



Policy and Procedures for the Safeguarding of Children & Adults

Last Updated July 2024

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1. INTRODUCTION

This policy has been drawn up to ensure the safety and protection of all children and adults at risk involved in Sinfonia Viva activities through adherence to the guidelines outlined in this document.

This policy applies to all those who work for Sinfonia Viva, in paid or unpaid roles, and are intended to ensure that all Sinfonia Viva activities are conducted in safe, secure environments and that there will be a fast, appropriate and effective response for dealing with concerns about the safety and welfare of children and adults at risk with whom we work.

This policy is not contractual but sets out the way in which Sinfonia Viva will respond to any safeguarding concerns or disclosures raised by children, adults at risk, staff, volunteers and others associated with our activities.

1.1 Terminology

- Children refers to anyone under the age of 18 years
- Adult at risk refers to a person over the age of 18 years who is unable to take care of themselves, or unable to protect themselves against serious harm or exploitation. The person may be elderly or frail, disabled, learning-disabled, suffer from a mental illness or be living with dementia

2. POLICY OBJECTIVES

- To ensure that all musicians, staff and volunteers understand their duty of care to, and expected behaviours towards, children and adults at risk as set out in the Sinfonia Viva Code of Conduct
- To ensure that all musicians, staff and volunteers know where to go for advice and support if they have any questions in relation to safeguarding.
- To ensure that all musicians, staff and volunteers working with children and adults at risks understand their responsibilities should a disclosure be made by a participant, parent, volunteer or any others associated with our activities.
- To provide clarity in relation to the roles and responsibilities of the Board, Chief Executive and Designated Safeguarding Officer in relation to all aspects of safeguarding and the welfare of children and adults at risks engaging with Sinfonia Viva.
- To provide clarity in our legal obligations in relation to children as performers.

3. SINFONIA VIVA SAFEGUARDING COMMITMENT

Sinfonia Viva believes that a child, young person or adult at risk has the right to engage with our activities in a safe and secure environment, and should never experience abuse of any kind. We take this responsibility seriously, and understand that:

- The welfare of children and adults at risk is paramount as enshrined in the Children's Act 1989;
- All children and adults at risk, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse;
- Some children and adults at risk are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Working in partnership with children, adults at risk, their parents, carers and other agencies is essential in promoting their welfare.

We will seek to keep children and adults at risk safe by:

- Valuing them, listening to them and respecting them;
- Working to the principles of empowerment, prevention, proportionality, protection, partnership and accountability
- Appointing a Designated Safeguarding Officer (DSO) for children and young people, a deputy and a lead board member for safeguarding
- Adopting safeguarding practices through procedures and a code of conduct for all staff and volunteers working with children and adults at risk;
- Developing and implementing an effective e-safety policy and related procedures;
- Providing effective management for staff and volunteers through supervision, support and training;
- Recruiting staff and volunteers safely, ensuring all necessary checks are made;
- Recording and storing information professionally and securely
- Sharing concerns and relevant information with agencies who need to know, and involving parents, carers, children and adults at risk appropriately.

- Creating and maintaining an anti-bullying environment
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, adults, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance

4. ROLES & RESPONSIBILITIES

Everyone working with, or volunteering for, Sinfonia Viva has a shared responsibility for the safeguarding and welfare of children and adults at risk engaging with Sinfonia Viva, whether as a participant, audience member or performer.

The Board, Chief Executive (also Deputy DSO) and Designated Safeguarding Officer, have specific responsibilities which are set out in Appendix A.

5. DBS POLICY

All musicians, staff, volunteers and chaperones who work with, or regularly come into contact with, children and adults at risk as part of their duties are required to undergo a DBS check to ensure that they are suitable and appropriate people to be working with children or adults at risk

No musicians or other artists will be engaged to work with children or adults at risks without having a DBS check that is less than 3 years old (or where they are on the update service and an update check can be completed). This includes working within schools and any other activities involving contact with children or adults at risk.

A database of DBS checks is held by Sinfonia Viva, and this will be maintained by the Head of Orchestra and Operations. All records are held in accordance with Sinfonia Viva's Privacy Policy and GDPR legislation.

The level of DBS checks (Standard or Enhanced) undertaken will be in accordance with the level of engagement that the individuals have with children or adults at risk in their regular duties. Please refer to Sinfonia Viva's Employment of Ex Offenders Policy for full details on the level of DBS checks required for musicians, staff and volunteers.

Sinfonia Viva will administer checks through the UKCRBs online (or other similar) DBS checking process. Musicians and staff have a responsibility to provide Sinfonia Viva with a copy of their DBS check once this has been received. DBS checks will be renewed every 3 years, unless registered on the update service, in which case annual update service checks will be undertaken.

6. TRAINING

There will be different levels of training and frequency required for Sinfonia Viva musicians, staff and volunteers. Training will be delivered in a variety of ways depending upon the level of responsibilities and understanding required by that individual to deliver their role in relation to the welfare and safeguarding of children and adults at risk.

The Designated Safeguarding Officer and Deputy Safeguarding Officer will undertake NSPCC DSO refresher training every 2 years in line with good practice, in addition to attending further or specific training as required e.g. Charity Commission training.

All staff working in the Creative Projects department will attend the one day Safeguarding Children and Young People course delivered by the NSPCC as a minimum requirement of training.

All other training will be delivered internally by the Designated Safeguarding Officer, unless there is a specific need for external expertise, in which case the Designated Safeguarding Officer, in consultation with the Chief Executive and Board Safeguarding Champion, will identify the appropriate trainer or agency to provide this support.

Sinfonia Viva's Training Matrix (See Appendix B) provides specific details of training requirements.

7. CODE OF CONDUCT

Sinfonia Viva has a responsibility to inform musicians, staff and volunteers of their responsibilities and appropriate behaviours when working with children and adults at risk.

This is issued to all musicians, staff and volunteers working with children and adults at risk with their contracts for work or volunteering agreement. A copy of this Code of conduct can be found in Appendix C.

8. MUSICIANS WORKING IN EDUCATIONAL SETTINGS

Sinfonia Viva works with hundreds of children in school and other educational settings (e.g. Early Years settings) every year.

To ensure that these activities are delivered effectively and safely Sinfonia Viva has produced guidance for schools outlining the expectations and requirements from them to keep children and musicians safe, and to provide the very best outcome for activities, whether creative workshops, residency programmes, one off activities and ensemble visits.

These guidelines require schools to provide Sinfonia Viva with the name and contact details of the school's Safeguarding Lead for the dates on which activities are taking place at least one week prior to activity being delivered. This information will be shared with those musicians working in the school to enable them to raise any concerns they may have while in the school environment quickly and through the appropriate channels.

Sinfonia Viva's School Partnership Guidelines document can be found in Appendix D

9. DEFINITIONS OF ABUSE

Abuse is the term used when one individual harms another through cruelty, violence or maltreatment. This policy focuses specifically on the abuse of a child or adult at risk. An adult is most likely to be the perpetrator of abuse, but Sinfonia Viva is mindful of the fact that child-on-child abuse also occurs.

There are four key areas of abuse as defined in *Keeping children safe in education* (first published HM Government, Department for Education, March 2015), in addition organisations now have a responsibility to report any concerns in relation to female genital mutilation (FGM) and child sexual exploitation (CSE).

