



SAFEGUARDING POLICY

The Lyric Hammersmith has a duty of care to safeguard from harm all CHILDREN, young people and/ or ADULTS AT RISK that access activities/services delivered by the Lyric. This policy details the legal requirements, organisational procedures and good practice as applicable to all Lyric WORKERS. This policy is compliant with requirements contained in relevant legislation¹ and will be updated on an annual basis or as and when changes to legislation or good practice take place.

This policy was approved by the Lyric Hammersmith Board on 25 March 2026 and will be reviewed in March 2027

Signed

A handwritten signature in black ink that reads "Amy Belson".

Amy Belson
Executive Director

¹ Policy is compliant with the following legislation: Working together to safeguard CHILDREN 2015; Human Rights Act 1998; Criminal Justice and Court Services Act 2000; Protection of CHILDREN Act 1999 and the Police Act 1997; Data Protection Act 1998; Disability Discrimination Act (DDA) 1995; Safeguarding Vulnerable Groups 2006 Sexual Offences Acts 2000 and 2003; Equality Act 2010

1. DEFINITIONS

A **CHILD** is defined, by the Children's Act 1989, as a person under the age of 18 years. It should be noted that the Lyric regularly uses the term 'young people' to refer to persons in the upper age ranges of this bracket (who may not think of themselves as 'CHILDREN') however for purposes of this policy the term CHILD or CHILDREN shall be used for all persons under the age of 18 years.

AN ADULT AT RISK (VULNERABLE ADULT). An ADULT AT RISK is 'any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and support' (Care Act 2014 [England]). For the Lyric an ADULT AT RISK tends to be those who are either NEET (not in Education, Employment or Training), living in residential housing, people with disabilities or have learning difficulties.

(The term 'ADULT AT RISK' is used in this policy to replace 'vulnerable adult'. This is because the term 'vulnerable adult' may wrongly imply that some of the fault for the abuse lies with the victim of abuse. We use 'ADULT AT RISK' as an exact replacement for 'vulnerable adult' as that phrase is used throughout existing government guidance)

A **WORKER** is defined as anyone who is employed or engaged by the Lyric, including full and part time staff, casuals and freelance artists. This definition includes freelance practitioners and artists who are the front-line of our programme of work with CHILDREN and/or ADULTS AT RISK.

A **DESIGNATED WORKER** is defined as a member of staff with specific responsibility for producing/managing a programme of work for, with or by CHILDREN and/or ADULTS AT RISK²

A **LADO** is a Local Authority Designated Officer responsible for providing instruction in the event of an allegation of abuse or suspicious behavior made against a DESIGNATED WORKER. As of January 2026, the Lyric's LADO is:

Chanel Johnson, Local Authority Designated Officer – Maternity Cover
London Borough of Hammersmith & Fulham
Telephone: 020 8753 5125
Email: chanel.johnson@lbhf.gov.uk / LADO@lbhf.gov.uk

Lara Thompson, Local Authority Designated Officer
London Borough of Hammersmith & Fulham
Telephone: 020 8753 5125
Email: lara.thompson@lbhf.gov.uk / LADO@lbhf.gov.uk

² In most cases this individual will be a specified Producer of the Young Lyric Team however on occasion this may be an individual from another department within the organisation. This individual will have responsibility for adhering to specific procedures contained within this policy.

A **DSCO** is an organization's Designated Safeguarding of CHILDREN Officer with overall responsibility for safeguarding. The Lyric's DSCO is the first point of contact for anyone who wishes to discuss safeguarding concerns. The Lyric's current DSCO is:

Rob Lehmann, Director of Young Lyric
Telephone: 020 8741 6822 ext, 418 Email: rob.Lehmann@lyric.co.uk

A **Deputy DSCO** is an organization's Deputy Designated Safeguarding of CHILDREN Officer with overall responsibility for safeguarding in the DSCO's absence. The Lyric's Deputy DSCO is the second point of contact for anyone who wishes to discuss safeguarding concerns in the DSCO's absence. The Lyric's current Deputy DSCO is:

Meghana Shah, Administration Manager
Telephone: 020 8741 6822 ext, 424 Email: meghana.shah@lyric.co.uk

If for any reason the DSCO or Deputy DSCO is unavailable or cannot be contacted any concerns/issues should be referred to the Lyric's Executive Directors **Amy Belson** amy.belson@lyric.co.uk and **Rachel O'Riordan**: rachel.oriordan@lyric.co.uk

A **SAFEGUARDING TRUSTEE** is a designated trustee from the Lyric's board with significant safeguarding experience. They are available to provide additional support to the DSCO as and when required. The Lyric's current SAFEGUARDING TRUSTEE is:

Susan Whiddington CBE

2. RECRUITMENT & TRAINING OF WORKERS AND DESIGNATED WORKERS

2.1 RECRUITMENT OF WORKERS and DESIGNATED WORKERS

All appointments that engage with CHILDREN and/or ADULTS AT RISK at the Lyric are subject to a valid Enhanced Disclosure and Barring Service (DBS) disclosure which shall be made clear in any recruitment advertising. A valid DBS is defined as an enhanced DBS which is dated within the last 3 years, inclusive of their period of engagement. Successful candidates will be offered a post subject to acceptable references, an enhanced DBS disclosure and the production of other documents necessary to confirm their suitability for the role and their right to work in the UK. If the candidate remains interested in the post, then the Lyric shall obtain two references using the Lyric Reference form. For posts involving work with young people, referees will be asked specifically about the applicant's suitability to work with young people. If references are taken by phone a written record should be made using the Reference Form. All Reference Forms should be dated and passed to the Administration Manager and HR Business Partner for filing. Upon receiving

satisfactory references, the Lyric shall issue a Contract of Employment (for permanent members of staff) or a Contract for Services (for freelance practitioners). At induction, permanent and fixed term members of staff are taken through each policy. They are shown where all policies are kept on the internal Lyric server and asked to read the Safeguarding Policy. In signing the contract, the person confirms that they have read and understood the Safeguarding Policy. Non-compliance with policies may be grounds for invoking the Lyric's Disciplinary Procedure.

