

LOWRY

Safeguarding Policy

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**The Safeguarding Reporting form for use by staff, freelancers and volunteers can be found here: [Safeguarding – Public – Home \(sharepoint.com\)](#)
Public concerns can be shared by emailing safeguarding@thelowry.com**

Safeguarding Policy Statement

1.0 Introduction

The Lowry is committed to providing a safe and caring environment for children, young people and vulnerable adults. We will give equal priority to keeping all children, young people and vulnerable adults safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Their welfare is our main priority and is the responsibility of all Lowry staff, volunteers, visiting companies, contractors and freelancer practitioners. **Safeguarding is everyone's responsibility.**

This commitment is displayed in summary in relevant areas of the building as per Appendix G.

The Lowry presents performances, exhibitions and creative engagement programmes in its stages, studios, galleries and public spaces. We are committed to the safeguarding of all our employees (including freelance staff and visiting companies / artists) volunteers, visitors and participants.

We consistently engage with people of all ages from Salford and beyond, both inside and outside of our building. We have a particular focus on working with young people which includes taking responsibility for children and young people in the absence of their parents or carers. We recognise that some children are vulnerable because they have been identified as a greater risk of experiencing physical, or emotional harm or may have additional needs due to their level of dependency, communication needs or other issues.

The Children Act 1989 states the legal definition of a child is "*a person under the age of 18*". Definitions for 'young people' are more open to interpretation, but the broad age parameters are generally between the ages of 14–25. A vulnerable adult is someone aged 18 or over who is, or may be, unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.

In order to uphold our commitment to the safeguarding and welfare of children, young people and vulnerable adults The Lowry has a Safeguarding Policy. The legislation and statutory guidance that supports this policy includes the Children Act 1989, the Children Act 2004, the Children and Social Work Act 2017 and The Department for Education (DfE) Working Together to Safeguard Children (2023). This legislation outlines the expectations and requirements around duties of care to children; placing a duty on local authorities and their partners to co-operate in

safeguarding and promoting the wellbeing of children and young people. The 2023 guidance outlines how organisations and individuals should work together to protect children.

A copy of The Lowry's Safeguarding Policy is issued to all staff via People HR and at Lowry Sharepoint>Public Drive>Safeguarding Policy & Docs. In addition, it will be circulated each year to the Safeguarding Steering Group, Heads of Department, HR and Learning & Engagement. It will also be shared with freelancers and visiting companies upon contracting.

The Lowry's Designated Safeguarding Officer is the Director of Learning & Engagement, Jennifer Riding jennifer.riding@thelowry.com 07852 552319.

The Lowry Safeguarding Officer is supported by The Lowry's Safeguarding Steering Group, comprising representatives from across the organisation. Overall responsibility for the implementation of The Lowry's Safeguarding policy, guidelines and procedures rests with the Chief Executive, Julia Fawcett julia.fawcett@thelowry.com

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2.0 Safeguarding – Good Practice Guidelines

Safeguarding is the action that is taken to promote the welfare of children and vulnerable adults and protect them from harm. Safeguarding means:

- protecting from abuse and maltreatment
- preventing harm to health or development
- ensuring the provision of safe and effective care
- taking action to enable all children, young people and vulnerable adults to have the best outcomes.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Safeguarding vulnerable adults is also part of the safeguarding process in accordance with the Safeguarding Vulnerable Groups Act (SVGA) 2006. Reporting

processes and information is the same for children or vulnerable adults, but the Designated Safeguarding Officer may refer concerns about vulnerable adults to Adult Services.

Everyone who comes into contact with children, young people or vulnerable adults in their work has a duty of care to safeguard and promote their welfare. Everyone should follow best practice guidelines when working with children, young people or vulnerable adults.

DO:

- Treat children/young people/vulnerable adults with respect and dignity
- Listen to their wishes and feelings
- Acknowledge and maintain professional boundaries at all times
- Visually and mentally risk assess the situation/environment on an ongoing basis
- Always take concerns or allegations of abuse seriously
- Tell the person raising the concern or allegation that you have a duty to report it to the Safeguarding Officer
- Be proactive about ensuring you are working within the Lowry's safer practice guidelines
- Only use equipment (e.g. Phone) provided by The Lowry to communicate with children/young people/vulnerable adults, making sure that parents/carers have given permission
- Ensure there are up to date risk assessment for all activities