The four areas are:

9.1 Physical abuse, which includes FGM - is a form of abuse which is deliberately hurting a child causing injuries such as bruises, broken bones, cuts and burns. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or adults at risk.

9.2 Emotional abuse, which includes bullying and cyber-bullying - is the persistent emotional maltreatment or neglect of a child or adult at risk resulting in severe and adverse effects on the individual's emotional development and mental health. It may lead to a child or adult at risk that they are worthless or unloved, inadequate or valued insofar as they only meet the needs of another person. It may also involve serious bullying (including cyberbullying), causing an individual frequently to feel frightened or in danger, or the exploitation or corruption of children or adults at risk. Some level of emotional abuse is involved in all types of ill-treatment, though it may occur alone.

9.3 Sexual abuse, which includes CSE - involves forcing or enticing a child or adult at risk to take part in sexual activities, not necessarily involving a high level of violence, whether or not the individual is aware of what is happening. The activities do not have to involve physical contact, they may include children looking at, or being the subject of, sexual images, encouraging children to behave in sexually inappropriate ways, or grooming a child or adult at risk in preparation for abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

9.4 Neglect: is the persistent failure to meet an individual's basic physical and/or psychological needs, likely to result in the serious impairment of that person's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter, adequate supervision; or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, an individual's basic emotional needs.

It is accepted that in all forms of abuse there are elements of emotional abuse, and that some children are subjected to more than one form of abuse at any one time. These definitions do not minimise the other forms of maltreatment.

Most types of abuse can take one or several of these forms, for example bullying and domestic violence are often both physical and emotional forms of abuse.

10. RECOGNISING INDICATORS OF ABUSE

There are multiple signs by which the different forms of abuse could be identified, and musicians, staff and volunteers should be aware of the key indicators by which abuse could be identified.

Sinfonia Viva recognises that within our work with children and adults at risk many of these signs will not be identifiable in the course of our daily activities, however in extended engagements with children or adults at risk indicators may become apparent and require further investigation. It is the responsibility of musicians, staff and volunteers to raise any concerns in this area to the Designated Safeguarding Officer.

Key indicators of the four areas of abuse are as follows:

10.1 Physical abuse: Most people will collect cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins. Some children and vulnerable adults, however, will have bruising which can almost only have been caused non-accidentally. Additional signs are:

- Unexplained bruises or injuries, or where the explanation does not fit the injury
- Untreated or inadequately treated injuries or medical needs
- Multiple bruises in clusters or of uniform shape - e.g. looks like a hand print
- Cigarette burns, scalds, burns, bite marks

10.2 Emotional abuse: Emotional abuse can be difficult to measure, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix/play with other children. Signs of emotional abuse can include:

- Sudden speech disorders
- Developmental delay in either physical or emotional progress
- Neurotic behaviour e.g. sulking, hair twisting, rocking
- Self harm
- Fear of parents/carers being approached regarding their behaviour
- Fear of making mistakes

10.3 Sexual abuse: Usually, in cases of sexual abuse it is the child's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children who talk about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously. Signs of sexual abuse can include:

- Pain, itching, bruising or bleeding in the genital or anal areas
- Stomach pains
- Discomfort when walking or sitting down

10.4 Neglect: Neglect can be a difficult form of abuse to recognise, yet has some of the most lasting and damaging effects on children, as well as an enormous impact on adults at risk. Signs of neglect can include:

- Constant hunger, sometimes stealing food from others
- Constantly dirty, or smelly
- Loss of weight, or being constantly underweight
- In appropriate dress for the weather conditions

10.5 Changes in behaviours: All of these forms of abuse can also result in changes in a child's or adult at risk's behaviour. These can include:

- Fear of parents, guardians or carers being approached for an explanation
- Sudden or unexplained changes in behaviour, eg, becoming aggressive or withdrawn
- Fear of being left with a specific person or groups of people
- Eating disorders
- Using sexual language or demonstrating sexual knowledge which is beyond their age or developmental level
- Having few friends
- Complaining of being tired all the time

It is important to be aware that many children and adults at risk will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. In addition there may well be other reasons for changes in behaviour, such as the birth of a new baby or a death in the family, relationship problems between their parents/carers etc.

11. RESPONDING TO DISCLOSURES AND CONCERNS

11.1 Responding to a disclosure from a child or adult at risk

As well as the possible signs and indicators of abuse detailed above, abuse may come to your attention via a disclosure from the child or adult at risk concerned, via another child or adult at risk, or via a member of staff or concerned adult.

If a child or adult at risk says they want to tell you a 'secret' or they disclose information that suggests that they are at risk or, or have been abused, it is essential that you do not promise to keep a secret.

The following guidelines are intended to support musicians, staff and volunteers if a child or adult at risk makes a disclosure to them. All musicians, staff and volunteers will receive induction and support in this area.

- Stay Calm
- Listen carefully to what is being said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – **do not promise to keep secrets**
- Allow the child or adult at risk to continue at their own pace
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer
- Reassure the child or adult at risk that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing what was said using the child or adults at risk's own words as soon as possible – note date, time, any names mentioned, to whom the information was given and ensure that you have signed and dated the written record. A template is provided by Sinfonia Viva for this purpose (See Appendix E)
- Contact the Sinfonia Viva Designated Safeguarding Officer at the earliest opportunity

If you feel the child is in immediate danger or requires urgent medical attention dial 999 and ask for the appropriate emergency service. Once you have made sure the child is safe inform the Designated Safeguarding office immediately, or within 24 hours of the incident occurring.

11.2 Barriers to reporting concerns

Sinfonia Viva recognises that there are a number of significant barriers that can prevent children and adults at risk reporting their concerns, and that musicians, staff and volunteers who have a disclosure made to them may face barriers in reporting or sharing their concerns with the Designated Safeguarding Officer.

Sinfonia Viva will address this by ensuring all musicians, staff and volunteers who are engaging with children and adults at risk have appropriate training and support.

It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is NOT responsible for deciding whether or not abuse has occurred. That is a task for the

professional agencies following a referral to them (from the Designated Safeguarding Officer) of concern about a child or adults at risk.

11.3 Responding to concerns about a Child or Adult at Risk

It is essential that whatever your concern is you must share it.

Any concerns Sinfonia Viva musicians, staff, Trustees and volunteers may have about a child should be reported as soon as possible, and within 24 hours, to Sinfonia Viva's Designated Safeguarding Officer on 07875 530346.

In the absence of the Designated Safeguarding Officer concerns should be reported to the Chief Executive on 07360 161390.

Should the concerns involve both the Designated Safeguarding Officer and the Chief Executive, the report should be made directly to Sinfonia Viva's Board Safeguarding Champion.

11.4 Recording concerns or disclosures

Every concern must be recorded in writing, whether this is observational or a child has made a verbal disclosure, within 24 hours. This written report should include details of reasons for concern if observational. If the report is being written following a disclosure from a child or adult at risk the report needs to be a true and accurate report of what was said, by whom, when and where. All reports need to be signed and dated along with the name and job title of the musician, member of staff, or volunteer writing the report. A template is provided by Sinfonia Viva for this purpose (See Appendix E)

It is essential that the report contains only fact, if stating a personal opinion this needs be clearly indicated e.g. *'There were burns on the child's arms which, in my opinion, could have been caused by a cigarette'*.

