

April 2016

Safeguarding procedures and systems

These are the Safeguarding procedures and systems of the Torbay & South Devon Music Centre and should be read in conjunction with the Child Protection Policy Statement dated March 2016.

It comprises nine sections:

- Introduction
- Policy statement/aims
- Promoting good practice
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- esafety
- Recruitment and training of staff and volunteers
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Introduction

Torbay & South Devon Music Centre is a registered charity (1069605), which provides an opportunity for young people in Torbay & South Devon who play an instrument to make music together.

The Torbay & South Devon Music Centre recognises that in common with all organisations which make provision for children and young people it must ensure that:

- The safety of the child is paramount;
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse;
- All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately;

- All those working in the organisation in whatever capacity whether as paid staff, managers, trustees or volunteers have a responsibility to report concerns to the appropriate officer.

It recognises that Staff and volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred.

Policy statement/aims

Torbay & South Devon Music Centre has a duty of care to safeguard all children involved in Music Centre activities from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. *Torbay & South Devon Music Centre* will ensure the safety and protection of all children involved in Music Centre activities through adherence to the Child Protection guidelines adopted by *Torbay & South Devon Music Centre*. *Torbay & South Devon Music Centre* has issued a Child Protection Policy (March 2016)

A child is defined as a person under the age of 18 years (The Children and Young Persons Act 2001).

Promoting good practice

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgment about the appropriate action to take.

Abuse can occur within many situations including the home, school, youth work, the Third Sector and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer will have regular contact with young people and be an important link in identifying cases where they need protection. All suspicious cases of poor practice by those working within the organisation should be reported following the guidelines in this document.

When a child enters into any of our activities having been subjected to child abuse in another environment, we can play a crucial role in improving the child's self-esteem. In such instances we must work with the appropriate agencies to ensure the child receives the required support.

Good practice guidelines

Everyone involved with *Torbay & South Devon Music Centre*) should be encouraged to demonstrate exemplary behaviour in order to promote child safety and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate.

Good practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets);
- Treating all young people equally, and with respect and dignity;
- Always putting the safety of each young person first.
- **Maintaining a safe and appropriate distance (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child); adults should use separate toilet facilities to the children.**
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process;
- Making our activities fun, enjoyable and supportive;
- Ensuring that if any form of manual/physical support is required, it should be kept to an absolute minimum and provided openly. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people and their parents should always be consulted and their agreement gained;
- Keeping up to date with technical skills, qualifications and insurance relevant to activities undertaken;
- Involving parents/carers wherever possible. For example, encouraging them to take responsibility for their children.
- Ensuring that if mixed groups are involved in activities or outings, there should always be a male and female member of staff present or accompanying them. However, remember that same gender abuse can also occur;
- Ensuring that at residential or other events, adults should not enter children's rooms or invite children into their rooms;
- Being an excellent role model - this includes not smoking or drinking alcohol in the company of young people;
- Giving enthusiastic and constructive feedback rather than negative criticism;
- Recognising the developmental needs and capacity of young people avoiding excessive involvement or competition and not pushing them against their will;
- Securing parental consent in writing to act *in loco parentis*, if the need arises to administer emergency first aid and/or other medical treatment;
- Keeping a written record of any injury that occurs, along with the details of any treatment given;
- Requesting written parental consent if officials are required to transport young people in their cars.

Practices to be avoided

The following should be **avoided** except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of a senior official or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session:

- Avoid spending time alone with children away from others;
- Avoid taking or dropping off a child to an event or activity.

Practices never to be sanctioned

The following should **never** be sanctioned. You should never:

- Have inappropriate physical or verbal contact with children or young people.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour.
- Making suggestive or derogatory remarks in front of children.
- Jump to conclusions about others without checking facts
- Trivialise child abuse issues
- Show favouritism to any individual
- Take a chance when common sense, policy or practice suggests a more prudent approach

Incidents that must be reported/recorded

If any of the following occur you should report this immediately to the appropriate officer and record the incident. You should also ensure the parents of the child are informed:

- If you accidentally hurt a child;
- If he/she seems distressed in any manner;
- If he/she appears to be sexually aroused by your actions;
- If he/she misunderstands or misinterprets something you have done.