NEVER

- Behave in a manner which would lead any reasonable person to question your suitability to work with children/young people/vulnerable adults
- Be alone with a child/young person/vulnerable adult in a closed/ private area
- Have contact with a child/young person/vulnerable adult outside of work
- Interact with children/young people/vulnerable adults via social media unless on behalf of The Lowry as part of an agreed activity
- Act in a way that can be misinterpreted
- Accept personal gifts or money from a child/young person/vulnerable adult
- Give personal gifts or money to a child/young person/vulnerable adult
- Give your personal telephone numbers, email or social network details
- Show favouritism in any way
- Minimise feelings, concerns or beliefs expressed by a child/young person/vulnerable adult

- Allow, take part in, encourage or ignore abusive, discriminatory, offensive or violent behaviour
- Share changing and toilet facilities with children/young people/vulnerable adults
- Allow or engage in any form of inappropriate touching
- Make sexually suggestive comments
- Enter an intimate relationship with a child/young person/vulnerable adult
- Fail to act upon and record concerns or allegations made
- Invite or allow a child/young person/vulnerable adult to visit your home
- Allow another person to bully or undermine others.

ALWAYS RECORD and REPORT

- Any disclosure made by a young person of a child protection nature
- If you accidentally hurt someone
- If a child/young person/vulnerable adult seems distressed
- If a child/young person/vulnerable adult misunderstands/misinterprets something you have done or said.

Remember: always take any and all concerns or allegations about abuse seriously, and always be proactive about ensuring you do not put yourself in a vulnerable or difficult situation. **When in doubt, ask.**

Staff safe working requirements in relation to working directly with children

A DBS checked member of staff must be present for all Lowry activities with children and young people. A licensed chaperone must be present for public performances undertaken by children or young people (both professional and amateur). A teacher must be present for all schools workshops. Please alert a member of school staff if no teacher is present and following the school's local safeguarding procedures.

When engaging with a group of unaccompanied children, The Lowry always adheres to the following adult/child ratios:

Child's Age	Number of Adults	Number of Children
<2 Years	1	3
2 Yrs	1	4
4-8 Yrs	1	6
9-12 years	1	8
13-18 years	1	10

CAT	1	15
Lowry activities at external venues	individual risk assessment applies	

The Lowry also operates an Online Safety Policy with particular reference to children/young people (see Appendix H).

3.0 Roles and Responsibilities – Lowry Staff, Volunteers and Freelancers:

For the purposes of this policy, the term Lowry Staff will include all permanent, fixed term, temporary and casual staff, volunteers and freelancers.

Position	Responsibilities and Governance	DBS
Designated Safeguarding Trustee	Overall legal responsibility for safeguarding	Basic DBS
CEO	Ensure The Lowry has a robust Safeguarding policy, with appropriate guidelines and procedures, which are regularly reviewed and effectively communicated. To ensure legal compliance on behalf of trustees	Basic DBS Check
Directors	Ensure The Lowry has a culture of open debate around its Safeguarding Policy, where all staff feel able to comment, criticise or recommend changes as appropriate. Apply the Safeguarding Policy in individual Directorates	
Designated Safeguarding Officer	Ensure safeguarding is effectively co-ordinated across the organisation including updating the policies and procedures Ensure confidentiality is maintained for all parties as appropriate Chair The Lowry’s Safeguarding Steering Group Liaise with external agencies as appropriate Investigate incidents and concerns, and make referrals as appropriate Reporting and maintaining confidential recording system as per data guidelines Represent The Lowry at appropriate inter- agency meetings and reporting to the CEO and Board of Trustees. Deliver, support and organise relevant training and briefings for Lowry staff.	Enhanced DBS Check & child barred list

Safeguarding Steering Group	<p>Review the policy, guidelines and procedures on an annual basis</p> <p>Ensure The Lowry's Safeguarding Policy, guidelines and procedures are communicated effectively across the organisation</p> <p>Identify and raise safeguarding concerns or themes affecting wider organisation / departments</p> <p>Disseminate safeguarding updates to respective departments</p> <p>Provide cross-organisation liaison of safeguarding actions and investigations</p> <p>Ensure that safeguarding business is integrated into the wider business of the organisation</p> <p>Ensure relevant organisational policies uphold Safeguarding principles and safer working practices</p>	
Learning & Team Engagement	<p>Ensure that parents, carers or guardians provide signed permission for data, photographs, videos to be made or used by The Lowry of their children.</p> <p>Ensure safe and appropriate collection of relevant medial, access, support and safeguarding needs of participants.</p> <p>Ensure the delivery of the Learning & Engagement strategy adheres to the Safeguarding policy at all times.</p> <p>Ensure appropriate checks are undertaken on freelance practitioners.</p> <p>Ensure appropriate reporting to and with external agencies including attending meetings.</p> <p>Ensure safe transportation for children/young people/ when appropriate</p> <p>Ensure risk assessments completed for each project / event including safeguarding considerations.</p>	Enhanced DBS Check & child barred list
Freelancers working directly with children, young people and/or vulnerable adults	Adhere to the Lowry Safeguarding Policy and project risk assessment at all times	Enhanced DBS
Heads of Programming	<p>Ensure that all Producers and Visiting Companies receive a copy of The Lowry Safeguarding Policy.</p> <p>Ensure correct licencing and chaperoning of any child/young person/vulnerable adult involved in any performance.</p> <p>Work alongside L&E team and/or designated safeguarding officer on partnership projects involving children, young people or vulnerable adults.</p>	

