Philharmonia

Philharmonia Orchestra
Safeguarding Policy, Procedures and Code of Conduct 2026

Contents

1. Safeguarding Policy 5
   1.1 Policy Statement 5
   1.2 Purpose and Scope 5
   1.3 Application 6
   1.4 Breaches 6
   1.5 Our commitment to safeguard 6
   1.6 Terminology 7
   1.7 Relevant PO policies and procedures 8
   1.8 Law and guidance 8
2. Safeguarding Governance Structure 9
   2.1 Board 9
   2.2 Designated Safeguarding Lead (DSL) 9
   2.3 Designated Safeguarding Officer (DSO) 10
   2.4 Additional staff responsibility 10
3. Code of Conduct: safeguarding behaviours both offline and online 10
   3.1 Permitted behaviours 11
   3.2 Non permissible behaviours 11
   3.3 Appropriate physical contact 12
   3.4 Abuse of a position of trust 12
   3.5 Relationships between adults 13
   3.6 Communicating with child or adult participants 13
   3.7 Moderation of online comments 15
   3.8 Breaches of the Code of Conduct 16
4. Definitions and indicators of abuse and neglect 16
5. Procedures – what to do if you have concerns about child or adult abuse 16
   5.1 Principles of the Procedures 16
   5.2 Responding to a child or adult protection emergency 17
   5.3 Raising and reporting safeguarding concerns 17
   5.4 Escalation 18

5.5 Responding to a direct disclosure of abuse 18
5.6 Historical / non-recent abuse 19
5.7 Information sharing and confidentiality 19
6. Safeguarding in the online environment 21
7. Procedures – safeguarding allegations against staff, volunteers or musicians 22
7.1 Definition of a safeguarding allegation 23
7.2 What to do if a safeguarding allegation is made 24
7.3 Initial considerations about managing a safeguarding allegation 24
7.4 Action required of the DSO and DSL following initial consideration 26
7.5 Action following the conclusion of the investigative process 28
7.6 Support 30
7.7 Referral to the Disclosure and Barring Service (DBS), the Charities Commission and the Professional Regulatory Body 30
7.7 References 31
8. Recording, record retention and destruction 31
9. Children attending performances, children who are lost or missing, and child performers 32
10. Safeguarding and partnership working 35
10.1 Interface between PO procedures and those of other organisations 35
10.2 Working in schools or FE colleges or HEIs (universities) 35
10.3 Working in adult institutions (e.g., care homes and prisons) 35
10.4 Contracting another organisation 35
11. Dealing with incidents of bullying 36
12. Use of images in media, online and publications 37
12.1 Consent 37
12.2 Equipment used to capture images 37
12.3 Use of images 37
12.4 Sharing images 38
12.5 Storage, retention and destruction of images 38
12.6 Existing photographs 38
12.7 Large crowds 38
13. Whistleblowing 38
Appendix 1: Defining child abuse and neglect 40
Appendix 2: Types and indicators of child abuse and neglect 41

Appendix 3: Six key principles that underpin adult safeguarding work..... 43
Appendix 4: Types and indicators of adult abuse and neglect.....45
Appendix 5: Grooming behaviour..... 48
Appendix 6: Safeguarding Incident Report Form.....49
Appendix 7: Safeguarding Recording Log.....52
Appendix 8: Safeguarding contacts list.....53
Appendix 9a: Flowchart – Safeguarding concerns about a child or adult at risk.....55
.....56
Appendix 9b: Flowchart – Safeguarding allegation against a staff member, musician or volunteer.. 57
Appendix 10: Additional guidance on children and young people abused in specific circumstances.. 58
Appendix 11: Safeguarding child performers..... 63
Appendix 12: Planning and delivery checklist – safeguarding for Learning and Engagement and Outreach events.....67
Appendix 14: Philharmonia Orchestra filming, photography and audio consent form.....69
Appendix 15: Philharmonia Orchestra safe event and activity planning tool.....70
Appendix 16: Barriers to telling and listening.....73
Appendix 17: Moderation of social media channels.....74

Philharmonia

1. Safeguarding Policy

1.1 Policy Statement

The Philharmonia Orchestra (PO) will take all reasonable steps to ensure that safeguarding and promoting the welfare of children an adults at risk is embedded within all our activities and projects. We have an obligation to ensure that this remains the case throughout their contact with us in whatever capacity. It applies to all our work both within the UK and internationally.

This policy applies to both children and adults at risk of abuse as we work with children and adults at risk through our varied activities, outreach work and concerts. The legal definition of a child is any person up to the age of 18 years. Adults at risk of abuse are adults aged 18 upwards that may have additional needs meaning that they are both more likely to experience abuse, and also less able to protect themselves from it.

This policy was originally written by Fiona Beker, NSPCC, and is updated as needed by the DSO, and approved by the Philharmonia's Board of Trustees on an annual basis.

This policy was last updated and approved by the Board February 2026.

PO believes that:

- All children and adults have a right to protection from abuse and neglect, regardless of their age, ability, gender, racial heritage, faith, sexual orientation, or identity or additional vulnerabilities
- The best interests of the child are paramount in all considerations about their welfare and protection, including when to maintain confidentiality and when to share information about the,
- Concerns or allegations that PO staff or volunteers have abused or neglected a child or adult will be managed sensitively and fairly in accordance with this policy, relevant legislation and local procedures
- Working together with children, their parents, carers and other agencies is essential in promoting their welfare and ensuring their protection. In some limited circumstances, it will not be appropriate to engage wit parents or carers in order to protect a child or adult
- As part of working together we expect relevant agencies to act on our concerns. We will escalate our concerns, where necessary, in our efforts to be satisfied that our concern has been taken seriously and the child or adult has been protected

1.2 Purpose and Scope

The PO work directly with children, young people and adults at risk as a strand of their musical performance and Learning and Engagement outreach work, as well as performing directly for, and therefore interacting with, the public in general. Consequently, the PO requires a policy and procedures which safeguard those engaged in PO activities and projects.

Child and adult abuse can have both short term and long-term consequences. The impact can include serious injury, disability or even death. It can affect a person's development, mental health, ability to form

relationships, self-esteem, confidence or achievements in education or work. It may impact on their ability to parent and have a decent family life. It can have huge personal and economic consequences for the individual, their family and society. Hence the necessity of doing everything possible to prevent abuse wherever possible and to protect children and adults at risk if we identify it is happening.

The policy and the accompanying procedures are important because they provide a clear process for all staff, musicians and volunteers across the Orchestra. This ensures that everyone is clear about their roles, responsibilities and expectations to protect children and adults at risk from harm. The PO safeguarding policy and procedures must be followed alongside local inter-agency procedures, protocols and arrangements as devised by local safeguarding children boards (LSCBs) or Safeguarding Adult Boards (SAB) in the UK or any equivalent bodies when we are working internationally.

It is not the responsibility of PO to decide whether or not abuse has taken place. However, it is the responsibility of its staff, volunteers and musicians to act if there is cause for concern, in order that the appropriate agencies can investigate and take any action necessary to protect a child or adult at risk.

1.3 Application

The policy and the associated safeguarding code of conduct and procedures apply to PO's entire staff contingent, musicians[1] and volunteers,[2] including those that do not necessarily come into regular contact with children or adults at risk. It applies to all the companies and subsidiaries within the PO family.

Where PO is working in partnership with other organisations they would be expected to have their own safeguarding arrangements in place confirmed in writing (see Appendix 15) but where these do not exist then extracts of the PO policy, procedures and code of conduct will apply to them and this will be made clear as part of any contractual arrangements or agreements.

1.4 Breaches

Breaches of the safeguarding policy, Code of Conduct and related procedures will be taken seriously by PO and may result in disciplinary procedures and/or referral out to the police and/or child or adult social care services if necessary.

1.5 Our commitment to safeguard

PO will fulfil its commitment to safeguarding by:

- Valuing, listening to and respecting children and adults engaged in our activities
- Adopting and disseminating safeguarding procedures to those within the Orchestra and external stakeholders including children and adults and their families
- Providing a Code of Conduct which links to our disciplinary procedures
- Ensuring suitable staff, volunteers and musicians are recruited to work with children or adults at risk by adopting appropriate recruitment, selection and vetting processes

[1] Musicians – including Orchestra Members, Extras, Conductors, Composers, freelance soloists, Young Artists, workshop leaders and animateurs
[2] Including Trustees

- Providing effective management through induction, supervision, appraisal and support
- Providing staff, musicians and volunteers with training appropriate to their safeguarding role and responsibilities
- Ensuring that any safeguarding requirements for children in performances are in place
- Establishing a safeguarding structure with assigned roles and responsibilities, including the identification of operation and strategic safeguarding leads
- Monitoring and reviewing all safeguarding activity to draw out any lessons learnt or implications for our policy and practices
- Providing managerial and external support to staff members, musicians and volunteers when situations or allegations are disclosed either to them or against them
- Ensuring that safeguarding requirements are built into any contract or agreement with other providers/partners/venues with is proportionate to the work that PO is contracting out or conducting in partnership with others
- Informing parents, carers, children and adults of the existence of our safeguarding policy and procedures, including through our website and via our partners, and how they can alert us if they have concerns
- Reviewing the safeguarding policy, procedures and Code of Conduct every three years or sooner if required

1.6 Terminology

For the purposes of this policy and procedures, the following terms and definitions apply:

Abuse: a form of maltreatment of a child or adult. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children or adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children. They may be abused offline, online or a combination of both.

Child: Legally, a child includes babies, children and young people from pre-birth up to 18 years. The fact that a young person has reached the age of 16, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody does not change his/her entitlement to protection.

Adults at risk: any person who is aged 18 years or over and who is at risk of abuse or neglect because of their needs for care and support' (Care Act 2014 [England]). Some organisations are still using the term "vulnerable adult" however for the purpose of our work we will use the terminology 'adult at risk' as this focuses our attention on the risks that people face rather than any inherent vulnerability and is also in line with the terminology used in the Care Act 2014.

Safeguarding and promoting the welfare of children: This means protecting children from maltreatment; preventing harm to children's health or development; ensuring children grow up with the provision of safe and effective care; and taking action to enable children to have the best outcomes.

Child or adult protection: This is part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children or adults who are suffering, or at risk of suffering, significant harm.

Different types of abuse (e.g., physical, emotional, sexual or neglect) may constitute significant harm. More details about these forms of abuse are presented in the accompanying procedures.

Early identification and help: Statutory guidance[3] stresses the importance of children and adults having the opportunity of early help and support in order to avoid child or adult protection intervention at a later time. Early identification and help or intervention may consist of one or more professionals supporting a child, adult or family once an assessment of needs has been made.

1.7 Relevant PO policies and procedures

Safeguarding and promoting the welfare of children and adults at risk is a broad concept. The other PO policies and procedures which contribute to safeguarding should also be followed by those to whom they apply are:

- Health and Safety
- Whistleblowing policy
- Complaints
- Recruitment
- Selection and vetting of staff and volunteers
- Disciplinary and capability policy
- Crisis Management Plan
- Substance misuse
- Equal opportunities
- Diversity and inclusion
- Events planning guidance including risk assessments
- Lone working
- Training/supervision and support
- Work experience

1.8 Law and guidance

The safeguarding policy and procedures are underpinned by English legislation and statutory guidance which includes:

UN Convention on the Rights of the Child 1991
Data Protection Act 1998
Children Act 1989 and 2004
Care Act 2014
Mental Capacity Act 2005
Sexual Offences Act 2003
Protection of Freedoms Act 2012
The Children (Performances and Activities) England Regulations 2014 & Department for Education (2015) Child performance and activities licensing legislation in England (guidance)

[3] HM Government (2015) *Working Together to Safeguard Children*

HM Government (2015) *Working Together to Safeguard Children* & HM Government (2015) *What to do if you are worried a child may be being abused*
Counter Terrorism and Security Act 2015
Female Genital Mutilation Act 2003 & Serious Crimes Act 2015
Charity Commission regulations

2. Safeguarding Governance Structure

Everyone in the PO has a responsibility to safeguard and take appropriate action if they have child or adult protection concerns. However, some staff have specific responsibilities with regards to this as follows:

2.1 Board

The Board will hold a strategic responsibility for safeguarding that entails:

- Having overall responsibility for safeguarding and promoting the welfare of children and adults at risk – on a day to day basis this is devolved to the Designated Safeguarding Lead and Designated Safeguarding Officer
- Ensuring the provision of sufficient financial and human resources to comply with the safeguarding policy and procedures
- Receive the annual safeguarding report and consider its implications
- Ratify any substantial amendments to the safeguarding policy and procedures

2.2 Designated Safeguarding Lead (DSL)

This role will be undertaken jointly by a nominated Director and the President or Vice-President who will:

- Have responsibility for the management of allegations and/or breaches of the Code of Conduct against staff, volunteers or musicians
- Ensure new business ventures, including online, media and marketing, take safeguarding considerations into account in a proportionate manner
- Provide support to the Designated Safeguarding Officer
- Alert the Board to high level safeguarding risks and issues which pertain to the reputation of PO
- Ensure that there are safer recruitment and vetting policy and procedures in place and adhered to for relevant posts
- Review and update the safeguarding policy, procedures and Code of Conduct on an annual basis or sooner if an incident so warrants it or if there is a change in legislation, in consultation with the DSO.

In the absence of the Designated Safeguarding Lead then the DSO will deputise.

