

English National Opera

(including the London Coliseum Ltd and other ENO Subsidiary Companies)

SAFEGUARDING

July 2025 (v7)

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Message from ENO Board

The ENO is for everyone. That means ensuring everyone we work with and invite in to experience our work and our home at the London Coliseum feels welcome, safe and able to fully enjoy the magic of opera and the music we make - on and off stage.



Nothing could be more important than making sure young people and adults at risk feel welcome and safe, whether we are meeting them as guests in our audience, as performers in our productions, as participants in our many learning and participation programmes or, increasingly importantly, through our digital channels.

The ENO's Governing Board is totally committed to putting in place a rigorous and constantly evolving Safeguarding Policy. It is core to one of the ENO's values – trust – that young people and adults at risk, with their families, carers, friends and guardians, can be confident they are entering a safe space where they will find respect, understanding and kindness.

As a Board, we support and encourage the ENO Management Team to not just follow safeguarding best practice in the performing arts sector, but to learn and apply the highest standards from other sectors. This chimes with another of the ENO's values – to strive for excellence in everything we do.

Best practice also includes protecting our people who work with young people and adults at risk – from front of house to backstage and in workshops – by building their awareness of risk and related issues and equipping them with the proper safeguarding training, processes and skills.

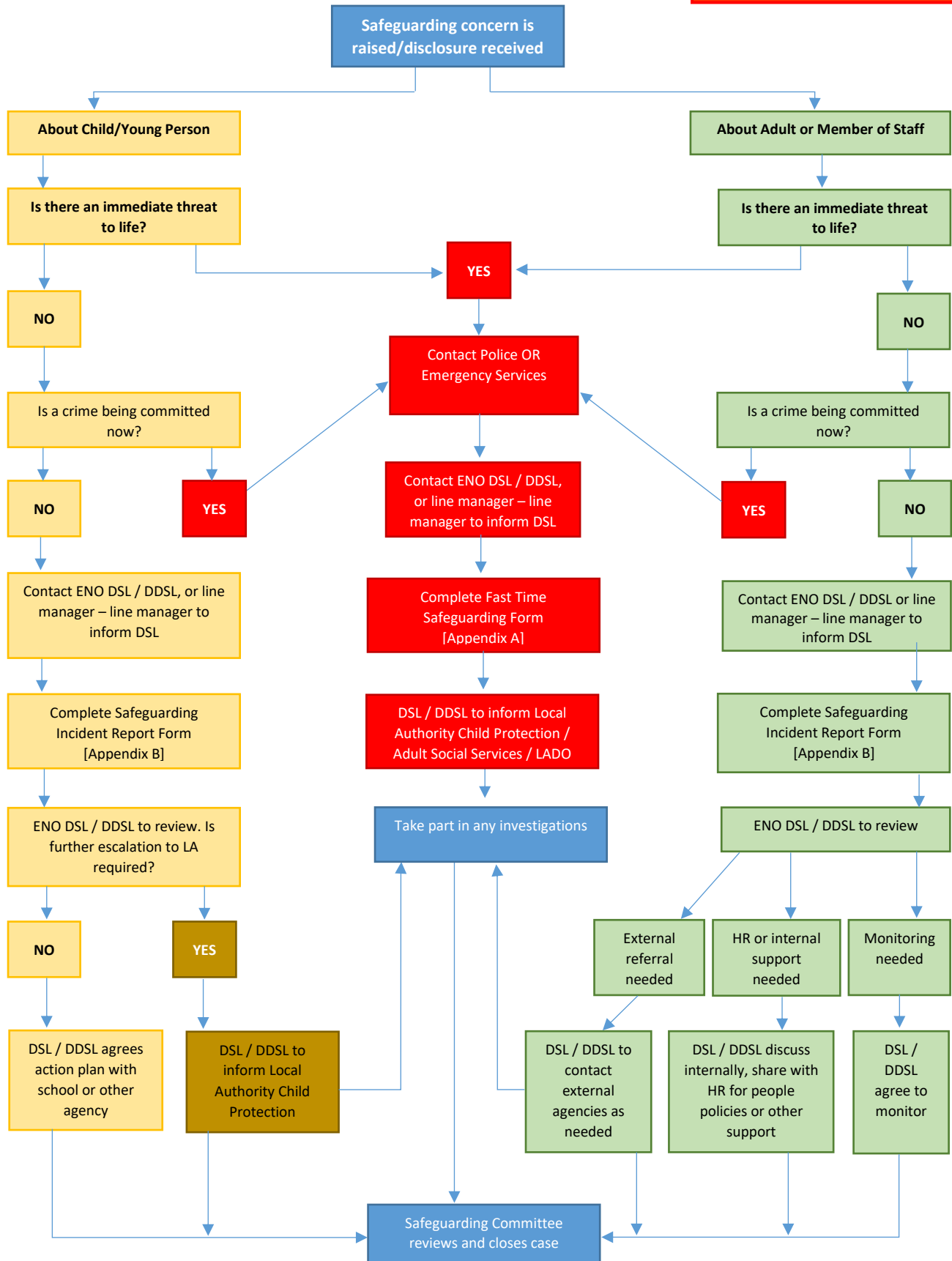
The ENO's vision is that lives can be changed by opera and to constantly reach out to new audiences. Young people and adults at risk are an important part of the ENO's audience today and will be in the future.

We hope this document, which captures and conveys just how the ENO is putting its Safeguarding Policy in to practice, will continue to build trust and confidence and enable many more to participate, enjoy and add to the richness of what we do.

Sally Osman LVO
ENO Governing Board Safeguarding Champion

Quick Reference Guide

If in doubt REPORT IT!



Contact Numbers (including Emergency)

Local Authority Contacts

Westminster City Council Child Protection (Children's Social Services)

Daytime: **020 7641 4000** 9am to 5pm; **020 7641 2388** out of hours - ask for Emergency Duty Social Worker / Emergency Duty Team - Child Protection

Referral Email: accesstochildrensservices@westminster.gov.uk

Local Safeguarding Children Partnership, Kensington & Chelsea, Westminster:

[Welcome to lscp | lscp](#)

Safeguarding Lead for Schools and Education

Elaine Campbell, Bi-Borough Safeguarding Lead for Schools and Education

Tel: 020 7361 3000 / Mobile: 07712 236 508

Email: elaine.campbell@rbkc.gov.uk

Westminster Council Adult Social Services

Tel: 020 7641 2176; Tel: 020 7641 6000 (out of hours)

Email: adultsocialcare@westminster.gov.uk

Safeguarding Adults Executive Board: [Home - Safeguarding Adults Executive Board](#)

LADO Advice (Local Authority Designated Officer, Management of Allegations against staff)

Westminster, Tel: 020 7641 7668 and ask to speak to the Duty Child Protection Advisor/LADO.

LADO referrals can be sent to: lado@westminster.gov.uk

Named LADO:

Aqualma Daniel, Safer Organisations Manager & Local Authority Designated Officer (LADO), Kensington and Chelsea and Westminster

Tel: 07870 481 712; Email Aqualma.Daniel@rbkc.gov.uk

London Metropolitan Police

Tel: 999 in an emergency, or 101 for advice

English National Opera Contacts

Designated Safeguarding Lead (DSL)

Stuart Turner, Chief Operating Officer; sturner@eno.org (t) 07554018610

V7 (reviewed: July 2025) – ENO Safeguarding Team Inbox: safeguarding@eno.org

Deputy DSL (DDSL)

Lauren Monaghan-Pisano, Director of Strategy and Partnerships;
Imonaghanpisano@eno.org

Assistant Deputy DSL (Ast DDSL)

Beth Warnock, Director of ENO Engage

Safeguarding email address for reporting all Safeguarding concerns:
safeguarding@eno.org. This inbox is accessible only by the DSL and DDSLs.