Marketing, Digital and Communications staff	Understand and strictly uphold the safeguarding and privacy policies with particular reference protecting sensitive data e.g photograph, film, video and social media	
All Ticketing Staff	Ensure compliance across the Ticketing department with Safeguarding and Privacy policies.	
All Heads of Department	Ensure the Safeguarding policy is adhered to in their own departments. Enable staff to attend relevant training	
HR Department	Ensuring safeguarding policy is available via People HR for staff. Ensure Safeguarding is included in staff induction. Ensuring DSO involved in any welfare or safeguarding concerns for staff under 18 or vulnerable adults. Receive and manage safeguarding concerns regarding staff and volunteers.	
Technical Managers	Ensure all visiting companies with performers under 16 years present relevant performance licences and have the correct number of licenced chaperones. See Technical Safeguarding Checklist	
All Lowry staff & volunteers	A duty of care to safeguard and promote the welfare of children, young people and vulnerable adults. To ensure that they are aware of and adhere to The Lowry's Safeguarding policy To sign a declaration that they have received and read The Lowry's Safeguarding Policy. To report any concerns, disclosures or allegations	

Safeguarding Steering Group

The Safeguarding Steering Group represents a cross section of the organisation and meets at least twice a year (or more frequently in the event of any relevant changes in legislation or any incident, allegation or concern that requires their input).

- Strategic oversight of safeguarding within The Lowry
- To establish safer working practices and safeguarding of children, young people and vulnerable adults across the organisation
- Encourage staff and volunteers in all departments to read and uphold the policy and to undertake safeguarding awareness sessions – Safeguarding is everyone's responsibility

- To identify and celebrate best practice in safeguarding and safer working practices
- To discuss relevant safeguarding concerns, risks and themes.
- To identify gaps in training and awareness

4.0 Recognising Signs of Abuse

Abuse can be caused by inflicting harm or by failing to act to prevent harm. People can be abused in a family, in a community or institutional setting, by those known to them or, much more rarely, by a stranger. Abuse can be physical, sexual or emotional and it can happen in person or online. It can also be a lack of love, care and attention – this is neglect.

Types of abuse are detailed below with links to further information:

Bullying

Bullying is intentional behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally

Cyber Bullying

Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone. A person can be bullied online and offline at the same time.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

Child Sexual Exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. It happens when a child or young person is coerced, manipulated or deceived into sexual activity in exchange for things that they may need or want like gifts, drugs, money, status and affection. Children and young people are often tricked into believing they're in a loving and consensual relationship so the sexual activity may appear consensual. This is called grooming and is a type of abuse. They may trust their abuser and not understand that they're being abused. CSE does not always involve physical contact and can also occur through the use of technology. Anybody can be a perpetrator of CSE, no matter their age, gender or race. Child sexual exploitation is a very complex form of abuse.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-exploitation/>

Child Trafficking

Child trafficking and modern slavery are child abuse. Many children and young people are trafficked into the UK from other countries like Vietnam, Albania and Romania. Children are also trafficked around the UK.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/>

Criminal exploitation and gangs

Children and young people involved with gangs and criminal exploitation need help and support. They might be victims of violence or pressured into doing things like stealing or carrying drugs or weapons. They might be abused, exploited and put into dangerous situations.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/gangs-criminal-exploitation/>

Domestic Abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people who are or have been in a relationship. It can also happen between adults related to one another. It can seriously harm children and young people, and experiencing domestic abuse is child abuse.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/>

Emotional Abuse

Emotional abuse is any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child.

Emotional abuse is often a part of other kinds of abuse, which means it can be difficult to spot the signs or tell the difference, though it can also happen on its own.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/emotional-abuse/>

Female Genital Mutilation

FGM is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting', but has many other names

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/>

Grooming

Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them.

Children and young people who are groomed can be sexually abused, exploited or trafficked.

Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/grooming/>

Neglect

Neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse. A child might be left hungry or dirty, or without proper clothing, shelter, supervision or health care. This can put children and young people in danger. And it can also have long term effects on their physical and mental wellbeing.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/>

Non-Recent abuse

Non-recent child abuse, sometimes called historical abuse, is when an adult was abused as a child or young person under the age of 18. Sometimes adults who were abused in childhood blame themselves or are made to feel it's their fault. But this is never the case: there's no excuse for abuse.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/non-recent-abuse/>

On-Line Abuse

Online abuse is any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. And it can happen anywhere online, including: social media, text messages and messaging apps, emails, online chats, online gaming and live-streaming sites.

Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/online-abuse/>

Physical Abuse

Physical abuse is when someone hurts or harms a child or young person on purpose. It includes hitting with hands or objects. It's important to remember that physical abuse is any way of intentionally causing physical harm to a child or young person. It also includes making up the symptoms of an illness or causing a child to become unwell.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/physical-abuse/>

Sexual abuse

When a child or young person is sexually abused, they're forced, tricked or manipulated into sexual activities. They might not understand that what's happening is abuse or that it's wrong for the abuser to do this to them. They might be afraid to tell someone or behave as though this is normal for them to experience, both are valid for the child to be displaying. Sexual abuse can happen anywhere – and it can happen in person or online. It's never a child's fault they were sexually abused – it's important to make sure children know this.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-abuse/>

Modern Slavery

Modern slavery is an umbrella term that covers several forms of exploitation including human trafficking, labour exploitation, criminal exploitation, sexual exploitation, and domestic servitude. It can affect children and adults. Criminal exploitation is currently the most common type of exploitation reported for child potential victims, including County Lines (when criminals befriend and manipulate children into drug dealing. The 'lines' refer to mobile phones that are used to control a young person who is delivering drugs, often to towns outside their home county). Labour exploitation is currently the most common for adult potential victims.

[Modern slavery: how to identify and support victims - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/modern-slavery-how-to-identify-and-support-victims)

Radicalisation

Protecting children, young people and vulnerable adults from risk of radicalisation/extremism is part of our wider safeguarding duty and is similar in nature to protecting them from other harms such as drugs, gangs, neglect, sexual exploitation, whether these come from within their family or are the product of outside influences.

Extremism: The government has defined extremism as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”.

People may be drawn towards extremist ideologies because:

- They may be searching for answers to questions about identity, faith and belonging.
- They may be driven by the desire for ‘adventure’ and excitement.
- They may wish to raise their self-esteem and ‘street cred’.
- They may be drawn to a group/individual who can offer identity, social network and support.
- They may be influenced by world events and a sense of grievance resulting in a need to make a difference.

Radicalisation can happen:

Online – social media and messaging sites are useful tools but be aware that there are powerful programmes and networks that use these media to reach out to children/young people/ and can communicate extremist messages.

Peer to Peer – people at risk may display extrovert behaviour, start getting into trouble at school or on the streets and mixing with other people who behave badly but this is not always the case. Sometimes they are encouraged by the people they are in contact with not to draw attention to themselves. Some children/young people’s behaviour may improve. They may become quieter, more serious about their studies, they may dress more modestly and mix with a group of people that seem better behaved than previous friends.

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/protecting-children-from-radicalisation/>

5.0 Reporting a Concern or Allegation

All Lowry staff should report any concerns or allegations to their line manager or The Lowry’s Safeguarding Officer as soon as is practically possible – and immediately if there is a likelihood of immediate harm or danger that needs immediate intervention. Staff should note that if an immediate Police presence is required, contact should be made in the first instance to Lowry Security via radio channel 1 or on telephone extension 2111. Security will telephone the Police and attend the incident in the meantime if necessary. If the Lowry Safeguarding Officer is not available, concerns should be reported to any member of the Safeguarding Steering Group (names and contact details above). All concerns will be treated with strict confidentiality.

Concerns may arise in the following ways:

- If a child/young person/vulnerable adult says they are being abused
- If someone reports that a child/young person/vulnerable adult has told them that they are being abused
- If someone strongly suspects a child/young person/vulnerable adult has been or is being abused
- If there are concerns about a child/young person/vulnerable adult's welfare where there are no specific disclosures or allegations of abuse.