2.3 Designated Safeguarding Officer (DSO)

This role will be undertaken by the Director of Learning and Engagement, supported by two deputy Designated Safeguarding Officers (the Education Manager and the Senior Orchestra Operations Manager), who will

- Be responsible for receiving and managing all child or adult protection concerns on a day to day basis - • Provide advice and support to those sharing child or adult protection concerns
- Identify and monitor training needs and co-ordinate the delivery of all safeguarding training
- Ensure safeguarding issues are appropriately addressed within partnership arrangements and events; • Ensure that safeguarding is embedded appropriately into contractual arrangements with other partners in respect of concert performances
- Provide an annual safeguarding report to the Board and make recommendations for any improvements if required.

The Deputy DSOs will deputise in the absence of the Designated Safeguarding Officer.

2.4 Additional staff responsibility

The Orchestra Personnel Manager, Learning and Engagement Project Manager, or member of the Orchestra's executive team during individual concerts, projects, or events will:

- Be responsible for receiving concerns about a child or adult at risk or safeguarding allegations and passing them on to the DSO or DSL if appropriate
- Act on concerns or allegations in the event of an emergency where there is an immediate risk of harm or serious injury

3. Code of Conduct: safeguarding behaviours both offline and online

All staff, musicians and volunteers are encouraged to demonstrate exemplary behaviour when working with children and/or adults at risk and this Code of Conduct sets out clearly the expectations of PO with respect to this. The purpose of the Code is not to stifle creativity or prevent building rapport and good working relationships. Rather it’s to clarify expectations and avoid the possibility of misunderstanding or misinterpretations of behaviour. By following this code of behaviour staff/volunteers/musicians will be promoting the welfare of the children and adults with whom they work and will be preserving both their own professional reputation and that of the Orchestra.

3.1 Permitted behaviours

- Always work in an open environment wherever possible
- Treat all children and adults at risk equally, and with respect and dignity
- Always put the welfare of each child, young person or adult at risk first, before achieving goals

- Give enthusiastic and constructive feedback rather than negative criticism
- Report any incidents or concerns that cause them to believe that a child or an adult is at risk, or is likely to be at risk of significant harm in line with our safeguarding procedures and this includes any safeguarding allegations against colleagues too
- Co-operate with any vetting and recruitment requirements appropriate to your role and responsibilities
- Ensure that whenever possible there is more than one adult supervising during activities with children, or at least you are within sight or hearing of others. Unless the reason for this has been firmly established and agreed in advance with your manager/commissioner

3.2 Non permissible behaviours

The following behaviours are not allowed (and in some instances may be unlawful) for any person to:

- Use their position to intimidate, bully, threaten, injure, discriminate against, coerce or undermine any child or adult
- Allow bullying between participants to be tolerated
- Use their status or position to form or promote relationships with any child or adult at risk participant either face to face or online, which are of a sexual nature, or which may become so
- Make sexually suggestive or derogatory remarks or gestures to, or in the presence of child or adult participants
- Engage in rough, physical or sexually provocative games, including horseplay
- Allow children or adults to use inappropriate language without discussion about it
- Encourage or assist others to break the law in any way
- Smoke/vape, drink alcohol or take drugs in the company of children or adult participants during outreach projects
- Invite a child or adult participant that you have met through your Philharmonia employment, performance, teaching, mentoring, education or volunteering into your home
- Engage in, or attempt to engage in a sexual or inappropriate relationship with child or adult participants
- Possess abusive images of children
- Take or possess unauthorised images of participants
- Put yourself in a position where you are alone with children or adults at risk away from organisational premises, such as taking them out on trips unaccompanied by other adults or transporting them alone, unless the reason for this is part of a work plan authorised by the DSO and with the consent of parents/carers where required
- Breach confidentiality or seek information to which you have no right of access
- Reduce a child or adult participant to tears as a form of control
- Provide intimate or medical care for any participant[4]
- Give out personal contact details, including personal social networking sites and accounts, to participants
- Transport a child or adult at risk participant to and from an event or activity unless pre-planned or in an emergency situation and with parent/carers knowledge

[4] This excludes first aid which can be administered by trained first aiders from within PO staff

- Change clothes in a public area or enter a room where children may be changing their clothes

3.3 Appropriate physical contact

- Do not encourage physical contact (i.e., touch) between staff/musicians/volunteers and participants
- Only use touch when it is necessary in relation to the particular activity. Demonstration is far safer to do and avoids any misunderstanding
- Explain and then seek the agreement of the child or adult participant prior to initiating any physical contact with them if it is necessary during teaching or other activities
- Ensure disabled participants are informed of and comfortable with any necessary physical contact to support their full participation and learning
- If participants initiate touch themselves, such as a hug, then manage this carefully so that your own position is not compromised

3.4 Abuse of a position of trust

When working with children and adults on behalf of the PO staff/musicians/volunteers are considered to be acting in a position of trust. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for, and the responsibility they must exercise as a consequence of this relationship.

Young people of 16 or 17 can legally consent to sexual activity but they may still be relatively immature emotionally. It is essential that those who may be in a position of trust recognise this vulnerability and ensure it is not exploited.

Where a person aged 18 or over is in a specified position of trust[5] with a young person under 18, it is an offence in certain circumstances for that person to engage in sexual activity with, or in the presence of, that young person, or to cause or incite that young person to engage in or watch sexual activity even if the young person appears to consent. Therefore, given this principle, PO expects:

- Any behaviour, which might allow a sexual relationship to develop between the person in a position of trust and the child or adult participants, must be avoided
- Any sexual relationship within a position of trust relationship is not permitted so long as the relationship of trust continues

[5] Sexual Offences Art 2003.Sect 16-19 re-enacts and amends the offence of abuse of position of trust. Position of Trust offences apply to those who care for, train, supervise or are in sole charge of those up to the age of 16 years in specified settings which include: children's homes, education settings, hospitals and those reporting for court proceedings.

3.5 Relationships between adults

If a member of staff/musician or volunteer intends to have a romantic, as opposed to professional relationship, with an adult participant (ie aged 18 or over) then they must inform the DSO in order to determine and agree how to manage that situation for all parties concerned. The Orchestra will not permit a romantic/sexual relationship between someone tutoring, teaching, mentoring or coaching an adult participant in a Philharmonia programme / project and in such circumstances alternative arrangements must be made.

3.6 Communicating with child or adult participants

The following sections of the Code of Conduct are about expected behaviour when communicating with children and adults at risk by phones, mobile devices, email, social media and apps. Prior parental consent for under 18 year olds must be obtained before contact details are sought for any participants in relation to PO activities:

3.6.1 Phone contact

- Participants should only be called in relation to PO related activities
- Staff should only use PO landlines or work mobile phones
- Staff /volunteers should only make and receive calls between 8:00am and 6:00pm. This also applies to online contact too. The exception to this is when staff/volunteers are working on an evening event
- Line managers can request access to staff member's work phone at any time without delay

3.6.2 E-safety Code of Conduct – communication with children via all mobile devices, on social media and apps

The term e- safety is defined here as the process of limiting the risks to children, our staff/musicians/volunteers when communicating via the internet, digital and mobile devices and using social media. Social media includes blogs, Wikis, online communities, and social networking sites such as Facebook and Twitter.

There is a wide range of ways with which to communicate with children and this is a rapidly changing environment as new technologies, applications and social media sites merge. No Code of Conduct for e-safety can cover all of these separately. However, there are broad behaviours that we expect all staff / volunteers to adhere in order to safeguard children and adults and themselves in respect of using all these forms of media, devices, apps and social networking sites.

3.6.3 Content

- When communicating with child or adult participants online you should observe the same rules of behaviour as if speaking with them in person, that is by being professional - polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination
- Ask yourself whether the content of the message could be misunderstood or misinterpreted by someone else
- Don't use any text speak abbreviations or symbols/emoticons even if you ordinarily use these in your personal life. The exception to this is when working with those with educational needs (SEND) where symbols are a normal part of their communication mode
- Never disclose non-public and confidential information about the PO and its staff/volunteers or the people with whom we are working
- Do not say anything or re-tweet any posts that could be deemed offensive, controversial, bullying or socially inappropriate in any way
- Contact with children and adults participants online should only be for Orchestra purposes only
- Do not send any illegal or inappropriate content (written, images or icons) including sexting which is illegal

3.6.4 Openness and scrutiny

- Always communicate with children and adult participants in a way that is open to others to see if necessary
- Do not use private messaging facilities on social networks or apps. If it needs to be private, then do this by email exchange or phone and note the conversation afterwards
- Ensure there is always a record of such conversations that would be open to others to check if necessary
- It should always be clear who the communication is from when PO is communicating with a participant
- There should be no use of anonymous apps – such as Snapchat - where the sender can remain anonymous

3.6.5 Recording

Only use social media and apps where there is a permanent record of what's been said and sent thereby being open to scrutiny e.g., the use of Snapchat is not appropriate. Do not use any personal devices to take pictures or film child or adult participants.

3.6.6 Use of equipment

PO IT equipment (including computers, laptops, mobile phones, notebooks, etc.) must not be used to view, download, create or share (with colleagues or others) illegal content including abusive images of children or young people.

3.6.7 Act on concerns

If anyone identifies online concerns – be they be about illegal online content or suspicious behaviour by another adult online - then they must follow the PO procedures for reporting on those concerns (see Section 5).

In respect of any child or adult at risk participant met through work for or on behalf of PO staff/volunteers/musicians must not:

- Share personal contact details - this includes mobile phone numbers, home address, social networking accounts, personal website/blog URLs, online image storage sites, passwords etc.
- Ask to become an online friend/contact of a child or adult in order to follow them or add/allow a child or adult to join your contacts/friends list on personal social networking profiles
- Share work photographs or films involving children and project participants on any personal social media sites including Facebook and Twitter
- Play online games with any child or adult participant unless part of official PO business using professional accounts and devices
- Seek to befriend a child or adult or their family online whom you have met through work for any purpose whatsoever including for the purpose of developing a personal and/or sexual relationship
- View or share abusive images of children (formerly referred to as 'child pornography')
- Use your personal mobile phone to communicate with child or adult participants (applicable to staff only)

3.6.8 Text messaging other messaging services

The use of text messaging to communicate with individual participants increases the vulnerability of both the person and (typically) the member of staff/musician/ volunteer. However, there may be circumstances in which it is justified, subject to appropriate safeguarding considerations. In these circumstances the following guidelines will apply:

- The decision to use text messaging should not be made by staff/musicians/volunteers in isolation and should be discussed and agreed with the relevant line manager
- Only those approved to send bulk or individual messages are permitted to do so
- Staff should only send individual text messages to participants in response to a specific question or immediate request; staff should not engage in general conversation with young people via text message
- Child or adult participants' mobile phone numbers should be kept secure via passcode locks on phones and computers. The mobile phone numbers should not be shared with anyone else and should only be used for the purposes of the specific activity
- The content should relate solely to PO activity
- All bulk text messages sent to children or adults should also be sent through an PO device

3.7 Moderation of online comments

Some staff have a specific responsibilities in respect of moderation of online communications with the Orchestra, e.g., moderation of comments on YouTube. For more details about the principles for doing this please see Appendix 17.

3.8 Breaches of the Code of Conduct

If anyone has concerns that someone is breaching the code of behaviour then s/he should contact either the DSO or DSL. That person will then determine the necessary course of action according to the seriousness of the breach.

Any breaches of the Code of Conduct will be taken seriously and acted upon as necessary. In some instances this may result in disciplinary action or the initiation of the safeguarding allegation process (see section 7).

PO wants everyone to feel confident about coming forward if they do have concerns about breaches. Hierarchy, status or prestige of the person who has breached the Code must not prevent this from happening.

4. Definitions and indicators of abuse and neglect

For statutory definitions, indicators of different types of abuse experienced by children and adults, the principles underpinning safeguarding adults at risk and details about the barriers to telling and listening where abuse is happening, please refer to Appendices 1, 2, 3, 4 5 and 16. For additional guidance about specific forms of abuse that can affect children see please refer to Appendix 10. This also includes some further sources for information/advice.

5. Procedures – what to do if you have concerns about child or adult abuse

5.1 Principles of the Procedures

The ‘5Rs’ underpin PO reporting procedures. They are:

- Recognise concerns that a child or adult is being harmed or might be at risk of harm
- Respond appropriately to a child or adult who is telling you what is happening to them

- Refer the concerns, if appropriate, to children's or adult social care[6] or the police
- Record the concerns appropriately and any subsequent action taken, ensuring there is no delay in passing on concerns. Timescales are in place to ensure that matters are resolved in a timely way but these are the maximum allowed and nothing should prevent a more speedy response if this is required
- Resolution and escalation –PO has a responsibility to ensure that it follows up referrals made and take further action if it considers appropriate protective action has not been taken.

In addition:

- A child's welfare is paramount – this means that the child's safety and protection must be the most important consideration and take priority over everything else
- Remember it is not the role of PO staff or volunteers to decide if a child or adult has been abused or neglected, rather it is their role to identify and pass on concerns to the relevant authorities to investigate and provide support as necessary.

A concern about the safety of a child or adult might arise as a result of:

- A child or adult says that s/he is being abused or telling you about an experience or event that has happened to them that you think would be harmful (this is sometimes referred to as a 'disclosure' – not to be confused with a criminal records disclosure done by the Disclosure and Barring Service (DBS)
- Signs or indicators of abuse or neglect
- Directly witnessing someone being harmed by an adult or another participant
- Somebody says either face to face or by any other means of communication, that a child or adult is being harmed or is at risk of harm
- The behaviour of an adult towards a child gives cause for concern or vice versa
- An adult survivor of abuse or a young person tells about an experience of abuse in their past which is often referred to as 'historical or non-recent abuse'

5.2 Responding to a child or adult protection emergency

In an **emergency** situation where a child or adult at risk has been seriously hurt or is in imminent danger of being harmed staff/volunteers must:

- Ring 999 and ask for the emergency service required - police and/or ambulance
- Inform the DSO immediately after taking this action
- If the DSO is not present, then inform the Orchestra Personnel Manager or Learning and Engagement Projects Manager
- Complete the Safeguarding Incident Report form – see Appendix 6
- Seek support from the DSO if required

5.3 Raising and reporting safeguarding concerns

[6] In Wales, Northern Ireland and Scotland different terminology is used to describe these bodies.

