

Safeguarding Policy and Procedures

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Designated Safeguarding Leads:



Zoe Jeyes,
Executive Director
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Chris Nye, Head of Visitor
Services & Operations
Tel: 07875 547412

Safeguarding Lead:



Rachel Naylor,
Community Producer
Tel: 07872 507663

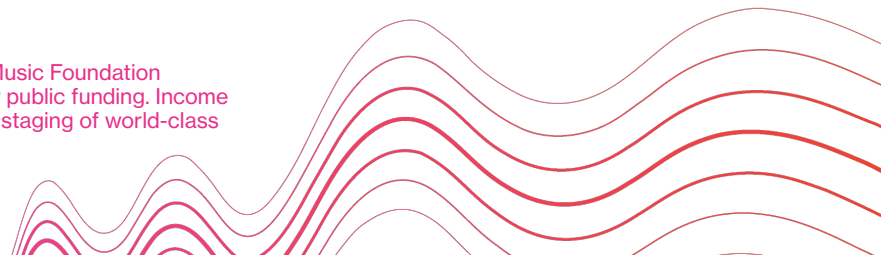
This policy was last updated in April 2026. Safeguarding policies and procedures will be reviewed no less than annually and signed off by the KPMF Trustees.

1 - Safeguarding Policy and Procedures

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Kings Place, 90 York Way, London, N1 9AG.

Run as a registered charity under the name of Kings Place Music Foundation ((KPMF, charity number 1107839), it does not receive regular public funding. Income is generated through ticket sales, donations, grants, and the staging of world-class conferences and events.



1. Scope

This policy applies to all:

- KPMF employees and freelancers
- KPMF Trustees
- KPMF Casual Staff
- Visiting Artists, Facilitators and Workshop Leaders
- Leaders and staff of partner and visiting organisations working with children at Kings Place
- Guardians, carers and other adults accompanying children to activities where they are acting in a supervisory role
- Event hires and other third-party organisers delivering activities involving children on KPMF premises or under KPMF branding

The policy covers all activity involving children under 18 that is: On-site at Kings Place, including rehearsals, performances, workshops, education sessions, festivals and public events

Off-site, where activities are organised, commissioned or branded by KPMF (for example, performances, workshops or community events delivered in partner venues such as Global Generation's sites)

Delivered in digital or online environments (for example, livestreamed concerts into schools, online workshops or panel sessions involving children and young people).

The policy aims to ensure a safe and supportive environment for children, promoting their well-being and protecting them from harm, abuse, and exploitation. Kings Place Music Foundation values and encourages the involvement of children, recognises their rights as individuals, treats them with respect and believes they should be listened to and heard.

Regular events:

- Aurora Orchestra, Far, Far Away family concert – 0-5 years
- Megson Family Folk Show – 0-8 years
- Masterclass Series for young people and adults
- Robin Ince's Nine Lessons and Carols for Curious People (family matinee) – 10+ years

We expect our partner organisations to demonstrate their commitment to the principles and practice as set out in this Safeguarding Children Policy and Procedures.

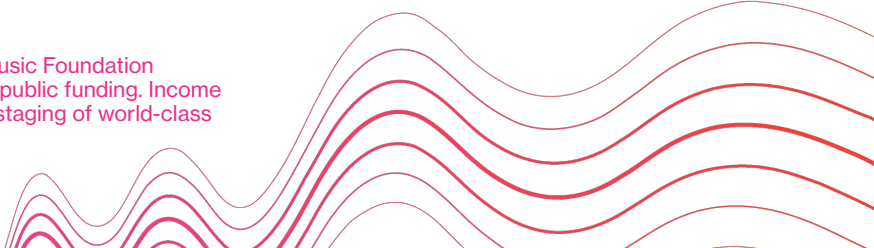
Please see Section 13 for more information on "how we work with partner organisations".

2 - Safeguarding Policy and Procedures

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2. Definitions

Child

A child is any person under the age of 18, in accordance with the Children Act 1989.

Adult at Risk

An adult aged 18 or over who has care and support needs and is experiencing, or is at risk of, abuse or neglect, and is unable to protect themselves because of those care and support needs (as defined in the Care Act 2014).