If a child/young person/vulnerable adult tells you that they are being abused, you should:

- Listen carefully – do not directly question them
- Allow them to give a spontaneous account; do not stop someone who is freely recalling significant events
- Make an accurate written record of the information you have been given, taking care to record the timing, the setting, any other witnesses, the child/young person/vulnerable adult's presentation, as well as what was said. Keep these records as they may be needed as evidence later. There is a [Safeguarding concern form](#) available here <https://forms.office.com/e/5LCd71ySR6>
- Use their own words where possible
- Explain that you cannot promise not to speak to relevant others about the information they have shared
- Reassure them that you are glad that they have told you and that they have not done anything wrong
- Describe what you are going to do next
- Explain that you may need to get help to keep them safe
- Pass the information on immediately to The Lowry's Safeguarding Officer. If the concern relates to The Lowry's Safeguarding Officer then you should contact the Chief Executive directly. In their absence contact a Director.
- Do not make any external referral unless you believe a child or young person is in immediate danger, in which case contact the police, duty team at Salford City Councils Children's Services or the Lowry Security team.
- Make a written, dated record of the concern or allegation as soon as practicable (and certainly within 24 hours)
- Staff or volunteers should submit this via a concern/disclosure form via [Safeguarding – Public – Home \(sharepoint.com\)](#) or members of the public can email safeguarding@thelowry.com

When a concern or allegation is highlighted The Lowry Safeguarding Officer may discuss the matter in confidence with appropriate Children's Social Care colleagues. The DSO will ensure a written record is completed by the person reporting the concern or allegation. This will include any information about times, dates, locations and names of potential witnesses. Subsequent investigation will be carried out in conjunction with the appropriate agencies. Lowry staff have a duty to listen to and record a concern or allegation, and to inform The Lowry Designated Safeguarding Officer, but not to investigate – this is the role of the Designated Safeguarding Officer in the first instance. Any immediate safety planning needs to be done in conjunction with Designated Safeguarding Officer.

A flowchart of the reporting procedure is attached in **Appendix F**

Staff are reminded that The Lowry has a clear policy regarding unaccompanied children within the building. See **Appendix B** of this policy for further details. If any member of Lowry staff discovers, or is referred to a lost child, they must refer to **Appendix C** of this policy.

The Designated Safeguarding Officer will work with you to identify whether you are referring a Child Protection Matter or Requesting Support for a Child or Family with Needs.

If it is a Child Protection referral this should be a child(ren) at risk of significant harm (Getting Risk Support). Consent should be gained where it is appropriate, however this can be overridden if appropriate. You will be asked to advise what measures are in place to increase the child(ren)'s safety ahead Children's Social Care contacting the family.

If it is a Child(ren) requiring support (Getting Help, Getting More Help) consent should have been gained in advance of making the referral, you will be asked how you will be continuing to support the family.

Staff Welfare following a disclosure by a child

Responding to safeguarding concerns often involves listening to and handling difficult, stressful, or traumatic circumstances, as well as empathetically engaging with vulnerable children and adults. It's normal for safeguarding professionals to experience feelings such as upset, shock, or anger, which may go on to impact general wellbeing over time. Staff at any time can contact their manager, HR or the Designated Safeguarding Officer for support. There will always be a de-brief meeting following a disclosure.

6.0 Safer Recruitment including Disclosure and Barring Service (DBS) Checks

The Lowry is committed to our responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults as outlined in Working Together to Safeguard Children. We are committed to recruiting candidates who share this commitment to safeguarding, and therefore we apply robust recruitment and selection procedures to ensure that the people selected are right for the job, and that all candidates are appropriately screened prior to appointment. Refer to The Lowry's Safer Recruitment Policy for more information.

The Lowry will ensure best practice in terms of Disclosure and Barring Service (DBS) checks. All Lowry staff who work directly with or have isolated 1-2-1 work related contact with children and young people will be subject to a DBS check and appropriate training.

The disclosure check and the annual update service fee will be paid for by The Lowry for Lowry staff and rechecked every 3 years. Any employee must report any subsequent criminal convictions (including cautions and reprimands) to the Head of Human Resources. The Lowry reserves the right to request a disclosure recheck at any point during an individual's employment or work at The Lowry.

The Lowry requires all freelance artists/practitioners directly working with children and young people to undertake a disclosure check, facilitated by The Lowry but at their own expense. Alternatively, they can provide their DBS reference number, date of birth and permission to run an update service check. We encourage all staff and freelancers to register with the DBS update service.

7.0 Preventing Abuse in positions of Trust (LADO)

Managing allegations against or concerns about people who work or volunteer with children.

Any allegation or concern that an employee or volunteer has behaved in a way that has harmed, or may have harmed, a child or vulnerable adult must be taken seriously and dealt with sensitively and promptly, regardless of where the alleged incident took place.