The flow chat outline the process for raising and reporting safeguarding concerns can be found at Appendix 9 and must be used in conjunction with the contact list at Appendix 8.

5.3.1 If you have a safeguarding concern which is historical or not immediately life-threatening or risk of serious harm, you must:

- Consult immediately with the DSO (or the DSL if the DSO is unavailable). The exceptions to this are:
    - If you are engaged in outreach activity inform a member of the Learning and Engagement team where the DSO is not present
    - If you are engaged in a concert activity where the DSO is not present then inform the Orchestra Personnel Manager
- Make a careful record of what was said and done using the Safeguarding Incident Report form (Appendix 6)
- If applicable, the Orchestral Personnel Manager or member of the Learning and Engagement team will alert the DSO of the concern that they have received
- The DSO will determine what action is needed (i.e. no action, monitoring the situation or a referral out to child or adult social care or the police). Whatever decision is taken s/he must record it on the Safeguarding Incident Report form (Appendix 6) with a rationale
- The DSO must consider if consent is required to share the concern with the statutory agencies (see para 5.10 -5.15 for further detail) from either the adult at risk or the parents/carers of the child
- The DSO may consult with the DSL or one of the statutory services or the NSPCC Helpline if s/he is unsure how to proceed with the concern or any aspects of information sharing
- The DSO must make any referrals to statutory services unless it is an emergency
- Any referrals to statutory services must be followed up in writing within 48 hours and feedback received/sought within 3 working days of having made the referral to check what action is being taken. It is the responsibility of the DSO to do this
- Each local authority has a process for receiving referrals and so PO must use the relevant process in their area. Staff (normally the DSO) must complete the local authority's referral form when making a formal referral about child or adult protection

5.4 Escalation

If, after reporting on a concern, it is evident that the local authority has not taken appropriate next steps in relation to the safeguarding concern, then the DSO must discuss this with the DSL and determine if the matter needs escalating with the local authority. The Local Children Safeguarding Boards or Adult Protection Board will have specific procedures to be followed in such instances where escalation is warranted. A record of any decisions and outcomes must be kept by the DSO or DLS.

5.5 Responding to a direct disclosure of abuse

Sometimes a child or adult will make a direct disclosure about their experience of abuse and the following guidelines should be followed when responding to this situation:

- Do:
    - Be accessible and receptive
    - Listen carefully
    - Take it seriously
    - Reassure him/her that he/she was right to tell
    - Explain what will happen next

- Do not:
    - React strongly – for instance saying ‘that’s terrible’
    - Jump to conclusions especially about the abuser
    - Tell him/her you will keep this a secret
    - Ask leading questions
    - Make promises you cannot keep
    - Stop him/her from speaking freely
    - Tell him/her to stop talking so that you can fetch the DSO

5.5.1 If a child indicates either through what is said or their behaviour that s/he has concerns or a problem but is unwilling to discuss it with a member of staff or volunteer then give out the contact details for ChildLine where they can talk in confidence. Record the action taken.

5.5.2 It is important that staff/musicians/ volunteers recognise that the cultural norms of some people are incompatible with UK laws and values. Such behaviour, which is not exhaustive, might include attitudes toward: female genital mutilation, spiritual beliefs/possession, private fostering, forced marriage and “honour-based” violence. PO staff/musicians/volunteers must guard against making a decision not to report such issues in the belief that they are protecting the person’s cultural or religious beliefs, or through fear that their action might be interpreted as being prejudiced.

5.6 Historical / non-recent abuse

Any disclosure or concerns that relate to abuse that happened more than a year ago, whether involving anyone working at the PO or outside of it, must still be taken seriously and acted upon in line with the procedures outlined in Section 5 and 7. Many victims of abuse take many years to come forward due to shame and fear of being disbelieved. However, the alleged perpetrator may remain a risk to others and therefore all non-recent allegations have to be examined. The PO will work in partnership with local authorities and/or the police in such cases.

5.7 Information sharing and confidentiality

Information sharing can be a complex area within the safeguarding arena. The following guidelines should be adhered to:

- Ideally information should be shared where there is consent for doing so
- Data Protection legislation is not a barrier to sharing information about safeguarding
- Be open and honest about what you will do with the information
- Seek advice from appropriate professionals
- Share with consent but don't let 'no consent' prevent sharing[7]
- Always consider the safety of the child or adult at risk (for instance would telling a child's parents put that child at further risk?)
- Ensure what is shared is it necessary, proportionate, relevant, accurate, timely and secure
- Keep a record of what information has been shared and also the reason for seeking consent or not using the Safeguarding Incident Report form (Appendix 6) or Safeguarding Recording Log (Appendix 7)
- DSO or DSL is to maintain the Safeguarding Recording Log
- The Log is confidential to the DSO and DSL and others that they identify but this should be on a genuine 'need to know' basis

5.7.1 All staff and volunteers must be aware that they have a professional duty to share information with other agencies in order to safeguard children and adults at risk. The public interest in safeguarding children and adults at risk may override confidentiality interests. Information will be shared on a need to know basis only, as judged by the DSO and DSL. All staff, musicians and volunteers must be aware that they cannot promise participants that they will keep information confidential when it concerns safeguarding.

5.7.2 In the case of child protection, it is best practice to get consent to share information if possible and as long as it will not increase the risk of harm to the child or adult. In most instances parents/carers and the child depending on his/her age should be informed that you are making a safeguarding referral to social care, unless to do so might put a child or adult or in further danger, or where you suspect the parents/carers may be directly harming the child, or where it might put yourself in danger. If anyone is unsure about this, they should speak to the DSO or have a conversation with social care to seek further advice.

5.7.3 In the case of adult protection it is normally necessary to gain consent from the adult to share information. There are exceptions to this in certain circumstances. For example:

- Where you have concerns that the adult lacks the mental capacity to make a decision, and a risk assessment indicates that referral would be in their best interests
- Where seeking consent could potentially put the individual concerned, or other individuals including staff, at risk
- Where a crime has been committed

[7] Where information is to be shared without consent then DSO is to be consulted and decisions recorded .The overriding principle is that nothing should stand in the way of sharing information that would help protect children and vulnerable adults who would otherwise be at risk. Information sharing should follow the principles of, necessity, proportionate, relevant, adequate, accurate, timeliness and security. These form one of the Government's 7 Golden Rules for information sharing. PO will always comply with a request from the Local Safeguarding Children's Board (LSCB) to share information as required by law under Section 14B of the Children Act 2004.

5.7.4 Mental capacity is a legal concept. It is the ability at that point in time to understand, retain and use the information required to make an informed decision on a specific issue and understand the consequences. It is also necessary to be able to communicate this decision. Adults are presumed to have mental capacity until it has been assessed that they do not.

5.7.5 The Mental Capacity Act 2005 sets out how to assess for capacity and make a best interests decision. This is a specialist task to be done by a specialist in adult social care work. The main principles of the Act are:

- A person must be assumed to have capacity unless it is established that they lack it
- A person is not to be treated as unable to make a decision unless all practicable steps to help him/her have been taken without success
- A person is not to be treated as unable to make a decision merely because it is seen as an unwise decision
- Anything done for, or on behalf of, a person who lacks mental capacity must be in their 'best interests' and the 'least restrictive' of their rights and freedoms

5.7.6 Where the DSO judges that a child or adult at risk is in need of support services (e.g. for additional support in school, bereavement counselling etc.) rather than seek protection then s/he can make a referral on to an appropriate body (via MASH – the Multi-Agency Safeguarding Hub). However, this requires the consent of the parents/carers of the child or the adult at risk before so doing. A record should be made of any such referrals and the outcome on the Safeguarding Incident Report Form (Appendix 6).

6. Safeguarding in the online environment

6.1 There is increasing concern about the distribution of abusive images of children via the internet. Such images should not be referred to as child pornography. The use of such language acts to legitimise images which are not pornography, rather, they are permanent records of children being sexually exploited and as such should be referred to as child sexual abuse images.

6.2 What to do if a member of staff/volunteer/musician is inadvertently exposed to child sexual abuse images of children whilst using the internet:

- The URLs (webpage addresses) which contain the suspect images should be reported to the Internet Watch Foundation via www.iwf.org.uk –staff/musicians/volunteers should refer to the DSO who will carry out the report. This is to avoid duplication – a key principle is that PO must avoid sending copies of the images to the Internet Watch Foundation

- Any copies that exist of the image, for example in emails, should be deleted

6.3 What to do if abusive images of children are found on PO devices:

The DSO is the only person within PO who is authorised to deal with this issue, unless it concerns his/her behaviour in which case the responsibility rests with the DSL.

The following actions will be carried out:

- Staff, musicians and volunteers must report what they have found to the DSO
- The URLs (webpage addresses) that contain the suspect images should be reported on to the Internet Watch Foundation via www.iwf.org.uk by the DSO. You must avoid sending copies of the images to the Internet Watch Foundation
- The police should be informed and the Safeguarding Incident Report form (Appendix 6) completed
- If any copies need to be stored at the request of the police, then they should be stored securely where no one else has access to them
- All other copies must be deleted

6.4 What to do if a member of staff/volunteer is found in possession of child sexual abuse images on any electronic device provided by PO:

- The DSO is responsible for dealing with such matters
- Contact the police regarding the images. If there is a doubt about whether the images are criminal, then a discussion will take place with the police regarding the best way for them to receive copies to determine whether they are criminal or not
- Discuss with the police what to do about the device that the images are on
- Quarantine the device in question and discuss with the police about checking for any other images on that device or others
- Follow the management of allegations (Section 7) procedures including an initial discussion with the police to consider temporary suspension of the member of staff/volunteer /musician pending investigation

6.5 What to do if a child discloses that they are being groomed/abused by someone online:

- Follow the procedures as outlined in Section 5 of these procedures. The DSO should contact the police. Advice and a report can also be made to CEOP which is a specialist police command dealing with inappropriate online behaviour (see Appendix 8 for contact details)
- If the adult committing grooming is a staff member/ volunteer/musician then follow the safeguarding allegations procedures too (Section 7)

7. Procedures – safeguarding allegations against staff, volunteers or musicians

The aims of these procedures are to ensure:

- Children and adults at risk are protected and supported following an allegation that they may have been abused by an adult working for or on behalf of the PO
- There is a fair, consistent and robust response to any safeguarding allegation made including those that are historical
- An appropriate level of investigation into concerns or allegations, whether they are said to have taken place recently, or at any time the person in question has been employed by/volunteered with the PO, or prior to the person's involvement with the PO
- PO continues to fulfil its responsibilities towards members of staff, or volunteers who may be subject to such investigations

7.1 Definition of a safeguarding allegation

7.1.1 This is where a person has:

a) behaved in a way that has harmed a child/adult at risk, may have harmed a child/adult at risk or might lead to a child/adult at risk being harmed;
b) possibly committed or is planning to commit a criminal offence against a child/adult at risk or related to a child/adult at risk, or;
c) behaved towards a child/adult at risk in a way that indicates s/he is or would be unsuitable to work with children/adult at risk

7.1.2 The allegation may:

- Involve a child/ren, or adult(s) or both
- Not directly have a 'known child' victim as such – for example, if a staff member or volunteer is accessing abusive images of children online or using the internet to groom children with the intent to harm in future
- Concern any type of abuse
- Concern a breach of the PO's safeguarding Code of Conduct
- Relate to a staff member or volunteer who has left PO (known as a 'historical allegation')
- Concern a son or daughter of a staff member/musician/volunteer

7.1.3 A safeguarding allegation may arise when:

- A child or parent/carer makes a direct allegation against a staff member/musician or volunteer
- An employee/volunteer directly observes behaviour that is cause for concern

- PO receives a safeguarding allegation from a person, including a member of the public or professional
- In the course of another internal procedure, for example a disciplinary or complaint
- PO is informed by the police or local authority or another organisation that an individual is the subject of a child protection and/or criminal investigation
- Information emerging from the renewal of a DBS check that a staff member or volunteer may have committed an offence or been involved in an activity that could compromise the safety of a child/ren or adult(s) at risk
- A staff member/musician/ volunteer informs PO that they have been the subject of allegations, have actually harmed a child/adult, or committed an offence against or related to a child/adult at risk

7.1.4 The managing safeguarding allegations procedure must be followed consistently in all instances, regardless of how the safeguarding allegation arises or from whom, or whether it is shared with the PO by email, face-to-face contact, social networking, telephone or letter.

7.1.5 If a member of staff/musician/volunteer is concerned about the behaviour of another staff member/volunteer/musician then they should not worry about the need to share this information. If you are mistaken it is better to discuss it and enable a proper investigation and assessment to happen than not report it at all. Do not:

- Ignore concerns
- Confront the person
- Discuss the matter with other members of staff/volunteers outside of those identified in this procedure

7.2 What to do if a safeguarding allegation is made

7.2.1 The person who has or receives a safeguarding allegation must make a note of the basic details of the allegation using the Safeguarding Incident Report form (Appendix 6), to include:

- The name of the individual who the allegation is about and any other identifying information, including location
- Name of any child/adult involved
- Date and time of the allegation arising
- Name and contact details of the person making the allegation
- Key information about the nature of the safeguarding allegation

7.2.2 The person should inform the DSO. In the case of concert activities the person should inform the Orchestra Personnel Manager in the first instance and s/he will alert the DSO. This should be done within this same working day of the allegation coming to light. If the concern is about one of those people then the person should inform the other person or DSL.