People Department, Senior Business Partner

Naomi Aisueni-Page, Senior Business Partner; npage@eno.org

ENO Governing Board Champion

Sally Osman, Trustee; sosman@eno.org

Duty Director on Call (in absence of the above)

Can be contacted via security at Stage Door - 0207 845 9397

Part 1: ENO Safeguarding Policy

Information and Use

Scope of this Policy

The purpose of this policy is to protect people, particularly children and adults at risk, from any harm, abuse, neglect or exploitation while they are in contact with English National Opera ("ENO").

This safeguarding policy applies to all ENO staff. "Staff" means any person who works for or is engaged by ENO in either a paid or unpaid, full time or part time capacity. This includes ENO's employees, trustees, freelance workers (including self-employed or agency staff and chaperones), volunteers, interns and secondees. Additional specific guidelines for chaperones are set out in Appendix C in this policy.

This policy is intended to work alongside the equivalent policies of ENO's partners, where appropriate. "Partners" means any organisation which receives funding from ENO, which collaborates with ENO to deliver any of its programmes or activities, or which is otherwise associated with ENO's name and brand.

Safeguarding Policy Statement

ENO has a legal duty and is committed to the safety and protection of children and adults at risk in our care, as well as any other person who comes into contact with ENO and our work, ensuring they are respected, taken seriously, and listened to, alongside preventing anything that contradicts their dignity or rights.

ENO will not tolerate any form of abuse towards children, adults at risk or any other person. Any such behaviour will always be brought to the attention of the police and local authorities and any breach of this policy will result in internal disciplinary action with the likelihood of summary dismissal.

ENO believes that everyone has the responsibility to safeguard the welfare of children, young people, adults at risk and others, regardless of how they might come into contact with our company. This includes people who ENO employs for any element of our work, anyone we work with through a partner, members of the public, or any other contributor.

In all that we do, ENO has a legal duty to ensure that the children and adults at risk we have contact with have a right to equal protection from harm, abuse, neglect or exploitation, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity. We take this obligation very seriously. As a charity, ENO is required to take steps to protect any person who comes into contact with ENO from abuse, harm, neglect or exploitation, and to comply with the Charity Commission's guidance on safeguarding¹.

¹ The Charity Commission has published guidance, "Safeguarding and protecting people for charities and trustees", which is updated from time to time and available at: <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>

ENO's Approach to Safeguarding

ENO is established to benefit the general public, including children and young people, the elderly and those with disabilities, by providing access to and education in arts and culture through the provision of productions and performances as well as workshops and other activities.

ENO's charitable objectives are "to encourage the understanding and appreciation of the dramatic arts by providing, presenting, producing, organising, managing and conducting performances of classical and educational plays, opera, ballet, films and concerts of cultural value to the community".

ENO takes **safeguarding** to mean *the range of measures in place to protect people in a charity, or those it comes into contact with, from abuse, neglect and exploitation of any kind. It is about ensuring their wellbeing, responding to abuse and neglect and promoting a safe environment for everyone.*

In the context of ENO's work specifically, we must consider that:

- The individuals and groups which ENO supports ("our **Beneficiaries**") are the general public, and may therefore include children and adults at risk. ENO hosts these individuals and groups at its premises to view plays and performances.
- ENO engages performers who are children in its plays and performances. ENO complies with the legal requirements for engaging child performers. Please see page 22, **Children in Performance** section, for further details on our responsibilities and the processes we have in place to protect child performers.
- ENO works directly with beneficiaries to deliver workshops and other educational activities. These activities are frequently delivered to children and young people and are also delivered to adults who may be adults at risk.
- Some of the activities which ENO carries out are likely to be regulated activity (under the Safeguarding Vulnerable Groups Act 2006) when provided to a child, including educational workshops and training. It is also possible that ENO's activities may be regulated activity when provided to an adult.
- ENO collaborates with partners to deliver projects and activities which will support beneficiaries both directly and indirectly, including performers, producers and schools.

At ENO, we understand our specific safeguarding risks to include safeguarding of beneficiaries where staff work with them directly or indirectly, safeguarding by partners who work directly or indirectly with beneficiaries, safeguarding of staff (and the staff of partners where we work with them to deliver activities and projects) and safeguarding from staff (and the staff of partners).

ENO will:

- Take reasonable steps to safeguard and protect all beneficiaries from abuse, neglect or exploitation, even where these are not children or adults at risk.

- Take reasonable steps to protect beneficiaries, staff and all those connected with the activities of ENO and those we come into contact with from abuse, neglect or exploitation.

This policy seeks to ensure that:

- ENO undertakes its responsibilities with regard to the protection of children and adults at risk and will respond to any safeguarding concerns appropriately.
- Safeguarding is integrated into everyday work at ENO and that a positive safeguarding culture is promoted and maintained across the organisation to encourage the reporting of any concerns.
- A framework is put in place to support Staff in their safeguarding practices, which clarifies ENO's expectations for staff and partners with whom we work.

We also understand that child protection is a part of safeguarding, which refers to the action taken to protect specific children from abuse or neglect. ENO has included within this policy (*Part 2*) a summary of the indicators of abuse and neglect which staff and partners ought to look out for, to support users of this policy in reporting safeguarding concerns.

Working with Partners

ENO works in collaboration with a wide range of Partners.

ENO expects that each Partner will share ENO's principles and approaches to safeguarding, and they will fully support the values and commitments set out in this policy. ENO will follow a stringent due diligence process for Partner selection before entering into any partnership and will provide all Partners with a copy of this policy. ENO requires all Partners to have appropriate safeguarding procedures in place, including a Safeguarding Policy where appropriate.

Partners, as independent organisations, are ultimately responsible for internally dealing with their own safeguarding concerns. ENO will enter into a robust written agreement with all Partners which deal with parties' respective safeguarding responsibilities, and which require serious incidents (including all safeguarding incidents) to be reported to ENO so that we can comply with our obligations to the Charity Commission. Partners will also be asked to put in place a code of conduct, as far as possible similar to the Code of Conduct within this policy.

We will put suitable reporting and monitoring processes in place for any work with Partners, including monitoring the places we work within and implementing new safety systems when needed. These monitoring systems will include appropriate reporting and the right for ENO to carry out inspections and visits where required to check that good safeguarding practices are being followed.

Roles & Responsibilities and Contact Information

Safeguarding is everyone's responsibility. ENO is committed to and has a duty to safeguard and promote the welfare of the children, adults at risk and others that we come into contact with and work alongside. Alongside our collective responsibility to uphold the safeguarding principles in this policy, there are a number of key functions which specific roles undertake.

Safeguarding Committee

The Safeguarding Committee is set up to coordinate the six areas of safeguarding across all departments and business areas of ENO. It is chaired and coordinated by the Chief Operating Officer, and permanent members are:

- Chief Operating Officer (Chair and DSL)
- Director of Strategy and Partnerships (Deputy DSL)
- Director of Engage (Asst Deputy DSL)
- Director of People (Head of People)
- Company Manager
- Head of Operations and Risk
- Head of Digital Communications
- ENO Governing Board Safeguarding Champion

ENO's Safeguarding Committee will meet quarterly (online or in person), and more frequently in the event that a safeguarding concern is reported. ENO's Safeguarding Committee is responsible for reviewing the Safeguarding Policy and making appropriate recommendations to the Board of Trustees.

Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL) for the organisation is the Chief Operating Officer. The DSL will overall promote the importance of safeguarding within ENO and will deal with safeguarding issues as and when they arise, maintaining records. They will provide advice and support to staff, liaise with the local authority and work with a range of other agencies. The DSL will be supported in managing ENO's safeguarding responsibilities by the Deputy Designated Safeguarding Lead(s).