Safeguarding

Safeguarding means protecting children and adults at risk from abuse, neglect, exploitation and harm, and taking action to promote their welfare and wellbeing.

Abuse

Abuse may be a single act or repeated acts and can take many forms, including:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Neglect
- Financial or material abuse
- Discriminatory abuse
- Organisational or institutional abuse

Position of Trust

A position of authority or responsibility held by an adult in relation to a child or adult at risk (for example, staff member, workshop facilitator, volunteer, visiting artist, partner).

Designated Safeguarding Lead (DSL)

The senior person within the organisation who has responsibility for safeguarding oversight, receiving and managing concerns, and liaising with statutory agencies.

Regulated Activity

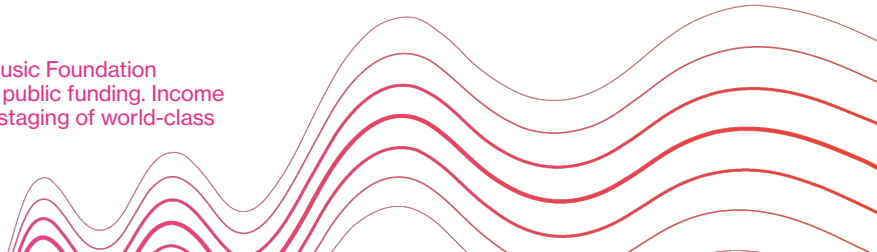
Work that involves close or unsupervised contact with children or adults at risk and requires appropriate background checks (for example, DBS Checks or Chaperone Licences).

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3. Rights of individuals

The Children Act 1989 gives children certain rights, including the right to be listened to and to talk about any worries they may have, as well as the right to be protected if they are in danger or at risk from harm, and that the child's welfare is paramount in all decisions affecting them. Children who may be vulnerable should feel able to approach a KPMF staff member for help without fear of recrimination. As a result, they should be better able to protect themselves.

4. Welfare

Kings Place Music Foundation will provide a friendly, secure and comfortable environment for the benefit and enjoyment of children. KPMF is an organisation which values and encourages the involvement of children and aims to provide a safe, secure and enjoyable experience for all. When working with children, KPMF intends that its staff, and staff from partner organisations, see themselves as part of a team sharing this common interest. As well as good public relations this approach should ensure that anyone who may be vulnerable feels able to raise any concerns they may have and to discuss anything they may be unhappy about. Whenever the interests of a child are involved, their welfare must always be paramount. KPMF recognises this principle and all staff, and staff from other organisations, should seek to implement this principle.

5. Safety

It is KPMF's responsibility to keep children safe from harm while under the supervision of its staff and / or staff from partner organisations. Health and safety requirements in accordance with KPMF policy and practice will be carefully considered when planning and carrying out activities for children.

KPMF requires that staff employed by partner organisations hold current DBS checks when carrying out regulated activity with children. When planning activities, health and safety will be considered and a risk assessment carried out for projects in open spaces and involving physical activities. We will ensure an appropriate ratio of responsible adults.

KPMF requires at least two adults to be present when working with or supervising children. The following adult-to-child ratios are recommended as the minimum numbers to help keep children safe:

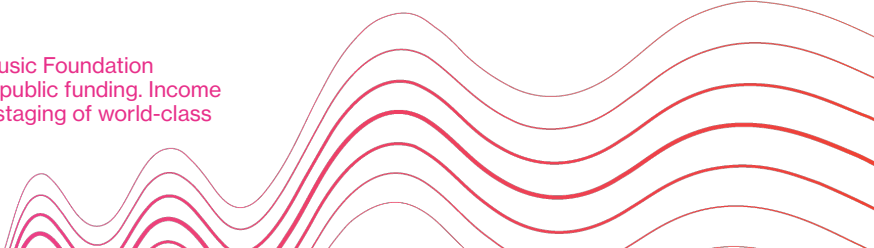
- Under 2 years: 1 adult to 3 children
- 2 to 3 years: 1 adult to 4 children
- 4 to 8 years: 1 adult to 6 children
- 9 to 12 years: 1 adult to 8 children
- 13 to 18 years: 1 adult to 10 children

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Depending on the needs and abilities of the children, and the nature of the activity, it may be required to have more adults than the minimum. We require having at least two adults present, even with smaller groups.