7.2.3 If anyone considers that a child or adult is subject to life threatening concerns or risk of immediate harm, or needs emergency medical attention, then the emergency services must be contacted straightaway and the parents/carers of the child/adult told that immediate steps are being taken to get help.

7.2.4 If the DSO considers that the allegation is a safeguarding one requiring action then s/he will alert the DSL within 24 hours.

7.3 Initial considerations about managing a safeguarding allegation

7.3.1 There may be up to four strands in the consideration of any safeguarding allegation:

- Enquiries and assessment by social care about whether a child or adult is in need of protection and/or services
- A police investigation if a criminal offence may have been committed
- Consideration by an employer of disciplinary action in respect of the individual
- Referral for 'consideration to bar' a person from working with children/adults at risk (i.e. referral to the Disclosure and Barring Service) and/or referral to a professional registration body for professional misconduct

7.3.2 The DSL will oversee the management of all allegations and hold accountability for them.

7.3.3 The DSL and DSO are responsible for agreeing an initial plan of how to proceed with managing the allegation. They need to agree that the information before them is a safeguarding allegation. The safeguarding allegation may be in respect of the person's employment, voluntary activity or behaviour towards any other children including their own.

7.3.4 If, after the initial consideration, the DSL and DSO do not consider the matter constitutes a safeguarding allegation then they must decide if an internal investigation is required to determine if the behaviour/incident was related to poor practice or misconduct. The disciplinary process must then be followed. All decisions and the reasons for them, including there being no need to take action, must be recorded and kept on the individual's file.

7.3.5 If confirmed as a safeguarding allegation, the DSL and DSO must agree an initial plan within one working day, which includes:

- The immediate safety of any relevant child/ren or adults at risk involved, for example those that are the subject of the safeguarding allegation or other children or adults that the individual has contact with through work or family

- What information to share with the individual who is the subject of the safeguarding allegation and with any other known employer of the individual, and when to do so
- Whether any immediate decision has to be taken about suspension of the individual subject to allegation, pending further enquiries and/or investigation
- Delegation of particular tasks to the DSO
- If any records need to be secured or 'locked down, or any equipment removed from the individual who is the subject of the concern
- Whether the criteria is met for referral to the local authority and/or the police
- What further information may be required for clarification
- Identifying who else is aware of the safeguarding allegation and who has been spoken to
- Whether any advice should be sought from the local authority or NSPCC helpline
- Arrangements to support the person who is the subject of the safeguarding allegation, the person who raised the allegation and the alleged victim

In addition there may need to be a plan around the management of information including:

- Who needs to know and what information can be shared
- How to manage speculation, leaks and gossip
- What, if any, information can reasonably be given to reduce speculation
- How to manage press interest if, and when, it might arise

7.3.6 In the event that a safeguarding allegation is made against:

- Either the DSO or DSL – the CEO will manage the allegation process
- The CEO – the Board will manage the allegation process
- A member of the Board – a non-player member of the Board will manage the allegation

7.3.7 If it is agreed that the safeguarding allegation meets one or more of the criteria (see para 7.1.1), then the DSL or DSO must make a referral within one working day to:

- The Designated Officer[8] in the Local Authority (where the child lives) if the allegation is about behaviour towards a specific child or adult
- The Designated Officer in the Local Authority where the staff member/volunteer or musician lives if the allegation is about behaviour but with no identifiable victim
- Local Authority adult social care if the allegation is about behaviour toward an adult at risk. Some safeguarding allegations are clearly so serious that they require immediate referral to the Local Authority/police. Other allegations that appear to meet the criteria may seem less serious; however, it is important that they are followed up and examined objectively by the external authorities who may hold other relevant information about the individual that is unknown to the PO

[8] This role was formerly known as the LADO however *Working Together to Safeguard Children* (2015) removed this term. It says the Local Authority must appoint a designated officer(s) to carry out this role.

7.3.8 If the allegation is considered to meet the criteria for referral, then the safety and welfare of any child/ren or adult at risk is of the utmost importance, and any child or adult protection investigation and/or police investigation must take priority over any internal PO procedures.

7.3.9 All decisions and the evidence upon which they are based must be recorded.

7.4 Action required of the DSO and DSL following initial consideration

7.4.1 Where the allegation meets the criteria (see para 7.1.1), the DSL or DSO will make the referral to the appropriate Local Authority department (see para 7.5.7) to discuss and agree the next steps, including informing parents/carers of the child concerned (if applicable) about the allegation, if they are not already aware of it.

7.4.2 The Designated Officer in the Local Authority (or equivalent in adult social care) will:

- Discuss the allegation and obtain further details of the allegation and the circumstances in which it was made
- Discuss whether there is evidence/information that establishes the allegation is false or unfounded
- Convene a strategy discussion within procedural timelines in order to plan any police investigation and/or protective action in respect of the child or adult if there is cause to suspect a child or adult is suffering or likely to suffer significant harm, and/or a criminal offence may have been committed

7.4.3 As an employer, PO should expect to be invited to join this discussion alongside other relevant professionals, including the police and children's or adult social care. The DSL and/or DSO would be the PO representative in this case.

7.4.4 The member of staff/volunteer/musician subject to the allegation should be informed as soon as possible that an allegation has been made. However, where a strategy discussion is required with the authorities, or it is clear that the police, children's or adult social care may need to be involved, information about the allegation should not be shared until those agencies have agreed what information can be disclosed to the person who is the subject of the allegation.

7.4.5 When a strategy discussion takes place, the DSL or DSO should share all relevant information about the allegation, the child/ren/adult and the person who is the subject of the allegation.

7.4.6 If there is reason to suspect that a criminal offence may have been committed, the police will be involved in making enquiries. PO is expected to co-operate fully with any police or child/adult protection investigation.

7.4.7 The possible risk of harm to other child/ren or adult(s) at risk must be effectively evaluated and managed in respect of any child/ren involved in the allegations, and any other children or adults at risk in the individual's home, work or community life. In some cases, this will require the PO to suspend the employee who is the subject of the allegation or cease to use the services of a volunteer or musician on a temporary basis.

7.4.8 The act of suspension does not indicate a person's guilt. An individual must not be suspended automatically when there has been an allegation or without careful thought. Suspension should be considered in any case where:

- there is cause to suspect a child or adult is at risk of significant harm;
- or, the allegation warrants investigation by the police;
- or, is so serious that it might be grounds for dismissal;
- or, there are concerns that the person about whom the allegations are made may put pressure on or interfere with potential witnesses

7.4.9 The power to suspend the accused member of staff or dispense with the services of the volunteer is vested in the employer alone. However, in making these decisions, the DSL (in consultation with the DSO where relevant) will need to take into consideration the views of the police and the local authority.

7.4.10 The CEO/Board will be responsible for deciding how and when to feedback to the person who made or received the allegation, and what information to give to others who may know the accused individual concerned.

7.4.11 The DSL will decide on a case-by-case basis if, and when, it is necessary to advise the 7.6 CEO/Board about the allegation and its management, depending on the seriousness of the allegation, reputational risks, liability and potential media interest.

7.5 Action following the conclusion of the investigative process

7.5.1 At the conclusion of any external investigations, the DSL or DSO and the Designated Officer in the local authority (or equivalent in adult social care) will formally review the outcome and determine any further action required. The range of options open will depend on the circumstances of the case, and will need to take into account the result of any police investigation or trial, any investigations in respect of the child or adult's safety, as well as the different standard of proof required in disciplinary and criminal proceedings. Options include:

- Reintegration of the staff member, volunteer or musician
- Invoking the performance management processes
- Invoking the disciplinary process

- Alerting other known employers of the individual concerned – the DSL or DSO would bring any substantiated concerns to the Board, who would then decide what action should be taken in terms of informing other organisations (advice may need to be sought from either the designated officer at the relevant Local Authority, police or NSPCC helpline on this point). A record of this discussion and any subsequent decisions should be made and included in the Safeguarding Incident Report form for the case
- Referral to the Disclosure and Barring Service (DBS) for consideration to bar the person from working with children and/or adults

7.5.2 The following definitions should be used when recording the outcome of allegation:

- Substantiated: there is sufficient evidence to prove the allegation
- False: there is sufficient evidence to disprove the allegation
- Malicious: there is sufficient evidence to disprove the allegation and that there has been a deliberate act to deceive
- Unsubstantiated: there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence

7.5.3 Every effort should be made to reach a conclusion in all cases even if:

- The individual refuses to cooperate, although s/he should be given a full opportunity to answer the allegation and make representations
- It is difficult to reach a conclusion
- The employee has resigned or the volunteer/musician withdraws his/her services
- The person is deceased

7.5.4 PO **never** agrees to the use of a 'settlement agreement' with an employee. This is where the employee subject to the allegation agrees to resign, the employer agrees not to pursue disciplinary action, and both parties agree a form of words to be used in future references. Nor can it be used to override the PO's duty to make a referral to the DBS where they meet the criteria for consideration to bar them from working with children and/or adults.

7.5.5 The DSL must determine who needs feedback following the conclusion of any investigations and the nature of that feedback in accordance with the principles of data protection and confidentiality. This might include feedback to the child/adult, his/her parents/carers, and/or the person who raised the concern initially and the line manager of the employee or volunteer.

7.5.6 If an allegation is determined to be false or malicious, the DSL with the DSO where relevant must consider if any further action is required which includes:

- If the safeguarding allegation was made by a child then there is a need to consider if a referral to children's social care is required to determine if that child is in need of services, or may have been abused by someone else; and/or
- If the safeguarding allegation was deliberately invented or malicious by another adult then this should be discussed with the police and advice sought;
- Whether disciplinary action is required;
- The support needs of the person that was the subject of the safeguarding allegation;
- The support needs of an adult survivor of historical abuse

7.5.7 At the end of the process of managing an allegation and its conclusions, the DSL and the DSO are responsible for the identification of any lessons learned from the operation of this procedure, the actions taken, and the support offered. This learning should feed into policy and procedural revisions and any plans for safeguarding training as coordinated by the DSO.

7.5.8 The DSL must provide in writing feedback to the person who has been subject to the investigation, clarifying the final outcome and any implications for their employment/volunteering. This must be provided within five working days of the conclusion of the investigation.

7.6 Support

7.6.1 As an employer the PO has a duty of care to its employees and will therefore act to manage and minimise the stress inherent in the allegations process. In managing any allegation there is a need for the DSL to consider the support needs of individuals involved. The support they require depends on the circumstances of the case and will have to be negotiated and agreed on a case-by-case basis. Support may include responding to the impacts of shock, anger or being a suicide risk, for example. It may include support for the:

- Person who raised the concern at the outset
- Person who is the subject of the allegation
- Child/parents/carers, if applicable, where harm was alleged against a particular child

7.6.2 The DSL is responsible for ensuring that the employee/volunteer/musician who is subject of the allegation is:

- Informed of the allegation against them (once agreed by the local authority/police), notified of the processes that will follow and signposted to independent support should they require it
- Kept up to date about any progress in relation to their case
- Advised to contact their union or professional association at the outset
- Kept up to date about what is happening in the workplace in cases where the employee or volunteer is suspended or the PO cease to use his/her services as a volunteer. This is to enable their reintegration should they return to work
- Sent correspondence confirming all of the above including the arrangements for support

7.7 Referral to the Disclosure and Barring Service (DBS), the Charities Commission and the Professional Regulatory Body

7.7.1 Once the final outcome of the allegation management process is concluded, the following actions must be considered by the DSL in conjunction with the DSO and the Designated Officer at the local authority (or equivalent):

- Where an employee or volunteer is engaged in providing 'regulated activity' (see DBS website) then the issue of whether they are allowed to continue in this role must be considered by the PO depending on the outcome of the any enquires. If it is concluded that the person should no longer be engaged in regulated activity then there is a legal requirement for the PO to refer the person to the DBS for consideration to bar the person from working with children and/or adults at risk. The referral process is outlined on the DBS website and they can be contacted for advice (see Appendix 8) if there is uncertainty as to what to do
- Where an employee or volunteer is registered with a professional body (e.g. Health and Care Professions Council), the issue of referral of the employee or volunteer to the professional regulatory body must be considered by the DSL and the DSO
- The Charities Commission require notification of suspicions, allegations and incidents of abuse or mistreatment of 'vulnerable beneficiaries'. Therefore the DSL in conjunction with the CEO/Board will need to consider if such notification is required and take the necessary steps if required

7.7.2 The actions outlined in the preceding paragraph must be considered even if the person has resigned, the volunteering activity has ceased or the person is deceased. A record of all decisions and actions must also be recorded using the Safeguarding Recording Log (Appendix 7).

7.7 References

Cases in which an allegation was proven to be false, unsubstantiated or malicious, this should not be included in employer references.

8. Recording, record retention and destruction

8.1 It is essential that PO keep clear and comprehensive records of any concern or allegation including details of how they were followed up and resolved, and details of the decisions reached and any action taken. The purpose of the record is to:

- Enable accurate information to be given in response to any future request for a reference
- Provide clarification in cases where a future DBS disclosure reveals information from the police that an allegation was made but did not result in a prosecution or a conviction

- Prevent unnecessary re-investigation should an allegation resurface after time
- Provide evidence and information if a decision is made to refer the person for consideration to be barred from working with children and/or adults
- Enable the PO to review and improve policies, procedures and practice based on learning and feedback

8.2 The DSL or DSO is responsible for creating and maintaining the record during the course of managing a safeguarding concern or allegation.