Deputy Designated Safeguarding Lead(s)

The Deputy Designated Safeguarding Lead (DDSL) for the organisation is the Director of Strategy and Partnerships. The DDSL will support the DSL in managing ENO's safeguarding responsibilities. In the event of being unable to contact the DSL or DDSL the Director of Engage, lead for child protection, will cover the DSL/DDSL until they are available.

Safeguarding Portfolio Leads

To assist the DSL and the DDSL, and to ensure each safeguarding area receives the most appropriate and specialist management, each of the six portfolio areas have a dedicated safeguarding lead:

- **Child Protection** – Director of Engage (Asst. Deputy DSL)
- **Adults at risk** - Head of Operations
- **Artistic / Performance** - Company Manager
- **Employment / Work Experience** – Senior Business Partner, People Dept
- **Bullying and Harassment** - Senior Business Partner, People Dept
- **Online Safeguarding** - Head of Digital Communications

Governing Board Safeguarding Champion

ENO will appoint a Board member as its Safeguarding Champion to ensure safeguarding issues and concerns are heard and considered at the highest level in the company. The Board Safeguarding Champion will monitor any overall trends in safeguarding concerns and share back with the Board of Trustees.

The Board Safeguarding Champion will provide advice and guidance to the Board on safeguarding matters linked to carrying out their duties and will be suitably qualified and experienced to fulfil this role. They will receive copies of all documentation relating to any safeguarding issues that arise within the organisation via the Safeguarding Committee.

ENO's Board Safeguarding Champion is Sally Osman, who can be contacted on sosman@eno.org.

Board of Trustees

Trustees must act at all times in the best interests of ENO and our beneficiaries and they are also expected to comply with this policy. ENO's Board of Trustees is accountable for ensuring that ENO has appropriate structures, processes, and resources in place to meet our safeguarding responsibilities, and for monitoring compliance with ENO's obligations and Charity Commission guidance.

ENO's Board of Trustees will discuss any safeguarding issues by way of a standing item at every Board meeting, and will review, or make provision for review, this policy and associated procedures at least annually via the Finance, Audit and Risk Committee and Safeguarding Committee. Where appropriate, the Board of Trustees will consider whether to make a Serious Incident Report to the Charity Commission in accordance with this policy.

ENO Safeguarding Code of Conduct

ENO is committed to ensuring that individuals working with children and/or adults at risk are fully aware of and trained to follow ENO's procedures and guidance, and follow this Code of Conduct. The Code of Conduct includes guidance on professional boundaries for everyone working with children and/or adults at risk, and aims to help us protect children, adults at risk and others from harm, and reduce the possibility of unfounded allegations being made.

No member of staff shall engage in any relationship with a child other than a properly conducted staff to young person relationship or engage in any sexual contact with a child or adult at risk. This condition applies regardless of the age of the child and when the child is over the age of consent (age 16).

No member of staff shall engage in conduct towards a child which is intended to be oppressive, threatening and manipulative, or with a view to cause the child physical, emotional or sexual harm.

Physical contact with a child should only occur when it is absolutely necessary and be kept to a minimum. When physical contact is required this should be in the presence of a chaperone, the child's parent or a DBS checked member of staff, unless in the extreme circumstance that no chaperone or DBS checked member of staff is reasonably able to be present and urgent medical care requires physical contact with a child. The adult should seek agreement from the child and explain what the contact involves and why it is necessary beforehand. If the child appears uncomfortable or doubtful, the physical contact should not proceed, unless in an emergency situation.

It is the primary duty of every member of staff to ensure the safety and wellbeing of every child or adult at risk in their care. Each member of staff must ensure that all reasonable steps are taken to minimise risk of harm or injury to any child and must abide by the policies, procedures and guidelines set out in this document.

Where there is any reason to believe that a child or adult at risk has been abused, is being abused, or is at risk of being abused, it is the duty of any member of staff to whom that information is made known to take action and report to the DSL/DDSL via the report forms (see appendix A).

A member of staff who finds themselves alone with a child or adult at risk must exercise particular care. Physical contact should be avoided and the presence of an additional chaperone or DBS-checked member of staff should be sought as soon as reasonably practicable.

Children must at all times be treated with respect in terms of attitude, language and behaviour. Sexual innuendo whether by word or gesture is prohibited.

No person under the age of 18 years shall have the responsibility for supervising any other child.

Child performers or those taking part in workshops or projects must be supervised at all times. Best practice is that they should not be allowed to leave the care of ENO, until handed

over to their parent, guardian or nominated person at a pre-arranged time, unless in accordance with an appropriate travel plan pre-arranged with the carer or parent.

ENO works with a wide variety of media to promote understanding and engagement with our work. Children/adults at risk should not be photographed or filmed without prior permission from their teacher, parent or guardian. When using photos or film, the following guidelines should be considered:

- Photographs of children in performances and other activities must be retained and stored in an appropriate manner and only used for legitimate ENO purposes
- The use of both a child's first and last name in photographs, captions and file names should be avoided
- Group pictures rather than individual pictures should be used wherever possible
- Only images of children in suitable dress should be used to reduce the risk of inappropriate use

Relevant Heads of Department who are involved in media activities are responsible for developing departmental procedures to ensure that these guidelines are implemented in their areas.

Contact between children and ENO staff should take place only in the course of the business of ENO. Members of staff are discouraged from giving private tuition to a child whom they have come to know as a direct result of their involvement with ENO. Should this happen, ENO must be made aware and the staff member needs to understand that this takes place outside of ENO's Safeguarding Children and Adults at Risk Policy.

When working with children, staff should be aware of and practice the golden rules (section 2a). Good practice creates a positive safeguarding culture for children and adults at risk, and assists in protecting staff from false allegations of abuse.

Raising and Escalating Safeguarding Concerns

Reporting a Concern

The process for raising a safeguarding concern is set out at the top of the document in the flowchart on page 5. If any member of staff is concerned about a child or adult at risk, they must inform the DSL at the earliest opportunity. In the absence of the DSL or where the report relates to the DSL, staff should inform the DDSL. If any of these mechanisms feel compromised, a report should be made to the ENO Governing Board Safeguarding Champion who is appointed from the Board of Trustees (see contact details page 6).

If a staff member has a concern regarding the immediate safety of a child or adult at risk, believes them to be at immediate risk of harm or abuse, and/or a criminal offence is taking place, you must take immediate steps to protect the person by making a referral to Westminster City Council children's social care or to the police to prevent harm (contacts on page 6). Do not delay contacting the emergency services where necessary. Staff must not delay getting medical treatment for a child or adult at risk when needed, or contacting

the police when a crime is in the process of being committed or about to be committed. Where such a referral is made, you should inform ENO's DSL as soon as possible and complete the Fast Report Form (**Appendix A**) for our records. This must be sent to safeguarding@eno.org. All referrals must be recorded as a clear, precise, factual account of the observations. This email account is monitored by the DSL and DDSLs.

Where a safeguarding concern has been disclosed or a concern is identified by a staff member and there is no immediate risk of harm or abuse, you must follow the steps set out in the flowchart on page 5 and complete the Fast Report Form (**Appendix A**), and send it to safeguarding@eno.org. All referrals must be recorded as a clear, precise, factual account of the observations. The DSL / DDSL will decide whether the concerns should be referred to children's social care at Westminster City Council, or any other agency. Any referrals for children will be carried out with parental/carers consent, unless to do so would place the child at further risk of harm.

If you are reporting a concern, you must keep it strictly confidential and not seek to investigate the concern or incident further.

