

Vulnerable Adults Safeguarding Policy (04.25) v2.0

Purpose

Glyndebourne is committed to safeguarding and promoting the welfare of adults at risk of harm involved in our performances, educational activities, outreach projects and all other related activities. We ensure a safe environment where adults at risk of harm are protected from harm and can thrive.

Scope

This policy applies to all Company employees, freelance and temporary workers, volunteers, trustees (collectively referred to as 'Company members'), and visitors. We recognise our Duty of Care to all those who come into contact with Glyndebourne and will take all necessary steps to ensure the safety and wellbeing of everyone involved.

This policy outlines our safeguarding responsibilities and procedures, ensuring that all company members understand their roles in protecting vulnerable adults. It aims to protect them from harm whenever they interact with Glyndebourne, whether working, participating in a Learning & Engagement activity, or attending as an audience member.

An 'adult at risk of harm' or 'vulnerable adult' refers to an individual who, due to their personal circumstances or vulnerabilities, is at an increased risk of experiencing harm, abuse, or neglect. This term is often used to identify adults who may be more susceptible to various forms of harm, including physical, emotional, financial, or sexual abuse, as well as neglect. Adults at risk may include elderly individuals, individuals with disabilities, individuals with mental health conditions, or individuals experiencing social isolation or dependency on others for care. Identifying adults at risk allows for the implementation of appropriate safeguarding measures to protect their well-being and ensure they receive the support and assistance they need.

Legal Framework

This policy is based on key UK legislation and guidance, including, a summary of which can be found at: anncrafttrust.org/resources/safeguarding-adults-legislation

This policy is available on the Company's [website](#), on its internal [intranet](#), and in printed form upon request from your line manager. It should be read alongside our [policies](#) and procedures on:

- Children & Young People Safeguarding
- Health & Safety
- Dignity at Work
- Social Media Use
- Managing Complaints
- Whistleblowing
- Safeguarding Administration

We are committed to ensuring that no one experiences abuse of any kind. We have a responsibility to promote the welfare of all, especially vulnerable adults, to keep them safe and practice in a way that protects them.

GLYNDEBOURNE

Key Safeguarding Principles

We recognise that:

- The welfare of adults at risk is paramount in all the work we do and in all the decisions we take
- Working in partnership with adults at risk, their carers, and other agencies is essential in promoting young and vulnerable people's welfare
- Everyone, regardless of age, disability, gender, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues, and extra safeguards may be needed to keep people who are additionally vulnerable safe from abuse
- Everyone, including company members, directors, and audiences, who have contact with Glyndebourne may be vulnerable in some way at a point in time

Our Commitment to Safeguarding

We will seek to keep everyone, especially vulnerable adults, safe by:

- Valuing, listening to, and respecting them
- Behaving with civility towards fellow company members and audiences. We will take appropriate disciplinary action for company members who use any objectionable or insulting behaviour which could be defined as bullying or harassment
- Appointing Designated Safeguarding Officers (DSO), a lead DSO and a lead trustee for safeguarding
- Providing effective management for company members through supervision, support, and training
- Recruiting company members safely, both paid employees and freelance workers, ensuring all necessary checks are made
- Recording and storing information professionally and securely in line with data protection legislation and Information Commissioner's Office guidance. Data protection legislation and human rights law are not barriers to justified information sharing; they provide a framework to ensure that personal information about individuals is shared appropriately
- Sharing information about safeguarding and good practice with adults at risk, their families, and carers via leaflets, group work and one-to-one discussions
- Making sure that company members, adults at risk, families, and carers know where to go for help if they have a concern
- Sharing concerns and relevant information with agencies who need to know, and involving adults at risk, families, and carers appropriately
- Using our procedures to manage any allegations against company members appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for all by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where everyone treats each other with respect and is comfortable about sharing concerns
- Always reporting concerns regarding the wellbeing of an adult at risk to a DSO

Roles & Responsibilities

Board of Trustees

- Ensure safeguarding policies and procedures are effectively implemented and regularly reviewed
- Appoint a Trustee to lead on safeguarding matters

Senior Management

- Support the implementation of safeguarding policies and procedures
- Ensure appropriate resources and training are made available to all relevant personnel

Lead Designated Safeguarding Officer

- Oversee the safeguarding strategy, offering guidance and direction
- Act as the primary point of contact for any safeguarding concerns

Designated Safeguarding Officers

- Assist the Lead DSO in safeguarding efforts
- Ensure adherence to safeguarding procedures and provide support to employees, freelancers and volunteers

HR Department

- Implement safe recruitment practices
- Ensure that all employees receive appropriate safeguarding training
- Maintain up-to-date and accurate records related to safeguarding

All Company Members

- Familiarise themselves with and adhere to safeguarding policies and procedures
- Report any concerns regarding the safety or well-being of adults to the appropriate DSO

Recognising Signs of Abuse

Identifying signs of abuse in vulnerable adults is essential for ensuring their safety and wellbeing. Below are the key forms of abuse and their potential indicators:

