



**Live Art  
Development  
Agency**

## Visitor and Participant Care Policy

**2021**

*Approved by Trustees in July 2021.*

*This policy has been drafted by Megan Vaughan, Finance & Administration Manager, but all LADA staff – and those who deliver LADA projects – have a responsibility to implement it across all our work and operations. Reviews are undertaken annually, and compliance monitored by LADA’s Board of Trustees.*

*If you have any questions about this policy or suspect it may have been breached, please contact [pandp@thisisliveart.co.uk](mailto:pandp@thisisliveart.co.uk). Alternatively, you can deal directly with the Finance & Administration Manager or either of LADA’s Co-Directors if preferred.*

This policy is also part of LADA’s induction pack for external colleagues, artists and facilitators – anyone delivering a project for LADA who is not part of our core staff team. It should be read alongside the Braver Spaces Policy and Digital Braver Spaces Policy; those documents set out LADA’s processes and expectations for the working practices in LADA spaces and on LADA projects, and the ways in which we approach discussion of difficult and/or sensitive topics and materials.

This document focuses on LADA’s mechanisms for looking after visitors and participants, caring for those who may have experienced harm during a LADA project or event, and the confidential reporting of any incidents or breaches. For LADA’s policies on harassment and bullying, and other grievances related to formal employment at LADA, see our Grievance and Disciplinary Procedures. For LADA’s commitments to access, diversity and representation, see our Equalities Policy. Both can be found online:

[www.thisisliveart.co.uk/how-we-work](http://www.thisisliveart.co.uk/how-we-work)

### **Preventing harm and exclusion**

LADA is committed to understanding and abiding by the policies and procedures of its partners wherever projects bring the organisation’s staff and/or hired facilitators into contact with children and/or vulnerable adults. Whenever LADA works in formal educational

contexts, its staff and/or hired facilitators will abide with the safeguarding policies and procedures of the schools, colleges or universities we are working with or otherwise supporting.

LADA understands, however, that it has important responsibilities to the care of everyone who engages with its work, opportunities, and facilities, especially those with protected characteristics and/or from marginalised groups who may have previously been excluded – directly or indirectly – from engaging with formal or institutional arts contexts. LADA understands that exclusion does not need to have been deliberate to have serious impact, and mistreatment does not need to have been intentional for it to cause serious harm.

Examples of harm and/or exclusion might include (but are not limited to):

- Persistent use of incorrect pronouns
- A lack of acknowledgement or consideration for access needs
- Use of hate speech, such as racist or ableist language
- The ‘othering’ of visitors or participants who do not share the group’s dominant identities or experiences
- The centring of dominant identities or experiences without consideration for those who do not share them
- The failure to adapt sessions to accommodate the needs of visitors or participants
- The lack of a fair mechanism for participation, to the extent that certain voices may be silenced or overlooked
- The lack of a safe and discreet mechanism for exiting the activity if a visitor or participant needs to remove themselves (temporarily or permanently) in order to prioritise their wellbeing

All LADA staff, and any hired facilitators delivering work on behalf of LADA, are expected to prioritise the needs of visitors and participants in order to avoid any inadvertent harm and/or exclusion. This might include (but is not limited to):

- Providing appropriate ways for visitors and participants to communicate their needs in advance of any work beginning
- Prioritising the needs of visitors and participants and being prepared to deviate from earlier plans in order to do so
- Agreeing ways of working at the beginning of any new project or session, and reviewing them regularly
- Ensuring space is made for equitable participation, and visitors and participants know they can remain quiet or leave a session without embarrassment

- Ensuring visitors and participants know how they can ‘call-in’ any inappropriate language or behaviour should it arise<sup>1</sup>
- Swiftly and clearly responding to any inappropriate language or behaviour, and making time and space to address any incidents as they happen
- Ensuring all visitors and participants know how to contact LADA’s management should they need to discuss any incidents of harm or exclusion or report the mishandling of such incidents by facilitators

## **Reporting an incident**

As indicated above, LADA empowers its staff and the hired facilitators it works with to respond to any issues and incidents that arise during LADA-run sessions and events, or on LADA-supported projects. However, we expect all staff and hired facilitators who have encountered or responded to an incident of harm and/or exclusion during a session or event to notify LADA’s management.