Children and adults at risk and any other person whom ENO comes into contact with can raise a concern directly with the DSL/DDSL, and this will be communicated clearly by ENO to those that we work with. Where the concern happens within or is connected with a partner organisation, the DSL will work with that partner as appropriate.

Confidentiality, Consent and Information Sharing

Any disclosure of suspected harm should be treated seriously and with sensitivity. If you have a concern about the welfare of a child/adult at risk, their safety takes precedence, and confidentiality may be breached.

It should be made clear to the disclosing person and the child or adult involved (if different), that relevant information may need to be shared with appropriate staff at ENO and where necessary, external safeguarding agencies. Wherever possible, the person involved should be supported from the outset to understand why, what, how and with whom their information will or could be shared. Their consent should always be sought, unless it is unsafe or inappropriate to do so, but it should be made clear that confidentiality cannot be guaranteed. Whether information is shared with or without the person's consent, it should be:

- necessary for the purpose for which it is being shared
- shared only with those who need it
- shared accurately
- shared in a timely fashion
- shared securely

ENO complies with the principles of GDPR and the Data Protection Act 2018 in the way we collect, hold and dispose of personal information.

Serious Incident Reporting

ENO is committed to reporting any incidents to the appropriate regulatory bodies, including the Charity Commission and any funding bodies. This includes reporting all relevant incidents to the Charity Commission for England and Wales via a serious incident report.² Where there is evidence that criminal activity may have taken place we will report to the relevant police and/or safeguarding authorities as appropriate.

Safer Recruitment

ENO will practise safer recruitment by ensuring we have appropriate employee checks in place for all staff, including career history checks, identity checks and references.

If ENO is recruiting for a specific role working closely with adults at risk and/or children, including in 'regulated activity'³, an Enhanced DBS Check/ Enhanced Check with a check of the Barred List will be required as appropriate to the role.

Not all roles are eligible for a DBS check, and advice from the DSL/DDSL should be sought on all DBS-related issues in the first instance. Persons who are on the DBS Barred Lists cannot work in regulated activity in relation to adults or children. Candidates should be made aware of DBS checking levels at time of application.

Where we become aware that any current staff member may pose a risk to children or adults at risk we will comply with the legislation in respect of referring that staff member to the DBS.

All staff will be provided with this Safeguarding Policy and receive appropriate safeguarding training and on-going supervision appropriate to their role.

Policy Review

We are committed to reviewing this policy and keeping an overview of good practice regularly. This policy will be reviewed by the Safeguarding Committee annually, and scrutinised where necessary by the Finance, Audit and Risk Committee, led by the Safeguarding Governing Board Champion. More frequent reviews may be necessary following an incident, to ensure that this policy remains fit for purpose. The operational policy review will be led by the DSL/DDSL, with the support of the Safeguarding Committee, and must be approved by ENO's Board of Trustees.

² The Charity Commission has published guidance as to what constitutes a serious incident and how to make a report, which is updated from time to time and available at <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>.

³ As defined in the Safeguarding Vulnerable Groups Act 2006

Part 2a: Safeguarding Children

Safeguarding Children Definition

Safeguarding children is the action we take to promote the welfare of children and protect them from abuse, neglect and exploitation (Working Together to Safeguard Children, 2023)⁴. This is by:

- Providing help and support to meet the needs of all children as soon as problems emerge;
- Protecting children from maltreatment, whether that is inside or outside of the home, inc. online;
- Preventing impairment of children's mental and physical health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children;
- Taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework (WTSC, 2023).

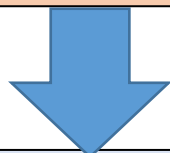
Simple Golden Rules

Follow these golden rules when you interact directly with children and young people on behalf of ENO:

- Always prioritise the safety and wellbeing of a child;
- Always act within professional boundaries; ensure all contact with children is essential to the production/project/activity you are working on;
- Never give out your personal contact details; do not 'friend' or 'follow' children on social networking sites;
- Do not assume sole responsibility for a child and only take on practical caring responsibilities such as taking a child to the toilet in an emergency; if a child needs care, alert the parent or chaperone;
- Never lose sight of the fact that you are with children; behave appropriately and use appropriate language at all times;
- Listen to and respect children at all times, don't patronise them and avoid favouritism;
- Treat people fairly and without prejudice or discrimination;
- If you observe children engaging in bullying behaviour or other behaviour that may put them or others at risk, you must report it;
- If you have any concerns about the welfare of a child, or feel someone is behaving inappropriately around children, you have a duty to report your concern to the DSL / DDSL.

⁴ [Working together to safeguard children 2023: statutory guidance](#)

You receive or witness a Safeguarding disclosure/cause for concern



Report to the DSL / DDSL immediately



Complete the Safeguarding Fast Time Report Form (Appendix A) within an hour of the disclosure/cause for concern
Email: safeguarding@eno.org



Complete the Safeguarding Incident Report (Appendix B) within 24 hours of the disclosure/cause for concern
Email: safeguarding@eno.org

In the event of an emergency or a life-threatening concern, contact the emergency services immediately via 999

When to be concerned

All staff should be concerned about a child if they:

- Have any injury which is not typical of the bumps and scrapes normally associated with accidental injury;
- Regularly have unexplained injuries;
- Frequently have injuries (even when apparently reasonable explanations are given);
- Give confused or conflicting explanations about how injuries were sustained;
- Exhibit significant changes in behaviour or attitude;
- Demonstrate sexual behaviour which is inappropriate to their age/stage of development;
- Disclose an experience in which they may have been significantly harmed;
- Any other cause to believe that a child may be suffering harm.

3 indicators of abuse

- 1) *Physical indicators* - things that can be seen from the child's appearance
- 2) *Behavioural indicators* - what the child does
- 3) *Parental / carer indicators* – responses and behaviours exhibited by a parent/carers that cause concern

Types of Abuse

There are four categories of abuse:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

Please note that these four categories apply to children, and also to adults at risk (see Part 2b, Adults at Risk).

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. It also includes when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional abuse

Emotional abuse is persistent emotional maltreatment such as to cause severe and persistent adverse effects on the child's emotional development. It may also involve seeing or hearing the ill treatment of another, for example when a child witnesses domestic violence.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. Activities may involve

penetrative or non-penetrative acts, or involve children looking at, or in the production of, pornographic material, including child pornography on the internet.

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 include the failure to provide adequate food, clothing, shelter, supervision, medical treatment or response to emotional needs.

Children in Performance

Performance Licenses for Children

When a performance licence is issued for a child, the person holding the licence is responsible for ensuring that the child is supervised at all times. The person holding the licence must ensure that the child is under the charge of a chaperone. The Children (Performance) Regulations 1968 sets out the regulations for chaperones, who must be licensed by the appropriate licensing authority. Chaperones must meet the eligibility criteria of the licensing authority prior to being employed by ENO.

Children over the age of 16 (who have not attained 16 in that school year) who do not require performance licences will not share dressing rooms with children age 16 and under (of the school year below). However, we will still make sure they are under the care of chaperones whilst in the care of ENO, as they are still legally children and the Safeguarding Policy applies to them.

Chaperones (see Appendix C for further info)

Chaperones operate to NNCEE guideline, and will follow specific guidelines for chaperones working at ENO.