Physical Abuse

Indicators

- Unexplained injuries such as bruises, burns, fractures, or cuts
- Injuries that don't align with the provided explanation
- Frequent or repeated injuries
- Injuries forming a consistent pattern for example belt marks and bruising on wrists
- Fear of physical contact or flinching when approached
- Wearing long clothing to conceal injuries, even in warm weather

Emotional Abuse

Indicators

- Excessive withdrawal, fear, or anxiety about making mistakes
- Extreme behavioural fluctuations, such as being overly compliant or excessively demanding
- Lack of attachment to caregivers
- Frequent physical complaints like headaches or stomach aches
- Delayed physical or emotional development
- Attempts to run away from home
- Withdrawal from social interactions
- Fearfulness or anxiety, especially around certain individuals
- Low self esteem or self worth, expressed through negative self talk or feelings
- Self-harming or suicidal tendencies

Sexual Abuse

Indicators

- Seductive behaviour or inappropriate sexual behaviour with peers
- Fear of a particular person or reluctance to be alone with them
- Pregnancy
- Difficulty walking or sitting
- Signs of distress or discomfort when discussing sexual topics or being touched
- Statements that they were sexually abused

Neglect

Indicators

- Poor hygiene, dirty or ill-fitting clothing
- Malnutrition or dehydration
- Constantly hungry or hoarding or stealing food

- Untreated medical or dental issues
- Lack of attendance
- Frequent accidents or injuries
- Reports of being left alone for long periods
- Developmental delays or learning difficulties
- Constant tiredness or falling asleep

Financial Abuse

Indicators

- Unexplained or sudden changes in financial circumstances
- Missing money, valuables or personal belongings
- Unauthorised withdrawals from bank accounts or changes in financial arrangements

Exploitation

Indicators

- Being forced or coerced into performing tasks or activities against their will
- Unexplained changes in behaviour, such as suddenly becoming secretive or avoiding certain individuals

Additional Signs Across Abuse Types

- Behavioural Changes, sudden shifts in behaviour or performance
- Withdrawal, becoming unusually passive or withdrawn
- Aggression, increased aggression or defiant behaviour
- Fearfulness, excessive fear of making mistakes or specific individuals
- Clinginess, uncharacteristic attachment to caregivers

Recognising these signs and taking prompt action by reporting concerns to a DSO is critical in protecting the vulnerable adult. While the presence of these signs alone does not confirm abuse, they warrant further investigation by professionals.

Responding to Safeguarding Incidents

Immediate Action

Ensure the adult's safety. Contact emergency services if the adult is in immediate danger.

Reporting

Report concerns immediately to any DSO.

Recording

Document all concerns and actions taken. Records should be clear, factual, and kept confidential.