### **I am a facilitator who dealt with a potential incident of harm or exclusion on a LADA-supported project; how do I report it to LADA?**

This should be done by following these steps:

1. Privately, at an appropriate moment, let the visitors or participants involved know that you will be notifying LADA’s management that a potential instance of harm and/or exclusion arose and was discussed/responded to during the session or event.
2. Reassure them that this is nothing to worry about, but is important to notify LADA so that we can understand what happened, continue to care for affected visitors and participants appropriately, and improve our policies and procedures in order to better support artists in the future.
3. Ask them if they are willing to be named and contacted by LADA about the incident. If they would prefer not to be named or contacted, respect their wishes and do not disclose their details.
4. Email LADA’s Finance & Administration Manager ([megan@thisisliveart.co.uk](mailto:megan@thisisliveart.co.uk)), copying in the LADA team member directly working on the project, briefly explaining what happened and how it was dealt with. Include details such as:
  - Who was present (general details are fine: ‘all workshop participants’, or ‘a break-out group of 6’, or ‘3 visitors congregated at the drinks table’, or similar)

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<sup>1</sup> Calling-in is a proposed alternative to call-out culture that entails having a private, personal conversation with an individual who has used oppressive language or behaviour in order to address it without drawing attention to it.

- What was said (use 'Person A', 'Person B' or similar to preserve anonymity if need be)
  - If you were not present, how it was raised with you
  - How it was discussed or dealt with during the session or event (Was space held for a dialogue? Was an apology provided? Did the work adapt as a result? Did anyone opt to leave?)
  - What follow-up is planned, if any (for example, will the group meet again?)
  - Your assessment of whether harm or exclusion was avoided, or if there is further important work for LADA to do to care for those affected
5. LADA's Finance & Administration Manager will review the notification with LADA's Co-Directors, and may request a call or meeting to ask questions or understand any elements better.
  6. LADA's management, with oversight from LADA's Board of Trustees, will decide on any follow-up actions required. These might include the development of care packages for those affected, reviewing guidance for facilitators, updating policies, agreeing structures of accountability, making public acknowledgement of the organisational learning undertaken, or arranging further investigation of the incident as necessary.
  7. In advance of any actions by LADA's management, the staff member or hired facilitator will be informed of the decisions made and any steps to be taken.
  8. LADA's Board of Trustees will be updated about all incidents, including the progress of any agreed actions or investigations, at quarterly meetings.

**I am a visitor to a LADA event or participant in a LADA-supported project where potential harm or exclusion was not, or could not be, dealt with appropriately; how do I report it to LADA's management?**

While LADA staff and our hired facilitators do their utmost to ensure everyone engaging with our projects is cared for appropriately, we understand that sometimes – especially in activities and conversations related to challenging or sensitive subjects – visitors and/or participants may feel unable to raise concerns about harm and/or exclusion during the activities in question. For example, they may feel unable to raise them with the activity leaders if they are perceived as being more established, or as LADA insiders, and there may also be times where concerns are raised with activity leaders but these concerns are mishandled.

For these circumstances, and for any other circumstances in which visitors or participants need to bypass LADA staff or hired facilitators in order to speak directly to LADA's management, they are encouraged to do so via the email address specifically related to

policies and procedures: [pandp@thisisliveart.co.uk](mailto:pandp@thisisliveart.co.uk). This inbox is monitored by LADA's Finance & Administration Manager. Alternatively, visitors and participants can opt to contact either of LADA's Co-Directors using their direct email addresses if that is preferred.

On receiving your email, LADA will:

1. Review its contents, requesting a follow-up conversation for any clarifications as appropriate
2. LADA's management, with oversight from LADA's Board of Trustees, will decide on any follow-up actions required. These might include the development of care packages for those affected, reviewing guidance for facilitators, updating policies, agreeing structures of accountability, making public acknowledgement of the organisational learning undertaken, or arranging further investigation of the incident as necessary.
3. In advance of any actions by LADA's management, the person who reported the incident will be informed of the decisions made and any steps to be taken.
4. LADA's Board of Trustees will be updated about all incidents, including the progress of any agreed actions or investigations, at quarterly meetings.