Nicola Cardillo-Zallo (Director of People & Culture)

Alexandra Brierley (Director of Creative Learning)

- **Designated Responsible Persons:**

Nicola Cardillo-Zallo (Director of People & Culture)

Alexandra Brierley (Director of Creative Learning)

Jessica Santer (Head of Creative Learning)

Matt Hale (Head of Visitor Experience and Ticketing)

7. Understanding and recognising abuse

We define abuse in its widest possible terms i.e. as treatment that causes harm to a child or adult, including vulnerable adults. (See Appendix Two for greater detail). The protection of children and adults is our shared responsibility and if you have any concerns a child or adult is being mistreated, or you have safeguarding concerns about the behavior of another member of staff or someone working with or for the Southbank Centre, do something about it, by following the flow charts set out below.

Remember

It is better to err on the side of caution and report something to the Designated Responsible Person (DRP) even if you're not sure if it is a safeguarding issue or an example of abuse, than not take any action and a person remains at risk of abuse.

8. What you should do to safeguard children and adults

You must:

- Be aware of situations which may present risks to children and adults;

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- Assess, plan and organise your work so as to minimise these risks and detailing this on risk assessment;
- Always be visible to others when working with children and adults who are vulnerable. There should never be a situation in which anyone employed by, representing, volunteering with, or working with the Southbank Centre in any way is alone with a child or vulnerable adult.
- Staff should be accompanied at all times by an appropriate individual (e.g. a project worker, relative, carer, chaperone or teacher) when interacting with children or vulnerable adults;
- Sign up to the safeguarding policy, as a requirement of your contract.
- Understand your responsibility and that of the partners you are working with e.g. Schools.

9. What to do if you have a safeguarding concern: the reporting process

If you have a safeguarding concern about a child or adult, or a child or adult makes a disclosure of possible abuse to you, you should follow this process:

- Inform the Designated Responsible Persons, or in their absence the Duty Director. Keep the information confidential and write an account of what was disclosed to you.
- In the case of a disclosure, if it concerns a child, make it clear you cannot keep the information confidential
- If necessary the Designated Responsible Person makes contact with local Children's Social Care, or Local Adults Safeguarding Board for advice

If you have a safeguarding concern, or wish to make an allegation, about a member of staff, or equivalent, abusing a child or adult you should follow this process:

- Inform the Designated Responsible Person, or in their absence the Duty Director, unless the allegation is about this person, in which case inform the most senior manager not implicated, another Duty Director, or the Trustee
- The person to whom this information has been given makes contact with the Local Authority Designated Officer (LADO) for advice and guidance (if the concern is in respect of a member of staff, a member's behaviour with a child), or seeks advice from the Local Safeguarding Adults Board (if the concern is in respect of the staff member's behaviour with an adult)

Escalating Concerns

It is important to note that if you are raising a safeguarding concern or passing on an allegation, you have a responsibility to ensure your concern is addressed to your satisfaction. Therefore, if you feel that your concern has not been addressed you should escalate the matter to the Director with responsibility for safeguarding and then, if necessary, to the trustee with responsibility for safeguarding.

If your concerns have not been alleviated within your organisation, you have a responsibility to contact [Lambeth Children's Social Care](#) or [Lambeth Adult Social Care](#).

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10. Information Sharing & Confidentiality

You can **never guarantee confidentiality to a child, or adult**¹. Information should always be shared if you think a child or vulnerable adult is suffering, or likely to suffer, abuse. More information can be found in Appendix 2.

The protection of children and adults must take precedence over other legal rights. Please be assured that as long as information is shared in an appropriate manner and in good faith, the law will protect you. You should ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and shared promptly.

11. Serious Incidents

It is a requirement of the Charity Commission that all charities inform them of serious incidents that may occur. The Charity Commission defines a serious incident as ‘an adverse event, whether actual or alleged, which results in or risks significant:

- loss of charity’s money or assets
- damage to charity’s property
- harm to charity’s work, beneficiaries or reputation’²

It is the responsibility of the Board of Governors to report a serious incident. More details can be found on the Charity Commission [website](#).

12. Policy review

The safeguarding policy will be reviewed, approved and endorsed by the board of trustees annually, when the circumstances change, requiring a review or due to a change in legislation.