Use of photographic/filming equipment

There is evidence that some people have used a variety of events as an opportunity to take inappropriate photographs or film footage of young and disabled people in vulnerable positions. Care must be taken when using photographic/filming equipment. Consent to the use of photographic and/or filming equipment is sought from parents or the legal guardian of the child, in the Music Centre's registration form.

E-safety

Definition of E-safety – the Music Centre's ability to protect and educate pupils and staff in their use of technology and to have appropriate mechanisms in place to intervene and support any incident where appropriate.

Protect

Torbay & South Devon Music Centre has a duty of care to protect its students by providing a safe learning environment when interacting with the Torbay & South Devon Music Centre website and other social media interaction within the Music Centre.

Torbay & South Devon Music Centre will ensure that all staff have an understanding of acceptable use of social media and that no student can be identified by their full name, location or age.

All staff should be aware of their own interaction with social media and how that may be attributed to the Music Centre. It is not a good idea to accept friend requests on personal accounts or to accept requests to follow you from pupils, recent pupils or even parents at the Music Centre. By accepting such requests you could be making yourself vulnerable by sharing personal information or by having access to personal information about your pupils. You may be potentially leaving yourself open to allegations of inappropriate contact or conduct or even find yourself exposed to unwanted contact.

Online behaviour – an understanding of what constitutes, cyber-bullying and sexting and how to behave safely and with respect for others.

Protecting our online reputation – to ensure that all staff are aware of the risks and rewards associated with an online presence.

Understanding the reliability and validity of online information.

Data security - keeping personal information safe and ensuring compliance with the data protection act 1998.

Recruitment and training of staff and volunteers

Torbay & South Devon Music Centre recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children.

- All staff are checked for suitability to work with children through DBS clearance at the point of engagement and on a regular basis.

Training

Staff and volunteers should receive regular training in order to:

- Be able to recognise signs and indicators of abuse;
- Analyse their own practice against established good practice, and to ensure their practice is not likely to result in allegations being made;
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse;
- Respond to concerns expressed by a child or young person;
- Work safely and effectively with children.

Torbay & South Devon Music Centre requires:

- All staff/volunteers to attend appropriate child protection awareness training, to ensure their practice is exemplary and to facilitate the development of a positive culture towards child protection and safeguarding;
- Relevant personnel to receive advisory information outlining good practice and informing them about what to do if they have concerns about the behaviour of an adult towards a young person;
- Relevant personnel to attend a recognised first aid training course (where necessary);
- Attend update training when necessary.

Responding to allegations or suspicions

Designated Safeguarding Lead: Alicia Stolliday

Deputy Designated Person: Tom Deam

Responsibilities of the Designated Person

The Designated Person(s) should:

- Be the first point of contact for reporting allegations and or concerns of abuse.
- Receive information from staff, children, parents, carers, teachers and community workers who have child protection concerns and record it and act as a source of advice, support and knowledge within the organisation.
- Assess the information promptly and carefully, clarifying and seeking more information about the matter as appropriate
- Where appropriate consult initially with statutory child protection agencies such as local social services department or health board, or the NSPCC
- Where appropriate make a formal referral to a child protection agency or the police without delay
- Be aware of the local statutory child protection network and the role of the Area Child Protection Committee
- Be aware of relevant contact numbers and addresses

It is not the responsibility of anyone working at the Music Centre in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns by reporting these to the appropriate officer or the appropriate authorities.

Torbay & South Devon Music Centre will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports his or her concern over potential child abuse including that a colleague is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- A criminal investigation;
- A safeguarding investigation;

- A disciplinary or misconduct investigation.

The results of the police and safeguarding investigation may well influence and inform the disciplinary investigation, but all available information will be used to reach a decision.

Action if there are concerns

1. Concerns about poor practice:

- If, following consideration, the allegation is clearly about poor practice; the Designated Safeguarding Lead will deal with it as a misconduct issue.
- If the allegation is about poor practice by Torbay & South Devon Music Centre, or if the matter has been handled inadequately and concerns remain, it should be reported to Designated Safeguarding Lead who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

2. Concerns about suspected abuse:

- Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the Torbay & South Devon Music Designated Safeguarding Lead, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The Designated Safeguarding Lead will refer the allegation to the Social Services who may involve the Police.
- The parents or carers of the child will be contacted as soon as possible following advice from Social Services.
- If the Safeguarding Lead is the subject of the suspicion/allegation, the report must be made to Social Services or the Police who will liaise to discuss the allegation.
- Make a serious incident report to the Charity Commission

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Designated Safeguarding Lead;
- The parents /carers of the person who is alleged to have been abused;
- The person making the allegation;
- Social Services/Police.