- Chaperones will be appointed for the care of children during the production process. The Company Manager and/or Director of Engage have management responsibility for how many chaperones to engage. This will never exceed the minimum requirement of 1 chaperone per 12 children, however, ENO will endeavour to engage more than the minimum required number of chaperones to allow for flexibility and any unforeseen circumstances.
- Only applicants who have licences will be eligible for consideration as chaperones.
- Chaperones are required by law for all children to act in place of a parent or guardian. The only exception is when a parent or the child's teacher is caring for the child. ENO will employ licensed chaperones whenever a child is engaged under the Child Performer Regulations.
- Teachers/DBS-checked members of staff can be used to support chaperones and for ENO Engage work they can act in lieu of chaperones.
- Chaperones are required to have eyes on the children at all times, this includes when they are performing or rehearsing onstage, in dressing rooms, and backstage around the theatre / studios.
- Where chaperones are not satisfied with the conditions for the children, they should bring this to the attention of the relevant Head of Department. If changes cannot

be made satisfactorily, the chaperone should consider not allowing the child to continue.

- If a chaperone considers that a child is unwell or too tired to continue, the chaperone must inform the Stage Manager/Company Manager and prevent the child from continuing.
- If an accident has occurred, the child should not be allowed to work until the parent has been notified and medical advice sought, as appropriate.
- Children are not to leave the theatre/venue/space/care of Chaperones unless in the company of their parent/carer/ guardian or persons appointed by the parent/carer/ guardian.
- If a child has not been collected by the appointed person, the chaperone must contact the parent/guardian who is responsible for making alternative arrangements.
- All rehearsal and performance schedules for children will adhere to the NNCEE Performance Regulations and any further regulations imposed by the Local Authority. Chaperones are to ensure this is followed in practice and that all regulations in association with the Performance License are followed.
- Parents, guardians and chaperones are to be made aware of the contents of the production and the expectation of the child/children ahead of the child joining the production. The chaperone is responsible for ensuring the child is protected from exposure to age restricted content. There may be instances when it is unavoidable if the child is part of the scene or the age guidance or themes change during the development of the production, but all developments will be discussed with the chaperones and parent/guardian.
- No child is permitted to do anything that may endanger life or limb; all performing risks are to be properly assessed. If a chaperone is still not satisfied of the safety of the child they must discuss this with the production team to find a solution. A chaperone has the authority to stop the child from proceeding if they feel there is a risk to that child.
- Only chaperones or adults authorised by the chaperone are allowed to enter a child's dressing room. Children are not allowed to enter adult dressing rooms.

Children in Travelling Productions

If children are part of a travelling production, they will travel with a registered chaperone at all times, with the exception of when they are travelling with a parent/carer or teacher.

Appropriate Risk Assessments, including a Travel Risk Assessment & Overnight Risk Assessment will be conducted by Company Management in advance of the travel.

Hotels

In the event that children need overnight accommodation, a hotel will be booked by ENO. Hotels will be in the scope of the Overnight Risk Assessment. On occasion, a chaperone may need to conduct a dynamic Risk Assessment upon arrival at a hotel. When licencing the child, the child's own local authority will send the Performance Licence to the touring venue's local authority, as will ENO. The hotel should be approved by the touring venue's local authority. It is up to the touring venue's local authority to determine if it wishes to vet the accommodation or not.

Hotel bedrooms should have ensuite facilities with the chaperone(s) sleeping in a room that is adjacent to or opposite the children's bedrooms. Up to two children of the same gender may be expected to share a hotel room. Children will always have separate beds. There may be occasions when sharing a room is not possible, and more than two children are required to share a hotel room. On these occasions, a risk assessment should be used to highlight any issues and how these may be addressed. The most important consideration is to ensure that children are appropriately supervised and supported, in line with their age and understanding.

Children Attending Performances at the London Coliseum

Children attending performances/events /tours are the responsibility of their parents, carers, guardians or other people who accompany them. Unaccompanied minors will not be admitted to the London Coliseum. In the event that a child is separated from their adult carer, the Duty Manager or person managing the event/tour should allocate two ushers/attendants (or suitable appropriate employees) to supervise the child until the responsible adult can be located.

Children attending performances/events /tours as part of a school or community group are the responsibility of the adult group leader at all times. A ratio of 1:10 adults to children is required for all large groups.

Please see advice for Front of House Staff, Safeguarding Code Word – Appendix D.

Working with other organisations or working at non-ENO premises

ENO engages with a range of different organisations such as schools, other theatres, other voluntary organisations, and venues.

The work varies from:

- Joint work i.e. where ENO and other organisations work together voluntarily for a period of time
- Performance i.e. where ENO works in partnership / as a co-producer and delivers work in non-ENO venues

When working with other organisations, ENO needs to be assured that the partner organisation appreciates the importance of safeguarding children and adults at risk, and has the appropriate measures in place to do this. The minimum requirements of such other organisations are that they have:

- a safeguarding policy and procedure
- safe recruitment and vetting processes for the positions that involve regulated activity with children

PART 2b – Safeguarding Adults

Adults at Risk Definition⁵

Safeguarding duties apply to an adult (aged 18+) 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 is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Principles for Safeguarding Adults at Risk

Safeguarding adults means protecting their right to live in safety, free from abuse and neglect (Care Act Guidance (14.7))⁶. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating 'safety' measures that do not take account of individual wellbeing, as defined in Section 1 of the Care Act.

Six key principles underpin all adult safeguarding work:

1. **Empowerment:** People being supported and encouraged to make their own decisions and informed consent.
2. **Prevention:** It is better to take action before harm occurs.
3. **Proportionality:** The least intrusive response appropriate to the risk presented.
4. **Protection:** Support and representation for those in greatest need.
5. **Partnership:** Local solutions through services working with their communities.
6. **Accountability:** Accountability and transparency in delivering safeguarding.

ENO and all staff should aim to:

- Ensure that ENO and the London Coliseum provide a safe place for adults at risk to feel valued and to aim to prevent abuse occurring within the organisation both internally and externally;

⁵ Definition taken from [Care and support statutory guidance - GOV.UK](#)

⁶ [40573_2902364_DH_Care_Guidance_accessible_pdf](#)

- Recognise the signs of abuse among adults, how these can be different from children, and provide efficient and accessible reporting methods;
- Provide a duty of care for any Adult at Risk who discusses allegations, concerns or fully discloses acts of abuse;
- Safeguard adults in a way that allows and makes room for them to make their own decisions and retain control over their lives.

Categories of Abuse, Adults at Risk

There are additional categories of abuse for adults which need to be considered alongside the four categories which also apply to children, which are:

- Domestic violence or abuse

Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological; physical, sexual, financial and emotional

- Financial or material abuse

Financial abuse is taking control of someone else's money to control them or to use for themselves, applying pressure over wills or inheritance, taking out credit in another person's name. This may be limiting access to money or other resources, or by forcing all financial responsibility onto their victim, while limiting their own ability to contribute financially.

- Modern slavery

Modern Slavery is an umbrella term that covers a multitude of abuse forms including human trafficking, slavery and forced labour.

ENO has made a commitment to ensuring modern slavery is not represented in any part of the business and supply chains, and safeguarding against these and noticing any signs of these with adults at risk is equally as important.

- Discriminatory abuse

Discriminatory abuse is the unequal treatment of an individual based on age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. Discriminatory abuse can include suffering insulting language, harassment or ill-treatment due to these personal characteristics.

- Organisational or institutional abuse

Organisational abuse occurs within specific care setting, such as hospitals or care homes, and is the neglect and/or poor care practice to an individual. This may not always take the form of physical abuse, but includes emotional abuse, inappropriate use of power or control, inappropriate restriction and lack of personal choice.

- Self-neglect

Self-neglect includes situations where a person is declining support with their care needs, hygiene, health or their environment, and this is having a significant impact on their overall wellbeing. It may manifest in different ways, from lack of self-care to an extent that it threatens personal health and safety by way of neglecting to care for personal hygiene, health and/ or surroundings; hoarding or a combination of the previously mentioned.

Procedures for Safeguarding Adults at Risk

The reporting procedure to protect adults at risk follows the same as the procedure for safeguarding children, as explained in the policy and appendices.

