

## ARTIST SUPPORT IN THE EVENT OF AN INCIDENT

### Short pre-event staff briefing:

"If there is disruption, performers continue or pause safely. Staff handle the audience. Our job is to protect the artist and the work."

### 1. The Artist Is Not Responsible for Managing the Situation

If a disruption occurs:

- The **artist should not confront or negotiate with the person.**
- The artist should **stay in role or pause safely.**
- A **designated staff member intervenes.**

### 2. A Designated Intervener is to step in

Every event should identify **one or two people responsible for intervention**, such as:

- stage manager
- producer / event lead
- steward
- safeguarding lead
- named well-being contact

Their job is to:

- step between the artist and the disruption
- redirect or remove the disruptive person
- assess whether escalation is needed.

The artist should know **exactly who that person is before the event starts.**

### 3. The Artist Has a Pause Protocol

The artist needs permission to **pause or reset the work** if the disruption makes continuing unsafe or impossible.

Options might include:

- pausing the performance
- stepping out of the space
- moving to the next section
- ending the interaction.

This should be **explicitly agreed in advance**, so the artist does not feel they must "push through".

### 4. A Signal System

The agreed signal between artist and staff is:

Examples below

- a pre-agreed **hand gesture**
- a **specific phrase**
- making eye contact with a steward.

## 5. Staff Form a Protective Buffer

If disruption escalates:

Staff should physically position themselves **between the artist and the individual**.

Their role is to:

- redirect attention away from the performer
- protect the performance space
- escort the person away if necessary.

The artist should **never be left exposed to confrontation**.

## 6. Post-Incident Support

If an artist experiences harassment or a hate incident:

The organisation should:

- check in with the artist immediately
- allow time to recover before continuing
- record the incident
- ensure the artist does not have to interact further with the person.
- if the artist wishes to report the incident further, ensure they know their options and that any decision to involve the police rests entirely with them

## Types of intervention

### Soft Intervention (for non-hostile disruption)

Soft intervention means **guiding behaviour without escalating the situation or breaking the atmosphere of the event**.

#### 1. The Gentle Redirect

If someone is blocking, interrupting, or entering a performance space:

#### Approach calmly and quietly.

Examples:

- "Hi - we just need to keep this space clear for the performance."
- "The audience area is just over here."
- "You'll get a better view from this side."

#### 2. The In-World Nudge

Sometimes performers or facilitators redirect behaviour **without stepping out of the world of the performance**. This is only to be used in full agreement with the artist prior to the performance.

Example approaches:

- Gesture and guide someone into the audience group.
- Use humour.
- Fold the instruction into the narrative tone.

### **3. The Friendly Boundary**

If the behaviour continues:

Be clear but still calm.

Examples:

- "We do need to keep this area clear."
- "Please stay behind this line."
- "This part is for performers only."

### **4. The Hand-off**

If the person doesn't respond:

- Call a **designated staff member or event lead**.
- Step out of the situation if you are a performer.

This prevents escalation.

### **When Soft Intervention Should Stop**

If behaviour becomes:

- discriminatory
- aggressive
- threatening
- persistently disruptive

You switch to the **formal incident protocol**