8.3 Additional records e.g., email, hard copy documents are likely to be created as part of an investigation process. Summaries of the content of these will be recorded on the Safeguarding Recording Log (Appendix 7). At the end of the investigation, the DSO or DSL will create a file of **all** emails including scanned copies of all hard copy documents. The file must be appended to the Safeguarding Incident Report form by the DSL or DSO. All original hard copy documents should be immediately destroyed (post scanning) using the confidential waste bins.

8.4 Records of safeguarding allegations and any subsequent processes against staff, volunteers or musicians must be passed to the DSL. Such information should be retained by the Orchestra, including for people who leave the organisation, at least until the person reaches 65 years, or for 10 years if that is longer. The records must be stored securely in a password protected folder in a shared drive and with restricted access by the DSL and DSO and anyone else authorised by them. Details of allegations that are found to be malicious should be removed from personnel records.

8.5 All the information relating to a safeguarding concern about a child or adult at risk and subsequent action taken must be recorded using the Safeguarding Incident Report form (Appendix 6) and the Safeguarding Recording Log (Appendix 7). The records must be stored securely in a password protected folder in a shared drive and with restricted access by the DSL and DSO and anyone else authorised by them. These records should be retained for a period of 15 years. The period of retention may need to be longer if there has been a complaint in respect of the case or legal proceedings. The reason for keeping a record for longer than 15 years must be documented so as to be in line with the principles of the Data Protection Act.

8.6 Once the requisite retention period has been reached all records should be destroyed using shredding and confidential waste or be electronically purged. It is the responsibility of DSL to check when records are due for destruction and arrange to do this.

9. Children attending performances, children who are lost or missing, and child performers

9.1 Children can attend performances or showcases as part of a school group or with their family and friends. The responsibility for children's safety and wellbeing while they are attending a performance remains with the adult(s) accompanying them at all times. Where a child/ren are attending a performance, showcase or event as part of an organised group then any concern about their behaviour or safety should be reported to the supervising adult accompanying them in the first instance and then followed up as necessary.

9.2 PO reserves the right to request any attendees to leave the activity/event or public space in cases of unsuitable or dangerous behaviour. In a public venue, it is the responsibility of the venue provider to deal with any unsuitable or dangerous behaviour from those attending.

9.3 PO are responsible for briefing the security company of our safeguarding arrangements where such a company is brought in to manage public installations of our work.

9.4 Staff ratios
It is important to ensure that there is an adequate level of supervision that is appropriate to the age group and needs of the group attending the performance, showcase or event. For PO Learning and Engagement activities, the PO will insist on a minimum staffing ratio of 1:10, unless otherwise negotiated with the PO. In relation to concert performances, where the PO does not always manage the box office, the PO will ensure that on its website and related materials we will advise a staffing ratio of 1:10. The adult to child ratios for events and activities delivered by PO will vary depending on the specific nature of the event or activity, and the ages and needs of the participants.

9.5 Images taken during performances – refer to Section 13

9.6 Children of staff or musicians
The nature of performances can mean that rehearsals are scheduled at very short notice. In these instances a musician may have had no chance to make child care arrangements for his/her own child and may bring them to rehearsal. Similarly, a rehearsal may have been arranged well in advance, but the musician's own childcare arrangements have fallen through. In both these instances it can mean musicians bring their children to rehearsal and this has implications for the PO.

9.7 Parents should be aware that it is their responsibility to make adequate childcare provision for their child. In exceptional circumstances where these arrangements breakdown (e.g. illness of a carer etc.) and the parents cannot make an alternative arrangement, the PO may allow the staff member/musician to bring their child with them to the workplace. However, this arrangement will of course depend on the child's age and maturity e.g., teenagers could reasonably be left to occupy themselves in a venue's public areas (but

not backstage) or office with minimal or no adult supervision, whereas children under 12 would require adult supervision. The child remains the responsibility of the parent at all times and the parent is responsible for judging the level of supervision required for their child as they would in any other public situation. Neither the PO nor the venue has liability for the child in relation to health and safety, accidents or safeguarding matters.

9.8 In the event that a member of staff/volunteer/musician discovers an unaccompanied child (under 12 years)[9] at an event or performance s/he should:

- Approach the child with a colleague where possible
- Try to find out if their parents know they are on PO premises unaccompanied and if they know how to get home
- Use your judgement in deciding if it is reasonable to expect the child to find his/her own way home. Ask yourself:
    - Does the child seem capable of finding his/her own way home?
    - Does the child appear to know clearly where he or she lives?
    - Are there any busy roads on route?
    - What is the child's age and understanding?
- If you are unsure, encourage the child to remain on the premises until the parent/ carer can be contacted to collect them
- A child under 12 years should not be sent home without an accompanying adult
- Contact the DSO for further advice
- If attempts to contact a parent/carer fail after one hour and the child cannot travel home unaccompanied, then you should contact children's social care or the police. A record of this should be passed to the DSO on the next working day

9.9 What to do at the end of a performance or at the end of an activity or event if a child has not been collected:

- Inform the DSO or Orchestra Personnel Manager if it is a concert
- Two members of staff should approach the child to find out if they are waiting for a parent/ carer to collect them
- Ring the child's home to clarify the situation and agree what should happen next
- Two members of staff should wait for the parent/ carer to arrive
- If the parent/carer can't collect the child or is not contactable then make a decision as to whether it's safe for the child to travel home by him/herself using the criteria in 9.8
- If attempts to contact a parent/carer fail after 1 hour and the child cannot travel home unaccompanied then you should contact children's social care or the police

[9] Check with the venue about their own policy on the relevant age as this may vary. PO are expected to work with the venue and their missing children's procedure.

9.10 Children who go missing. If a child is reported as missing during a performance or whilst participating in PO activities:

- Ensure that all other children continue to be supervised appropriately whilst a search for the child concerned is carried out
- If the child cannot be found after a good search of the immediate surroundings and by calling their mobile phone (if applicable), contact the child's parents/carers to advise them of the concern and reassure them that everything is being done to locate the child
- Make a note of the circumstances in which the child has gone missing and where s/he was last seen and prepare a detailed physical description, as this will be required by the police
- Report the concern to the police if the search is unsuccessful and no later than 20 minutes after the immediate search
- Follow police guidance if further guidance is advised
- Report the incident to the DSO
- Ensure that you inform all adults involved including the parents/carers, searchers and police if at any stage the child is located

9.11 Lost child
If a member of staff is approached by a child who is lost, they should:

- Reassure the child
- Seek to establish identifying details - name, age, school etc.
- Contact the DSO, or Orchestra Personnel Manager if at a concert, with identifying details and other information that might help reunite the child with its parent/ carers (physical description, where child was found)
- In the unlikely event that the child is not reunited with their parent/ carers, the DSO or Orchestra Personnel Manager should contact the police
- Depending on the age of the child, it is important to establish the identity of the person (parent/carer) whom the child is handed over to

9.12 Child Performers
In some cases, it will be necessary to license children performing in PO concerts and events, under the DfE's Child Performance and Activities Licensing Legislation in England guidelines. For more information about this, please refer the Appendix 11 and to Appendix 13.

10. Safeguarding and partnership working

10.1 Interface between PO procedures and those of other organisations

When PO is working either with another organisation, or on the premises of another organisation, there is a need to consider the interface between the respective safeguarding procedures of each organisation(s).

This needs to be addressed as part of the planning process by the responsible manager or DSO. In some instances e.g. working with schools, it is very clear whose safeguarding procedures take precedence. In other situations, it is less clear and therefore this needs to be negotiated and agreed in writing and/or as part of the contractual arrangements prior to the event or partnership work commencing.

10.2 Working in schools or FE colleges or HEIs (universities)

When PO is working on the premises of a school, FE college or university then any safeguarding concerns about pupils/students/ staff need to be passed on to the designated safeguarding lead for the school/college/university that same working day. The DSO at the PO can be consulted in advance of that and should be informed of the details of the concern and action taken.

The DSO is responsible for follow up with the school/FE college/university to ensure action has been taken and a record made of the outcome on the Safeguarding Recording Log (Appendix 7).

Where the DSO is concerned that appropriate action has not been taken by the school, FE college or university then the DSO should discuss this with them and try to resolve it. If the situation cannot be resolved and the DSO considers that risk of harm remains, then s/he can make a direct referral out to children or adult social care or the police as appropriate and should inform the school, FE college or university of having done so.

10.3 Working in adult institutions (e.g., care homes and prisons)

Follow the same process as in 10.2 by reporting the concern to the appropriate safeguarding lead in the adult institution.

10.4 Contracting another organisation

In such situations the PO will need to satisfy itself that the other organisation has the appropriate safeguarding policies and procedures in place itself or, if not, the PO will specify the safeguarding arrangements it requires prior to any commencement of the partnership work. Each organisation will be required to complete the Safe Event and Activity Planning Tool (Appendix 15) which will be reviewed by the DSO prior to setting up any partnership working, service level agreement or contract. If there are gaps in the safeguarding arrangements of the other organisation, the DSO will discuss and determine what arrangements are necessary prior to the commencement of joint working.

11. Dealing with incidents of bullying

11.1 Bullying can be defined as behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally.

Cyberbullying is the use of Information and Communications Technology (ICT) particularly mobile phones and the internet, deliberately to upset someone else. This type of bullying has become increasingly prevalent and problematic over the last 5 years.

Homophobic bullying occurs when bullying is motivated by a prejudice against lesbian, gay, transgender, bisexual or questioning young people or adults.

Racist bullying refers to a range of hurtful behaviour, both physical and mental, based on perceived differences due to cultural or religious groupings.

11.2 Bullying can include the following behaviours:

- Physical: hitting, kicking, pushing, taking or damaging belongings
- Verbal: name calling, taunting, mocking, insulting, making offensive remarks e.g., racist, sexist or homophobic remarks, repeated teasing, threats, sarcasm, gossiping
- Indirect: spreading nasty stories about someone, excluding someone from social groups, leaving notes, failure to speak to acknowledge a person, make someone the subject of malicious rumours, inappropriate text messaging and emailing, sending offensive or degrading images by phone or the internet, producing offensive graffiti
- Psychological bullying makes the person feel unwelcome, marginalised and excluded, powerless or worthless because of their colour, ethnicity, culture, faith community, national origin or national status

11.3 PO will seek to prevent and deal with any bullying incidents, and promote an ethos where bullying is regarded as unacceptable, so that a safe and secure environment is created and maintained for all through:

- Prevention e.g., having a code of conduct for participants
- Consistent response to bullying incidents
- Support to all members who may be involved

If bullying behaviour is identified then staff/volunteers/musicians must not ignore it, rather they should either report it to the partner organisation or inform the relevant project manager to address it with those involved – involving parents and carers as necessary. If the bullying behaviour is persistent or serious in its impact then it must be reported to the DSO.

12. Use of images in media, online and publications

Images (still and moving) are taken and used for a variety of purposes including publications, social media, marketing and PR activity. PO must act responsibly in its use of such images.

12.1 Consent

- PO will seek consent from children and their parents/carers of those up to the age of 16 years when it intends to capture any images (still and moving) of a child or adult at risk on a camera or any other electronic device
- Young people aged 16-18 and adults with mental capacity may give consent themselves
- The Photography and Film Consent Form (Appendix 14) should be signed either before the programme or event starts or when it is apparent that images will be taken and used
- Consent forms should be stored by the relevant project manager in a password protected project folder, co-ordinating with the Digital and Marketing teams so that all staff have the necessary information
- Those giving consent must be informed about how the images will be used e.g., once only for a specific publication or multiple use or, as part of the PO image library for future use
- Where images are taken for any marketing material, the relevant manager should check that the consent form has been completed prior to taking any images or film of a child or adult at risk or before using existing ones
- Images should be stored separately from consent forms and those for which there is no consent should either be deleted or labelled as such
- Giving children stickers so it's clear who can't be photographed and/or position them at the end of rows can be helpful
- Use back of head shots if necessary
- The project manager should brief any appointed photographer in advance about consents
- Display signage to declare if images will be taken during an activity/event

12.2 Equipment used to capture images

PO staff working on a project involving young people and participants will only use PO equipment for capturing images. Musicians are permitted to take photographs on their own equipment for official Philharmonia social media purposes, but must check with the relevant PO project staff member to find out if consent has been given. No photographs should be taken if there is no PO project manager present. The images must be deleted from any personal phones once they have been uploaded onto official Philharmonia social media channels only.

12.3 Use of images

The names of children must normally not be published with the image of the child unless it is needed to give meaning to the article, case study, press release etc. for which it is being used. If names are used, the publisher should think carefully whether the first and surname are needed and only use a surname where it is absolutely necessary.

12.4 Sharing images

Once the images have been captured PO may get requests from other individuals or organisations to use those images. If the request is from somebody included in the image then they will normally be entitled to a copy (having due regard for other people included in the picture) as they would with any other request for personal information. If, however, it is somebody external, such as a media organisation, PO will need to consider whether the consent covers this or if it needs to seek further consent.

12.5 Storage, retention and destruction of images

- All images will be stored in a password-protected file on the PO's secure IT network server
- Only those individuals at PO who need to use the images should have access to them
- Timescales for keeping the images need to be specified on the consent form
- Data protection legislation states that personal information (including images of identifiable people) should not be kept longer than necessary. The DSL/DSO is responsible for ensuring images are securely stored and destroyed. The destruction period will be dependent on whether there are any exemptions within the consent given e.g., if someone doesn't want images archived for historic purposes then they will need to be destroyed after they have been used for the stated purpose

12.6 Existing photographs

If the existing photographs are going to be used for another other purpose than that they were originally taken for, the holder is responsible for making reasonable contact with the subject to gain consent. When there is uncertainty, a risk assessment should be undertaken to determine what is reasonable.

