

Glasgow Cultural Enterprises

Procedures relating to the protection of Children and Vulnerable Adults when part of a group on organised visits to the Glasgow Royal Concert Hall.

Terms used in this document:

GRCH - The Board, Management and Staff of The Glasgow Royal Concert Hall at 2, Sauchiehall Street, Glasgow, G2 3NY

Visiting Manager - Visiting Production Company or Hirer of the Hall

ILP (*In loco parentis*) - The person responsible for a child in the absence of the child's parent(s) or regular carer. Normally the leader of the Group

ILP assistants - Teachers/guardians or helpers

Client Group - Children, young people, vulnerable adults and people with special needs

1. Introduction

The board of the Glasgow Cultural Enterprises, the Company operating GRCH recognises that the protection and safety of patrons and staff is paramount and has adopted the procedures set out below following an assessment of the risks and dangers to patrons visiting the Hall

2. Risk assessment

This risk assessment has been produced for the use of Client Groups and ILPs. It will be held on Glasgow Cultural Enterprises Ltd. websites. It is continually updated. Responsibility for its issue lies with the Personnel & Training Manager.

3. Objective

This document sets out our plan for meeting Client Group's needs. It covers interactions between GRCH and the ILP. It covers the policies and procedures for the GRCH, ILP, ILP assistants and the client group. It is an ongoing publication and will be continually updated.

4. The Building

The Glasgow Royal Concert Hall is a large, complex building in the centre of Glasgow. It runs and provides space for a wide variety of Events, Conferences, Concerts, etc for a wide variety of audiences. School parties and parties of vulnerable adults are a significant group of patrons the Concert Hall welcomes.

In any building of this size and complexity rules and procedures exist to cater for a wide range of circumstances and risks. There are a number of safety features in the Hall, including a Fire Alarm system directly linked to the local Fire Brigade, First Aiders, A Public Address system and a Duty Manager responsible for the operational activities of the Events.

GRCH staff are extensively trained in handling a variety of emergency situations. This training is updated on a frequent and regular basis.

While no organisation can guarantee the protection of any individual, The GRCH management and staff ensure that policies, practice and procedures are in place to meet the requirements of the law, and to deliver best practice.

5. Health & Safety Policy Statement

The Health and Safety at Work Act (1974), applies to everybody at work and imposes a duty on employers and employees concerning the impact of their activities on patrons and the public at large.

However every individual carries a personal responsibility to take reasonable care for their own safety whilst visiting the venue and to avoid placing others at risk; to co-operate in the steps which the venue must take to comply with the legislation; to refrain from interfering with, or misusing equipment necessarily provided in the interest of Health and Safety. Our Health and Safety Policy is available as a separate document. If you require a copy please contact the Personnel & Training Manager. ILPs and ILP assistants have a special responsibility for ensuring the safety and protection of their Client Groups.

6. Equal Opportunities

GRCH operates an equal opportunities policy in all areas of its employment and operation. The Hall will not tolerate discrimination including harassment on the grounds of colour, race, nationality, ethnic or national origin, religion, social background, marital status, sex, sexuality, age or disability. This policy applies to all departments and to all grades and positions. If any employee considers that he or she has been unfairly treated or discriminated against, under the terms of this policy, then he or she can make a complaint which will be dealt with in accordance with the Company's Grievance Procedures.

The GRCH is committed to eliminating discrimination in its own policies and practices and in those areas over which it has influence. The intention is to ensure that all employees, both potential and actual, are treated equally and as individuals regardless of colour, race, ethnic or national origin. Similarly, all Patrons, whatever their age, culture, disability, gender, language, racial origin, religious belief and sexual identity have the right to a safe environment and protection from abuse.

GRCH will protect its employees and patrons from harassment and discrimination and will take action to ensure such protection.