A common-sense approach should be taken when leaving children unsupervised. At all times, the responsible adult should know where the children are and what they are doing.

6. Codes of Conduct

KPMF will support and protect the interests of staff who have contact with children. All KPMF staff, and staff from partner organisations, will be encouraged to demonstrate exemplary behaviour in order to promote children's welfare. We will follow these guidelines of appropriate behaviour when working with children to create a positive culture and climate.

Staff should:

- Treat all children equally and with respect and dignity.
- Always put the welfare of children first. Give enthusiastic and constructive feedback rather than negative criticism.
- Be aware that you are a role model and provide a positive example.
- Recognise that children with disabilities may require more consideration when being supervised.
- Be alert to any potential harm or inappropriate behaviour towards children.
- Be approachable and open for children to discuss any concerns they may have.
- Speak to their line manager if they have any concerns about an individual's safety.
- Always be visible and in an open environment when interacting with children (e.g. avoid private or unobserved situations and encourage open communication. Do not promise to keep secrets).
- Always report any concerns to their line manager, HR or senior member of staff
- Share any disclosure with the safeguarding lead or line manager only
- Maintain a safe and appropriate distance, as far as reasonably practicable (e.g. it is not appropriate for staff or KPMF Casual Staff to have an intimate relationship with a child or young person involved in a project).
- Involve parents/carers wherever possible. For example, encouraging them to take responsibility for their children.
- Keep a written record of any injury that occurs, along with the details of any treatment given.
- Avoid one-to-one situations with a child in backstage or non-public areas unless doors are open and sightlines are maintained.

- Not give personal gifts to individual children without prior agreement from KPMF management or the partner organisation.
- Maintain clear separation between alcohol-related activities and any activity involving under-18s.
- Observe agreed curfew and departure times for under-18 performers and participants, and ensure appropriate handover to parents, carers or group leaders.

Staff should not:

- Be left alone with children for any length of time or spend time alone with children away from others.
- Permit abusive behaviour by others or engage in it themselves (e.g. ridiculing, bullying, abusive language) or allow it to go unchallenged. See point 8.1 for clarification.
- Show favouritism or become too closely associated with an individual.
- Do anything which might undermine Kings Place's good reputation for providing a safe environment.

All staff, KPMF Casual Staff and visiting artists involved in events or projects with children will be sent this Child Safeguarding Procedure in advance of the activity and are expected to read it as a reminder and refresher of their responsibilities.

7. Managing Sensitive Images/Information

Images of children at Kings Place will only be taken with consent by their parents or guardians.

All visiting artists, workshop leaders, partners and event hires arranging photography or filming are required to follow Kings Place's agreed safeguarding and media-consent procedures.

On occasion, photography or filming may take place on behalf of the organiser or other clearly identified authorised agents for the purpose of promoting KPMF and its events. A disclaimer is posted at visible locations - by the Box Office desks as well as the main doors to the event space - to announce this, specifying that non-consent should be communicated to a member of staff. Those who have not given their consent will be identified and alerted to the photographer. Where applicable, an advance notice will also be included in the pre-event email, sent to all ticketholders a few days in advance of their visit.

Media consent lists must be available to the photographer/videographer.

All parties arranging photography and filming on the premises will be required to follow the same agreed procedure.

Audiences are advised that they are not permitted to take photographs or to make video recordings of other families. Any recording and/or photography would require the consent of other parents whose children may be captured on film.

Images will be used only by KMPF and the curatorial partners involved in the event, outlined in the with agreement with the photographer, and will not be shared with any other parties without express consent.

Photographers and videographers will refrain from photographing and filming children if the accompanying parent, guardian or carer is not present.

Express written permission would be requested for any image usage for nationwide print adverts (newspapers, magazines and billboard) and other above-the-line (ATL) advertising.

Storage of images: Images are stored on KMPF's shared drive accessed only by authenticated users. Images of children and vulnerable adults are stored separately with permission-based security to control who can view or edit the image folders. Each folder has its own permissions list of which users can access a folder and its contents.

Anyone who wishes to withdraw their consent retrospectively are welcome to contact the venue by email (community@kingsplace.co.uk) or by calling Kings Place Box Office: +44 (0) 20 7520 1440.