12.7 Large crowds

When taking images at an event attended by large crowds, this is regarded as a public area and so permission is not required from everyone in a crowd shot.

13. Whistleblowing

13.1 If any staff/volunteers/musicians consider that a safeguarding concern or allegation that they have raised has not been taken seriously by PO then s/he must not ignore this but seek to make their concerns heard either by talking with the DSL or Chair of the Board. The option of using the PO Whistleblowing procedures is an option to use if the concern persists and has not been satisfactorily resolved.

13.2 If the matter is not resolved by the PO then anyone can seek advice from the NSPCC Whistleblowing Helpline. See Appendix 8 for the contact details.

13.3 If you disclose information about wrongdoing the law protects you from being treated unfairly or losing your job. A disclosure qualifies for protection if you are a worker and you disclose something about an organisation. The NSPCC has been a prescribed whistleblowing body for child welfare and protection since 2014. This means any worker who has child protection or welfare concerns can make a disclosure to NSPCC and they can seek to protect them against unfair treatment at work.

Appendix 1: Defining child abuse and neglect

There are four categories of harm[10] although often children may suffer more than one type of harm.

4.1 Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

4.2 Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless and unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include:

- Not giving the child opportunities to express their views
- Deliberately silencing them, 'making fun' of what they say or how they communicate
- Age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- Seeing or hearing the ill-treatment of another
- Serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

4.3 Sexual abuse and exploitation involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve:

- Physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts, such as masturbation, kissing, rubbing and touching outside of clothing
- Non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet)

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

4.4 Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child'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 (including exclusion from home or abandonment); • protect a child from physical harm or danger

[10] HM Government (2015) *Working together to safeguarding children*

- Ensure adequate supervision(including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

Neglect can also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Appendix 2: Types and indicators of child abuse and neglect

Some of the following signs might be indicators of abuse or neglect:

- Children whose behaviour changes – they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed
- Children with clothes which are ill-fitting and/or dirty or with consistently poor hygiene
- Children who make strong efforts to avoid specific family members or friends, without an obvious reason; • Children who talk about being left home alone, with inappropriate carers or with strangers
- Children who reach developmental milestones, such as learning to speak or walk, late, with no medical reason
- Children who are regularly missing from school or education or who are reluctant to go home after school; • Parents who are dismissive and non-responsive to professionals' concerns
- Parents who collect their children from activities when inebriated, or under the influence of drugs
- Children who drink alcohol regularly from an early age
- Children who are concerned for younger siblings without explaining why
- Children who talk about running away
- Children who shy away from being touched or flinch at sudden movements

There are four main categories of abuse and neglect: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific indicators, which you should be alert to.

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Physical abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health or if they live in a home where domestic abuse happens. Babies and disabled children also have a higher risk of suffering physical abuse.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.

Possible indicators are:

- Children with frequent injuries
- Children with unexplained or unusual fractures or broken bones
- Children with unexplained:
    - Bruises or cuts
    - Burns or scalds; or bite marks.

Emotional abuse
Emotional abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development.

Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

Possible indicators are:
- Children who are excessively withdrawn, fearful, or anxious about doing something wrong
- Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder'
- Parents or carers blaming their problems on their child
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons

Sexual Abuse and Exploitation
Sexual abuse is any sexual activity with a child. You should be aware that many children and young people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not even understand that it is wrong.

Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

Possible indicators are:
- Children who display knowledge or interest in sexual acts inappropriate to their age
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have
- Children who ask others to behave sexually or play sexual games
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can

happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Possible indicators are:

- Children who appear with unexplained gifts or new possessions
- Children who associate with other young people involved in exploitation
- Children who have older boyfriends or girlfriends
- Children who suffer from sexually transmitted infections or become pregnant
- Children who suffer from changes in emotional well-being
- Children who misuse drugs and alcohol
- Children who go missing for periods of time or regularly come home late
- Children who regularly miss school or education or don't take part in education

Neglect

Neglect is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development.

Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.

Possible indicators are:

- Children who are living in a home that is indisputably dirty or unsafe
- Children who are left hungry or dirty
- Children who are left without adequate clothing, e.g. not having a winter coat
- Children who are living in dangerous conditions i.e., around drugs, alcohol or violence
- Children who are often angry, aggressive or self-harm
- Children who fail to receive basic health care
- Parents who fail to seek medical treatment when their children are ill or are injured

Appendix 3: Six key principles that underpin adult safeguarding work

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

Prevention: It is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

Proportionality: The least intrusive response appropriate to the risk presented.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

Protection: Support and representation for those in greatest need.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

Accountability: Accountability and transparency in delivering safeguarding.

I understand the role of everyone involved in my life and so do they.

Making safeguarding personal
Making safeguarding personal means it should be person-led and outcome focused. It engages the person in a conversation about own best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

Appendix 4: Types and indicators of adult abuse and neglect[11]

Adult abuse and neglect can take many forms and the circumstances of the individual case should always be considered.

Physical abuse can include:

- Assault
- Hitting
- Slapping
- Pushing
- Misuse of medication
- Restraint
- Inappropriate physical sanctions

Domestic violence can include:

- Psychological
- Physical
- Sexual
- Financial
- Emotional abuse
- So-called ‘honour’ based violence
- Coercive and controlling behaviour

Sexual abuse can include:

- Rape
- Indecent exposure
- Sexual harassment
- Inappropriate looking or touching
- Sexual teasing or innuendo
- Sexual photography
- Subjection to pornography or witnessing sexual acts
- Indecent exposure
- Sexual assault
- Sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse can include:

- Emotional abuse
- Threats of harm or abandonment or deprivation of contact
- Humiliation
- Blaming
- Controlling
- Intimidation
- Coercion
- Harassment

[11] Care Act 2014 guidance

- Verbal abuse
- Cyber bullying
- Isolation
- Unreasonable and unjustified withdrawal of services or supportive networks

Financial or material abuse can include:
- Theft
- Fraud
- Internet scamming
- Coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- The misuse or misappropriation of property, possessions or benefits

Modern slavery can include:
- Slavery
- Human trafficking
- Forced labour and domestic servitude
- Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Discriminatory abuse can include:
- Harassment
- Slurs or similar treatment because of a person's race, gender and gender identity, age, disability, sexual orientation, religion

Organisational abuse
This includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home or the care provided in one's own home. It involve one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect can include:
- Ignoring medical, emotional or physical care needs
- Failure to provide access to appropriate health, care and support or educational services
- The withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect
This covers a wide range of behaviours such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt an enquiry by adult social care. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. Incidents of abuse may be one-off or multiple, and affect one person or more. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns it is important that information is recorded and appropriately shared.

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Appendix 5: Grooming behaviour

Grooming is the process through which a person attempts to befriend a child with the intention of later developing a sexual relationship with them. It involves making the child feel comfortable through a variety of methods thus developing trust, before initiating physical contact and abusing that trust.

An abuser is likely to look to groom the adults as well as the child in order to gain their trust. People who sexually abuse children are often experts at gaining confidence, and can look for situations where they can have unsupervised access to children. Signs that an individual may be grooming a child or young person include:

- Being dressed inappropriately around the child or young person
- Spends most of his/her spare time with children and has little interest in spending time with someone of his/her own age
- Giving special attention to a particular child or young person
- Isolating a child or young person from other people
- Hugging, touching, kissing, tickling, wrestling with or holding a child or young person
- Giving gifts (including cigarettes/alcohol/drugs) or money for no apparent reason
- Treating a child as an equal/peer or like a spouse
- Finding ways to be alone with a child or young person when other adults are not likely to interrupt, e.g. taking the child for a car ride, arranging a special trip, etc.
- Not respecting the privacy of a child or young person
- Discussing their own sex life or asking a child or young person to discuss sexual experiences or feelings; • Viewing abusive images of children
- Abusing alcohol or drugs and/or encourages children or young people to use them. The use of such substances reduces inhibitions.
- Allowing children or young people to consistently ‘get away’ with inappropriate behaviours
- Encouraging silence or secrets
- Makes fun of a child's body parts – uses sexualized names for the child or young person
- Not adhering to the rules, authority or code of conduct in the particular setting or activity

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Appendix 6: Safeguarding Incident Report Form

Complete as much detail as you are able. Don't delay making a referral if there is information missing.

Part 1: Details of the Child/ren or adult at risk:		
Name of Child/ren or adult at risk:		
Gender: □ Male □ Female	Age:	Date of Birth:
Religion	Ethnicity	Any additional needs (e.g. disability, language spoken, interpreter required)
Parent's/Carer's name(s):		
Home address of child/ren or adult at risk:		
Legal status of Child/ren/ adult at risk		
Is child or adult at risk subject to any of the following e.g. child protection plan/on a child protection register/a care order/child in need plan/adult protection order or other?		
Part 2: Details of a safeguarding allegation against staff/volunteer/musician		
Name and role of person		
Age and/or Date of Birth		
Home address		
Part 3: Your Details		
Your Name:	Your Position:	Your contact details
Part 4: Report:		
Are you reporting your own concerns or responding to concerns raised by someone else?		
□ Responding to my own concerns □ Responding to concerns raised by someone else	If responding to concerns raised by someone else, please provide their name, role and contact details (if known):	

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Please provide details of the concerns you have for the child's or adult at risk safety and/or welfare, including times, dates or other relevant information (describe any injuries, whether fact, opinion or hearsay). Please add any other relevant information known about the family/child/adult at risk circumstances. If you are reporting on concerns about a safeguarding allegation against a staff member/volunteer or musician please provide full details here.	
The child's or adult at risk account of what happened (e.g. of any incident, injury, disclosure, behaviour):	
Please provide details of the person alleged to have caused the incident/injury if known (e.g. names(s) /address/ incident address /relationship to child or adult at risk etc.):	
Please provide details (name, role contact details if known) of any witnesses to the incident/concerns:	

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Part 5: Actions Taken	
State any risk of immediate danger:	
Identify any action taken already e.g. contact with police, manager, children's or adult social care services etc.	
Is the child/children/adult at risk or family/carer or accused person aware that a report has been made:	
Any known previous history of concerns or abuse or allegations:	
Any further information or comments:	

Date and time of report being submitted……

Part 6: Immediate action and decisions by DSO

Appendix 7: Safeguarding Recording Log

Date and time	Name	Notes

Appendix 8: Safeguarding contacts list

Name and job title	Safeguarding Role	Contact details
Teddy Prout	Designated Safeguarding Officer (DSO)	teddy.prout@philharmonia.co.uk *
Alexander Rolton	Designated Safeguarding Lead (DSL)	alex.rolton@philharmonia.co.uk *
David Stacey	Designated Safeguarding Lead (DSL)	david.stacey@philharmonia.co.uk
Michael Pattison	Deputy DSO	michael.pattison@philharmonia.co.uk *
Viinod Sivakumar	DBS Coordinator	viinod.sivakumar@philharmonia.co.uk
NSPCC Helpline	24 hour helpline for advice on child protection matters	0808 800 5000
ChildLine	24 hour helpline for children and young people	0800 1111
Whistle blowing advice line (external)	Advice can be sought from NSPCC if using the PO whistleblowing procedure has not resolved the concern	0800 028 0285
The UK Safer Internet Centre	Provides advice for professionals and responds to reports about sexual abuse images of children online	0844 381 4772
Child Exploitation and Online Protection Centre(CEOP)	Investigates inappropriate online behaviour such as grooming online or sexual exploitation	0870 000 3344
Internet Watch Foundation	Remove images of child sexual abuse content and criminally obscene content online	01223 203030
Disclosure and Barring Service (DBS)	Advice line for criminal records checks	03000 200 190
The Mix	Helpline offering support and advice for those under 25 years	0808 808 4994
Local authority children's social care	Use the following website to find out the details: https://www.gov.uk/report-child-abuse-to-local-council	