2.2 TRAINING OF DESIGNATED WORKERS

All members of the Young Lyric Team and Senior Management Team are required to attend an 'Introduction to Safeguarding' course which is delivered at regular intervals or undertake another suitable accredited course, e.g. NSPCC online training. Online training will also be offered to Lyric trustees. This requirement includes Lyric Hosts/workshop assistants working directly with CHILDREN and/or ADULTS AT RISK.

The DSCO, Administration Manager and all members of the Young Lyric Team with responsibility for producing work with CHILDREN and/or ADULTS AT RISK will be required to attend additional safeguarding training as specific to their needs. The DSCO and members of the Young Lyric Team will also annually undertake the local authorities PREVENT training designed to help prevent the radicalisation of CHILDREN and/or ADULTS AT RISK.

All other members of permanent staff at the Lyric have an induction where the Safeguarding Policy and Procedures are shared and safeguarding training requirements are assessed. This induction will provide a basic introduction to safeguarding as applicable to WORKERS at all levels within the organisation and will explain the key procedures contained within this policy.

2.3 WORKERS WHO ARE THEMSELVES ADULTS AT RISK

Members of Lyric staff may also be an ADULT AT RISK themselves and require additional support while working at the Lyric.

Staff are encouraged to disclose their at-risk status formally to either their line manager or the HR department as soon as possible following appointment to a role or any subsequent change in circumstances.

On receiving a disclosure their support needs will be assessed by the HR team and a support plan will be put in place with their line manager and the HR lead. In some instances, it may be deemed necessary to make changes to the amount and type of contact between the WORKER and CHILDREN and/or ADULTS AT RISK.

3. PROCEDURES FOR DELIVERY OF ACTIVITY WITH CHILDREN AND ADULTS AT RISK

It is the responsibility of the DESIGNATED WORKER to ensure adherence to the below procedures:

3.1 PROCEDURES APPLICABLE TO ALL TYPES OF ACTIVITY

All WORKERS are required to maintain a professional relationship with CHILDREN and/or ADULTS AT RISK. WORKERS should demonstrate exemplary behavior and best practice in order to protect themselves from any false allegations. It is never appropriate for any WORKER to develop an intimate relationship with a CHILD and/or ADULT AT RISK who is in the care of the Lyric.

Any WORKER that is working with CHILDREN and/or ADULTS AT RISK must maintain a safe and appropriate distance from participants and should only touch participants when it is absolutely necessary and with prior verbal agreement from the participant. WORKERS are required to make sure that disabled participants are informed and comfortable with any necessary physical contact.

Ratios of WORKERS to participants will vary according to activity and age, as agreed by the DESIGNATED WORKER at the time of carrying out the risk assessment. There must never be fewer than two WORKERS when CHILDREN and/or ADULTS AT RISK are engaged in Lyric activities.

All work experience, volunteering or placements whereby a CHILD and/or ADULT AT RISK is in close contact with a WORKER will be approved and authorised by the DESIGNATED WORKER.

3.2 CHILDREN AS PARTICIPANTS

An appropriate risk assessment must be undertaken for each programme of work. Checks should be made to ensure that any equipment to be used by CHILDREN meets appropriate safety standards and is in good working order. Security and evacuation procedures should be explained by the DESIGNATED WORKER to any relevant WORKERS.

A register should be taken at the start of each session and parents/guardians (or relevant responsible agency) will be informed if any expected participants are not in attendance. When engaging CHILDREN and/or ADULTS AT RISK on a project, it is best practice to establish a group Code of Conduct. A Code of Conduct will be project-specific however it should be modelled on the framework set out below:

- To regularly attend all sessions and send apologies in advance of any expected absence
- To set realistic and achievable goals when taking part in project activities

- To not be afraid to ask for help if it is needed in completing actions and tasks
- To listen to and respect everyone's input in sessions

The DESIGNATED WORKER will be responsible for establishing the Code of Conduct. This is a suggestion of best practice and should be used as necessary when working with groups of CHILDREN and/or ADULTS AT RISK

The DESIGNATED WORKER should ensure that the Lyric's Safeguarding disclosure procedures are clearly mentioned to CHILDREN and/or ADULTS AT RISK when creating the Code of Conduct.

3.3 CHILDREN AS AUDIENCE MEMBERS

CHILDREN under the age of fourteen are not allowed to attend performances at the Lyric unless accompanied by an adult or unless the performance is specifically designed for CHILDREN to attend without adults. All performances which are likely to be attended by CHILDREN are supported by an age guideline. It is at the discretion of the adult accompanying the CHILDREN to the theatre whether this guideline is adhered to.

It is recommended that groups attending performances at the Lyric must have a minimum of one adult for every ten CHILDREN attending the production. In order to ensure that the CHILD to adult ratio is adhered to, the Lyric offers free tickets for one teacher for every ten students. In cases where a school requires a higher level of supervision (e.g. for CHILDREN with special needs) then the Lyric will accommodate their request for additional free tickets on a case-by-case basis. Minimum adult to CHILDREN ratios are outlined by the Lyric in letters sent to school and group bookers.

A chaperone can supervise a maximum of 12 CHILDREN at a time, all of whom must be of the same sex. The chaperone is responsible for the CHILD at all times except when they are rehearsing, performing or with a parent or carer. School-age CHILDREN, up to and including Year 11 (15-16), who are taking part in or rehearsing for a professional production must by law be accompanied by a registered chaperone, if the CHILD cannot be accompanied by their parents or carer.

If a CHILD aged 17 or 18 is engaged to perform in a professional production at the Lyric, this will be reviewed on an individual case by case basis by the Producer and DSCO and any appropriate safeguards will be put in place.

3.5 CHILDREN AND ADULTS AT RISK AS UNPAID PERFORMERS IN NON-PROFESSIONAL PRODUCTIONS

A programme of work may involve an informal/non-professional performance or sharing for an invited audience. In such instances, it is the responsibility of the

DESIGNATED WORKER to ensure that any printed information is carefully constructed so as to ensure that it is not possible to easily identify individual CHILDREN and/or ADULTS AT RISK. Participants involved in a performance may be named in any programme produced, but those under 16 years of age will not have their full name used in any press or more widely disseminated information without parent/guardian consent.