Practice issues to consider when recording concerns:

- **Be specific** - what is the exact nature of the concern and which category of abuse does it suggest in your opinion
- **Show the evidence** - what did you see, hear? Who said what, when, how?
- **Be precise** with time words - what does always, frequent, never mean?

Suspensions must not be discussed with anyone other than those nominated above. This written record will be updated through any resulting investigation, with a detailed chronology of events and the contact details for the lead person in the relevant agencies (social care, police etc.)

Sinfonia Viva's Senior Management Team and Board will support the Designated Safeguarding Officer in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

The role of the Designated Safeguarding Officer is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the relevant Social Services Department and/or police. **It is Social Services and/or the Police's role to investigate the matter**

11.5 Information Sharing - the Designated Safeguarding Officer's responsibility

The Designated Safeguarding Officer will:

- always explain to children, adults at risk and families at the outset, openly and honestly, what and how information will, or could be shared and why, and seek their agreement. The exception to this is where doing so would put that child, or others at increased risk of significant harm or an adult at risk of serious harm, or if it would undermine the prevention, detection or prosecution of a series crime including where seeking consent might lead to interference with any potential investigation.
- always consider the safety and welfare of a child or adults at risk when making decisions on whether to share information about them. Where there is concern that the child or adults at risk may be suffering or is at risk of suffering significant harm, the child or adults at risk's safety and welfare must be the overriding consideration.

- where possible, respect the wishes of children, adults at risk or families who do not consent to share confidential information, however, may still share information if, in their judgement on the facts of the case, there is sufficient need to override that lack of consent.
- always seek advice when in doubt, especially when the doubt relates to a concern about possible significant harm to a child, adults at risk or serious harm to others.
- ensure that the information shared is accurate and up to date, necessary for the purpose for which they are sharing it, shared only with those people who need to see it, and shared securely
- always record the reasons for their decision – whether it is to share information or not.

A full description of the Designated Safeguarding Officer's Roles and Responsibilities can be found in Appendix A.

11.6 Referring the concerns to the relevant agencies

The Designated Safeguarding Officer making the referral to Children's Social Care or the relevant Safeguarding Adults Board will:

- Clearly identify themselves, their agency and give details of where they can be contacted
- Provide as much basic information as possible including the name of the child or adults at risk, the age and date of birth if a child, ethnicity, any specific communication needs, any disability issues, the parents/carers names, the child or adults at risk's current address and any known previous addresses
- State what has prompted the concerns, including details of any specific incidents or disclosure by the child or adults at risk
- State any physical, behavioural or indirect signs which support the concern and suggest that the child or adults at risk is at risk of, or suffering significant harm
- Give details of any conversations with the child or adults at risk relating to the concern
- Give details of any contact and conversations with the child's parents/carers or adults at risk's family/carers relating to the concern
- Give details of any contact and conversations with the alleged abuser
- Give details of any other agencies or individuals consulted in relation to the concern
- Ensure that an accurate and detailed record is made of the concern and the referral using the Sinfonia Viva Safeguarding Report Form (See Appendix E)
- Follow up the referral in writing to the Children's Social Care Unit or relevant Safeguarding Adults Board within 48 hours
- Maintain the record of the concern with information on the development of the investigation and ultimate outcome

See Appendix F for contact details of relevant agencies to which allegations and disclosures should be reported.

12. Responding to allegations of abuse of a child or adult at risk against a musician, member of staff or volunteer

This includes anyone working with children or adults at risk in a paid or voluntary capacity on behalf of Sinfonia Viva. Abuse can and does occur outside the family setting. Although it is a sensitive and difficult issue, abuse of children and adults at risk has occurred within institutions and may occur within other settings. Recent inquiries indicate that abuse that takes place within a public setting is rarely a one-off event. It is crucial that those involved in Sinfonia Viva activities are aware of this possibility and that all allegations are taken seriously and appropriate action is taken. It is important that any concerns for the welfare of the child or adults at risk arising from abuse or harassment by a musician, member of staff or volunteer is reported immediately.

All allegations of abuse of children by those who work with children must be taken seriously. The following procedures will be applied in the instance of an allegation or concern that an individual has:

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against or related to a child;
- Behaved towards a child or children that indicates that they may pose a risk of harm to children

If concerns arise about the person's behaviour to their own children, the police and/or children's social care must consider informing the employer / organisation in order to assess whether there may be implications for children with whom the person has contact at work / in the organisation, in which case this procedure will apply.

Allegations of historical abuse should be responded to in the same way as contemporary concerns. In such cases, it is important to find out whether the person against whom the allegation is made is still working with children and if so, to inform the person's current employer or voluntary organisation or refer their family for assessment.

12.1 Roles & Responsibilities following an allegation

Sinfonia Viva's Designated Safeguarding Officer has overall responsibility for:

- Ensuring that the organisation deals with allegations in accordance with this policy
- Making decisions in complex cases about whether any allegation or suspicion relating to a person in a position of trust requires referral to children's social care or the police;
- Liaising with the Local Authority Designated Officer (LADO) on the subject.

Local Authorities have assigned a Local Authority Designated Officer (LADO) to:

- Receive reports about allegations and to be involved in the management and oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police and other agencies;
- Monitor the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process;
- Provide advice and guidance to employers in relation to making referrals to the Disclosure and Barring Service (DBS) and regulatory bodies such as Ofsted, the GMC etc. and
- Chair strategy meetings where there is concern about a person in a position of trust.

Contact details for the LADO in local authorities within the East Midlands and areas in which Sinfonia Viva regularly work are detailed in Appendix F of this document.

12.2 Persons to be notified

Sinfonia Viva must inform the LADO team within **one working day** when an allegation is made and prior to any further investigation taking place.

The LADO team will advise Sinfonia Viva whether or not informing the parents of the child/ren involved will impede the disciplinary or investigative processes. Acting on this advice, if it is agreed that the information can be fully or partially shared, Sinfonia Viva will inform the parent/s. In some circumstances, however, the parent/s may need to be told straight away (e.g. if a child is injured and requires medical treatment).

The parent/s and the child, if sufficiently mature, should be helped to understand the processes involved and be kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing.

Sinfonia Viva will seek advice from the LADO team, the police and / or children's social care about how much information should be disclosed to the suspected person.

Subject to restrictions on the information that can be shared, Sinfonia Viva should, as soon as possible, inform the suspected person about the nature of any allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action, or referral to the DBS and/or a regulatory body).

The suspected member of staff will:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved;
- Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process;
- If suspended, be kept up to date about events in the workplace.

12.3 Confidentiality

Every effort will be made to maintain confidentiality and guard against publicity while an allegation is being investigated or considered. Apart from keeping the child, parents and suspected person (where this would not place the child at further risk) up to date with progress of the case, information will be restricted to those who have a need to know in order to protect children, facilitate enquiries, manage related disciplinary or suitability processes.

12.4 Support

Sinfonia Viva, together with children's social care and / or police, where they are involved, should consider the impact on the child concerned and provide support as appropriate. Liaison between the agencies should take place in order to ensure that the child's needs are addressed.

