



Approved	June 2026	Next review due:	June 2027
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Safeguarding Policy

1 Introduction

Luminate has a fundamental belief in the importance of encouraging and supporting people of all ages and abilities to attend, enjoy and participate in the arts. We believe this can be life enhancing. Making sure that all involvement and participation is safe is therefore our number one priority.

Whilst the majority of our programmes focus on projects with adults, we also engage with children and young people as part of intergenerational projects.

We are fully committed to safeguarding the welfare of all those with whom we work, and all those who work with us. In some situations, we work with those who are vulnerable and who require the provision of care and support. We recognise that it is our collective responsibility to take all reasonable steps to promote safe practice and to protect all such vulnerable groups from harm, abuse and exploitation.

We will endeavour to work together to encourage the development of an ethos that embraces difference and diversity and respects the rights of all.

2 Definitions

By **Safeguarding**, we mean the actions Luminate takes to promote the welfare of children and vulnerable adults to protect them from harm.

By **disclosure**, we mean the sharing of sensitive information.

Throughout the policy we refer to '**adults at risk**'. As defined in the Adult Support and Protection (Scotland) Act 2007 adults at risk are those aged 16 years or over who:

- a) are unable to safeguard their own well-being, property, rights or other interests,
- b) are at risk of harm, and
- c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm for the purposes above if:

- d) another person's conduct is causing (or is likely to cause) the adult to be harmed, or the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

This policy also refers to '**children**', and '**young people**'. By this we mean people who are up to the age of 18, as defined by the Protection of Vulnerable Groups (Scotland) Act 2007 (PVG Act). The policy recognises that young people aged 16-18 years can be considered both adults *and children*.

By **staff**, we mean everyone working on behalf of Luminate, whether paid or unpaid. Staff includes employees, freelance practitioners and consultants, trustees, volunteers and contractors.

By **employees**, we mean all those employed by Luminate and on the Luminate payroll.

3 Key Principles

Luminate's approach to Safeguarding reflects our fundamental belief that the safety, wellbeing and best interests of any adults or child at risk must always be a primary consideration.

We believe all adults or children and young people at risk

- should be treated fairly and with dignity and respect.
- have the right to protection from all forms of harm, abuse, neglect and exploitation.
- have the right to express their views on matters that affect them.

Our Safeguarding policy and practice also seek to embody the 6 Key Principles identified in the Care Act

Empowerment

People are supported and encouraged to make their own decisions and give informed consent.

Prevention

It is better to take action before harm occurs.

Proportionality

The least intrusive response appropriate to the risk presented.

Protection

Support and representation for those in greatest need.

Partnership

Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability

Accountability and transparency in delivering safeguarding.

4 Related Documents

Safeguarding does not sit in isolation in Luminate's policies and other related policies are

- Health and Safety
- Equalities and Diversity
- Recruitment of Ex-offenders
- Data Protection
- Whistleblowing

This Safeguarding policy is also accompanied by a set of procedures which are summarised in Appendix 7 and shared separately with employees and freelance staff.

The policies and procedures listed above give full details of Luminate's Safeguarding but the main elements are included here.

5 The Main Elements of our Safeguarding

- All staff are made aware of their legal and moral obligations to protect from harm, abuse and exploitation the people we work with. These obligations apply to in-person work as well as remote activity, for example activities that take place online.
- Luminate's Safeguarding Policy will be referred to and included in the organisation's recruitment and policy materials, and is actively promoted to all staff.
- All staff understand their responsibility to report any concerns and how to go about this. Safeguarding will be built into any induction or subsequent training.
- Any staff member who encounters concerns in the context of their work will be supported when they report their concerns in good faith.
- Luminate follows best practice in relation to safe recruitment, including requiring PVG scheme membership for trustees, staff, artists and other freelancers undertaking - or managing those who undertake – 'regulated roles' as defined by the Disclosure (Scotland) Act 2020.
- Luminate will endeavour to keep up to date with national developments relating to Safeguarding, in order to ensure compliance and maintain best practice.
- Luminate will provide opportunities for all employees to develop their awareness and knowledge in relation to ensuring the safety and wellbeing of themselves and others.
- Luminate will provide training for and designate a Safeguarding Officer who will be responsible for taking the appropriate action on any concerns.
- Information relating to any allegation or disclosure will be clearly recorded as soon as possible following laid down procedures.
- Luminate will comply fully with the duty to report any significant safeguarding incidents to the relevant authorities and the Charity Regulator.

- k) All organisations running projects and activities with Luminate are required to have Safeguarding policies in place, with PVG certificates and/or other criminal records certificates received for relevant personnel.
- l) Similarly, Luminate will clarify Safeguarding expectations and procedures with all partner organisations and settings as part of agreements and contracts.
- m) A safeguarding update will feature as part of Luminate's annual reporting
- n) Safeguarding policies and procedures will be overseen by a nominated Board member.