4. COMMUNICATING WITH CHILDREN AND ADULTS AT RISK

4.1 EMAIL

The Young Lyric shared participation mailbox is the primary way that the Lyric communicates with CHILDREN and/or ADULTS AT RISK for recruitment or promotion of activities. Staff should avoid sending any personalized emails to CHILDREN and/or ADULTS AT RISK from their personal email account for recruitment. The Young Lyric offers and opportunities are sent from **participation@lyric.co.uk** to CHILDREN and/or ADULTS AT RISK who are blind copied so that email addresses are not visible to other recipients. If for any reason a personal email is required, then it should be written using formal language (to avoid any misunderstanding on the part of the recipient). WORKERS who are unsure or have concerns regarding content of an email that they send or receive from a CHILD and/or ADULT AT RISK should consult the DSCO for guidance.

Upon recruitment of activities, the DESIGNATED WORKER will communicate with CHILDREN and/or ADULTS AT RISK from their professional work email for the duration of that project only. For best practice, all emails to CHILDREN and/or ADULTS AT RISK will be blind copied so that email addresses are not visible to other recipients. Any data stored on a professional workers mailbox should be updated to Spektrix and then deleted after 12 months from activity completion. At no point will the DESIGNATED WORKER share contact details to WORKERS to contact them on behalf of the Lyric.

4.2 SOCIAL MEDIA

Direct contact with CHILDREN and/or ADULTS AT RISK through social media (such as Facebook, Twitter, Snapchat, Instagram blogs etc.) should only take place through Young Lyric accounts and not using the individual WORKERS' own accounts or blogs. WORKERS should not be personal Facebook 'friends' with a CHILD and/or ADULT AT RISK involved with the Lyric, nor should they personally 'follow' on Twitter, Snapchat or Instagram (or any other direct communication/messaging application) a CHILD and/or ADULT AT RISK who is known to be involved in the Lyric.

4.3 MOBILE TELEPHONE

Workers should not make or receive calls and texts to or from CHILDREN and/or ADULTS AT RISK involved in the Lyric using their personal mobile phones. Designated Workers within the Young Lyric Team have access to a 'Lyric Mobile' which should be used for contacting CHILDREN and/or ADULTS AT RISK when off-site. This mobile should be pin locked so that data is not accessible by others. Any stored data should be updated to Spektrix and then deleted after twelve months of project completion. DESIGNATED WORKERS who answer a call on the Lyric mobile phone should, where possible, take the call in an open environment where the conversation can be witnessed. When calling or texting a CHILD and/or ADULT AT RISK using the Lyric Mobile, WORKERS should use formal language to avoid misinterpretation.

4.4 FACE-TO-FACE

Face-to-face discussions with individual CHILDREN and/or ADULTS AT RISK will be required on occasion. Any such discussions should take place in an open space where other WORKERS are present. WORKERS should avoid being alone in a room with only one participant and should ask another WORKER to be present if they require a face-to-face discussion with a CHILD and/or ADULT AT RISK. If a private or particularly sensitive conversation is necessary when other CHILDREN and/or ADULTS AT RISK are present, ask them to wait elsewhere rather than expose them to the conversation.

4.5 PHOTOGRAPHY AND VIDEO-RECORDING

Parental/guardian consent for photography or video recording of any CHILD is obtained through project enrolment forms. Photographs or videos of CHILDREN and/or ADULTS AT RISK must be stored in a designated folder that is only accessible by the Young Lyric Team, Communications Team and Senior Management Team.

Any camera owned by the Lyric and used by WORKERS for the purpose of photographing CHILDREN and/or ADULTS AT RISK engaged in Lyric activity must have its memory wiped as soon as content has been transferred to the Images folder. The Lyric will ensure that any professional photographers or video makers contracted by the Lyric to make photos/videos of CHILDREN and/or ADULTS AT RISK have an Enhanced Disclosure and Barring Service (DBS) which is dated within the last 3 years, inclusive of their period of engagement.

5. RECOGNISING SIGNS OF ABUSE

In order to effectively protect CHILDREN and/or ADULTS AT RISK all WORKERS should be familiar with the key signs and indicators of abuse, which are detailed below:

5.1 PHYSICAL ABUSE

An important indicator of physical abuse can be where bruises or injuries are unexplained or the explanation does not fit the injury. A delay in seeking medical treatment for a CHILD and/or ADULT AT RISK when it is obviously necessary is also a cause for concern. Bruising may be more or less noticeable on CHILDREN and/or ADULTS AT RISK with different skin tones or from different racial groups and specialist advice may need to be taken. Patterns of bruising that are suggestive of physical abuse include:

- Bruises that are seen away from bony prominences
- Bruises to the face, back, stomach, arms, buttocks, ears and hands
- Multiple bruises in clusters
- Multiple bruises of uniform shape
- Bruises that carry the imprint of an implement
- Cigarette burns
- Adult bite marks
- Scalds.

Although bruising is the most common injury in physical abuse, fatal non-accidental head injury and non-accidental fractures can occur without bruising. Any participant who has unexplained signs of pain or illness should be seen promptly by a doctor. Behavior changes can also indicate physical abuse:

- Fear of parents being approached for an explanation
- Aggressive behavior or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example wearing long sleeves in hot weather
- Depression; or withdrawn behavior
- Running away from home

5.2. PSYCHOLOGICAL ABUSE

Includes emotional abuse, threats, deprivation of contact, humiliation, intimidation, coercion, verbal abuse, isolation or withdrawal from services

Emotional abuse can be difficult to measure, and often CHILDREN and/or ADULTS AT RISK who appear well-cared for may be emotionally abused by being taunted, put down or belittled. Emotional abuse can also take the form of CHILDREN not being allowed to mix/play with other CHILDREN.

The physical signs of emotional abuse may include:

- Failure to thrive or grow
- Sudden speech disorders
- Developmental delay, either in terms of physical or emotional progress.