Depending on the situation, an appropriate response may involve:

- the police investigating a possible criminal offence
- your local child protection services making enquiries and/or assessing whether a child is in need of support
- your organisation following the relevant disciplinary procedures with individuals concerned.

If staff have any concerns, they must report them immediately to the Designated Safeguarding Officer. If the concern involves the DSO then please report to Head of HR, the Chief Executive officer or another Director.

<https://safeguardingchildren.salford.gov.uk/professionals/managing-allegations-against-adults-who-work-with-children/>

Whistleblowing

Staff and volunteers should feel confident about challenging the behaviour of others and voicing concerns. Staff and volunteers should contact the Designated Safeguarding Officer, HR or any of the Directors. Please see the Lowry Whistleblowing policy for more information.

Useful Contact information:

Salford Safeguarding Partnership
The Beacon Centre
8a London Street
Salford
M6 6QT
Email. sscp@salford.gov.uk

Worried about a child, call: 0161 603 4500

Salford Safeguarding Child Protection enquiries call: 0161 603 4322

<https://safeguardingchildren.salford.gov.uk/>

Appendices A – H:

Appendix A

[Safeguarding Reporting Form](#) for children, young people or vulnerable adults (visitors & participants): <https://forms.office.com/e/5LCd71ySR6>

Safeguarding Reporting Form for staff and volunteers*:

<https://forms.office.com/e/57FP28EOT4>

*The Safeguarding of staff and volunteers is managed by HR with support from the Designated Safeguarding Officer. This form is to report concerns that a colleague is at risk of harm. If you are unsure, please talk to your line manager or HR for support.

Appendix B

Unaccompanied Children Policy

Unaccompanied children aged 12 or over are welcome into The Lowry building, theatres and galleries if they are behaving appropriately. Children under the age of 12 must be supervised by an adult aged 18 or over at all times. The Lowry reserves the right to ask to see ID. We expect all visitors, including children, to display courtesy and respect for other people and for Lowry property at all times.

Some theatre productions have specific age restrictions. If The Lowry has been provided with information about specific age restrictions for particular productions, we will communicate these whenever possible. However, parents or guardians are advised to consult Lowry staff for advice on age restrictions for particular shows prior to purchasing tickets for children. The Lowry reserves the right to refuse admission to an auditorium if a ticket-bearing child is younger than the minimum age restriction for the performance being attended.

The Lowry also reserves the right to request that accompanying adults remove infants or children from the auditorium, or from the galleries, if they are causing a significant disturbance to performers or to other patrons.

The Lowry cannot accept responsibility for unaccompanied children and reserves the right to refuse admission to the building.

Appendix C

Lost Child Procedure

If a **child presents themselves as being lost**, or if a lost child is brought to your attention, take the child (preferably accompanied by another responsible adult) to the Welcome Desk where the Duty Manager will be informed. The Duty Manager will try to ascertain the child's name parent's/guardian's name

Ensure that the child is not left unaccompanied at the Welcome Desk while the Duty Manager adjourns to the Front of House Office to make a tannoy announcement calling the parent/guardian to the Welcome Desk. Ensure at least two members of Lowry staff, Information Assistants or volunteers remain with the child and make sure they are clearly briefed. The Duty Manager will return to the Welcome Desk to wait for the parent/guardian to arrive. If parent/guardian does not arrive liaise with Security to ensure the Police are informed.

If an **adult reports a child lost** within The Lowry, call or radio Security to make a sweep of the building and check CCTV footage if appropriate. Description of the missing child should be given discreetly to Security. The Lowry Security team will

liaise with the security teams at the Outlet Mall, Imperial War Museum North, the Watersports Centre and MediaCity if necessary.

Judgment on if/when to contact the Police is made on a case by case basis and in consultation with the Security and FOH Managers on duty on the day.

Appendix D

Handling and Storing Children/Young People/ Data

The Safeguarding Register is managed by the Designated Safeguarding Officer on Sharepoint. All additional documentation will be attached to the register on sharepoint

Disclosure information regarding staff or volunteers is kept separately from an individual's personnel file. Access is strictly restricted to HR staff and/or relevant Heads of Departments.

Anyone reporting a disclosure/allegation or concern should pass all written documentation over to the Designated Safeguarding Officer. Copies of documents should not be kept by the individual.

Personal Data:

All Children, Young people and vulnerable adult's data will be kept in accordance with the Lowrys' privacy policy.

Promotion and Publicity:

Photo/Filming consent is required for all images/film of children/young people/ . Consent must be given by the relevant parent/carer/group leader for anyone aged under 18 years. Digital consent forms are restricted to designated staff.