As soon as possible after an allegation has been received, the suspected member of staff will be advised to contact their union or professional association. Human resources support will be sought at the earliest opportunity in order that appropriate support can be provided via the organisation's occupational health or employee welfare arrangements.

12.5 Suspension

Suspension is a neutral act and it should not be automatic. It should be considered in any case where:

- There is cause to suspect a child is at risk of significant harm; or
- The allegation warrants investigation by the police; or
- The allegation is so serious that it might be grounds for dismissal.
- The possible risk of harm to children should be evaluated and managed in respect of the child/ren involved and any other children in the accused's home, work or community life.

If a strategy meeting / discussion is to be held or if children's social care or the police are to make enquiries, the LADO team should canvass their views on suspension and inform Sinfonia Viva. Only Sinfonia Viva, however, has the power to suspend an accused employee and they cannot be required to do so by a local authority or police.

If the suspension is lifted and the person is to return to work, Sinfonia Viva will consider what help and support might be appropriate (e.g. a phased return to work and/or provision of a mentor), and also how best to manage the member of staff's contact with the child concerned, if still in the workplace.

12.6 Timescales

It is in everyone's interest for cases to be dealt with expeditiously, fairly and thoroughly and for unnecessary delays to be avoided. However, some cases will take longer because of their specific nature or complexity.

12.7 Initial action by person receiving or identifying an allegation or concern

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind.

They should not:

- Investigate or ask leading questions if seeking clarification;
- Make assumptions or offer alternative explanations;
- Promise confidentiality, but give assurance that the information will only be shared on a 'need to know' basis.

They should:

- Make a written record of the information (where possible in the child / adult's own words), including the time, date and place of incident/s, persons present and what was said;
- Sign and date the written record;
- Immediately discuss the issue with the Designated Safeguarding Officer, or where the Designated Safeguarding Officer is absent or is the subject of the allegation, with the deputy or other appropriate senior manager.

12.8 Initial action by the Designated Safeguarding Officer

Discussion with the Sinfonia Viva Designated Safeguarding Officer should lead to one or more of the following outcomes:

- **Outcome: Referral to children's social care - person in position of trust referral.** There are grounds to suspect that the person in a position of trust may have abused that position putting one or more children at risk of significant harm. In all such cases an immediate referral must be made to the LADO Team;
- **Outcome: Referral to children's social care of a child who may be at risk of significant harm.** There are grounds to suspect that the child has been abused but there is no reason to suspect that this is as a result of the actions of a person in a position of trust. In all such cases an immediate referral must be made to children's social care. Children's social care will carry out an assessment and decide whether to initiate s47 enquiries;
- **Outcome: Inform the regulatory body relevant to the role of the person in a position of trust.** For example Ofsted or the Care Quality Commission;
- **Outcome: Review of Internal policy & procedures.** The person in a position of trust has acted inappropriately but it is not a child protection issue: the action lay within the bounds of agency policy and procedures and there is therefore a need to review these policies and procedures. The decision that this outcome is, or is not, appropriate may depend on the level of knowledge and experience of the person in a position of trust;
- **Outcome: No further action.** The person in a position of trust acted appropriately and therefore no further action is to be taken under these procedures;
- **Outcome: Disciplinary/training.** The person in a position of trust has acted inappropriately but it is not a child protection issue; the action taken was in breach of accepted agency policies and procedures and disciplinary action and/or training may be needed;
- **Outcome: False allegation.** The person in a position of trust is the subject of an unfounded allegation;
- **Outcome: Requires LADO advice.** If the Designated Safeguarding Officer has any doubt about whether the matter should be referred on, they should discuss the issues with the LADO team;
- **Outcome: Inform but not refer.** In some cases the Designated Safeguarding Officer may decide that a referral to children's social care is not required, but that it is likely that another person will report the matter to one of the statutory agencies. In this situation it is best practice for the Designated Safeguarding Officer to contact children's social care and the police and inform them of the circumstances.

The Sinfonia Viva Designated Safeguarding Officer will record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

If the Sinfonia Viva Designated Safeguarding Officer concludes that a professional may have put a child at risk of significant harm, they must report the allegation to the relevant LADO team (See Appendix E for contact details) and discuss the decision in relation to the agreed threshold criteria in within **one working day**.

Referrals should not be delayed in order to gather information and a failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.

If an allegation requires immediate attention, but is received outside normal office hours, the Sinfonia Viva Designated Safeguarding Officer should consult the relevant children's social care emergency duty team (See Appendix E for contact details) or local police and inform the LADO team as soon as possible.

12.9 Initial consideration by the Designated Safeguarding Officer and the LADO team

There are up to three strands in the consideration of an allegation:

- A police investigation of a possible criminal offence;
- Children's social care enquiries and/or assessment about whether a child is in need of protection or services;
- Consideration by an employer of disciplinary action.

A principal officer in the LADO team and the Designated Safeguarding Officer should consider first whether further details are needed and whether there is evidence or information that establishes that the allegation is false or unfounded. Care should be taken to ensure that the child is not confused as to dates, times, locations or identity of the member of staff.

If the allegation is not demonstrably false and there is cause to suspect that a child is suffering or is likely to suffer significant harm, the LADO team should refer to children's social care and ask them to convene an immediate strategy meeting / discussion.

If a child is not believed to have suffered, or to be likely to suffer Significant Harm but a police investigation will continue, the principal officer should conduct this discussion with the police, the designated safeguarding officer and any other agencies involved to evaluate the allegation and decide how it should be dealt with.

This Evaluation discussion should take place within one working day and must consider how to take matters forward in a criminal process parallel with a disciplinary process or whether any disciplinary action will need to await the completion of the police enquiries and/or prosecution. The progress should be reviewed by the police no later than four weeks after the initial evaluation meeting and thereafter at fortnightly or monthly intervals.

The strategy meeting / discussion should take in to account the following definitions when determining the outcome of allegation investigations:

- **Substantiated:** there is sufficient identifiable evidence to prove the allegation;
- **False:** there is sufficient evidence to disprove the allegation;
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive;
- **Unsubstantiated:** this is not the same as a false allegation. It means that there is insufficient evidence to either prove or disprove the allegation; the term therefore does not imply guilt or innocence.

12.10 Allegations against staff in their personal lives

If an allegation or concern arises about a member of staff, outside of their work with children, and this may present a risk of harm to child/ren for whom the member of staff works with or is responsible, the general principles outlined in these procedures will still apply.

The strategy meeting/discussion should decide whether the concern justifies:

- Approaching the member of staff's employer for further information, in order to assess the level of risk of harm; and/or
- Inviting the employer to a further strategy meeting/discussion about dealing with the possible risk of harm.

If the member of staff lives in a different authority area to that which covers their workplace, liaison should take place between the relevant agencies in both areas and a joint strategy meeting/discussion convened.

In some cases, an allegation of abuse against someone closely associated with a member of staff (e.g. partner, member of the family or other household member) may present a risk of harm to child/ren for whom the member of staff is responsible. In these circumstances, a strategy meeting/discussion should be convened to consider:

- The ability and/or willingness of the member of staff to adequately protect the children;
- Whether measures need to be put in place to ensure their protection;
- Whether the role of the member of staff is compromised.