Seek Social Services advice on who should approach the alleged abuser (or parents if the alleged abuser is a child).

Information should be stored in a secure place with limited access to designated people, in line

with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Internal enquiries and suspension

- The Designated Safeguarding Lead will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.
- Irrespective of the findings of Social Services or Police inquiries the Committee will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the Police. In such cases, the Committee must assess all available information, which could suggest that on a balance of probability it is more likely than not that the allegation is true. The safety of the child should remain of paramount importance throughout.

Support to deal with the aftermath of abuse:

- Consideration should be given to the kind of support that children, parents and members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process.
- Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

Local Support Groups Include:

- Devon Safeguarding Children Board: 0345 155 1071
- Torbay Safeguarding Children Board: 01803 208100
- Emergency Duty Number (after 5pm): 0300 4564876
- Childline: 0800 1111

Allegations of previous abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, the organisation should follow the procedures as detailed above and report the matter to the Social Services or the Police. This is because other children may be at risk from this person.

Action if bullying is suspected

Bullying is unwanted, aggressive behaviour that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Both those who are

bullied and who bully others may have serious lasting problems

In order to be considered bullying, the behaviour must be aggressive and include:

- An Imbalance of power: Those who bully use their power—such as physical strength, access to embarrassing information, or popularity—to control or harm others. Power imbalances can change over time and in different situations, even if they involve the same people.
- Repetition: Bullying behaviours happen more than once or have the potential to happen more than once.

Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.

If bullying is suspected, the same procedure should be followed as set out in 'Responding to suspicions or allegations' above.

Action to help the victim and prevent bullying in our organisation:

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns (It is believed that up to 12 children per year commit suicide as a result of bullying, so if anyone talks about or threatens suicide, seek professional help immediately). Help the victim to speak out and tell the person in charge or someone in authority. Create an open environment.
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the Designated Safeguarding Lead or the school (wherever the bullying is occurring).

Action towards the bully (ies):

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents.
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim.
- Provide support for any staff or volunteers involved with the victim.
- Impose sanctions as necessary.
- Encourage and support the bully(ies) to change behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of action taken.
- Most 'low level' incidents will be dealt with at the time by staff and /or volunteers. However, if the bullying is severe (e.g. a serious assault), or if it persists despite efforts to

deal with it, incidents should be referred to the Safeguarding Lead as in "responding to suspicions or allegations" above.

3. Concerns outside the immediate environment (e.g. a parent or carer):

- Report your concerns to the Safeguarding Lead or the Deputy Designated Person, who should contact Social Services or the Police as soon as possible. **See 4 below for the information Social Services or the Police will need :**
- If the Safeguarding Lead or Deputy is not available, the person being told of or discovering the abuse should contact Social Services or the Police immediately.
- Social Services and the safeguarding Lead will decide how to involve the parents/carers.
- Maintain confidentiality on a **need to know** basis only.
- See 4 below regarding information needed for Social Services.

4. Information for Social Services or the Police about suspected abuse

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The child's name, age and date of birth of the child.
- The child's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents been contacted?
- If so what has been said?
- Has anyone else been consulted? If so record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so what was said?
- Has anyone been alleged to be the abuser? Record details.
- Where possible referral to the Police or Social Services should be confirmed in writing within 24 hours and the name of the contact that took the referral should be recorded.

If you are worried about sharing concerns about abuse with a senior colleague, you can contact Social Services or the Police direct, or the NSPCC Helpline on 0800 800 5000, or Childline on 0800 1111.

Sources of information and advice

- Devon Safeguarding Children Board: 0345 155 1071
- Torbay Safeguarding Children Board: 01803 208100
- Emergency Duty Number (after 5pm): 0300 4564876
- NSPCC helpline: help@nspcc.org.uk
- NSPCC helpline text: 88858
- NSPCC helpline: 0808 800 5000
- Help for children & young people: Childline 0800 1111
- childnet.com (E-safety)
- www.gov.uk policy paper Safeguarding Children and Young People 2014