6. Referrals

Should any person who is currently, or has previously, worked for Luminate show harmful behaviour, Luminate will refer them to Disclosure Scotland within 3 months of becoming aware of the harmful behaviour, as required by the Disclosure (Scotland) Act 2020.

An individual will be referred if they show harmful behaviour and they:

- are dismissed as a result
- would or might have been dismissed but left before they could be
- are permanently moved away from work with children or protected adults

Examples of harmful behaviour include:

- harming a child or protected adult
- placing a child or protected adult at risk of harm
- inappropriate behaviour involving pornography
- inappropriate behaviour of a sexual nature involving a child or protected adult
- giving inappropriate medical treatment to a child or protected adult

Types of harm

There are different ways 'harm' can be defined; people can cause harm without doing anything directly.

Examples of harm include:

- physical harm (like inappropriate physical restraint or assault)
- psychological harm (like emotional abuse)
- theft (like embezzlement)

Examples of behaviour which lead to a risk of harm include:

- attempting to harm (even if they do not succeed)
- trying to make someone else cause harm
- encouraging someone to self-harm
- reckless behaviour or incompetence that may cause someone to be harmed, even if they did not mean it to

The harm will be reported to Disclosure Scotland using their reporting form.

Most recent update: June 2025 Next review due: June 2026

Luminate's current Safeguarding Officer is Anne Gallacher, Director, and Deputy Safeguarding Officer is Rebekah Ballantyne.

The nominated Board member is Gillian Hailstones

The procedures outlined in the following pages are provided to staff and all freelancers who work for us.

Designated Safeguarding Officers

As part of our Safeguarding procedures, Luminate appoints a Designated Safeguarding Officer.

The current Designated Safeguarding Officer (DSO) is the Luminate Director, Anne Gallacher, and the Deputy Designated Safeguarding Officer (DDSO) is Programme Manager, Rebekah Ballantyne. If you have any concerns about the safety or wellbeing of an adult at risk or a child or young person, please contact Anne as follows:

- at anne@luminatescotland.org, or on 0131 668 8056 or 07920 710229

If you are not able to reach Anne, please contact Rebekah as follows:

- at rebekah@luminatescotland.org, or on 0131 668 8066.

It is the job of the DSO to determine next steps. In most cases this will involve contacting the relevant Social Services team in the local authority area where the work is taking place. It may also involve contacting the police.

Luminate will retain a record of the concern or complaint, and will inform the person who reported it of the steps that were taken. Luminate has a Designated Board member with responsibility for Safeguarding, and they will also be informed of the issue and actions taken. The Designated Board member is currently Gillian Hailstones.

Recognising and Responding to Harm and Abuse

Fortunately, harm and abuse remain comparatively rare. However, it does happen so anyone working with adults at risk, or children or young people, should be aware of issues they may encounter and know what to do if they have concerns about someone's safety or wellbeing. Such situations are inevitably challenging and stressful, so rehearsing how to respond makes all the difference.

The first thing is to be aware of the different types of harm or abuse that can occur. The most common forms of abuse of adults at risk are:

- **Physical abuse** – any deliberate or accidental acts that cause physical harm to the body, such as kicking, punching, and misuse of medication.
- **Psychological abuse** – any acts that cause emotional harm or distress to the adult, for example name calling, blaming, and controlling.
- **Sexual abuse** – when an adult is involved in a sexual act that they haven't consented to or have been pressured into consenting to. For example, rape or being forced to watch pornography.
- **Neglect and acts of omission** – when a care provider fails to provide something to an adult, and they experience harm or distress because of it. For example, ignoring medical needs and withholding necessities like food and drink.
- **Financial abuse** – where an abuser takes advantage of an adult at risk's financial situation. For example, borrowing money and never repaying it or pressuring someone into changing their will.
- **Discriminatory abuse** – harassment or mistreatment based on a person's race, gender, disability, age, religion, culture, or sexual orientation. For example, being subject to discriminatory jokes.
- **Institutional abuse** – when the delivery of care benefits the organisation and its staff rather than the adult, such as no choice over mealtimes or bedtime.

There are four primary forms of abuse or neglect of children or young people:

- **Physical abuse** – the causing of physical harm to a child or young person for example by hitting, shaking or kicking.
- **Emotional abuse** – persistent emotional neglect or ill treatment that has severe effects on a child's emotional development.
- **Sexual abuse** – any act that involves the child in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented.
- **Neglect** – the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Reporting Concerns or Allegations

If you witness or suspect any of the above types of abuse, or if someone tells you these things are happening to them, then it is your duty of care to report it. Speak to **Anne Gallacher**, Luminare's Designated Safeguarding Officer, or in Anne's absence speak to **Rebekah Ballantyne**, Luminare's Deputy Designated Safeguarding Officer. You should do this even if your concerns haven't been proved; raising a concern may be the key to stopping a situation from getting worse.