12.11 Disciplinary Process

The LADO and the Designated Safeguarding Officer should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided by a strategy meeting / discussion that a police investigation or LA children's social care enquiry is not necessary; or
- The employer or LADO is informed by the police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued.
- If disciplinary action is taken it will follow the disciplinary procedure of the person's employer.

12.12 Sharing information for disciplinary purposes

Wherever possible, police and children's social care should, during the course of their investigations and enquiries, obtain the consent of the person who is the subject of the investigation to provide the employer and/or regulatory body with statements and evidence for disciplinary purposes. If consent is not given the employer should be notified quickly so that preparations can be made to obtain this information at the end of the criminal process.

If the police or CPS decide not to charge, or decide to administer a caution, or the person is acquitted, the police should pass all relevant information to the employer without delay.

If the person is convicted, the police should inform the employer and the LADO straight away so that appropriate action can be taken.

12.13 Unsubstantiated and false accusations

Where it is concluded that there is insufficient evidence to substantiate an allegation, the Chair of the strategy meeting / discussion or initial evaluation should prepare a separate report of the enquiry and forward this to the Designated Safeguarding Officer of Sinfonia Viva to enable them to consider what further action, if any, should be taken.

False allegations are rare and may be a strong indicator of abuse elsewhere which requires further exploration. If an allegation is demonstrably false, Sinfonia Viva, in consultation with the LADO, should refer the matter to Children's social care to determine whether the child is in need of services, or might have been abused by someone else.

If it is established that an allegation has been deliberately invented, the police should be asked to consider what action may be appropriate.

12.14 Substantiated allegations and referral to the DBS

The Disclosure and Barring Service (DBS) was established under the Protection of Freedoms Act 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). The relevant legislation is set out in the Protection of Freedoms Act 2012.

If an allegation is substantiated and the person is dismissed or the employer ceases to use the person's service or the person resigns or otherwise ceases to provide his/her services, the LADO should discuss with the employer whether a referral should be made to the Disclosure and Barring Service (DBS).

If a referral is to be made; it should be submitted within one month of the allegation being substantiated. This referral would be made by the LADO.

12.15 Learning Lessons

Sinfonia Viva and the LADO should review the circumstances of the case to determine whether there are any improvements to be made to the organisation's procedures or practice.

13. Children as Performers

Sinfonia Viva provides a range of performance opportunities for young people their creative projects offer. These activities take place across the UK.

As the young people we work with are taking part in public performances, Sinfonia Viva has a legal obligation to apply for a child performance or activities licence. This system is designed to provide a check that suitable and sufficient arrangements have been made to safeguard the child and children involved in activity.

13.1 When Licences are required

Child performance legislation, as stated in *The Children and Young Persons Act 1933 and 1963 and the Children (Performance) (England) Regulations 2014* sets out when a licence is required. This is supplemented by advice produced by the Department for Education.

The 1963 Act states that a licence must be obtained before a child can take part in certain types of performance and activities in Great Britain, This includes:

- Any performance for which a charge is made, whether for admission or otherwise;
- Performances on premises licensed to sell alcohol, for example in a hotel or theatre;
- Any live broadcast performance, for example a television or radio broadcast, or internet streaming;
- Any performance recorded with a view to its use in a broadcast or such service or in a film intended for public exhibition.

Licensing requirements apply only to children under the upper limit of compulsory school age (as defined by section 8(3) of the Education Act 1996) (i.e as a general rule up to the last Friday in June in the school year in which they have their 16th birthday).

13.2 Performances by children and young people during school hours

When Sinfonia Viva requires children and young people to take part in a performance which requires them to be absent from school Sinfonia Viva will apply to the local authority where the child lives for an individual performance licence.

Sinfonia Viva ensures that the legal obligation associated with each licence is met in full, in addition to maintaining the additional procedures to ensure the wellbeing and security of these individuals as set out above.

13.3 Education sharing events during school hours

Sinfonia Viva's Creative Projects programme will occasionally deliver projects which culminate in a final performance, during school hours. These events will usually take place as closed events - attended only by other participating schools, and funders of activities.

As these events form part of an educational programme of work, and schools are making all the necessary arrangements for the activity and their pupils' participation, then Sinfonia Viva does not require performance licences for these events.

14. Implementation, Monitoring and Review of this Policy

The Head of Creative Programmes has overall responsibility for implementing and monitoring this policy, which will be reviewed on an annual basis following its implementation and may be changed from time to time to ensure compliance with legislation and good practice.

Sinfonia Viva's Board will receive an annual safeguarding report, which will incorporate any changes or updates made to this policy. In addition, Safeguarding is a standing agenda item, with the Designated Safeguarding Officer and the Board's Safeguarding Champion being able to update the Board at regular meetings about any incidents, issues or concerns within the organisation.

Any queries or comments about this policy should be addressed to the Head of Creative Programmes in the first instance.

APPENDIX A: Safeguarding Responsibilities and Roles within Sinfonia Viva

The Board will ensure that:

- A Board Safeguarding Champion is appointed and will receive appropriate training as required. The Safeguarding Champion will liaise with the Designated Safeguarding Officer and will provide the Board with appropriate information relating to Safeguarding, including any instances which could present a cause for concern.
- Safeguarding reporting is a standing agenda item, with an annual detailed report from the Designated Safeguarding Officer.
- The Head of Creative Programmes is appropriately trained and supported to undertake the role of Designated Safeguarding Officer for Sinfonia Viva, the Chief Executive has the equivalent level of training to enable them to act as Deputy DSO as required.
- The Safeguarding Policy is reviewed annually and updated in accordance with any changes in legislation or good practice and that it is compatible with national guidance and law.
- Sinfonia Viva is undertaking safe recruitment practices, including the appropriate use of references and checks on new staff and volunteers.
- Robust procedures are in place for dealing with allegations of abuse against staff or volunteers, and that these are in line with NSPCC guidance.
- All staff and volunteers engaging with activities involving children undertake the appropriate level of training on a regular basis, as outlined in Sinfonia Viva's Safeguarding Training Matrix.

The Chief Executive will ensure that:

- The policies and procedures adopted by the Board are fully implemented and followed by all staff and volunteers.
- Safer recruitment of staff and volunteers is practiced, in accordance with Sinfonia Viva's policy for the Recruitment of Ex-Offenders.
- The appropriate ongoing training, support and supervision is provided for the Head of Creative Programmes to undertake the role of Designated Safeguarding Officer, and for the Chief Executive to undertake the role of Deputy Designated Safeguarding Officer.
- All staff and volunteers, including temporary staff, have an awareness and understanding of Sinfonia Viva's safeguarding policies, and have undertaken appropriate training in line with the Sinfonia Viva Training Matrix
- All staff and volunteers feel safe about raising concerns about poor or unsafe practice in relation to the safeguarding of children and adults at risk, and such concerns will be addressed appropriately.
- Parents/carers and others responsible for children or adults at risk are aware of and have an understanding of Sinfonia Viva's responsibilities through the dissemination of Partnership Guidelines issued to schools and other educational settings for Creative Projects.