Changes in behavior that can also indicate emotional abuse include:

- Neurotic behavior e.g., sulking, hair twisting, rocking
- Being unable to play; or fear of making mistakes
- Fear of parent being approached regarding their behavior

- Self-harm
- Frequently frightened

5.3 SEXUAL ABUSE

Adults who use CHILDREN to meet their own sexual needs abuse CHILDREN of all ages, including infants and toddlers. Usually, in cases of sexual abuse it is the CHILDREN'S behavior that may cause you to become concerned, although physical signs can also be present. In all cases CHILDREN who talk about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously. The physical signs of sexual abuse may include:

- Pain or itching in the genital/anal areas
- Bruising or bleeding near genital/anal areas
- Sexually transmitted disease; vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down

Changes in behavior that can also indicate sexual abuse include:

- Sudden or unexplained changes in behavior (e.g., becoming aggressive or withdrawn)
- Fear of being left with a specific person or group of people
- Having nightmares
- Running away from home
- Sexual knowledge which is beyond their age or developmental level
- Sexual drawings or language
- Bedwetting
- Eating problems such as overeating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money
- Not allowed to have friends (particularly in adolescence)
- Acting in a sexually explicit way towards adults

5.4 NEGLECT OR ACTS OF OMISSION

Neglect is a passive form of abuse in which a perpetrator is responsible to provide care for a victim who is unable to care for themselves, but fails to provide adequate care. Neglect has some of the most lasting and damaging effects on CHILDREN and/or ADULTS AT RISK. Neglect can be a very difficult form of abuse to recognize. Neglect includes ignoring medical or physical care needs, withholding of medication or adequate nutrition and failure to provide access to appropriate health, social care or educational services, discriminatory abuse – including racist, sexist and other forms of harassment.

The physical signs of neglect may include:

- Hunger, sometimes stealing food from others

- Constantly dirty or smelly
- Loss of weight, or being constantly underweight
- Inappropriate dress for the conditions

5.5 CHILD EXPLOITATION

Child exploitation is when someone uses a CHILD for financial gain, sexual gratification, labour or personal advantage.

Using cruel and violent treatment to force a CHILD to take part in criminal or sexual activities often leads to physical and emotional harm to the CHILD, to the detriment of their physical and mental health, education, and moral or social development.

The exploitation of CHILDREN can take a number of different forms and perpetrators may subject CHILDREN and/or ADULTS AT RISK to multiple forms of abuse at the same time, such as criminal exploitation (including county lines) and sexual exploitation.

The signs of child exploitation may be:

- Skipping school
- Staying out late or overnight
- Unexplained gifts/new possessions
- Drugs and alcohol misuse
- Secretive behaviour
- Inappropriate or sexualised behaviour
- Friendship or relationships with older adults
- Significant changes in mood or behaviour changes in appearance (clothes, hygiene, etc.)
- Becoming withdrawn or isolated, poor mental health/self-harm etc.
- Lots of time spent on social media talking to 'friends' they haven't met or that you don't know.
- Unexplained injuries
- Owning a second mobile phone from which they are receiving a high volume of calls or need to leave urgently after receiving a text/call

6. PREVENTING CHILDREN AND ADULTS AT RISK FROM RADICALISATION

Section 26 of the Counter-Terrorism and Security Act 2015 (the Act) places a duty on certain bodies ("specified authorities" listed in Schedule 6 to the Act), in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". The Lyric Hammersmith is one of these bodies because of the scope and the extent on the work done with CHILDREN and/or ADULTS AT RISK.

6.1 THE PREVENT

Prevent is part of the Government's counter-terrorism strategy and aims to stop people becoming terrorists or supporting terrorism. Prevent works at the pre-

criminal stage by using early intervention to encourage individuals and communities to challenge extremist and terrorist ideology and behavior.

6.2 THE PREVENT STRATEGY

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
- Provides practical help to prevent individuals from being drawn into terrorism and ensure they are given appropriate advice and support
- Works with a wide range of institutions (including education, criminal justice, faith, charities, online and health) where there are risks of radicalization that we need to deal with

The strategy covers all forms of terrorism, including far right extremism and some aspects of non-violent extremism.

6.3 ADVICE AND GUIDANCE

The Prevent Delivery Team is based within the local authorities; the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and Westminster City Council. The Lyric staff should undertake:

- Regular training for frontline staff in recognizing, referring and responding to radicalization

7. DEALING WITH SAFEGUARDING INCIDENTS OR CONCERNS

A safeguarding incident/concern will generally fall into one of three categories, each of which will be dealt with the section below:

1. Dealing with an incident/concern about a CHILD and/or ADULT AT RISK's welfare
2. Dealing with a disclosure made by a CHILD and/or ADULT AT RISK
3. Dealing with an incident/concern which involves bullying or abuse

It should be noted that the reporting of safeguarding incidents or concerns should be dealt with in a way that is distinct from general Health & Safety incidents and concerns. For information on Health and Safety procedures, please refer to the Lyric's Health and Safety Policy. It should be noted that there may be occasions when an incident or accident requires a WORKER to adhere to both Health and Safety and Safeguarding procedures.

7.1 DEALING WITH A SAFEGUARDING CONCERN

All WORKERS who come into contact with CHILDREN and/or ADULTS AT RISK have a responsibility to raise any concerns they have about a CHILD and/or ADULT AT RISK's welfare with the Lyric's DSCO. It is not the responsibility of WORKERS to make a judgement as to whether a concern is severe or not nor it is the responsibility of

WORKERS to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by making contact with the Lyric's DSCO via the safeguarding incident report form. The DSCO will then take further advice from Hammersmith and Fulham's Initial Consultation and Advice Team (see Section 8 for contact details) or escalate to the safeguarding team at the local authority whereby the CHILD and/or ADULT AT RISK lives, if required. A concern is distinct from a disclosure from a CHILD and/or ADULT AT RISK and is likely to manifest itself following observation of their behavior or as a result of hearing them say or do something which would raise a concern (e.g., a WORKER may notice bruise marks on specific areas of a CHILD).