7. Planning a visit

Drop off and collection points

Coaches should be directed to pull into the limited capacity lay-by at the entrance to the Concert Hall on Killermont Street. For larger events the Concert Hall will arrange Coach spaces at the nearby Buchanan Bus Station for groups to be dropped off and collected. This will ease congestion on Killermont Street, and prevent complaints from

other road users, neighbouring businesses and the authorities. Where this applies, the Event Organiser will liaise with GRCH to make the appropriate arrangements. In the event of problems please contact the Event Organiser.

7.1 Entering and departing the Hall

The Lay-by is at the Concert Hall North Entrance. The Bus Station is some 100mtrs away, but across a busy main road. There is a Light controlled Pedestrian Crossing. On big events where there are many buses GRCH will liaise with the Police to escort children across the road. The Police however do not guarantee they will be present, it will depend on how busy they are.

It is important that sufficient adults are present to control their parties when leaving the Coaches.

7.2 Client group ticketing

We would recommend that tickets are posted out in advance from bookings arranged through the Box Office.

If tickets need to be collected from the Box Office, please arrive in plenty of time as sometimes unavoidable delays can occur.

Depending on the size of your group, you may be issued with a voucher rather than individual tickets. The voucher is accompanied by seating details and seat numbers. It is essential that the ticketing information is brought by the party leader and shown to the Concert Hall member of staff at the Concert Hall entrance.

Please ensure either the ILP or assistant is at the head of the group, with the ticket or voucher to hand, when you arrive in the Hall.

Please do not distribute tickets to individual members of your group. It is much quicker if you allow us to seat you in your block, and that your group moves all the way along the row as directed. You can then move around within the rows while we seat other groups.

7.3 Head counts

The ILP and assistants should regularly conduct a head count and roll call, particularly before entering and leaving the venue. The ILP and ILP assistants should carry a list of all Group members involved in the visit at all times.

8. Responsibilities and ratios

In the booklet *Health and Safety of Pupils on Educational Visits*, published by The Department for Education and Skills, the following ratios of ILP and assistants are recommended:

1 adult per 6 Client Group in years 1-3 (approximate age 5-7)

1 adult per 10 - 15 Client group in years 4-6 (approximate age 7-11)

1 adult per 15-20 Client Group in year 7 upwards (approximate age 12-18)

Vulnerable adults and patrons with special needs may require individual attention depending on individual circumstances.

At all times the ILP and assistants are responsible for the safety and well being of their client group while visiting the GRCH. Our staff will offer assistance where available but will require you to follow the guidelines of the DfES publication.

If members of the client group leave the building to smoke, or for any other reason, or if members of the group separate to visit the toilets, Gift shop, etc, please make arrangements so that they are safe and suitably supervised.

9. Client Group and ILP responsibilities

We ask that the ILP highlights the following to the Client Group:

- How to avoid specific dangers relevant to the Group and why they should follow instructions
- Who is responsible for the Group, and how they can be identified.
- Why Health and Safety policies and other practices and procedures are in place
- Behaviour, language and restraint of the group, use of litter bins, and that no food or drink are allowed inside the Main Auditorium.
- What to do if one of the group is approached by anyone outside the group, stranger, GRCH staff member.
- What to do if any member of the group is separated from the rest. (Approach a member of GRCH Staff)
- Rendezvous and departure procedures
- The consumption of alcohol is not permitted to under 18's. There is no smoking anywhere in the building.
- Taking non-prescribed drugs on the premises will result in expulsion from the Hall. In the event of a Client Group member being excluded from the auditorium, The GRCH requires enough ILP assistants to be available to supervise the client until the conclusion of the performance, or until the individual can be safely escorted from the building without compromising the health and safety of the rest of the group.

10. Control, Safety and Identification

Events / Conferences / Concerts etc in the Concert Hall are run by a Duty Manager and an Assistant Duty Manager supported by a team of Front of House Assistants.

They will have name badges and can be approached with any queries.

They can access First Aid support, have announcements made over the public address system and will guide and direct people within the Hall.