The Designated Safeguarding Officer will:

- Act as the first point of contact regarding all safeguarding matters.
- Attend NSPCC Designated Safeguarding Officer refresher training every two years.
- Provide information, advice, support and training on safeguarding within Sinfonia Viva for staff, musicians and volunteers, and advise the Chief Executive and Board of additional safeguarding training needs as they arise.
- Ensure that Sinfonia Viva's child protection policy and procedures are implemented and followed and particularly to inform social services/health board of relevant concerns about individual children.
- Be aware of the Local Area Child Protection Committee (ACPC/LSCB) and be familiar with procedures.
- Ensure that appropriate information is available at the time of the referral and that the referral is confirmed in writing, under confidential cover as quickly as possible (e.g. within a working day).
- Liaise with children's service authorities and other agencies, as appropriate
- Keep relevant people within Sinfonia Viva, particularly the Chief Executive and the Board Safeguarding Champion informed about any action taken and any further action required against a Sinfonia Viva musician, member of staff, Trustee or volunteer.
- Ensure that an individual case record is maintained of the action taken by Sinfonia Viva, the liaison with other agencies and the outcome.
- Have specific responsibilities to report any suspicions relating to Female Genital Mutilation (FGM) and Child Sexual Exploitation (CSE) to the appropriate authorities.

The Board's Safeguarding Champion will:

- Take the lead on behalf of the Sinfonia Viva Board in overseeing the organisation's approach relating to safeguarding
- Support the Designated Safeguarding Officer and their deputy in ensuring safeguarding is at the heart of decision-making in all activities involving children and adults at risk
- Assist other trustees to consider issues of safeguarding across all aspects of Sinfonia Viva's work
- Meet with Sinfonia Viva's Designated Safeguarding Officer and their deputy twice a year to discuss and review specific safeguarding arrangements, and to ensure that any risk areas are being effectively dealt with.
- Present, in consultation with the Designated Safeguarding Officer, an annual safeguarding report to the Board.
- Act as the "point of last resort" Board contact for staff raising safeguarding concerns.

APPENDIX B: Safeguarding Training Matrix

| Role within Sinfonia Viva | Training Requirements | Why level of training required |
|---|--|---|
| Head of Creative Programmes Chief Executive | Designated Safeguarding Officer Training by NSPCC, renewed every 2 years Additional ongoing training to ensure changes in law are fully complied with | Head of Creative Programmes & CEO are DSO and Deputy DSO for Sinfonia Viva, and as such advise the organisation on all aspects of safeguarding, in addition to maintaining and implementing good practice in all areas of safeguarding provision. |
| All other Creative Project staff | 1 day Safeguarding training course delivered by NSPCC as part of induction Ongoing online training as required Attendance at annual internal safeguarding training | These roles all have direct contact on a regular basis with children, young people and vulnerable adults therefore need to be fully aware of legislation, Sinfonia Viva policy and procedure and good practice in all aspects of safeguarding. |
| Musicians involved in regulated activity* | Attendance at annual internal safeguarding training | These musicians need to have a higher level of awareness and understanding as they are working with the same young people on a regular basis in a position of trust, so need to be able to identify and respond to any concerns that may arise |
| Board Safeguarding Champion | Attendance at annual internal safeguarding training | To monitor the training being offered, and ensure that Sinfonia Viva is meeting all requirements in relation to safeguarding |
| Senior Management Team | Attendance at internal safeguarding training every three years | To have an awareness and understanding of current practice within safeguarding and the Sinfonia Viva's own procedures to ensure that the work of their department is being carried out safely. |
| Musicians involved in projects, but not in regulated activities | Attendance at internal safeguarding training every three years | To ensure a basic understanding of safeguarding - particularly in relation to their own practice, and how to respond should they have a concern or a disclosure is made to them. |
| Other Staff, musicians and volunteers who have little or no contact with children or adults at risk | Optional attendance at internal safeguarding training every three years | Staff who have little or no engagement with children or adults at risk therefore do not need in depth training, however an overview of the Sinfonia Viva's policy and position on safeguarding should be included within the induction process for all staff, musicians and volunteers to ensure awareness. |

** As defined by DBS, these will be musicians involved in the teaching or training of children, and the employee will be carrying out the work frequently with the same cohort of children (frequently is defined as once a week or more often, or on 4 or more days in a 30 day period), for example creative projects where musicians are working with the same children over an extended period of time.*

This training framework will be renewed annually, and provides only the basic requirements for musicians, staff and volunteers. Should the need arise for specific or additional safeguarding training this will be addressed on an ongoing basis.

APPENDIX C: Expected Behaviours when working with children and adults at risk

To ensure the safety and wellbeing of all those involved in Sinfonia Viva activities, Sinfonia Viva expects standards of behaviour and professionalism from its staff, musicians, volunteers and Trustees. All Sinfonia Viva staff, musicians and volunteers are in a position of responsibility and trust, and it is important to always consider how actions are perceived or interpreted by others, no matter how well they are intended.

Increasingly children and adults at risk are disclosing to people with whom they do not have an ongoing relationship. All staff should be aware of this and prepared if this situation does arise.

The following Code of Conduct and Good Practice guidance is intended to reduce the likelihood of misunderstandings or misinterpretations.

All Sinfonia Viva staff, musicians, volunteers and Trustees **must**:

- Treat all children, young people and adults at risk with respect and dignity
- Ensure that there is at least one adult who is not affiliated with Sinfonia Viva present during activities with children, young people or adults at risk external venues e.g. schools, community settings, care homes and day centres
- Respect an individual's right to personal privacy, and be responsive to their requirements e.g. religious / cultural / ethnic considerations or access needs.
- Ensure that their dress, behaviour and language is appropriate for participants, taking into account age, gender, cultural background etc.
- Be aware that any physical contact with a child, young person or adults at risk may be misinterpreted
- Challenge unacceptable behaviour and report all allegations, suspicions or disclosures of abuse

All Sinfonia Viva staff, musicians, volunteers and Trustees **must not**:

- Have inappropriate physical or verbal contact with children or young people
- Allow yourself to be drawn into inappropriate attention-seeking behaviour
- Make suggestive or derogatory remarks or gestures in front of children or young people
- Either exaggerate or trivialise child abuse issues
- Show favouritism to any individual
- Believe 'it could never happen to me'
- Take a risk when common sense, policy or practice suggests a more prudent approach
- Meet with children, young people or adults at risk who are participating in Sinfonia Viva activities outside these organised activities
- Let concerns raised by a child or adult at risk go without being addressed and recorded
- Deter children from raising concerns through fear of not being believed
- Use social media to engage with or befriend young people under the age of 18 who are participants in Sinfonia Viva activities
- Share personal contact details (e.g. phone number, email address) with young people under the age of 18 who are participants in Sinfonia Viva activities
- Be under the influence of alcohol or any illegal substance when working with children, young people or adults at risk.

APPENDIX D: SINFONIA VIVA SCHOOL PARTNERSHIP GUIDANCE

Sinfonia Viva's creative projects programme provides opportunities for hundreds of children to work with our professional musicians each year. To ensure that all our activities are enjoyed by pupils, and that our musicians are able to work in a supported environment the following guidelines have been developed to enable schools to receive the very best outcomes from our projects and performances.