Depending on the circumstances it may also be appropriate to report a concern to a Designated Person in a partner organisation. If there is a designated person in a partner organisation you will be given their name and contact details at the start of a project.

Remember, your only responsibility is to raise the concern. You are not responsible for deciding whether abuse has occurred and what to do about it. That is the job of the professional agencies.

If someone is in immediate danger, you should dial 999.

Raising a concern, even if it turns out to be misplaced, is always the right thing to do.

This is what to do if an adult at risk, or a child or young person, tells you (or ‘discloses’) that they are experiencing what is potentially harm or abuse. This information is summarised in a flow chart later in this document, but please read the points below too:

- a) Listen carefully to what is said, be receptive and take it seriously. Reassure the person – whether a child, young person or older person - that they have done the right thing in telling you. Be comforting and sympathetic.
- b) Explain at an appropriate, early opportunity that the information will need to be shared with others – do not promise to keep secrets. Tell them that the matter will only be discussed with those who need to know about it.
- c) Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- d) Make a note of any key information while it is fresh. We have provided a template form as an appendix to this document, but you may not have that immediately to hand when a disclosure is made. You may want to record:
 - When and where the alleged harm happened or is happening
 - What type of harm might be occurring
 - What prompted your or the individuals concerns
 - Any signs or evidence or harm
- e) Tell them what you will do next, and who you will share the information with.
- f) Do not challenge relatives/carers/appropriate adults about your concerns.
- g) Do maintain confidentiality, and don't share the information with anyone who does not need to know from a Safeguarding perspective.
- h) Inform Anne Gallacher (DSO) immediately.

Responding to a Safeguarding concern is about following 3 Rs: Recognise, Record, Report

Safeguarding and GDPR (General Data Protection Regulation)

The highest standards of data protection should part of safeguarding, due to the sensitivity of the information. You must ensure any information about safeguarding concerns is kept confidential and is stored securely so that only the people who need to see it can access it.

Usually we have to comply with GDPR requirements around having explicit consent to record and share information. However if you have a safeguarding concern, GDPR states that a person's "vital interest" - i.e. their health and wellbeing - takes precedence over the requirement for their consent. You may therefore report your concern to the Designated Safeguarding Officer without the person's consent.

Once you have reported your concern, the DSO will determine the appropriate procedures, which may involve issuing a privacy notice to the person involved and giving them the opportunity to review all the information collected and correct any inaccuracies.

Individual projects

This document provides general requirements and guidance for Luminate projects. Some projects will have specific protocols, for example if you are working in a care home we may provide specific protocols for working within that care home, taking account of the home's own Safeguarding protocols.

Luminate takes account of our partner organisations' protocols as well as our own when we are planning joint projects, and any project-specific guidance will be provided before any activity starts. In some cases, any safeguarding concern that you have will need to be reported to the partner organisation and not Luminate; if this is the case, we will make sure that you have all the information you need in advance.

Some other information about our Safeguarding work

For your information, some other important elements of Luminate's Safeguarding procedures are:

- For staff whose work involves contact with adults at risk and/or children and young people, we require PVG Disclosures before anyone begins to work for us;

- We offer Safeguarding training to our staff, especially the Designated Safeguarding Officer,
- We consider project-specific Safeguarding needs before each project begins, and build the Safeguarding expectations into our written agreements with our project partners;
- Organisations that we collaborate with are required to have their own Safeguarding policies in place, with PVG Disclosures undertaken where appropriate.

Template for recording safeguarding concerns

This template is to help you record safeguarding concerns or incidents that you have witnessed or that have been reported to you whilst working on a Luminate project. You may find it helpful to complete the form, or you could use it to guide you through the types of information you should gather. If you don't have it to hand when the disclosure is made, you should use it to help you record the disclosure as soon as possible afterwards, while things are still clear in your memory.

Name of adult at risk / child / young person:

If under 18 - age if known:

Date:

Project and venue:

Why are you concerned about the participant?

For example, if you witnessed an incident please outline what happened, or if you have spoken to the person concerned, please note what was said.

What are the names and contact details (if you have them) of anyone else involved with, or linked to, this concern?

Please give any other information that is relevant to your concern.

Your name:

Signature:

Date:

Once you have recorded all the relevant information, please call the Designated Safeguarding Officer, Anne Gallacher, or in Anne's absence, the Deputy Designated Safeguarding Officer, Rebekah Ballantyne. We do need to receive your notes of the disclosure or your concerns as soon as possible, but it's important not to delay making contact.

The completed form or your notes (if they weren't made on the form) should then be given, or sent in a sealed enveloped marked "private and confidential", to Anne or Rebekah. It is important that the form is passed on via a secure route.

The Designated Safeguarding Officer will acknowledge receipt of this form and may request a further confidential discussion with you. You do not need to do anything else once you have submitted this form, but you must not to discuss the content of the form with anyone else as this may compromise further investigation of the concern, where necessary.

Flow chart for recording and reporting a concern or allegation