7.2 DEALING WITH A DISCLOSURE OF INFORMATION FROM A CHILD OR ADULT AT RISK

WORKERS should be aware that they may be required to deal with a direct or indirect disclosure of information from a CHILD and/or ADULT AT RISK which raises concerns about their welfare. A disclosure may happen directly (i.e. they explicitly say something which informs you that they are at risk) or indirectly (i.e. they use language/words which implicitly suggest that they are at risk). If a CHILD and/or ADULT AT RISK discloses abuse, remember that this may be the beginning of a legal process, as well as a process of recovery for the CHILD and/or ADULT AT RISK. Legal action against a perpetrator can be seriously damaged by any suggestion that the CHILD has been led in any way. In the event of a disclosure a WORKER should take the following steps:

1. LISTEN - Listen carefully to what is said by the CHILD and/or ADULT AT RISK and ask questions for clarification only. WORKERS should avoid asking any questions that suggest a particular answer or which may lead them to answer in a particular way. Allow the CHILD and/or ADULT AT RISK to continue at their own pace and reassure them that they have done the right thing in telling you.

2. INFORM - Inform the CHILD and/or ADULT AT RISK that the information that they have disclosed will need to be shared with others. It is important to inform the CHILD and/or ADULT AT RISK that information will be dealt with sensitively, but for their own safety cannot remain confidential. Tell them what you will do next and with whom the information will be shared.

3. RECORD - Record in writing what was said, using the CHILD and/or ADULT AT RISK's own words, as soon as possible. Please note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

4. CONTACT - Contact the DSCO immediately to discuss the disclosure. As per the previous section, the DSCO will be responsible for making a decision about

whether the disclosure warrants a referral to the Hammersmith and Fulham Contact and Assessment Team.

As per safeguarding concerns, there exists a responsibility for all WORKERS to act on any disclosure by making contact with the Lyric's DSCO via the safeguarding incident report form. The DSCO will then take further advice from Hammersmith and Fulham's Initial Consultation and Advice Team or escalate to the safeguarding team at the local authority whereby the CHILD and/or ADULT AT RISK lives, if required.

7.3 DEALING WITH AN INCIDENT/CONCERN WHICH INVOLVES BULLYING

Any incidents involving bullying should be reported to and dealt with by the relevant DESIGNATED WORKER who should seek to use an informal approach to resolve the situation in the first instance. This individual should discuss with the DCSO if it is necessary to speak to both sets of individuals/parents/guardians or support networks regarding the incidents and if it is necessary to give a verbal warning to the perpetrator. If the bullying cannot be resolved by the above steps, then the bullied CHILD and/or ADULT AT RISK has the right to make a formal written complaint to the Lyric about the bullying. The complaint will be fully investigated and they will be supported throughout this process.

8. REFERRAL DECISION MAKING PROCESS

It is the responsibility of the Lyric's DSCO to act upon any safeguarding concern raised by a WORKER by seeking further advice from Hammersmith and Fulham's Initial Consultation and Advice Team, if necessary and on the advice of the contact and assessment team the LADO may be contacted. The Initial Consultation and Advice Team can be contacted as follows:

London Borough of Hammersmith and Fulham Contact &
Assessment Team 3rd floor 145 King Street Hammersmith W6
9XY (Open 9am–5pm, Mon–Fri)

Hammersmith and Fulham Duty Line
Tel: 020 8753 6610
(Out of hours: 020 8748 8588)
familyservices@lbhf.gov.uk

Anna Carpenter Safeguarding Review and Quality Assurance
Manager Telephone: 020 8753 5124 Email:
anna.carpenter@lbhf.gov.uk

The nature of each safeguarding concern will vary significantly and therefore is it the DSCO'S responsibility to seek advice and instruction from the Local Authority

regarding next steps. The DSCO will be responsible for involving the relevant WORKER/S in this process and to document the process in writing. Should a referral be required, the DSCO will immediately bring this to the attention of the Lyric's Executive Director. Throughout the referral process the DSCO will be responsible for providing regular written updates to the Lyric's Executive Directors.

If an incident/concern is not deemed by the Lyric's DSCO to be a Safeguarding concern then it will not be reported to the London Borough of Hammersmith and Fulham Contact and Assessment Team. However, it will be the responsibility of the DSCO to record the conversation that has taken place with the WORKER and for forwarding a written report to the Lyric's Executive Directors. It is important to note that if for any reason the WORKER deems the DSCO's decision not to make a formal referral as a matter of concern, then they should speak directly to the Lyric's Executive Directors, in line with the Lyric's Whistle-blowing and Anti-Bribery Policy. Please see the Lyric Whistle-blowing Policy for further information.

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only. Please see [Appendix 1](#) for reporting safeguarding concerns flowchart.

9. ALLEGATION AGAINST WORKERS

There may be instances when a safeguarding incident/concern involves an allegation against a WORKER. The procedure for dealing with a safeguarding allegation against a WORKER is distinct from the procedure that should be used for dealing with a concern about a CHILD and/or ADULT AT RISK. Often it will be required to deal with both situations concurrently however it is important that these are understood as separate processes to protect both the WORKER and CHILD and/or ADULT AT RISK.

If for any reason a WORKER, has concerns about another WORKER'S behaviour which may impact upon the safety or welfare of a CHILD and/or ADULT AT RISK, then it is the WORKER'S responsibility to report this to the DSCO.

On occasions where an allegation is raised towards a WORKER'S behaviour by a CHILD and/or ADULT AT RISK, then the WORKER who the allegation was made unto, is responsible for reporting this to the DSCO.

In both situations, the DSCO will then carry out an initial investigation in accordance with the Lyric's Disciplinary and Grievance procedures. The Lyric is legally required to alert the LADO and the Hammersmith and Fulham Initial Consultation and Advice Team to all cases where it has been investigated and established that a person who works with CHILDREN and/or ADULTS AT RISK has:

- a) Behaved in a way that has harmed, or may have harmed CHILDREN and/or ADULTS AT RISK

- b) Possibly committed a criminal offence against CHILDREN and/or ADULTS AT RISK
- c) Behaved towards CHILDREN and/or ADULTS AT RISK in a way that indicates they are unsuitable for such work.

The LADO will instruct the DSCO on procedure and what information may be shared with the person who is the subject of an allegation. The DSCO and LADO will decide, in consultation with the Police and/or any other relevant agencies, what may be shared in situations that may possibly lead to a criminal investigation. Subject to advice from the LADO, and to any consequent restrictions on the information that can be shared, the Lyric will, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome.