Kings Place acknowledges its responsibilities in capturing images by photography under the provisions of the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003, and, from May 2018, the General Data Protection Regulation (GDPR).

8. Awareness of Danger

Raise awareness of dangers which children may be exposed to.

8.1 Types of abuse – including but not limited to:

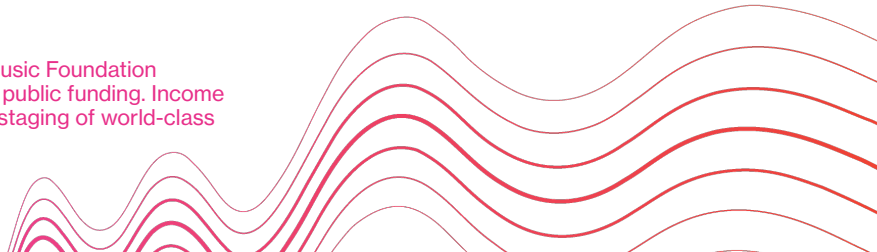
- **Physical abuse:** a physical injury or suffering to a child, or failure to prevent physical injury or suffering to a child where there is definite knowledge or reasonable suspicion that the injury has been inflicted by another person.
- **Neglect or acts of omission:** The persistent failure to meet a child's basic physical, emotional and/or psychological needs, likely to result in the serious impairment of the child's health or development. Failure to report any form of abuse disclosed or witnessed may result in disciplinary and/or legal action.
- **Sexual abuse:** the involvement of a child in sexual activity which is unlawful or a breach of the child/adult relationship of trust.
- **Emotional abuse:** significant harm to the emotional and psychological well-being or development of a child, caused by persistent or severe emotional ill treatment or rejection by parents/carers.

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- Organisational or institutional abuse – neglect or poor care in an institution or care setting
- Common sense should be relied on to recognise the warning signs.

See Section 2 (Definitions) for further explanation of safeguarding and abuse categories.

8.2 Who can harm

An abuser is often known to the person being abused, whether a parent, sibling, other relative, family friend or neighbour. Not only adults can harm as children can also suffer abuse from their peers.

Sometimes the abuser may be an adult who holds a position of authority over a child. There is no certain way of identifying a would-be abuser.

8.3 Recognition of abuse

Brief examples of signs and indicators which might give rise to concerns (See Appendix 8.1)

8.4 Responding to allegations of abuse (see section 10)

9. Minimising Risk

Keep children safe from harm while under the supervision of staff and / or staff from partner organisations. Health and safety requirements in accordance with KPMF policy and practice must be carefully considered when planning and carrying out activities involving children.

A common-sense approach should be adopted regarding the supervision of children. Where appropriate, children may be left unsupervised, however, each situation should be judged on its merit. Where appropriate, partner organisations should carry out risk assessments before activities with children are carried out. By doing this, problems can be addressed before they occur.

Safeguarding Risk Assessments for our Events and Workshops

For all activities involving children and young people (including performances, workshops, masterclasses and education projects), KPMF or the relevant partner organisation will complete a safeguarding-informed risk assessment which considers, as appropriate:

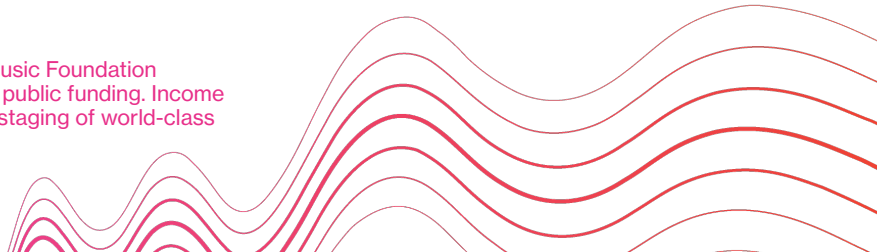
- Supervision ratios (adult-to-child) and the specific needs of participants
- Arrangements for separate backstage or green-room areas for children and adults
- Management of any unsupervised minors in public spaces or foyers
- The expected age profile of attendees and any additional measures required