Except in an emergency they cannot provide direct personal support to members of a client group. Individual GRCH staff will endeavour to avoid being left alone with a Client Group member at any time, except to relocate with the main group or in an emergency.

GRCH staff will use only specifically allocated toilets during a designated children's performance. These are in non-public areas and for the sole use of staff. Toilets outside dressing rooms 4 and 5, backstage and outside the administrative offices are jointly used by staff and performers. In an emergency staff will enter any toilet when asked for assistance by an ILP or assistant.

ILP, assistants and Client Groups should comply with any instruction given for the health and safety of their group by GRCH staff.

11. Accidents, injuries and emergency procedures

Accidents and injuries

First Aid Cover in the Concert Hall is provided by St Andrews, normally 2 on duty per Event, or by the Stage Door Security Assistants. Contact any member of GRCH staff to obtain First Aid service.

The nearest Accident and Emergency Hospital is The Royal Infirmary (Tel No 0141 - 211 4000).

Any incident involved health and safety must be entered in the GRCH's Accident Book or in the case of physical or verbal violence into the Incident report Book both held at Stage Door. This will normally be done by the Duty Manager of First Aider or may be done by the member of the Client Group.

12. Evacuation

In the event of a building evacuation being required, instruction will be given via recorded announcements from the dedicated public address system.

The Duty Manager will direct the evacuation. Please follow any instruction given to you by a uniformed member of staff.

All ILPs and assistants should ensure that they have full control of their Client Group and that they and their group understand the importance of listening carefully to instructions.

In the event of an Emergency Evacuation, leave the building by the nearest exit and wait at a safe distance near the emergency exit you came out of. Check your group and await instructions. If that area becomes unsafe move further away.

- ILP and assistants should stay with their Client groups and await further instruction from uniformed staff.
- ILP should ensure a complete head count of the Client Group
- Immediately inform a uniformed staff member if any of your group are missing.
- Patrons with special access needs may be directed to a safe refuge temporarily within the Hall.

Client Groups who are performing at the GRCH have separate procedures, which are detailed in a separate document (available on request), and which are clearly explained on the day of rehearsal and performances.

13. Rights and confidentiality

Data Protection Policy

The GRCH asks for informed consent for all details held on the box office database.

Individual details of children and vulnerable adults are not held on this database, only details of carers or organisations and the relevant staff with which The GRCH works. GRCH staff will not discuss names of Client Group members outside of the organisation. Nor will they disclose any information that is deemed personal or detrimental to a Client Group member's safety, unless it is required for a child protection case and the relevant organisations request the information.

For the purposes of security the GRCH operates closed circuit television monitoring throughout the building.

Photography is not permitted in the auditorium. However, The GRCH and organisers of children's participatory events recognise that parents or carers may want a record of their child's performance. We will therefore allow discreet photography unless the organiser instructs us otherwise.

14. Partnerships and Public Relations

The GRCH will at no time enter into correspondence regarding Client Groups unless required to for a child protection case, and appropriate organisations require the information.

Education workshops The GRCH will endeavour to ensure that tutors and artists have at least been through the Standard Disclosure process and have an up to date certificate. However no tutor or Artist or member of GRCH staff should have direct individual contact or unsupervised access with children or vulnerable adults.

15. Development and training

All GRCH staff are continually made aware of policies, practices and procedures regarding Client groups.

Continual reviews take place and will ensure all guidelines are being met.

All new GRCH employees will be inducted and continually made aware of our commitment.

The GRCH will keep up to date with policies, practices and procedures of Health and Safety.

Please read this in conjunction with the document "Emergency Procedures in the Glasgow Royal Concert Hall".

Points of Contact

Box Office	0141 353 8000
Front of House Manager	0141 353 8034
Personnel & Training Manager	0141 353 8049

Emergency Procedures in the Glasgow Royal Concert Hall

Introduction

This document sets out the key procedures affecting the public using the Concert Hall and is based on the procedures and actions to be followed by members of Concert Hall Staff when an Emergency occurs.