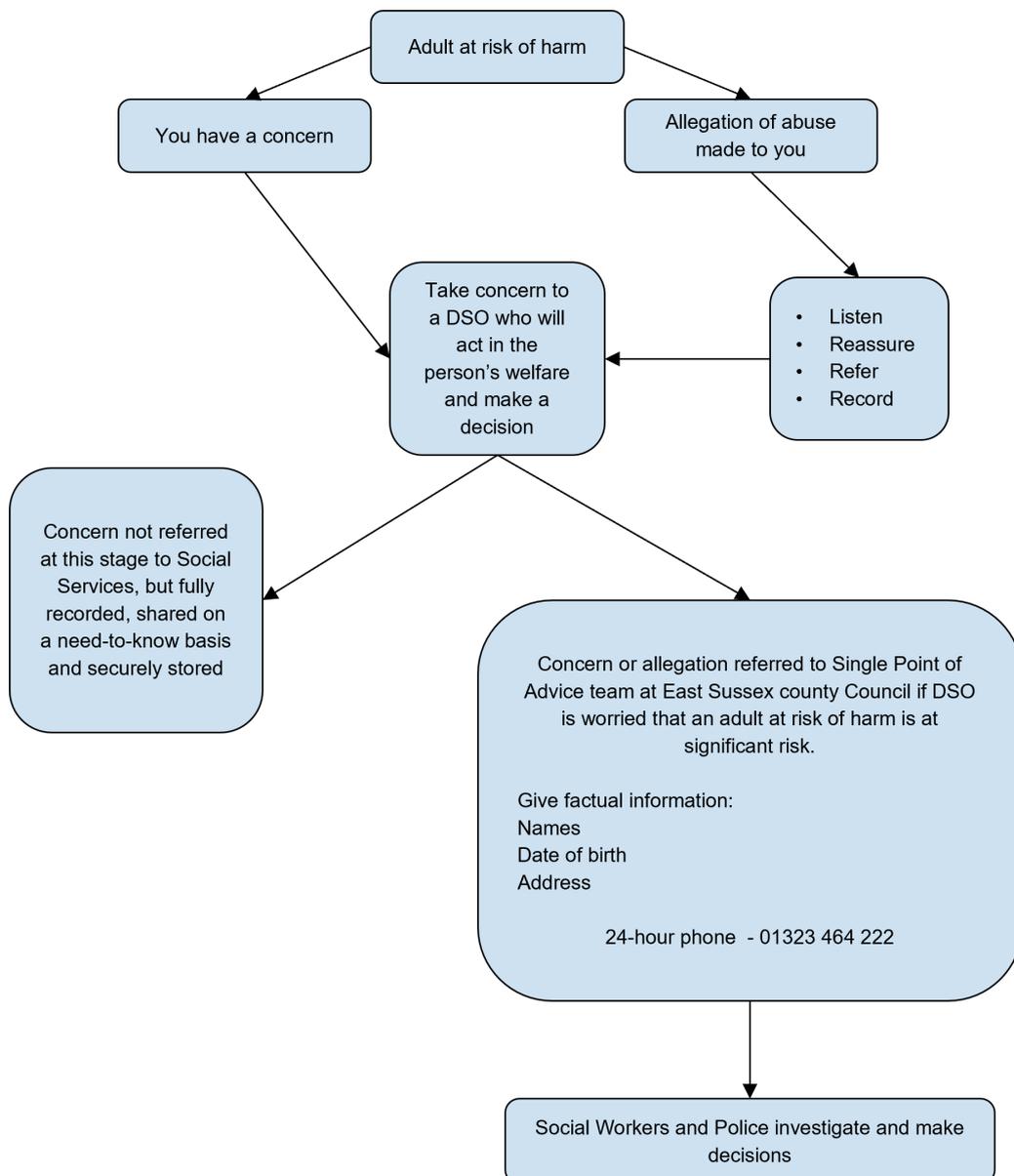
Referral

The DSO will refer concerns to the local authority or the police as appropriate

Reporting Concerns, Allegations, or Suspicions of Abuse

At all times, safeguarding the welfare of the adult is our priority. Any concerns or suspicions must be raised with a DSO or passed onto a manager to ensure proper authority involvement

Process to Follow



You are not responsible for determining the validity of the concern or for investigating any allegations or suspicions. We take all reports seriously and will respond in good faith. If you have any doubts, speak with a DSO, who is trained in handling such concerns.

It is crucial that you do not promise confidentiality to an adult, as information may need to be shared with other authorities. However, you can reassure them that the information will be passed to someone responsible for ensuring their safety.

If an adult talks about abuse or other inappropriate behaviour, record the conversation as soon as possible, reflecting their exact words. The record must be signed and dated, with the time and location noted and details of anyone present. This record should be passed securely to a DSO and shared only with those who need to know about the incident or allegation.

Do not contact the subject of the allegation or concern or discuss the matter with anyone other than the person you are reporting it to.

Glyndebourne encourages whistleblowing for the protection of vulnerable adults. We will provide support to whistleblowers and employees who may face accusations.

If an allegation of abuse or a declaration is made against you, the DSO will decide whether to refer the matter. If referred, the individual will be suspended for an initial period of up to 10 working days to allow social services to conduct an investigation. This suspension is not a disciplinary action. The HR department or the Lead DSO will inform the individual of the investigation process and available support.

All serious or potentially serious incidents must be reported to the Charity Commission. Contact either the Chief Executive or Finance Director to submit the report.

Designated Safeguarding Officers

Lead Safeguarding Officer

Name/Email	Role	Contact
Stephen Langridge	Artistic Director	07952 890639

Designated Safeguarding Officers

Name/Email	Role	Contact
Donna Marsh	Operations Director	Ext. 2402
Lucy Perry	Head of Learning & Engagement	Ext. 2235
Ian Jackson	Head of Planning & Company Management	Ext. 2236

Susie Blundell	Head Chaperone	Contact Switchboard
Ruth Forbes	Production Coordinator	Ext. 2230

Any member of the Front of House team should contact the Duty Manager.

If you have a concern about a DSO, you should report it to the Lead DSO . If the concern is about the Lead DSO, report it to the Glyndebourne Board of Trustees. You can email governance@glyndebourne.com to request a Trustee name and contact details.

Training

Members of the HR department will complete safer recruitment training and ensure that all individuals working with vulnerable adults undergo Enhanced Disclosure and Barring Service (DBS) checks. DBS checks must be updated every three years.

All employees will receive safeguarding training at induction and then every three years.

Designated Safeguarding Officers will undergo additional training every three years.

All Trustees and Directors will receive Safeguarding Training for Charity Trustees from the NSPCC every three years.

Monitoring & Review

This policy will be reviewed annually to ensure its effectiveness. Updates or changes will be communicated to all employees and volunteers.

By adopting this policy, Glyndebourne reaffirms its commitment to creating a safe and supportive environment for all adults involved in our activities and programs.

Further Guidance

Should you have any questions or need further assistance regarding this policy, please do not hesitate to speak with the HR team.