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- Supervision arrangements, including responsibilities of partner staff, teachers and guardians
- A safeguarding briefing for visiting artists, facilitators and relevant staff
- Backstage and restricted-area access control
- Photo, filming and media consent processes and how these are checked on the day
- Collection arrangements for children at the end of events or workshops
- Alcohol-related risk controls, including bar access and separation of alcohol service from youth activities
- Procedures for late-night events, including safe exit and collection for under-18s

10. Responding to Accidents, Incidents & Harm Against KPMF Staff or KPMF Casual Staff

Managing Allegations Against Staff or KPMF Casual Staff

Where an allegation or concern relates to a member of KPMF staff, a volunteer or an external artist/partner:

Any concern must be reported immediately to the Safeguarding Lead (SL) or Designated Safeguarding Leads (DSL), see below the list of DSL's & SL at Kings Place.

If the concern involves one of the DSL's, it must be reported directly to another DSL, SL or the Chair of Trustees. The Chair of Trustees contact information can be requested if the allegation needs to be reported to them.

Initial information will be recorded promptly and accurately, and an immediate risk assessment undertaken to decide what protective steps are required.

Suspension may be used as a neutral act to allow an investigation to take place and to protect all parties.

Where the concern meets the threshold, the DSL will make a referral to the Local Authority Designated Officer (LADO) and will follow their advice.

Information will be shared only with those who need to know, in line with confidentiality, data protection and safeguarding guidance. This information will be password protected and will restrict access to only the Designated Safeguarding Leads.

Contact details for the DSL and SL will be kept up to date and clearly signposted in this policy. You can request to receive the Chair of Trustees contact information if necessary.

Safeguarding Records and Confidentiality

All safeguarding concerns, disclosures, incidents and decisions will be recorded clearly, factually and promptly on our safeguarding report form.

Safeguarding records will be stored securely (for example, in private protected electronic folders or locked cabinets) in line with KPMF's data protection procedures.

Access to safeguarding records will be restricted to the DSL's and senior staff who need to know in order to carry out their role.

Records will be retained for an appropriate period in line with legal requirements and organisational retention schedules, and then disposed of securely.

All handling of safeguarding information will comply with data protection law and GDPR.

Emergency and Non-Emergency Response Guide

In an emergency (child at immediate risk of significant harm):

- Ensure the immediate safety of the child (call 999 if required).
- Inform the DSL, SL or senior manager on duty as soon as it is safe to do so.
- Record what has happened as soon as possible in the safeguarding report form on our system, using the child's own words where relevant.
- The DSL, SL or senior manager will contact Police and/or Children's Social Care without delay.

In a non-emergency (concern or disclosure with no immediate danger):

Listen, reassure and do not promise confidentiality.

- Report the concern to the DSL, SL or senior manager as soon as possible and within the same working day.
- Make a written record of the concern on the safeguarding report form, signed and dated.
- The DSL will decide next steps, which may include seeking advice, monitoring, or making a referral.
- Responding to accident or near miss incident

Any child who experiences an accident or near-miss incident whilst on the premises must report the incident immediately to the person responsible for their presence on site. If the person responsible is not available, the child must obtain the assistance of a responsible person to ensure that company procedure is adhered to. An injury may be dealt with by a first-aider or an appointed person.

However, if an emergency arises, an ambulance must be called at the first opportunity. Any incident involving an emergency must be reported to senior management immediately.

An accident/incident form should be completed and a copy kept and reviewed. Where appropriate, the circumstances of the incident should be investigated to establish the cause and also to identify what remedial action should be taken to minimise the possibility of reoccurrence.

Responding to alleged / suspected harm

It is possible that a child will confide in you. This is something which you must handle carefully. If a child has talked about harm, or harm is suspected, the following action should be taken:

Notify the person responsible for their presence on site unless the information refers to that individual.

Write down accurately what the child has said, using the child's own words, as soon as possible. Note date, time, any names mentioned, to whom the information was given, and ensure the record is signed and dated.

It is vitally important that the company's Designated Safeguarding Leads (DSL), Zoe or Chris, be notified immediately so that they can inform and liaise with the relevant authority (Social services/Police/NSPCC). If they are not present on the ground, you must notify Rachel the Safeguarding Lead immediately.

When dealing with a child who is making a disclosure to you, the following action should be taken:

Stay calm and listen carefully to what is said.

- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
- Be aware that the child may have been threatened.
- Allow the child to continue at their own pace
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's own words, as soon as possible – note date, time, any names mentioned, to whom the information was given, and ensure the record is signed and dated.

Responding to allegations of harm against a member of staff

Where it is suspected or reported that a member of KPMF staff or external staff member/volunteer may be involved in harm/abuse, staff should alert the Designated Safeguarding Lead (DSL) or the on-site Safeguarding Lead (SL). The member of staff should be immediately separated from the event associated with the child. They should be told that an allegation has been reported but reassured that no presumptions have been made, and it will be investigated further.

If gross misconduct is suspected, it may be appropriate to ask them not to attend the event or premises while under investigation. Once the enquiry has been concluded, KPMF's DSL should decide what further action is appropriate in conjunction with the senior staff team and taking note of other KPMF policies. In the case of an external organisation, this process will be completed in collaboration with appropriate senior staff from that organisation.

Dealing with incidents of harm is difficult for any individual. However, staff should not:

- Act alone
- Start to investigate
- Make any assumptions of innocence or guilt.

Any staff member who is involved in a disclosure of any kind may feel that they need to speak to a childcare professional to reassure themselves that they have done the right thing. The NSPCC operate a 24-hour help line for anyone concerned about a child. It can be used anonymously, by calling 0808 800 5000. KPMF undertakes to provide an appropriate level of support.

11. Whistleblowing

KPMF is committed to a culture where staff, KPMF Casual Staff, visiting artists and partners can raise safeguarding concerns without fear of reprisal.

Everyone is encouraged to report any behaviour or practice that may put children at risk, whether or not it appears to be covered elsewhere in this policy.

KPMF will not tolerate victimisation of anyone who raises a concern in good faith.

This approach is consistent with the principles of the Public Interest Disclosure Act.

Concerns should normally be raised with the DSL or a senior manager, but where this is not appropriate, individuals may contact the Chair of Trustees or external bodies such as the local authority, NSPCC or Police.

12. Staff, Recruitment and Training

Staff

Designated Safeguarding Lead

- Kings Place Music Foundation commits to having at least one Designated Safeguarding Lead (DSL) on its senior management team.
- At the time of writing the main DSL for KPMF is Zoe Jeyes, Executive Director
- The other DSL is Chris Nye, Head of Visitor Services & Operations
- The Safeguarding Lead is Rachel Naylor, Community Producer
- The DSL takes lead responsibility for safeguarding at Kings Place on behalf of KPMF during onsite and offsite activity.
- The DSL should take part in DSL level training every two years, and in addition update and refresh their knowledge at regular intervals at least annually (for example through e-bulletins or other training)
- The DSL should undertake online safety training.
- The DSL has DBS checks.
- The DSL should be able to make themselves immediately available at all times during working hours for staff to discuss any safeguarding concerns.
- It is the responsibility of the DSL to ensure appropriate decisions or actions have been made following a disclosure, incident or discussed concern.

Training & DBS Checks

Safeguarding training is mandatory for relevant roles and will be refreshed regularly. As a guide:

Frequency	Training Level & DBS Checks	Role
Every 2 years	Basic Level 1 Safeguarding/Basic DBS Check	All staff working with children
Every 2 years, with annual refreshers	DSL & SL Level 4 Safeguarding/Enhanced DBS Check	DSL & SL
Annual	Induction plus annual refresher	Casual Staff
Per event/project	Safeguarding briefing specific to the event/project	Visiting artists, facilitators and partners

KPMF will keep records of safeguarding training and ensure that staff, KPMF Casual Staff and regular visiting artists are reminded when updates or refreshers are due.

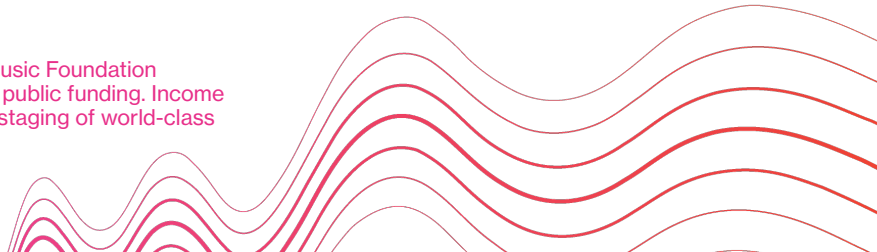
We invite and encourage staff to ask questions and make suggestions to ensure the continued relevance and robustness of these policies and procedures.