Confidentiality is of the utmost importance, so dealing with any potential safeguarding case should involve only those necessary. Adults at risk have the right to fully know this policy, to have any alleged incident recognised fully, and be fairly and respectfully involved in the full process. Ensuring the safety of adults at risk is to keep them informed of all elements of the process where and when requested.

Adults at Risk attending performances at the London Coliseum

ENO recognises that there may be adults at risk attending a performance outside of pre-planned community group visits, who have not had prior communication with our team. In the case of an adult at risk becoming lost, Front of House staff will manage the situation in line with our Lost Child/Adult at Risk procedure.

An adult at risk may disclose information regarding their personal situation which requires our safeguarding procedures. All staff engaging with the public should be aware of our safeguarding reporting process and follow this if any abuse is disclosed. An adult at risk has every right to know all steps that are being taken should a safeguarding issue be raised, and should be involved in every step of the process. Escalation from audience members will likely lead to external agencies being contacted, so information should be recorded accurately and as quickly as possible.

ENO's Access Supervisor roles allow for a closer one-to-one relationship with some customers who may be adults at risk, making potential disclosures of harm more likely. Recognition and reporting of harm is therefore essential for Access Supervisors, alongside support and training for those carrying out this role.

Please see advice for Front of House Staff, Safeguarding Code Word – Appendix D.

Appendix A

Safeguarding Fast Time Report

To be completed immediately after a safeguarding concern has been raised or been made aware – sent to the DSL

| | |
|--------------------------|-------------------------------|
| Person Completing Report | |
| Date of Report | Click or tap to enter a date. |
| Time Reported | |

Threat or concern level

Please indicate what level of threat or concern this safeguarding raises to the best of your knowledge at the time

| | |
|---|--------------------------|
| I believe after being made aware of the safeguarding issue there is an immediate threat to life (see action note on page 2) | <input type="checkbox"/> |
| I believe after being made aware of the safeguarding issues that there is a significant concern I feel needs to be followed up within 24hrs by specialists services (Police / Medical / Social Services) | <input type="checkbox"/> |
| I believe that after being made aware of the safeguarding issue there are ongoing long-term, not immediately life threatening issues that need to be escalated to the Designated Safeguarding Lead for review. | <input type="checkbox"/> |

Please see actions on page 2 for further fast time guidance

Nature of concern

Please indicate the nature of concern

| | |
|--|--------------------------|
| a. Suspicion that a child/Adult at Risk attending ENO or its related project is being abused/harmed, but by somebody not connected to the ENO | <input type="checkbox"/> |
| b. Suspicion that a child/Adult at Risk is being abused/harmed by somebody employed by, or working in a voluntary capacity at, the ENO | <input type="checkbox"/> |
| c. An allegation from a child or Adult at Risk that they are being abused/harmed by somebody not connected to the ENO | <input type="checkbox"/> |
| d. An allegation that somebody employed or working in a voluntary capacity at the ENO has abused/harmed a child | <input type="checkbox"/> |
| e. Other reasons that give rise for safeguarding of child or adult cause for concern including online/self-harm/any other reason – please give details below | <input type="checkbox"/> |

Other information relating to nature of concern:

Person of Concern: Personal Contact Details

Please complete details if known

| | |
|---------------------------|--|
| Name of Person of Concern | |
| Contact Address | |
| Contact Tel No | |
| Email Address | |
| Other contact details | |

Please give brief account of the incident / allegations or your concerns

Actions

If you believe there is an **immediate threat to life** you should:

- Raise with the Designated Safeguarding Lead and Deputy Designated Safeguarding Lead as quickly as possible
- Self-refer to emergency services if DSL or DDSL are uncontactable; do not delay while trying to contact DSL/DDSL

If you believe there is a significant issue requiring a response within 24hrs you should:

- Contact the DSL/DDSL directly at the earliest opportunity (even if out of office hours) so the evidence can be assessed and appropriate actions implemented with external support

If you believe there is an ongoing and not immediately life threatening issue you should:

- Contact the DSL/DDSL.

Contacts

| | | |
|-----|--|--|
| | DSL and DDSL Safeguarding Team | safeguarding@eno.org |
| DSL | Stuart Turner, Chief Operating Officer | sturner@eno.org (Mobile 07554018610) |

Appendix B

CONFIDENTIAL ONCE COMPLETE

Incident Reporting Form: Action to be taken

If you have:

- A suspicion that a child attending ENO or its related project is being abused/harmed, but by somebody not connected to the ENO
- A suspicion that a child is being abused/harmed by somebody employed by, or working in a voluntary capacity at, the ENO
- Received an allegation from a child or adult that they are being abused/harmed by somebody not connected to the ENO
- Received an allegation that somebody employed or working in a voluntary capacity at the ENO has abused/harmed a child
- For any reason, concerns regarding child protection issues, or you are unsure of the action to take, or require advice

You should contact the Personnel Department. Calls will be returned as a matter of urgency.

Personnel contact numbers in normal office hours: people@eno.org

Outside normal hours contact the DSL on: Tel: 07554018610 or contact Stage Door (24hrs) on 0207 8459397 and ask for the DSL or DDSL to contact you.

Following discussion with the Personnel Department, they will advise you regarding if any further action is required. In the meantime you should follow the general guidance below:

Do not inform parents of the abuse allegation concerns if it is happening in the child's home, unless, or until, Social Services have given permission. Please remember that Social Services may have information already on file that you are not aware of as it can be very difficult for a child to report that they are being abused, particularly whilst it is happening, it is important that any allegation is taken seriously. The alleged victim is likely to minimise the seriousness of abuse that has occurred, so it is important to record everything.

If the abuse allegation concerns is in a setting other than the home it may be appropriate for you to advise the parents. The guidance of Social Services must be sought before doing so.

CONFIDENTIAL REPORTING FORM – Section 1

NATURE OF CONCERN: (Please tick appropriate box)

| | |
|--|--|
| Suspicion that a child/Adult at Risk attending ENO or its related project is being abused/harmed, but by somebody not connected to the ENO | |
| Suspicion that a child/Adult at Risk is being abused/harmed by somebody employed by, or working in a voluntary capacity at, the ENO. | |
| An allegation from a child or adult that they are being abused/harmed by somebody not connected to the ENO | |
| An allegation that somebody employed or working in a voluntary capacity in the ENO has abused/harmed a child. | |
| Other reasons that give rise for safeguarding of child or adult cause for concern | |

Name and address of the child or adult making the allegation or believed to be the victim:

| |
|--|
| |
|--|

Name of the person, to whom the allegation or statement was made (including their role/position):

| |
|--|
| |
|--|

Name of all persons present when the allegation or statement was made

Date and time the allegation was made or when concern first came to notice

What was alleged? What were the words used (please be as exact as possible) and to whom. I.e. dresser? (Or list the cause for concerns)

What was the physical and emotional state of the alleged victim?

(E.g. upset, anxious, crying, angry etc.)

Who else is aware of the alleged abuse or cause for concern?

Are the media aware? If yes, please give information as to who they are and what they know. If the media are not aware, are they likely to be made aware? If yes, please give details

Signed Date.....

(Continue on separate sheet as necessary)

CONFIDENTIAL Reporting Form – Section 2

Action to be taken / Referral Form
(Westminster)

Notify Social Services Emergency Duty Team
Tel: 0207 641 6000

If you are unable to contact Social Services, information should be passed to:

Police Child Protection Team
Tel: 0208 246 0860 / 0861

Explain in detail your concerns and accept their advice with regard to immediate action.

Ask Social Services if they will be contacting the Police.