Instructions for members of the Public in the Hall and Staff on normal Office duties are set out below.

The document summarises the key elements from the DM/ADM Emergency Procedure Manual and the Front of House Training Manual.

In a building such as The Concert Hall which is open to the general public during normal daylight hours and is widely used by the public because of the Events taking place, the Box Office and the Café Bar, procedures to deal with a range of emergencies have been developed.

Staff are regularly trained on their knowledge of these procedures and the procedures are tested on a regular basis.

Among the issues considered are:-

Fire

Bomb Alert

Power Failure

Accident/Casualties/Fatalities

Structural Collapse

Theft/Violent Attack

Emergency and Protection Systems

Within the Hall a number of Safety and Protective systems exist, these include:-

1. Coverage of all key and critical areas of the Hall by CCTV onto a Tape System monitored at a central location at Stage Door.
2. Emergency Exit alarms
3. Access to the Hall through observable and controlled entry points.
4. Smoke Detectors in all parts of the Hall,
5. Emergency Break Glass points at the principle Entrances to each major Room or area of the Hall.
6. An Emergency Evacuation Alarm system
7. A first Aid Room located near the Stage Door.
8. First Aid cover from the Stage Door/Security Officers, and during Events from members of St Andrews.
9. All Front of House Staff are trained in the Emergency Evacuation Procedures, and this training is updated twice per year.

Evacuation Procedures

The procedures set out below are those issued to and used as the basis for training Front of House and Event Management staff.. The information is also used in the Induction Training of all new Concert Hall Staff who join the Concert Hall.

Unnecessary evacuation can be prevented when only **one** smoke detector has been activated. Security and Hall Foxtrot will carry out appropriate checks, in conjunction with the Fire Officer

The Duty Manager will be ready to evacuate the Zone if another Smoke Detector is activated.

If Two Smoke Detectors Activated or One Break Glass Point are operated in either Zone A or Zone B an evacuation of that Zone will occur, and an Evacuation message will be heard in the whole of the Zone that triggered the alarm. A discreet standby message will be heard in the opposite Zone.

Evacuation Message:

“An emergency situation has arisen please leave by the nearest available exit”

Discreet Message in opposite Zone:

“This is a staff announcement, Supervisors report to Room 222”

This message is intended to put Staff in the standby position and they must remain ready to evacuate until the full evacuation message is heard or alternatively they are told that the system is back to normal.

Action on discovering a fire

The severity of the situation will guide your actions.

If you can, tackle the Fire using an Extinguisher but not at risk to yourself or any one else.

You should only use a fire extinguisher if you have been trained.

You should not pour liquid into an ashtray, the lid will tip and flames will come up.

Do not attempt to carry a smouldering Ashtray.

Alert DM/ADM and Security

ACTION by STAFF

FOH staff to ensure all people are safely evacuated from their area,

Staff in charge of Groups, lead the group through to the nearest available exit.

Do not use lifts (unless instructed to do so by the Fire Officer)

Bomb Alert

In The Glasgow Royal Concert Hall, we operate strict security control at events including searches for all staff and anyone entering the building.

If a suspicious package/object is identified:

Do not attempt to touch it, move it or examine it

Contact the Police immediately via the Stage Door

Power Failure

In the event of a Power Failure a Back-up Battery System is in place.

Accidents/Casualties/Fatalities

All our Stage Door Security staff are fully trained First Aiders and should be notified if someone takes ill. Should you require an ambulance then you should notify Security ASAP with as much detail as possible. For example, age, symptoms male/female etc.

Theft / Violent Attack

In the event Security will be asked to contact the Police.

If you witness an attack, robbery or other threat to security; report it to **Stage Door Security** on **8038** who will call the emergency services as required.

In all circumstances:

Be alert
Be Calm
Act Safely and Wisely

Fire & Emergency Situations

Location of Assembly Points