Disposal of Information and Personal Data:

Safeguarding disclosures will be stored securely for up to 25 Years

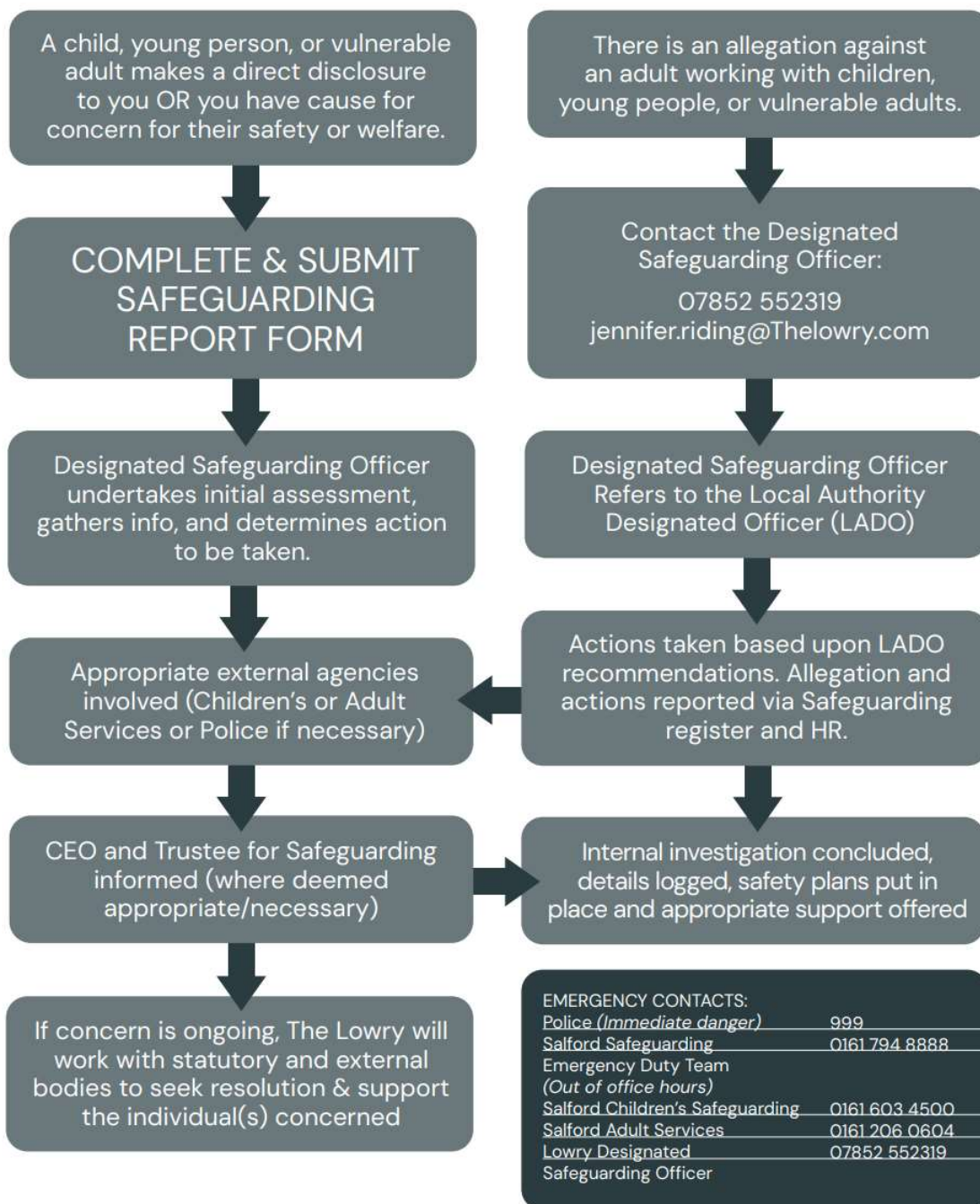
<https://learning.nspcc.org.uk/media/3325/child-protection-records-retention-and-storage-guidelines-september-2023.pdf>

Appendix E: NNCEE CHILDREN IN ENTERTAINMENT RESTRICTIONS IN RELATION TO ALL PERFORMANCES <https://www.nncee.org.uk/page-nav/4/entertainment>