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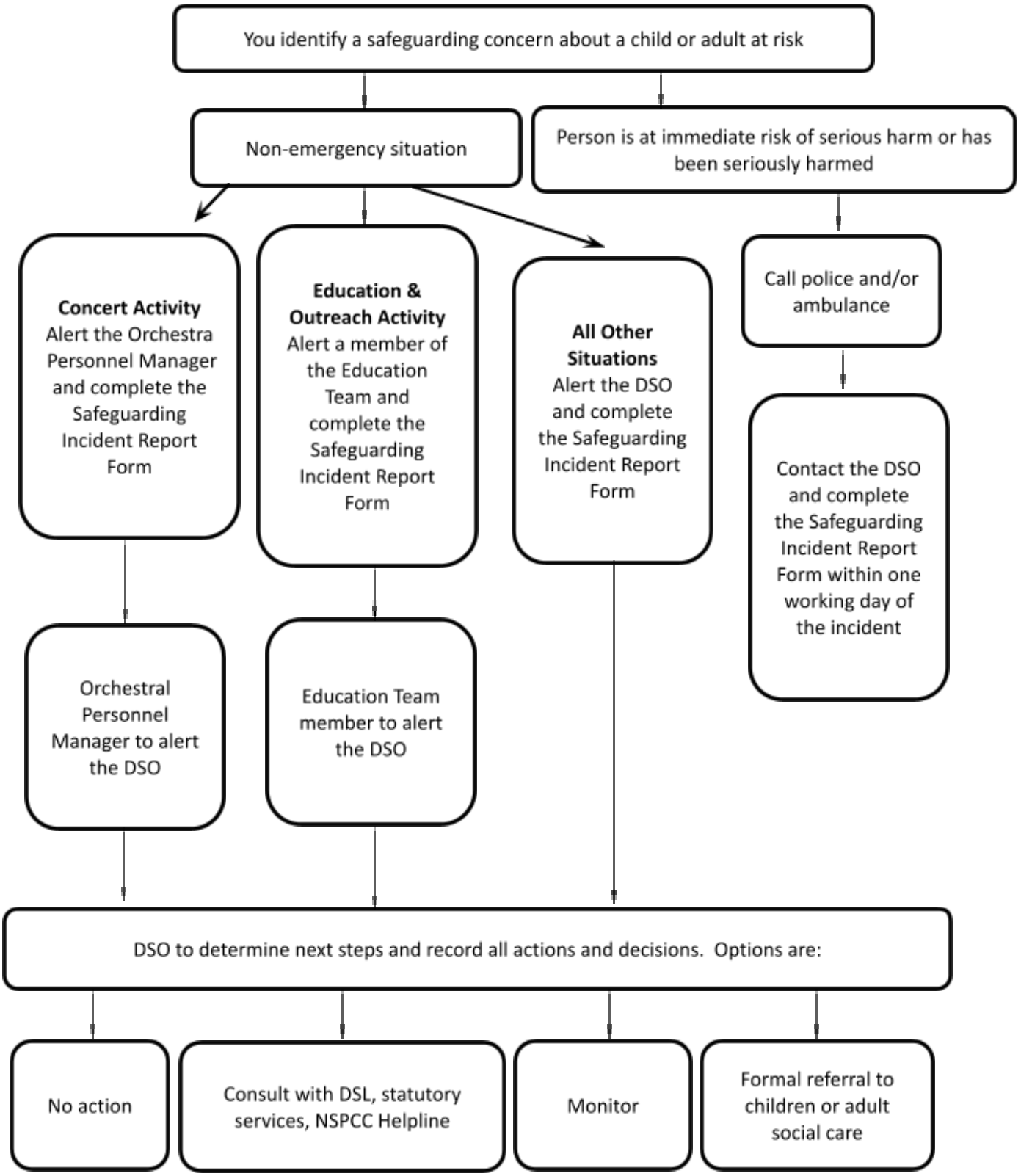
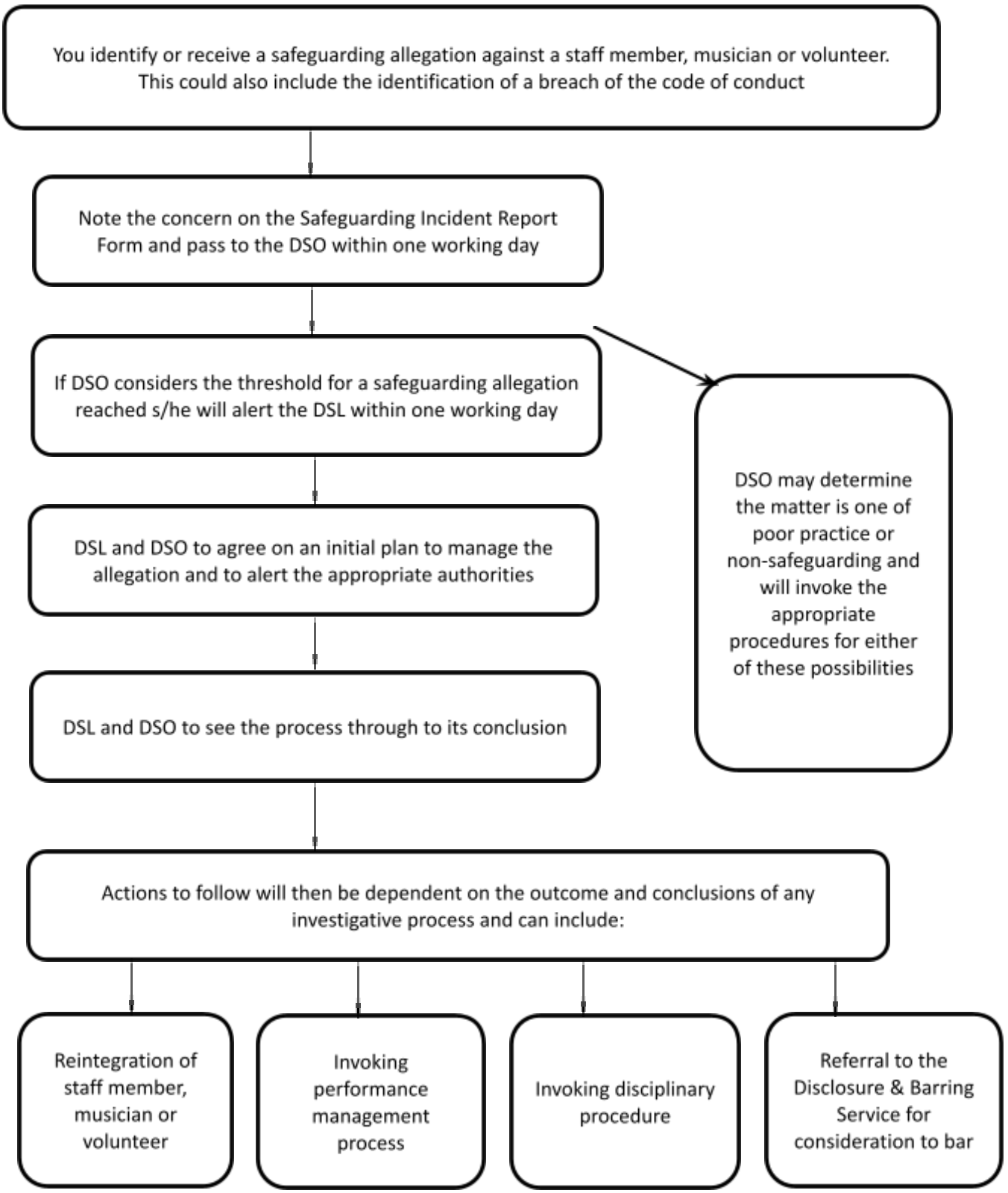
* Up-to-date phone numbers are given in management schedules before each project and event

Appendix 9a: Flowchart – Safeguarding concerns about a child or adult at risk



Appendix 9b: Flowchart – Safeguarding allegation against a staff member, musician or volunteer



Appendix 10: Additional guidance on children and young people abused in specific circumstances

Abuse by peers
Young people, particularly those living away from home, are vulnerable to physical, sexual and emotional bullying and abuse by their peers. Such abuse should always be taken as seriously as abuse perpetrated by an adult. It is subject to the same safeguarding children procedures as apply in respect of any young person who is suffering or at risk of suffering significant harm from an adverse source. A significant proportion of sexual offences are committed by teenagers. Staff should not dismiss some abusive sexual behaviour as “normal” between young people.

Child abuse linked to belief in “spirit possession” or “witchcraft”
The belief in “possession” and “witchcraft” is widespread in some communities. It is not confined to particular countries, cultures or religions. The number of known cases of child abuse linked to accusations of “possession” or “witchcraft” is small, but young people involved can suffer damage to their physical and mental health, capacity to learn, ability to form relationships and self-esteem due to extreme physical and emotional abuse that may be wrongly justified on the basis of spirit possession or witchcraft.

Child abuse and social media
The internet has become a significant tool in the distribution of abusive images of children. Social media is used as a means of contacting young people with a view to grooming them for inappropriate or abusive relationships. Contacts made initially in a chat room can be carried on via email, instant messaging services, mobile phones or text messaging. Cyberbullying, including sexting (which is illegal), is now widespread and can be very harmful to young people. Further advice and guidance on this topic are on the websites of the NSPCC, CEOP, Internet Watch Foundation and the UK Safer Internet Centre.

Children and families who go missing
Local agencies and professionals should bear in mind, when working with young people and families where there are outstanding concerns about the young person’s safety and welfare that a series of missed appointments may mean the family have moved. Young people who are looked after (i.e., in care) sometimes go missing from their placements. There will be procedures in place, which should be followed if this occurs and the care home/foster placement must be immediately informed.

Child trafficking
Child trafficking is child abuse. This is where children are recruited, moved or transported and then exploited e.g., for the purpose of sexual exploitation or domestic servitude. They are often subject to multiple forms of abuse. Children may be trafficked into the UK from abroad but can also be trafficked from one part of the UK to another. Advice can be sought from the Child Trafficking Advice Centre (CTAC) on: 0808 800 5000.

Disabled young people
Disabled young people are three times more likely than non-disabled children to experience abuse due to a number of factors:

- Have fewer outside contacts than other young people
- May receive personal care, possibly from a number of carers, which may both increase the risk of exposure to abusive behaviour and make it more difficult to set and maintain physical boundaries
- Have an impaired capacity to resist or avoid abuse
- Have communication difficulties that may make it difficult to tell others what is happening or to be believed
- Be inhibited about complaining because of a fear of losing services
- Be especially vulnerable to bullying and intimidation and /or, abuse by their peers

Domestic violence
Young people living in families where they are exposed to domestic violence have been shown to be at risk of behavioural, emotional, physical and long term developmental problems. Everyone working with young people and families should be alert to the frequent interrelationship between domestic violence and the abuse and neglect of young people.

Families living in temporary accommodation
Living in temporary accommodation, often at a distance from previous support networks, can lead to young people and families falling through the net and becoming disengaged from services. Where there are concerns about a young person in temporary accommodation, safeguarding procedures should be followed.

Female genital mutilation (FGM; also known as 'female genital cutting' or 'female circumcision')
Communities tend to use local names for referring to this practice including "sunna". Some FGM-practicing families do not see it as an act of abuse; however, FGM has significant physical and mental health consequences both in the short and long term and, therefore, must not be excused, condoned or accepted. FGM cannot be left to personal preference or cultural custom as it is an extremely harmful practice that violates basic human rights. Girls are at particular risk of FGM during school summer holidays. This is the time when families may take their children abroad for the procedure. Many girls may not be aware that they may be at risk of undergoing FGM. FGM is illegal in the UK and where it is suspected it must be referred onto children's social care.

Forced marriage
A forced marriage is a marriage conducted without the full consent of both parties and where duress is a factor. It is an entirely different from an arranged marriage, and the two should not be confused. In an arranged or assisted marriage, the families take a role in choosing and introducing the marriage partners but the marriage is entered into freely by both people, without pressure. In a forced marriage, this consent does not exist. If this form of harm is suspected, advice should be sought from the Forced Marriage Unit prior to any discussion with the young person or family on 0207 008 0151 or out of office hours contact: 0207 008 1500 (ask for Global Response Centre).

Parental adversity
Parental drug misuse can and can cause harm from conception to adulthood, including physical and emotional abuse and neglect. Where drug misuse co exists with domestic violence and mental illness the risk of harm to a child is even greater.

Race and racism
Young people from black and minority ethnic groups may have experienced harassment, racial discrimination and institutional racism. The experience of racism is likely to affect the responses of the young person and parents/carers to other intervention in their lives. There is also a danger that people working with children and young people may not intervene soon enough for fear of being seen as racist and in so doing, offer the child less protection.

Unaccompanied asylum-seeking children (UASC)
A UASC is an asylum-seeking child under the age of 18 who is not living with their parent, relative or guardian in the UK. They can be more vulnerable to abuse and exploitation because they lack the necessary support networks, protection and communication skills.

Safeguarding adolescents
The nature of abuse and neglect for teenagers is different from that of younger children. Behaviours by parents/adults that might be deemed abusive or neglectful for a very young child may be considered appropriate for teenagers. Additionally they may face a wider range of risks due to the relationships they have, social media that they use, lifestyles that they lead and with their increasing independence. Risk taking and experimentation is a normal part of growing up but also can place young people in harm's way.

Young people whose behaviour indicates a lack of parental control
When young people are brought to the attention of the police or wider community because of their behaviour, this may be an indication of vulnerability, poor supervision, abuse or neglect in its wider sense. It is important to consider whether these are young people in need of protection and/or support services and not to view them as only an offender as they may well be also victims themselves.

Young people and gang activity
Overall, young people can be particularly vulnerable to suffering harm in the gang context are those who are:

- Not involved in gangs, but living in an area where gangs are active, which can have a negative impact on their ability to be safe
- Not involved in gangs, but at risk of becoming victims of gangs
- Not involved in gangs but at risk of becoming drawn in, for example, siblings or children of known gang members
- Gang-involved and at risk of harm through their gang-related activities e.g. drug supply, weapon use, sexual exploitation and risk of attack from own or rival gang members

Young carers
A young carer is a person under 18 who provides or intends to provide care for another person (of any age with the exception of where that care is provided for payment or as voluntary work). Young carers may require support services either for them or for the person they care for in order to ensure that their health and welfare does not suffer. In some instances young carers may also be in need of protection due to the adverse circumstances they may be experiencing or where the behaviour of the person that they are caring for is abusive.

Radicalisation and violent extremism

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Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Extremism is defined by the Government in the 2011 Prevent Strategy as: *Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs*. It also includes calls for death of members of the armed forces, whether in this country or overseas.

There is no such thing as a “typical extremist”: those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity.

Children or adults may become susceptible to radicalisation through a range of social, personal and environmental factors - it is known that violent extremists exploit vulnerabilities in individuals.