¹ This is only applicable to vulnerable adults. Adults who are not deemed to be ‘vulnerable adults’ in law can choose whether information about them is shared and statutory authorities are involved.

² <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

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Appendix 1: Definitions

‘Safeguarding’ and ‘Child Protection’

In terms of adults The Care Act 2014 defines adult safeguarding as ‘protecting a person’s right to live safely, free from abuse and neglect’. There are more categories of abuse with adults than there are with children. With adults the categories are physical abuse, emotional/psychological abuse, financial abuse, sexual abuse, organisational abuse, neglect, discriminatory abuse, domestic violence, modern slavery and self-neglect.

In terms of children, the definition of safeguarding is broader and is set out in ‘*Working Together to Safeguard Children 2018 – A guide to inter-agency working to safeguard and promote the welfare of children*’. This is the statutory guidance that sets out the legislative requirements and expectations of individual services to safeguard and promote the welfare of children.

Working Together to Safeguard Children 2018 does not separate safeguarding and promoting the welfare of children. This is the definition:

- Protecting children from maltreatment;
- Preventing impairment of children’s health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes.

Separate to safeguarding children is ‘child protection’. Child protection is defined in the Children Act 1989 as where there is ‘reasonable cause to suspect a child is suffering, or is likely to suffer, significant harm’. The Children Act 1989 introduced significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical abuse, sexual abuse, emotional abuse and neglect are all categories of significant harm. Harm is defined as the ill treatment or impairment of health and development.

In simple terms, safeguarding is the overall well-being of the child and every professional and every organisation is responsible for the safeguarding of children. Within that there is child protection, when it is thought a child is either being maltreated or is at risk of maltreatment.

Age of a Child

A child becomes an adult in law at 18 in the UK. This is in line with the United Nations Convention on the Rights of the Child. Many people use the term ‘young people’ but there is no legal definition for the age of a ‘young person’. 16- and 17-year-olds are children, in legal terms.

Vulnerable Adult

An adult at risk is defined by the Care Act 2014 as a person 18 and over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs are unable to protect themselves from either the risk

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of, or the experience of abuse or neglect.

Local Authority Designated Officer (LADO)

The role of the LADO is set out in Working Together to Safeguard Children (2018) and is governed by the local authorities duties under section 11 of the Children Act 2004.

The LADO must be contacted within one working day in respect of all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

There may be up to three strands in the consideration of an allegation:

- a police investigation of a possible criminal offense;
- enquiries and assessment by children's social care about whether a child is in need of protection or in need of services;
- consideration by an employer of disciplinary action in respect of the individual.

Regulated Activity

The new definition of regulated activity in relation to children comprises, in summary:

1. unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/ guidance on well-being, or drive a vehicle only for children;
2. work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools, children's homes, childcare premises. Not work by supervised volunteers;

Work under (i) or (ii) is regulated activity only if done regularly.

The definition of Regulated Activity for adults defines the activities provided to any adult as those which, if any adult requires them, will mean that the adult will be considered vulnerable at that particular time. These activities are: the provision of healthcare, personal care, and/or social work; assistance with general household matters and/or in the conduct of the adult's own affairs; and/or an adult who is conveyed to, from, or between places, where they receive healthcare, relevant personal care or social work because of their age, illness or disability.

The position of trustee of a vulnerable groups' or children's charity is not a regulated activity in itself. Previously it was only if trustees had close contact with these vulnerable beneficiaries that they would fall within the scope of regulated activity and be eligible to obtain an enhanced DBS check and barred list check. Now a trustee of a charity who no longer falls within the definition of regulated activity would be eligible to obtain an enhanced DBS check (but without a barred list check)[3].

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Appendix 2: Categories of Abuse

Child Abuse

The categories of abuse of children are set out in the statutory guidance *Working Together to Safeguard Children 2018* and are as follows:

Physical Abuse

A form of abuse which may involve 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 induces, illness in a child.

Emotional Abuse

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 a 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 a 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.

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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Neglect

The persistent failure to meet a child or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during

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pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

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

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

Although not specifically a category of abuse, extremism is something we are very aware of at the Southbank Centre. As set out in *Working Together to Safeguard Children 2018* 'Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist'.

Adult Abuse

There are ten categories of abuse for adults:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

For details of types of each kind of abuse and possible indicators, see the following link:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Policy reviewed in August 2022