- School staff and Sinfonia Viva musicians deliver these activities together; school staff are responsible for discipline and the organisation of the class, group or participants and the musicians are responsible only for the musical and creative elements of activities.
- Musicians should never be left alone with a group of children, and in the rare case where one-to-one activities may be required (e.g. within a special school setting, or if a Sinfonia Viva musician is providing coaching to an individual pupil) this should be agreed with Sinfonia Viva's Creative Projects team in advance to ensure that arrangements are in place so that this activity fully complies with Sinfonia Viva's Safeguarding Policy.
- To comply with Sinfonia Viva's Safeguarding Policy, schools must provide Sinfonia Viva with the name and contact details for the school's Safeguarding Lead for the dates when activities are taking place. This should be issued to Sinfonia Viva when schedules are confirmed, and at least one week prior to activity taking place.
- For one off projects or performances Sinfonia Viva should be made aware of any specialist needs, behavioural issues, or potential discipline issues of pupils within the groups Sinfonia Viva musicians will be working with to ensure that our activities can be planned accordingly, with Sinfonia Viva providing additional support for our musicians if required
- For projects musicians should be informed of any specialist needs, behavioural issues, or potential discipline issues within the cohort of children engaged with these projects. This will be discussed at the initial planning meeting for each project by relevant staff, the musicians delivering the project and the Sinfonia Viva Creative Projects representative at each meeting.
- Recording of performances or workshops must be agreed in advance with Sinfonia Viva.
- Schools should provide an appropriate and safe environment for Sinfonia Viva activities, based upon the numbers of pupils involved and the type of activities being provided. In the majority of cases, we would expect our activities to take place in the school hall, or large classroom to enable group activities to take place.
- Schools should make any additional equipment such as a piano, tuned or un-tuned percussion, access to smartboards etc. accessible for workshops and performances to ensure that activities are able to be delivered successfully and in full.
- Schools must ensure that their group size for each activity is no larger than the number set out in their contract. For most creative workshops this will be a maximum of 30 children.

For activities involving performance opportunities:

- Schools must provide Sinfonia Viva with the relevant documentation to enable us to apply for a Child Performance Licence for any activities taking place outside schools hours as advised by Sinfonia Viva. This is a legal requirement and Sinfonia Viva will advise each school as to whether this is required for their project or final performance, and the timeline for completion and return of this documentation.
- Schools are responsible for the transportation of their pupils from the school to the performance venue.
- School staff are responsible for the welfare and discipline of pupils at all times when they are at the rehearsal and performance.
- Sinfonia Viva will provide appropriate and adequate spaces for breaks and allocated toilet facilities for pupils participating in these events, in line with good practice and legislation for children as performers.

APPENDIX E

SINFONIA VIVA SAFEGUARDING REPORT FORM



Details of Child, Young Person or Adult at Risk:

| | |
|---|--|
| Name | |
| Address | |
| Contact Number | |
| School/Care Setting Name & Address | |
| Person with parental or caring responsibility | |

Details of Person Reporting Concerns:

| | |
|----------------|--|
| Name | |
| Job Title | |
| Organisation | |
| Contact Number | |
| Email Address | |

Are you reporting your own concerns or passing on those of someone else? Please give details:

☐ Own concerns ☐ Someone else's concerns

If someone else – please include full name, role, organisation and contact details:

Details of the incident or concerns:

Please include information on the context and background leading to the disclosure, include specific details around dates, times, location and any other factors. Please include any relevant information (such as a description of any injuries etc) and whether you are recording this as fact, opinion or hearsay. Include the format of the information (e.g letter, phone call, direct contact) and record all persons present.

Child/Young Person/Adult at Risk's account:

Please detail the individual's account of what happened. Use their own words as much as possible. Don't ask leading questions (and clearly state if you add any of your own interpretation to their account).

Child/Young Person/Adult at Risk's wishes and feelings:

*Please detail the wishes and feelings of the person making a disclosure in terms of what they would like you to do with this information. **Remember – Never promise to keep a secret** but be clear that you will need to share relevant information to help keep them safe.*

Details of Witness/es:

Please provide contact details for any witnesses to the allegation & specify their relationship to the person:

| | |
|--|--|
| Name | |
| Address | |
| Contact Number | |
| Relationship to the Child/Young Person/Adult at Risk | |

Witness Account:

Please give details of the witness' account of what happened. Please use their own words as much as possible and don't asking leading questions.

| | |
|------------|--|
| Signed by: | |
| Full name: | |
| Date: | |
| Time: | |

Any suspected or reported abuse must be reported immediately to the Designated Safeguarding Officer, Katie Lucas 07875 530346 or in her absence, to Lucy Galliard, Chief Executive on 07793 009700.

You will be required to share this completed form, along with any rough notes taken ASAP, but at the very latest within 24 hours of the incident occurring.

All records will be kept in a confidential and secure place and shared only to safeguard a child or adult at risk, in line with the information sharing protocol and requirements of the Data Protection Act.

Refer to section 11 if additional guidance is required.

APPENDIX F: Useful Contacts

Sinfonia Viva Designated Safeguarding Officer (From 1st Sept 2024)

Katie Lucas, Head of Creative Programmes
katie@sinfoniaviva.co.uk 07875 530346

Sinfonia Viva Deputy Designated Safeguarding Officer

Lucy Galliard, Chief Executive
lucy@sinfoniaviva.co.uk: 07793 009700

Police 999 If there is a clear and immediate threat to a child

Alternatively if you want advice from the police and the child is not in immediate need of protection, you can call them on **101**

NSPCC Helpline 0808 800 5000 *For adults concerned about a child*

ChildLine 0800 1111 *For children and young people*

Children's Social Care in Derby and Derbyshire

If you are concerned about a child's welfare or worried they are being abused, you should make a referral to Children's Social Care in the area where the child lives.

- In **Derbyshire**
 - Starting Point Telephone contact to StartingPoint [01629 533190](tel:01629533190) or via an [online referral](#).
- In **Derby City**:
 - Urgent referrals (by Initial Response Team) during normal working days between 9 am and 5 pm on [01332 641172](tel:01332641172).
 - At all other times concerns can be discussed with Careline who can be contacted on [01332 956606](tel:01332956606)
 - **Remember:** all telephone referrals should be followed up within 48 hours using the [Derby Children's Social Care Online Referral System](#).
 - Non-urgent concerns should be submitted via the [Derby Children's Social Care Online Referral System](#).
 - Online referrals will only be checked during normal working days between 9am and 5pm, only urgent referrals made on [01332 956606](tel:01332956606) will be responded to out of hours, on weekends and bank holidays.

Please note that the link to the online referral system takes you to a 'My Account Register or login page'. To quickly access the referral form you can click on the continue without an account link, or if you prefer you can create an account prior to completing the referral form.