The Lyric will ensure that the accused WORKER will be treated fairly and honestly and helped to understand the concerns expressed and processes involved. They will be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process.

10. ALLEGATIONS AGAINST ADULTS AT RISK FROM A WORKER

There may be instances when a safeguarding incident/concern involves an allegation against an ADULT AT RISK (engaging as a participant) from a WORKER. If for any reason a WORKER has concerns about an ADULT AT RISK's behaviour which may impact upon the safety and/or welfare of a WORKER, CHILDREN and/or other ADULTS AT RISK then it is the WORKER'S responsibility to report this to the DSCO. The DSCO will then carry out an initial investigation with all involved.

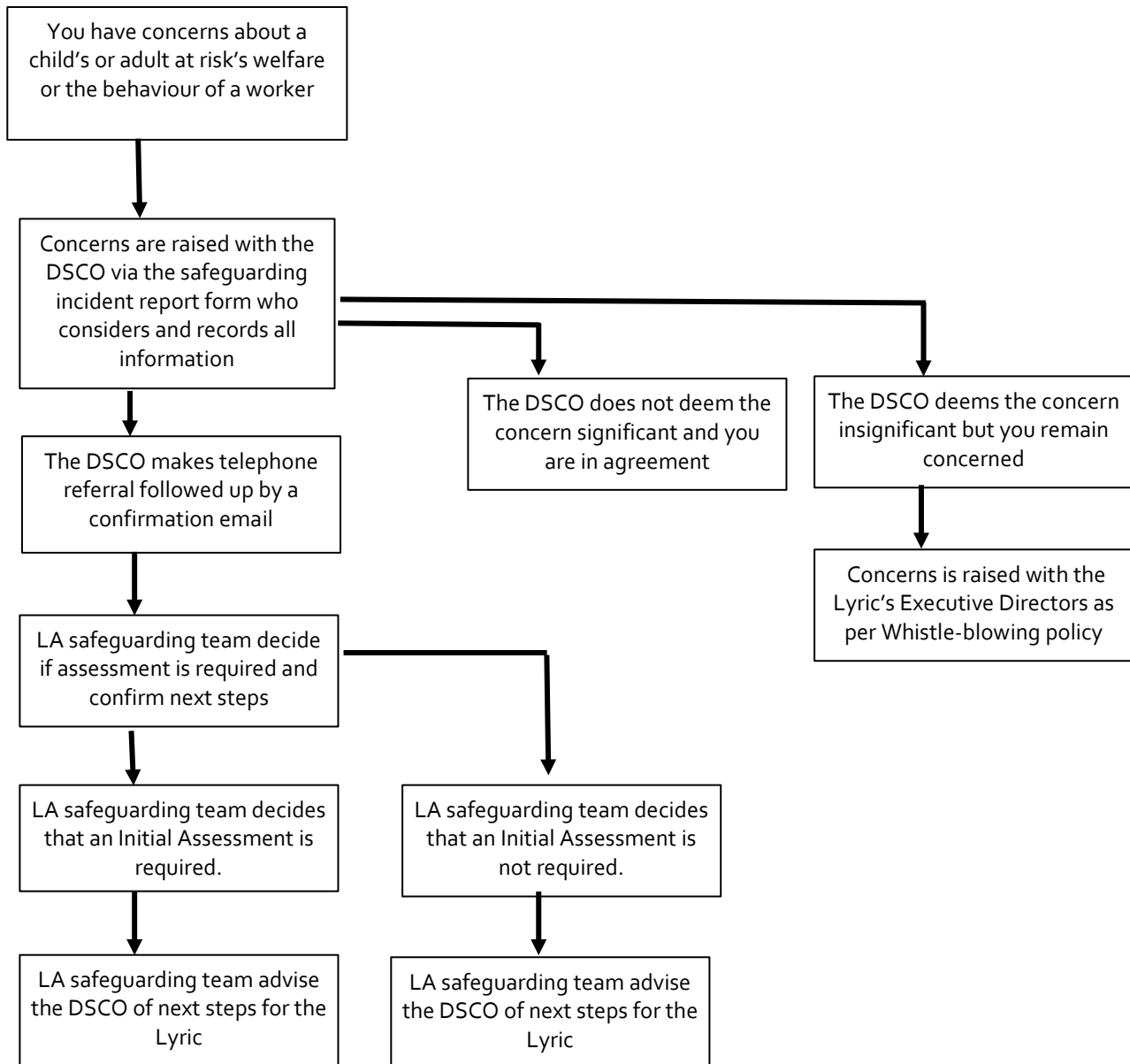
If the investigation evidences that abuse from an ADULT AT RISK towards a WORKER, CHILDREN and/or other ADULTS AT RISK has taken place, then the Lyric has the right to take any one or more of the following actions below

- a.) The DSCO may decide to create a bespoke plan to support and reduce the ADULT AT RISK's abusive behaviour
- b.) The Lyric may decide to temporarily suspend or permanently terminate the ADULT AT RISK's engagement with the Lyric and its partner's activities
- c.) Where abusive behavior is evidenced, the Lyric will inform the police and or any support agencies of evidence found from.

The Lyric is legally required to alert the Hammersmith and Fulham Contact and Assessment Team to all cases where it has been investigated and established that an ADULT AT RISK has abused a WORKER, CHILDREN and/or other ADULTS AT RISK. The Lyric will, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome.

The Lyric will ensure that the accused ADULT AT RISK will be treated fairly and honestly and helped to understand the concerns expressed and processes involved. They will be kept informed of the progress and outcome of any investigation and its implications.

APPENDIX 1: REPORTING SAFEGUARDING CONCERNS



The DSCO is responsible for ensuring that an accurate record is retained at every stage.