Record the name and position held of the person the information was passed to

| |
|--|
| |
|--|

Record location

Record any direction or advice given and action taken

CONFIDENTIAL

Continuation Sheet for ongoing recording of information further to initial concern/allegation being made

Name of child / adult:

Please record below all subsequent matters relevant to this case. Please keep it up-to-date. Recording times, dates, conversations etc. and forward to the Manager responsible.

Signed

Date.....

(Continue on separate sheet as necessary)

Appendix C

ENO Safeguarding Guidance for Chaperones

ENO KEY CONTACTS FOR CHAPERONES:

Kate Brayn
Lead Chaperone
kayn@gmail.com
07963 788662

Lucy Nelson - Safeguarding Lead for Artistic/Performance
Producer - Artistic and Programmes
landerson@eno.org
07931897917

Hebe Elms
Company Manager – Child Safeguarding Lead Performance
helms@eno.org
07719078353

Judith Conyers
Licensing Administrator

Stuart Turner - Designated Safeguarding Lead
Chief Operating Officer
sturner@eno.org
07554018610

General

- As well as these guidelines, chaperones must adhere to all guidelines issued under a performance license, the ENO Safeguarding Policy, NNCEE, any other statutory Chaperone Guidance and follow best working practice and ensure they know the name of the ENO Safeguarding Lead and the process for reporting any issues or concerns (outlined in the ENO Safeguarding Policy).
- Chaperones are engaged by ENO and are therefore subject to ENO company rules, behaviour and values; these expectations are heightened when in the presence of a child.
- Newly appointed chaperones must attend an induction with the Company Manager, COO or member of the Learning & Participation team, (or the Lead Chaperone as an interim measure) and be made aware of the ENO Safeguarding Policy, all emergency and evacuation procedures and first aid arrangements. If this has not happened, the chaperone should make the Lead Chaperone or Company Manager aware.

Role of a Chaperone

Chaperones work on productions involving children to ensure that during all stages of a production, they are there to act in *loco parentis* to the children, exercising the same care and control as a good parent/guardian in securing the child's health, comfort and wellbeing and ensuring that the child's best interests are represented.

- Chaperones engaged by ENO will work in collaboration with the child and their parent/guardian, their teacher or choir leader/manager (when a children's choir is engaged), the Company Manager, Stage Management, Production team and the Local Authority.
- A chaperone has a number of duties but above all they must ensure the wellbeing of the child is put first: they must recognise areas of concern, respond appropriately, report concerns and record their observations and the details of the child's working schedule.
- Chaperones should feel they are able to raise any concerns to the Company Manager or Production team if they feel there are any issues affecting the wellbeing of the child in the production. If there is a safeguarding concern, the chaperone should follow the Safeguarding Policy and raise the concern to the DSL/DDSL and/or Local Authority as soon as possible.

Responsibilities

Chaperones are employed to protect the interests of the child and uphold the legislation and regulations that protect children and monitor compliance with the Performance Regulations and the terms of all Performance Licenses involved.

- Primarily the role of a chaperone is to protect the welfare of the child by:
 - Supporting the child through the experience and ensuring they have a good time while also maintaining discipline
 - Being vigilant and looking out for signs of concern, including safety elements of productions, inappropriate behaviour and signs of bullying
 - Knowing and understanding the production schedule for each child and ensuring this complies with the Performance Regulations, ensuring all children are prepared in good time to rehearse and perform, that they have sufficient breaks and work within the conditions of their Performance License.
- The length of day and hours a child can work varies according to their age (see NNCEE guidelines appendix). Chaperones should be alert to the individual needs of each child in their care. They should make the Company Manager or stage management/production team aware in advance when a child needs to stop and can insist a child has longer or more breaks if they feel it is necessary.

- Each chaperone should familiarise themselves with all documents and necessary information relating to children in all productions – this includes dietary requirements, allergies, medical conditions, the parent/guardian's contact sheet, and the schedule for each child including scheduled breaks. All necessary information pertaining to the children involved in each production will be stored in the Chaperone file. If any necessary information has not been provided, chaperones should ask the Lead Chaperone or Company Manager.
- Chaperones are responsible for keeping accurate records in accordance with the children's performance license – the 'Daily Record Sheet', noting the duration and timing of rehearsals & performances including all breaks, time spent at the venue, waiting times, overnight breaks and to note and report any other observations or concerns for the child. These documents should be filed securely in the chaperone file at the end of each day. It is a requirement that these records are kept and made available, along with the child's performance license at every place of performance/rehearsal when a child is present for inspection of a Local Authority Officer and that it is kept securely when not in use.
- Chaperones should be aware of any health and safety concerns for the children in their care. They should protect each child from any age restricted or adult content and ensure that adults behave in an appropriate manner when children are involved in both rehearsals and performance. Chaperones should check the performance license to know what is expected of the child in performance and ensure this is what is taking place, that any risks have been assessed and that the child is appropriately dressed for rehearsals/performance and knows how to use any props or equipment. If not, the chaperone should speak to the Stage Management/Production team or Company Manager.
- Chaperones are responsible for reporting all accidents or 'near misses' that involve themselves or the child/children in their care. If the incident is of a more serious nature the local authority will also need to be informed. The chaperone is responsible for allowing a child to continue or not after suffering an accident or any illness. For anything other than trivial accidents the child should not continue until the parent has been notified and medical advice has been sought. A chaperone should never let a child perform or rehearse if the child is unwell. Parents should be informed of any incident as soon as possible but if urgent medical treatment is required this should be given precedence over notifying the parent. Chaperones will need to follow internal accident/near miss reporting procedures and submit an accident form (located at Stage Door).
- Chaperones should supervise the children at all times, including break times, in the dressing rooms and during rehearsal and performance. When the children are performing or rehearsing onstage the chaperones must ensure they have their eyes on the children at all times.
- Chaperones are responsible for ensuring that all processes are in place in accordance with the Child Performance Regulations and other associated regulations at all

venues. This includes ensuring that sufficient dressing rooms and designated toilets are provided for the children and that all areas are safe including identifying all fire escape routes and first aiders at all venues. If a chaperone is not satisfied with any of these elements they must let Stage Management and the Company Manager know.

- Only adults authorised by a chaperone are permitted to enter the children's dressing room. Adequate and sensitive arrangements need to be made for changing which takes into account any children with disabilities. Children are not permitted to enter adult dressing rooms or toilets. In the event that 'quick change' areas are being used for children, chaperones need to be aware of how they will work and that these are adequate to protect the privacy of the child.
- Children must be appropriately supervised while going to and from the toilets. The children should generally be capable of caring for themselves without difficulty but if personal care is necessary this should be done so in line with all safeguarding concerns and the parents kept informed.
- On arrival at all venues, the chaperone needs to ensure that the collection arrangements are clear for each child and if the parent/guardian is not collecting the child themselves that a nominated, designated appropriate person will be collecting their child instead. This information needs to be submitted in writing (along with the contact information for this person) to the lead chaperone and /or Company Manager prior to the start of the session.

General Practice

- A chaperone's first priority is to the child/children in their care. They must not undertake any additional task or activity that would jeopardize their level of care to the child/children while working as a chaperone.
- Chaperones must be friendly but retain professionalism at all times, clear boundaries with the children must be set. All children and young people should be treated equally and with respect, no adult should show any signs of approval or prejudice. It is the chaperone's responsibility to deal with any misbehaviour and both the lead chaperone and the Company Manager must be informed. In dealing with any misbehaviour, the wellbeing of the child must be foremost maintained and the child should never be physically chastised or verbally humiliated.
- Physical contact with a child should only occur when it is absolutely necessary and be kept to a minimum. When physical contact is required, the chaperone should seek agreement from the child and explain what the contact involves and why it is necessary prior to any physical contact taking place. If the child appears uncomfortable or doubtful the physical contact should not proceed.
- Photography (including video) in any private area, including the toilets and dressing rooms is **STRICTLY PROHIBITED**. Permission for photographing (or filming) the child as part of the production will always be sought at the point of engagement for each

child. There should not be any personal requirement for photos, and if this situation arises both the children and their parents/guardian should always be consulted about the use of any photographs taken as it is recognised that a performance is a special time for children and their families who may wish to take photographs as mementos. This should be managed carefully by the chaperone and ensured that photographs are taken in open, readily accessible areas and that no other child is captured when they do not have the permission to do so. Chaperones must not film or photograph the children for their own purposes.