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13. Working with Partner Organisations and Third Parties

Kings Place Music Foundation (KPMF) plays a crucial role in safeguarding children when collaborating with education, health, social care, community, and arts organisations. Each partner shares an equal responsibility to work together to protect and promote the welfare of children. To achieve this, Kings Place will ensure at time of contract that:

The partner organisation has a safeguarding policy in place, which covers key areas such as child protection, reporting procedures, staff training, and background checks.

Clearly defining and understanding each partner's roles and responsibilities, which includes their DSL and other relevant individuals.

All partner organisations and third parties are familiar and adhere with the Kings Place safeguarding policy.

Both parties discussing and resolving any policy or procedural conflicts to establish a mutually agreed, effective procedure.

Additionally, Partner Organisations must inform KPMF at least two months prior to an event if children will be participating or performing. The following information should be provided:

- The number of children taking part.
- Confirmation that an appropriate number of DBS-checked chaperones will accompany the children.
- A risk assessment for the event, including risks and mitigations related to the participation of children.
- Confirmation that all required performance licences are in place.
- Assurance that activities will be conducted in accordance with this Safeguarding Policy.

Partner organisations remain responsible for the conduct and supervision of the children they bring to Kings Place, including ensuring appropriate ratios, DBS-checked chaperones and any required performance licences. However, KPMF retains an overarching responsibility for safeguarding on its premises and at KPMF-branded events and expects partner organisations to adhere to this policy and to cooperate fully in the event of any concern or allegation.

It is the responsibility of the Partner Organisation to ensure their activities at KPMF comply with this Safeguarding Policy, including:

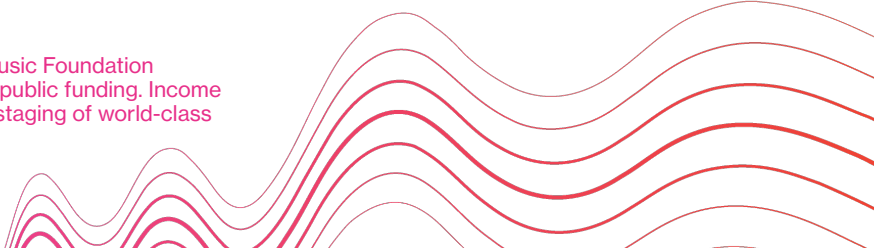
- Requesting and processing any necessary performance licences or Body of Persons Approval (BOPA). BOPA applications and more information can be found at <https://www.nncee.org.uk/>. Individual applications can be made via

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Child Performance Licensing, more information and applications can be found at <https://www.gov.uk/apply-for-child-performance-licence>

- Completing and submitting a Risk Assessment to Kings Place if children will be participating or performing.

14. Digital & Online Safeguarding

When working with children and young people in digital or online environments (for example, livestreams, online workshops or communication with participants):

Staff, KPMF Casual Staff and visiting artists must not engage in private one-to-one messaging with under-18s on personal accounts or devices.

Where electronic communication is necessary (for example, sharing links to materials), guardians/carers, schools or group leaders should be copied in wherever possible.

Staff and KPMF Casual Staff should not send or accept “friend” or “follow” requests from under-18s on personal social media accounts.

Image and media consent rules apply equally to online and livestreamed content; children without consent must not be identifiable in recordings.

Livestreamed events should be planned with safeguarding in mind, including moderation of chat, clear behaviour expectations and procedures for managing inappropriate behaviour or disclosures.

15. Equality, Diversity and Inclusion

Safeguarding at KPMF is underpinned by a commitment to equality, diversity and inclusion.

KPMF has a zero-tolerance approach to racism, harassment and discrimination.

Activities and communications will be designed to be inclusive of LGBTQ+ children and families.

We will strive to ensure accessible and safe participation for disabled children and those with additional needs.

Staff and partners are expected to demonstrate cultural sensitivity and respect for different backgrounds, identities and experiences.