Contact DSCO below:

Rob Lehmann, Director of Young Lyric
Telephone: 020 8741 6822 ext: 418 n Email: rob.lehmann@lyric.co.uk

If for any reason the DSCO is unavailable or cannot be contacted, all issues should be referred to the Deputy DSCO

Meghana Shah, Administration Manager
Telephone: 020 8741 6822 ext, 424 Email: meghana.shah@lyric.co.uk

If for any reason the DSCO is unavailable or cannot be contacted, all issues should be referred to the Executive Directors, or if they are not available another member of the Senior Management Team

APPENDIX 2: ADULTS AT RISK

LYRIC HAMMERSMITH SAFEGUARDING INCIDENT REPORT FORM

Please return completed forms to
Rob Lehmann, Director of Young Lyric

The following incident report is to ensure the continued safety of **workers** and **designated workers** alongside **children** and/or **adults at risk** within the Lyric and its activity.

Following an incident or disclosure with a **child** and/or **adult at risk**, an account of the exchange will be logged using the template below. This excludes any discussion that needs immediate escalation due to a disclosure or safeguarding issue, during which existing procedures will be followed as per the Safeguarding Policy.

The incident report below involving **children** and/or **adults at risk** needs to be logged within 48 hours of the incident and sent directly to the DSCO /Director of Young Lyric for review – rob.lehmann@lyric.co.uk

Name of Participant			
Name of Lyric Staff Member			
Date		Time	
Location	☐ Onsite	☐ Phone	☐ Online
Overview of incident/ disclosure			
Report sent to Director of Young Lyric ☐			
Reviewed by Director of Young Lyric ☐			
Follow up actions:			

APPENDIX 3: ADULTS AT RISK

COMMITMENT TO SAFEGUARDING ADULTS AT RISK

Abuse is a violation of an individual's human and civil rights; it can take many forms. The staff and volunteers at the Lyric Hammersmith are committed to practice which promotes the welfare of ADULTS AT RISK and safeguards them from harm. Staff and volunteers in our organisation accept and recognise our responsibilities to develop awareness of the issues that cause ADULTS AT RISK harm, and to establish and maintain a safe environment for them. We will not tolerate any form of abuse wherever it occurs or whoever is responsible. We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who use our services, our staff and our volunteers with a view to how we may continuously improve our services/activities. We will endeavor to safeguard ADULTS AT RISK by:

- Adhering to our Safeguarding Policy and ensuring that it is supported by robust procedures
- Carefully following the procedures laid down for the recruitment and selection of staff and volunteers
- Providing effective management for staff and volunteers through supervision, support and training
- Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies

Legal Framework

Working Together to Safeguard CHILDREN 2013 only applies to CHILDREN and young people until they reach the age of 18. Any incidents or concerns relating to a young person of 18 years and over, even if still at school, are not covered by the Local Safeguarding CHILDREN Boards or their procedures.

APPENDX 4: ADVICE AND GUIDANCE

Advice and Guidance

In addition to this policy, below is a list of professional support agencies in relation to safeguarding CHILDREN and /or ADULTS AT RISK

Safeguarding Adults in Hammersmith and Fulham

H&F Advice: 0800 145 6095 (8:45AM – 5PM, Monday – Friday)

Out of Hours: 020 8748 8588

Email: safeguardingadults@lbhf.gov.uk

The referrer must send in the referral form to social services line immediately or within 24 hours of the safeguarding concern coming to notice.

LBHF Multi Agency Safeguarding Hub (MASH)

The Multi Agency Safeguarding Hub (MASH) is made up of representatives from children's social care co-located with professionals from the Met Police and the NHS. The MASH also has virtual links with other partner agencies such as education, housing, probation, the youth offending team and the UK Border Agency. If there are any other agencies working with a family, for example domestic violence services, alcohol and drug services, or another relevant agency, the MASH may contact these agencies for information.

Phone: 020 8753 6610

Email: familyservices@lbhf.gov.uk

Out of hours service: 020 8748 8588

Speak CAMHS Helpline: 0800 328 4444

Information on a new service for children and young people under 18 and who live in Hammersmith and Fulham, Ealing or Hounslow and are in need help and support. The aim is to offer telephone support via a helpline number, which includes basic counselling and problem-solving to young people and their families. The helpline is run by healthcare professionals who are familiar with local services and have a range of specialist knowledge, to help support and advise young people and their families.

NSPCC – For children and young people

Childline offers free, confidential advice and support whatever your worry, whenever you need help. www.nspcc.org.uk

You can contact Childline on 0800 1111

NSPCC – For parents and professionals

If you are worried about a child, even if you are unsure, you can call the NSPCC helpline on 0808 800 5000 or email help@nspcc.org.uk

Barnardo's

Barnardo's helps to support some of the most vulnerable children in the UK and their parents and carers. If you would like to find out more about the work Barnardo's does or how to get involved, please check out its website: www.barnardos.org.uk

Policing efforts in Hammersmith & Fulham

For further information regarding efforts to address crime and anti-social behaviour in Hammersmith & Fulham, please refer to www.lbhf.gov.uk/crime

If you are concerned about a young person being involved in knife crime or other criminal activities, please see:

Community Safety Team

020 8753 2816

csu@lbhf.gov.uk

Anti-Social Behaviour

0208 753 1600

reportasb@lbhf.gov.uk

UK Safer Internet Centre

The Professionals Online Safety Helpline provides free signposting, advice and mediation for online safety issues staff face.

Phone: 0344 381 4772

Email: helpline@saferinternet.org.uk

NSPCC - Whistleblowing Advice Line

Support for professionals who are worried about children in the workplace.

Phone: 0800 028 0285

APPENDX 5: DIGITAL SAFEGUARDING

The Lyric Hammersmith has a duty of care to safeguard all CHILDREN and/or ADULTS AT RISK that access activities/services delivered by the Lyric. This policy details the legal requirements, organisational procedures and good practice as applicable to all. This policy will be updated on an annual basis or as and when changes to legislation or good practice take place. This Digital Safeguarding Policy was reviewed in January 2026

1. DIGITAL SAFEGUARDING GUIDANCE

This document provides the guidelines for virtual/digital/online engagement for CHILDREN and/or ADULTS AT RISK, WORKERS and DESIGNATED WORKERS, as best practice for online Lyric Activity

This document should be read in partnership with Lyric's **main Safeguarding Policy** which will be issued alongside this document and is available on request. The Lyric's DSCO is the first point of contact for anyone who wishes to discuss safeguarding concerns.