	Age 0 to 4	Age 5 to 8	Age 9 and over
Maximum hours at place of performance or rehearsal (Reg.22)	5 hours	8 hours	9.5 hours
Earliest and latest permitted times at place of performance or rehearsal (Reg.21)	7am to 10pm	7am to 11pm	7am to 11pm
Maximum period of continuous performance or rehearsal (Reg.22)	30 minutes	2.5 hours	2.5 hours
Maximum total hours of performance or rehearsal (Reg.22)	2 hours	3 hours	5 hours
Minimum intervals for meals and rest (Reg.23)	Any breaks must be for a minimum of 15 minutes. If at the place of performance or rehearsal for more than 4 hours, breaks must include at least one 45 minute meal break.	If present at place of performance or rehearsal for more than 4 hours but less than 8 hours, they must have 1 meal break of 45 mins and at least 1 break of 15 minutes If present at the place of performance or rehearsal for 8 hours or more, they must have the breaks stated above plus another break of 15 minutes.	If present at the place of performance or rehearsal for more than 4 hours but less than 8 hours, they must have one meal break of 45 minutes and at least one break of 15 minutes If present at the place of performance or rehearsal for 8 hours or more, they must have the breaks stated above plus another break of 15 minutes.
Education (Reg.13)	N/A	3 hours per day (maximum of 5 hours per day). 15 hours per week, taught only on school days. Minimum of 6 hours in a week if aggregating over 4 week period or less.	3 hours per day (maximum of 5 hours per day). 15 hours per week, taught only on school days. Minimum of 6 hours in a week if aggregating over 4 week period or less.
Minimum break between performances (Reg.23)	1 hour 30 minutes	1 hour 30 minutes	1 hour 30 minutes
Maximum consecutive days to take part in performance or rehearsal (Reg.26)	6 days	6 days	6 days

Appendix F: Safeguarding Reporting Flow Chart

LOWRY SAFEGUARDING REPORTING PROCEDURE



EMERGENCY CONTACTS:	
Police (<i>Immediate danger</i>)	999
Salford Safeguarding	0161 794 8888
Emergency Duty Team (<i>Out of office hours</i>)	
Salford Children's Safeguarding	0161 603 4500
Salford Adult Services	0161 206 0604
Lowry Designated Safeguarding Officer	07852 552319

Appendix G

Locations of Key Safeguarding Information:

- The Village (green room)
- L&E office
- Aldridge Studio reception
- Gallery welcome desk
- The Lookout
- Box Office
- People HR
- Sharepoint>Public Drive>Safeguarding Policy & Docs
- Website

Appendix H

Online safety policy

The Lowry understands that some staff may wish to maintain an online presence and respects employees right to take part in online social networking and personal internet use. However, staff must be aware that by association, their online presence can affect The Lowry. All staff should be mindful to use electronic media, even in their own personal time, responsibly and respectfully to others.

General guidelines

The online activities of staff can impact The Lowry; therefore the following guidelines must be observed when participating in social networking sites and/or engaging in other forms of internet use on and off duty. It shall be considered a breach of acceptable staff conduct to post on any public or private website or other forum (including but not limited to discussion lists, newsgroups, list serves, blogs, information sharing sites, social media sites, social or business networking sites, chat rooms, telephone based group communications or any other electronic or print communication forms) any of the following:

- Anything that may harm the goodwill or reputation of The Lowry or any disparaging information about The Lowry
- Any disparaging, discriminatory or harassing information concerning any partner, agency, funder, employee, participant or other person associated with The Lowry
- Any confidential information, trade secrets, or intellectual property of The Lowry, including information relating to finances, research, development, marketing, customers, operational methods, plans and policies
- Any private information relating to a participant, funder or employee of The Lowry

This policy applies regardless of where or when staff post or communicate information online. It applies to posting and online activity at work, home or other locations and while on duty and off duty. The Lowry reserves the right to monitor and access any information or data that is created or stored using The Lowry's technology, equipment, or electronic systems, including, without limitation, emails, internet usage, hard drives and other stored, transmitted or received information.

Staff should have no expectation of privacy in any information or data placed on any Lowry computer or computer related system or viewed, created, sent, received or stored on any Lowry computer or computer-related system, including, without limitation, electronic communications or internet usage. Employees who violate The Lowry's Online safety policy may be subject to disciplinary action which could be deemed as gross misconduct in certain circumstances.

Any communications made in a professional or personal capacity must not:

- Breach confidentiality
- Be made with any child, young person or vulnerable adult directly in any capacity
- Be content which could be considered discriminatory against, bullying or harassment of any kind
- Bring The Lowry into disrepute
- Breach copyright
- Identify individual children, young person or project participants or colleagues by using their names or images without permission.

Designated staff, with relevant permissions and DBS clearance, are able to share the following via online Lowry channels:

- Images of participants including children, young people and vulnerable adults with consent from a parent/carer or guardian
- First names of participants, including children, young people and vulnerable adults, with consent from a parent/carer or guardian.