Derby Safeguarding Adults Board

Contact details to make a referral to Derby City Council, Adults, Health and Housing (Monday to Friday 9am – 5pm):

- Telephone: 01332 642855
- Minicom: 01332 640666
- Email: AdultsMASH@derby.gov.uk

Outside office hours you can contact Careline (Derby's out of hours emergency social care service):

- Telephone 01332 956606
- Minicom 01332 785642
- People who are hard of hearing or deaf, please send an email to DCCcareLine@derby.gov.uk

Derbyshire Safeguarding Adults Board

Contact **Call Derbyshire**:

- Telephone: 01629 533190

Out of office hours (5pm – 9am Monday to Friday & 24 hours a day during weekends & public holidays)

- Telephone: 01629 532600

Safeguarding Referral contact details for areas Sinfonia Viva regularly works in:

East Riding Safeguarding Children Partnership – 01482 395500 (office hours) 01482 393939 (out of hours)
East Riding Safeguarding Adults Board – 01482 396940 (out of hours – 01377 241273) [East Riding Adult Referral Form](#)

Essex LADO – 03330 139797 (out of hours: 0845 606 1212)
Essex LADO - lado@essex.gov.uk
Essex CC Children and Families Hub – 0345 603 7627 - [Essex Safeguarding Children Board](#)
Essex Adult Safeguarding Board – Essex – 0345 603 7630, Southend – 01702 215008, Thurrock – 01375 511000

Gloucestershire LADO – 01452 426565 (option 3) – 01452 614194 (out of hours)
Gloucestershire LADO – childrenshelpdesk@gloucestershire.gov.uk
Gloucestershire Safeguarding Adults – 01452 426868 [Gloucestershire Adult Social Care Referral](#)

Leicester City LADO - 0116 454 2440
Leicester City LADO - lado-allegations-referrals@leicester.gov.uk
Leicester Safeguarding Adults – 0116 454 1004

Leicestershire County Council LADO – Allegations Line: 0116 305 4141 (office hours) 0116 305 0005 (out of hours)
Leicestershire County Council LADO - CFS-LADO@leics.gov.uk
Leicestershire Adult Social Care – 0116 305 0004 (out of hours: 0116 255 1606)

Lincolnshire Children's Safeguarding – 01522 782111 (out of hours: 01522 782333)
Lincolnshire LADO – 01522 554674
Lincolnshire LADO – LSCP_LADO@lincolnshire.gov.uk
Lincolnshire Adults Safeguarding – 01522 782155 (out of hours: 01522 782333)

Norfolk LADO – 0344 800 8021
Norfolk LADO – LADO@norfolk.gov.uk
Norfolk Safeguarding Adults Board – 0344 800 8020 [Norfolk Adult Referral Form](#)

Northamptonshire Designated Officer - 01604 362993
Northamptonshire Designated Officer – ladoreferral@nctrust.co.uk
North Northamptonshire Council Adult social Care – 0300 126 3000 - [North Northamptonshire Adult Referral Form](#)
West Northamptonshire Council Adult social Care – 0300 126 7000 - [West Northamptonshire Adult Referral Form](#)

Nottingham – Children and Families Direct (Children's Social Care) – 0115 876 4800
Nottingham – Adult Contact Team – 0300 131 0300

Nottinghamshire – Children's Social Care – 0300 500 8080 (out of hours: 0300 456 4546)
Nottinghamshire – Safeguarding Adults Board – [Nottinghamshire County Council Adult Safeguarding Form](#)
Nottinghamshire Multi-Agency Safeguarding Hub (MASH) – 0300 500 8090

Rutland County Council LADO - 01572 758454
Rutland County Council LADO - LADO@rutland.gov.uk
Rutland Adult Social Care – 01572 758341 or [Rutland Adult Social Care Form](#)

Suffolk LADO - 0300 123 2044
Suffolk LADO – LADO@suffolk.gov.uk
Suffolk Multi-Agency Safeguarding Hub (MASH) – 0345 606 1499 [Suffolk Adult Referral Form](#)

APPENDIX G

Online sessions guidance

During the Coronavirus pandemic in 2020 and 2021 we were unable to meet for in person sessions and developed the following guidance to ensure the safety and wellbeing of our staff and participants taking part in online sessions.

Sinfonia Viva continues to utilise online sessions for Sing Viva and should we be required to return to online sessions with young people or utilise an online platform for engagement with children and young people for other activities, the following guidance will be adhered to.

The following guidance is mandatory for participants, parents, carers, guardians, Sinfonia Viva staff & musicians:

- All video rehearsals or other activity will be arranged by the Sinfonia Viva Creative Projects team, with the zoom link and password issued to parents or guardians so that they have the full knowledge of these sessions and grant consent for their child (under the age of 18) to participate.
- All parents and guardians of musicians under 18 will be issued with a consent form, giving permission for their child to participate in the online rehearsals or activities, and confirming that both parents and children will adhere to our code of conduct for these rehearsals.
- All rehearsals and activities will be set up, attended and observed by a member of the Sinfonia Viva Creative Projects team, in addition to the musicians leading the rehearsal or sectional.
- The Sinfonia Viva Creative Projects team will take a participant register for the purposes of quality assurance, attendance record and safeguarding. If any participant enters the Meeting and is not identifiable as staff or registered participant the member of staff from the Sinfonia Viva Creative Projects team will bring this to the immediate attention of the Host and the participant will be ejected from the Meeting.
- At a specified time (usually 5 minutes after the start of the rehearsal or activity) the zoom session will be locked. This prevents any further participants joining the session, including unwanted or unexpected guests, who's intentions may be malicious or inappropriate. This process also means that anyone who leaves the session cannot re-enter.
- All private chat functions will be removed for the duration of each rehearsal or activity to avoid distraction or any inappropriate conversation. Should a participant have a question they can use the raised hand function and await a response from the musician leading the session or a member of staff.
- All participants and all members of their household who may be incidentally captured on screen during the rehearsal will be expected to demonstrate appropriate behaviours and wear suitable clothing at all times whilst the rehearsal is taking place.
- Language must always be professional and appropriate during video-rehearsals or activities, including that of all other members of either household who may be incidentally captured on screen during the rehearsal.
- Rehearsals or activities must be accessed in an appropriate room in the home and wherever possible, not in the participants bedroom. If the participant is only able to use their bedroom as their rehearsal space, they should turn off their camera.
- Participants should re-name themselves with their full name (forename and surname) on entry to the rehearsal or activity. This is of vital importance if a participant has joined with no video and is only identifiable by name.
- For children under the age of 11, their participation within rehearsals or activities must be supervised by an adult with parental responsibility for the participant/s, and to be present in the room to log participants onto activity. The responsible adult is expected to be within the vicinity for the duration of the rehearsal or activity and must check that the participant has logged off correctly at the end of the rehearsal or activity.
- The Meeting host will mute all participants during the rehearsal or activity and only un-mute when requiring an answer from an individual participant or if they are responding to a query. Participants can be unmuted at the

start as they join to say hello, and at the end to say goodbye to friends etc. The rehearsal or activity will be ended by the host at which point all participants are logged out of the session.

- Sinfonia Viva staff and musicians must ensure that the teaching environment, both physical and digital (including desktop backgrounds and open tabs, software, documentation) are professional and neutral.
- Extra-care must be taken by all parties to ensure that private or sensitive information and data is not accidentally shared during a video-rehearsal or activity. Documents (both physical and digital) should not be on display. All members of participating households should be aware that the video- rehearsal or activity is taking place and be mindful of this.
- Recording rehearsals or activities by participants is prohibited. Zoom can make video recordings of meetings/ rehearsals and if this is to take place during a session (for quality, observation, safeguarding) then permission will be sought from participants and their families/carers.
- If at any time during the video-rehearsal the terms and practical measures set out in the Code of Conduct are not followed by either party, or if the Meeting is disrupted by outside interference (eg gate-crashing by an unknown party) the rehearsal should be terminated immediately and the reason for this communicated to families afterwards.