GENERAL SAFEGUARDING PROCEDURES

Record and action safeguarding concerns or disclosures in the same way as for face-to-face contact; be transparent with the CHILD and/or ADULT AT RISK about this.

COMMUNICATION VIA MOBILE TELEPHONE (TEXT MESSAGE, WHATSAPP, MESSENGER etc.)

WORKERS should not make or receive calls or texts to or from CHILDREN and/or ADULTS AT RISK using their personal mobile phones. DESIGNATED WORKERS within the Young Lyric's Team have access to a 'Lyric Mobile' which should be used for contacting CHILDREN and/or ADULTS AT RISK when off-site. This mobile should be pin locked so that data is not accessible by others.

The Lyric mobile phones can be used to text or communicate with groups of CHILDREN and/or ADULTS AT RISK via a WhatsApp Group associated with the Lyric mobile only. The CHILDREN and/or ADULTS AT RISK must be informed **before** they join the group that when they join they will automatically share their personal mobile number with other CHILDREN and/or ADULTS AT RISK.

DESIGNATED WORKERS should avoid answering calls outside of normal operational hours, where possible. Lyric phones must remain on during extended periods of contact such as the pre agreed virtual sessions, in case CHILDREN and/or ADULTS AT RISK wish to contact the DESIGNATED WORKER privately during the session (to make a disclosure, or to let them know they are feeling uncomfortable for any reason).

DIGITAL PLATFORMS & LIVE ONLINE SPACES (ZOOM, SKYPE, TEAMS, GOOGLE HANGOUTS etc.)

Contact through any means of video messaging to CHILDREN and/or ADULTS AT RISK will be agreed with the DSCO and will be pre-arranged. The time and date will be set by a DESIGNATED WORKER and where possible more than one WORKER will attend the session.

Zoom/Skype/Whereby/Google Hangouts are online conferencing/calling apps that can be used for chat, voice and video calls. As they use email addresses, rather than phone numbers, these are our preferred live contact method.

Our guidance for working online with CHILDREN and/or ADULTS AT RISK are below

- When communicating with CHILDREN and/or ADULTS AT RISK via digital platforms/online spaces, DESIGNATED WORKERS will use work email addresses.
- All online sessions will be attended by a DESIGNATED WORKER, who will be DBS checked.
- Where possible, CHILDREN and/or ADULTS AT RISK should never be in an online space with a WORKER without the DESIGNATED WORKER present
- Where possible, DBS approved WORKERS will be the only adults present in digital sessions.
- WORKERS should be appropriately dressed for all online sessions for any means of video messaging.
- WORKERS should conduct sessions in an appropriate space within the home (ideally neutral and private). If this is not possible, the DESIGNATED WORKER should be informed beforehand.
- All CHILDREN and/or ADULTS AT RISK will be informed of the platforms to be used, including dates, times and the WORKERS who will be hosting these platforms/in attendance.
- In case of a first aid emergency, a record of current addresses for CHILDREN and/or ADULTS AT RISK will be on hand, as well as an up-to-date record of parents/carers contacts who are in the same home as the CHILDREN and/or ADULTS AT RISK.
- Virtual sessions should be monitored by at least two WORKERS where possible, one of whom will be the DESIGNATED WORKER and will have their work phone with them to enable the CHILDREN and/or ADULTS AT RISK to message them privately should they feel uncomfortable with anything during the session.
- 1-1 sessions should only be arranged with the prior approval of the DSCO.

SHARING WORK CREATED IN ONLINE SPACES

When the Lyric shares work created online by CHILDREN and/or ADULTS AT RISK they will take the following steps:

- Gain parental/guardian consent (if required) for the participant to be photographed and videoed.
- The Lyric will only share content through official platforms.

DEALING WITH DISCLOSURES OR SAFEGUARDING CHECK INS ONLINE

- If a disclosure happens or a concern arises during a group session, the DSCO will be notified immediately, following usual process and procedure.

2. ONLINE 1-1 CONVERSATION LOG

The following additional protocol aims to ensure the continued safety of WORKERS and DESIGNATED WORKERS alongside CHILDREN and/or ADULTS AT RISK following a 1:1 online discussion.

Following a 1:1 online discussion with a CHILD and/or ADULT AT RISK **whereby a concern, potential issue or behaviour was addressed**, a brief account of the exchange will be logged using the template below. This excludes any discussion that needs immediate escalation due to a disclosure or safeguarding issue, during which existing procedures will be followed.

A log of 1-1 online conversations with CHILDREN and/or ADULTS AT RISK need to be logged within 48 hours and sent directly to the DSCO /Director of Young Lyric for review.

Name of Participant			
Name of Lyric Staff Member			
Date		Time	
Location	☐ Onsite	☐ Phone	☐ Online
Overview of conversation			
Actions to be taken			
Reviewed by Director of Young Lyric ☐			
Other			

3. ONLINE CODE OF CONDUCT

Below you will see our Code of Conduct for CHILDREN and/or ADULTS AT RISK participating in Young Lyric's online spaces.

Online Code of Conduct

You should:

- Let the WORKER know (via private message) if you feel uncomfortable in online spaces.
- Where possible be in a private room, with no one else shown/heard on the camera/microphone. Where possible, use a neutral or discreet background.
- Where possible, avoid being in a space in which other people might accidentally be caught on camera
- Wear appropriate clothing throughout

- Use the chat function to talk to ‘everyone’
- Avoid giving your login information to anyone else or accessing an account belonging to another person
- Not knowingly post spam, malicious code or viruses.
- Should your account be compromised, you should let the WORKER know as soon as possible.

You agree not to:

- Post content that is hate speech or threatening, that contains nudity or gratuitous violence
- Capture or share images of any other participants in digital sessions without the express permission of the WORKER

Submitting digital content to share

You might be given a task to complete as a part of a Young Lyric project and you should agree to the following:

- Do not film things that might reveal your exact address
- Do not film a CHILD (under the age of 18), without prior consent
- Do not share something that you feel uncomfortable with, or that you feel is too personal or complicated for yourself and others.
- Inform the WORKER if you are using any commercial music in your video.

Reporting others

If you have an incident to report that occurs in an online space, please let us know immediately by contacting the DESIGNATED WORKER.