- Chaperones should avoid sharing their personal contact details/information (including any social media accounts) with the children in their care. In the very rare and exceptional instance where this is required it must be justifiable as a means of communication for work purposes only and done so with written consent from the parent/guardian and Company Manager. These details and communications must be deleted at the completion of the run. Any such communication by other staff members with the child should go through the parents or chaperone.
- It is unreasonable to ban the use of mobile phones for the children, instead modern safeguarding emphasises safe practice. The use of mobile phones should only be during rest periods and the chaperones should be aware of any device usage, using their judgement to ensure safe and appropriate use and that children are not exposed to any inappropriate material or putting themselves at risk online. Chaperones should also make sure that no phones are used as a camera in any capacity unless authorised. If a chaperone discovers material that is inappropriate or illegal, they must notify the Designated Safeguarding Lead as soon as possible.

Reporting Concerns

- All staff members, not only chaperones, have an obligation to ensure children are protected from harm and abuse. Everyone has a responsibility to take seriously any allegations of abuse. Abuse can take many forms including physical, sexual and emotional abuse and neglect. Types of abuse and reporting practices are outlined in further detail in the ENO Safeguarding Policy, but a chaperone must report directly to the Local Authority if they feel the child is at risk.
- Many issues may arise in the production environment and a chaperone must be able to recognise and act upon them – these may relate to many things from a child's comfort and happiness to abuse and harm. Chaperones need to be proactive in taking measures to prevent issues arising as well as being able to respond to them swiftly and reasonably.

Lead Chaperone

In addition to the above, the Lead Chaperone has the below responsibilities:

- Ensuring enough chaperones are present and that there is adequate supervision of the children, especially when split between dressing rooms, stage and any breakout spaces.

- Liaising with all parents/carers in regards to all rehearsals and performances and any last minute schedule changes affecting the children.
- Ensure that arrangements and travel plans for handing children over to a child's parent or designated carer are clear for each child at the end of each session.
- Ensuring any necessary medical welfare plans are put in place with the parent/guardian for the administration of routine medication and any relevant chaperones are aware. All medical permissions need to be submitted in writing from the parent/carer to the Lead chaperone and Company Manager.
- When possible the Lead Chaperone should undertake a stage walk around of all areas the children access to ensure the stage area is safe.
- If the Lead chaperone is not available for a session, there should be a nominated Lead Chaperone for that session, this should be agreed in advance with the Company Manager.

Include NNCEE Table as appendix: [file:///C:/Users/landerson/Downloads/nncee-child-performance-regulations-table%20\(4\).pdf](file:///C:/Users/landerson/Downloads/nncee-child-performance-regulations-table%20(4).pdf)

Appendix D

Safeguarding Code Word – FoH Operations

The below code word is used in the event that either a child or Adult at Risk is discovered without their party, or a member of the public tells a member of staff that they can't find their child or Adult at Risk.

Each situation requires a different variation of usage. All FoH radio users should be aware of the situation at hand and plan for managing it. Two FoH staff should always be in attendance, and route and locations to centralise the operation agreed.

Mrs. Blue – Lost Child/Adult at Risk

In the case of a lost child/Adult at Risk, whether you have found a child who has lost their parent/guardian or you have a parent claiming they have lost their child, Mrs. Blue should be used over the radio (please note, for the purposes of this document "Adult" refers to "Adult at Risk").

This code should be used to indicate there is a lost child/adult within the building, to avoid alerting members of the public of the situation. A lost child/adult can cause panic, so the objective is to ensure that everyone remains calm and that we follow procedure to retrieve the missing person.

If the child/adult is found without a parent/guardian

If a child/adult is found who claims to be lost looking for their parent/guardian/nominated adult, a radio call should be made stating 'Mrs. Blue is on the x' stating which level they have been found on. The meeting point to reunite people on should be the shop on Level G, as a centralised location which is often quieter than other locations and easy to find. If the child/adult is found on the lower ground level (American Bar) they should be escorted up the cloakroom staircase and into the shop. If found in the Stalls they should be escorted past the cloakroom and into the shop. On the Dress Circle and Upper Circle levels they should be escorted down the main staircase and into the shop. From the balcony follow the balcony staircase all the way to the bottom where you should cross the foyer into the shop. If the child/adult has access requirements, use the lift.

These instructions should be followed so that if a parent/guardian/nominated adult is looking for the child/adult, the exact route will stay the same and paths can be crossed with ease.

If the parent/guardian/nominated adult is found after the initial radio call use the shop as the meeting point. Two members of staff should escort the child/adult down, one returning to their level when the shop assistant is with the party. The DM or Assistant Duty Manager (ADM) should join so the other usher can also return. A description of the parent/guardian/nominated adult can be taken.

When the parent/guardian/nominated adult is located, one person should stay with them to escort them via the directions of travel for the child/adult, to the shop.

If a parent/guardian says they have lost a child/adult

If a parent/guardian/nominated adult tells you they have lost a child/adult, a radio call should be made to FoH and Security stating 'Mrs. Blue was last seen...' what follows should be a coded description as to where the child/adult was last seen and what they were wearing. The level can be described as normal; the GENDER and AGE of the child/adult as a seat number (M for Male, F for Female), then a description of what they are wearing. E.g. 'Mrs. Blue was last seen on the Dress Circle, seat number M9 wearing a blue coat and blue jeans'. This would suggest to all radio users that the lost child/adult is a 9-year-old male last seen on the dress circle wearing a blue coat and blue jeans.

The parent/guardian/nominated adult should be taken to the shop where they should remain until the child/adult is found. Level Supervisors and DM/HU should assist with any search attempt with the focus being on the level the child/adult was last spotted on. When the child/adult is found a radio call should be made to both FoH and Security stating 'Mrs. Blue is on her way to the shop'. This should be repeated two times. This informs all radio-users to stand down on the search. Two members of staff should escort the child/adult to the shop to reunite with their parent/guardian/nominated adult.

Appendix E

Links to other useful documents / services

Local Council (Westminster / Kensington and Chelsea) Protocols and Procedures

<https://www.rbkc.gov.uk/lscp/about-us/protocols-and-procedures>

Care and Support Statutory Guidance

[Care and support statutory guidance - GOV.UK](#)

Thresholds of Need Guide

[Threshold Document: Continuum of Help and Support](#)

Tri-Borough Escalation Protocols

[Escalation Protocol October 2014 v5 \(Board approved\).pdf](#)

Serious Incident Notification and Rapid Review Protocol

<https://www.rbkc.gov.uk/lscp/sites/default/files/atoms/files/Serious%20Incident%20Notifications%20Procedure%20LSCP.pdf>

NSPCC – Guide to reporting abuse

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/>

London Child Protection Procedures

<https://www.londoncp.co.uk/>

Working together to safeguard children (UK GOV)

[Working together to safeguard children - GOV.UK](#)

Westminster Council Referral Form (MARF)

<https://fisd.westminster.gov.uk/kb5/westminster/fis/advice.page?id=aGl6EgsY2Bw>

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| Date of last review | July 2025 |
| Date of next Review | May 2025 tbc |