Indicators of vulnerability include:

- *Identity crisis* – the young person is distanced from their cultural/religious heritage and experiences discomfort about their place in society
- *Personal crisis* – the young person may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging
- *Personal circumstances* – migration; local community tensions; and events affecting the student’s country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy
- *Unmet aspirations* – the young person may have perceptions of injustice; a feeling of failure; rejection of civic life
- *Experiences of criminality* – which may include involvement with criminal groups, imprisonment, and poor resettlement/reintegration
- *Special educational needs* – young person may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others

However, this list is not exhaustive, nor does it mean that all young people experiencing the above are at risk of radicalisation for the purposes of violent extremism.

Indicators of radicalisation and violent extremism may include:

- Showing sympathy for extremist causes
- Contact with extremist recruiters
- Justifying the use of violence to solve societal issues
- Joining or seeking to join extremist organisations
- Glorifying violence, especially to other faiths or cultures
- Making remarks or comments about being at extremist events or rallies
- Possessing illegal or extremist literature
- Advocating messages similar to illegal organisations or other extremist groups
- Out of character changes in dress, behaviour and peer relationships secretive behaviour
- Online searches or sharing extremist messages or social profiles
- Intolerance of difference, including faith, culture, gender, race or sexuality

- Graffiti, art work or writing that displays extremist themes
- Attempts to impose extremist views or practices on others
- Verbalising anti-Western or anti-British views

Children or adults who are showing signs of radicalisation and violent extremism will need to be considered as at risk of harm to themselves or others and therefore such concerns should be acted upon by following the PO safeguarding procedures.

Appendix 11: Safeguarding child performers

These guidelines have been developed to help staff and musicians who work for the PO to ensure the safety of all the children with whom they work. The guidelines apply to all staff, musicians and volunteers. In addition to these guidelines, chaperones and licence holders must also refer to the statutory regulations and guidance documents issued in February 2015.[12] The health and safety considerations and requirements for risk assessments are not included here but are in addition to the safeguarding requirements.

When planning a concert involving child performers, please complete the Planning and Delivery Checklist: Safeguarding for Concert/Events involving child performers (Appendix 13) as a step-by-step guide to ensure the safety of the children.

Licences
A licence must be obtained before a child can take part in certain types of performance and activities in England, Scotland and or Wales. This includes:

- Any performance for which a charge is made, whether for admission or otherwise
- Performances on premises licenced to sell alcohol
- Any live broadcast performance
- Any performance recorded (by whatever means) 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.[13] Each child has to be licensed to perform with the PO by the appropriate local authority. The licence holder is responsible for observing the conditions of the licence and should be familiar with all the responsibilities of this role.[14]

Use of a Body of Persons Approval (BOPA)[15]
In some cases, it may be possible to apply for a BOPA. In Section 37(3) of the Children and Young Persons Act 1963, it states that a licence is not required for a child to take part in a performance if no payment is made (except for expenses) to the child (or any other person) for taking part in that performance AND if:

- They have not performed for more than 3 days in the last six months or;
- The performance is made under arrangements made by a school or;
- The performance is made by a body of persons approved for the purpose by the Secretary of State or by the local authority in whose area the performance takes place and no payment is made (except for expenses) to the child (or any other person) for taking part in that performance

[12] DfE (2015) Child performance and activities licensing legislation in England
The Children (Performance and Activities) (England) Regulations 2014
DfE et al. (2015) Examples of best practice – child performance and activities licensing by local authorities in England
[13] As a general rule up to the last Friday in June in the school year in which they have their 16th birthday
[14] See DfE (2015) Child performance and activities licensing legislation in England; NNCEE (2015) Examples of best practice – child performance and activities by local authorities in England; The Child (Performance and Activities) (England) Regulations 2014, 2014 No 3309
[15] DfE (2010) Approval of a body of persons: Guidance for local authorities and amateur groups

In that case, it may be possible to apply for a BOPA from the relevant Local Authority where the event is taking place.

However, there are restrictions and conditions to granting a BOPA which could include:

- Only granting a BOPA under certain restrictions, such as for a specified period of time or for a specified production
- Some Local Authorities may only grant a BOPA if the production / event is being organised by amateur groups
- Refusing to grant a BOPA if children are required to be absent from school. A licence would need to be obtained as normal to authorise absence from school
- Refusing to grant a BOPA if the organisation has to take the child abroad to perform. A licence application would need to be made in the usual way to authorise a child to perform abroad

Auditions
Children do not have to be licensed to attend an audition.

Children arriving for an audition must always be met by a member of PO staff. At an audition it is always best practice for there to be more than one adult present with a group of children. It is not permissible to have a single member of staff present with one child during an audition unless the adult is a registered chaperone.

Chaperones
All children requiring a performance license when performing with the PO should be accompanied by a licensed and Local Authority approved chaperone during all, fittings, rehearsals and performances. It is important to be aware of and follow the Local Authority guidance for licence holders and chaperones. A chaperone's first priority is always to the child's best interests and wellbeing. An approved chaperone will be in charge of a child performer at all times for the duration of the licence except when the child is in the charge of their parent or a person who has parental responsibility for the child[16] or/tutor or when the child is performing.

The legal maximum number of children a chaperone can take care of at any one time is twelve; or where the person approved to act as a chaperone is the private teacher of the child in question, three. More than one chaperone will be provided where appropriate e.g., groups of different sexes, different age groups or when the group needs to be split into different rehearsals or onto opposite sides of the stage/building.

Only in an emergency situation may a chaperone leave a child with anyone else - in such circumstances the chaperone must ensure the child is adequately supervised and cared for by two members of PO staff – one of whom has had a clear criminal records check.

Stage rehearsals and performances

[16] As defined in section 3(1) Children Act 1989, 'parental responsibility' means all of the rights, duties, powers, responsibilities and authority which by law a parent of a child has in relation to the child and his property

During rehearsals on stage, all children are the responsibility of the chaperones. During the concert, chaperones are to stand at side of stage with a clear sightline towards the young people. The chaperone, in consultation with the Orchestra Personnel Manager and Stage Manager, should check that it is safe and appropriate before bringing them on stage.

Separate children's dressing rooms which are gender specific must be provided for children. If possible these dressing rooms should have their own toilet facilities, and if this is not possible toilets within the venue should be assigned for children's use only. It is recognised that facilities will differ across venues and that it may not be possible to follow this best practice guidance at all times.

Safeguarding concerns about a child performer
It is the licence holder's responsibility to report any concerns they become aware of about a child's welfare. Any concerns would need to be discussed with the chaperone and the DSO and together they would decide if the concern necessitates a referral to children's social care as outlined above in section 5 of these procedures. The referral should be made by the DSO and followed up if no response has been received from children's social care within 3 working days.

If a chaperone identifies concerns about a child, they should discuss these with the licence holder and/or the DSO or Orchestra Personnel Manager. All chaperones will know who the licence holder is for the concert and in addition the PO will ensure that all chaperones have the contact details of the DSO and who to contact out of office hours and at weekends.

Where the chaperone has concerns about a child or the behaviour of another adult towards a child and is unable to speak with the relevant individuals within the PO then s/he should contact their child employment officer and/or the local children's social care for advice. The NSPCC Helpline can also provide advice and is a 24 hour service: Tel 0808 800 500.

Concerns about a chaperone
If there are concerns about the behaviour of a chaperone, then the licence holder will need to report these concerns to the DSO and to the DSL and together they will determine if a referral should be made to the relevant child employment officer within the Local Authority and also to the designated officer within children's social care. Records of such a referral will be kept as per section 8 of this guidance.

Parents will be informed of who they can speak with should they have concerns about the behaviour of a chaperone or anyone else involved in a production towards their child.

Accommodation and travel during performances
Children required to travel with the PO for performances will travel with a registered chaperone at all times. A child may only stay in a place approved by the Local Authority for the area in which they are to perform. The Local Authority will determine if it wishes to vet the accommodation or not. Responsibility for informing the Local Authority of the plans for accommodating child performers lies with the head chaperone or PO Concert Manager.

Hotels
In the event that children need overnight accommodation, a hotel room will be booked by PO. The relevant PO Concert Manager is responsible for conducting a risk assessment of the hotel. Hotel bedrooms should

have en suite facilities with the chaperone sleeping in a room that is adjacent to, or opposite, the children's bedrooms.

If there is only one child on tour then a suitable hotel should be sought that allows for the chaperone to sleep in a room with an interconnecting door. If this is not feasible, a risk assessment should be completed and approved by the relevant PO Concert Manager.

Up to two children of the same gender may be expected to share a hotel room. There may be occasions when this is not possible and more than two children are required to share a hotel room. On these occasions, a risk assessment should be used to highlight any issues and how these may be addressed. The most important consideration is to ensure is that children are appropriately supervised, in line with their age and understanding.

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Appendix 12: Planning and delivery checklist – safeguarding for Learning and Engagement and Outreach events

Task	Date to be done	Who will do this	Date completed on	Notes
Part 1: Planning				
The management and co-ordination of the activity – roles and responsibilities regarding pastoral care, chaperones, supervision and staff to child ratios				
Ensure any partners involved in the project have seen PO's Safeguarding Policy and that a PO Safe Event and Activity Planning Tool document has been filled in				
Designated toilets for children				
Medical and health provision and first aid arrangements				
Parental/carer/support worker contact details				
Care of personal possessions				
Record and information security – where will sensitive information be kept				
Catering arrangements – sufficiency and appropriate to dietary needs				
Drinking water and refreshments – provision and availability				
Evacuation procedures				
Risk assessments				
Consent forms for taking images/filming				
Ensure that all staff/musicians etc. who will have contact with children during the activity are safe and suitable to do so				
The arrangements for safeguarding the children or adults at risk are clear and				

have been agreed with any partner organisation(s) or venue provider				

Task	Who will do this	Done	Notes
Part 2: Event delivery			
Brief the Workshop Leader on his/her responsibilities regarding the planning, delivery and evaluation of the activity, with a particular focus on keeping children and adults safe.			
Ensure that there is a parental/carer consent forms for each child for PO sole delivery activities			
First aid provision is available for the activity/ and or at the venue			
An appropriate staff/workshop leader de-briefing opportunity is available (if required)			
Arrangements for evaluating the activity are in place (if required)			
The workshop leader/practitioner has all the necessary contact details of responsible staff at PO including the relevant DSO			
Going home arrangements are clear and known			
Details of the number for local children's social care/adult social care and NSPCC helpline are available			
Safeguarding incident report form is available			
Fully charged and working mobile phone is available or easy access to a landline during the course of the activity.			
Fire drill and evacuation procedures for the venue are known			

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Appendix 14: Philharmonia Orchestra filming, photography and audio consent form

Name of child or adult …….....

Parent/ guardian's name……..

Name of event/activity.....

Date of event/activity.....

I give permission for the Philharmonia Orchestra, or a person nominated by the Orchestra, to take photos or film or audio recordings of the above-named person for the purposes listed here:

- to record the person's participation in this event
- to share with the person's parents/guardians
- to share with other participants at the event
- to share with the project's partners, if relevant
- to add to the PO own photo/film archive as documentation of this event
- to include in PO promotional literature
- to include on the PO website and social media channels
- to promote the event in newspapers or publications
- to include in PO displays or exhibitions

I give permission for the PO to securely store any images taken and for the images to be held indefinitely by them unless you request that they be destroyed after a specified time period.

I am aware I can withdraw my consent at any point by writing to orchestra@philharmonia.co.uk

Signed……..Date…… …….

Address…….....
.....

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Appendix 15: Philharmonia Orchestra safe event and activity planning tool

The Philharmonia Orchestra is committed to safeguarding all children and adults who participate in any of our activities or events including those that we offer in partnership with other organisations and groups. In order to do this we aim to ensure that safeguarding is built into all arrangements at the planning stage. We aim to clarify roles and responsibilities for safeguarding between us and our partner organisations so they are clear to everyone involved.

Once we receive your completed tool we may need to have a further discussion with you about how we will manage safeguarding between us for the duration of the activity or event.

Name of activity/event	
Dates of activity/event	
Programme	
Venue/facility/location	

No.	Safeguarding arrangements	Yes	No
1	Is there someone appointed in your organisation who has the lead responsibility for safeguarding. If yes, please provide his/her name, email and phone number here:		
2	Do you have a process in place for reporting any safeguarding concerns about a child or adult? *If yes, please supply us with a copy of your safeguarding policy and procedures*		
3	Do you have a process in place for reporting any safeguarding allegations against staff or volunteers?		
4	Do you have a recruitment process in place for all staff and volunteers so as to enable only suitable people to be in those roles for working with children or adults?		
5	Do you have an agreed code of conduct for all staff and volunteers which includes social media and online behaviour?		

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6	Do you have a process for getting parental/carer consent for participation in events or activities for children and young people?		
7	Do you request information from parents or carers about any disability, medical condition, allergies or additional vulnerabilities about child or adult participants?		
8	Do you have a process for the use of photography and filming of any participants? Does this extend to use by a third party ie PO?		
9	Do you have public liability insurance with no exclusion for child or adult abuse?		
10	We expect partner organisations to take responsibility for first aid in respect of their participants. Is this possible? Please confirm that you have appropriate cover arrangements for the provision of first aid.		
11	Will your organisation carry out the necessary risk assessment for the activity during this programme/project?		
12	Is there a fire evacuation procedure in your venue? *If yes, please supply a copy of it*		
13	Please give detail about the age range of participants and any known additional needs here:		

	Name, role , email and phone number	**Date**
Safe event and activity planning tool has been completed by:		

For PO office use only:

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Postcode……Tel……
……..…

Relationship to
participant……

Appendix 16: Barriers to telling and listening

There are a number of reasons why victims of abuse don't share their experience with anyone or delay telling anyone. Equally there are barriers for adults which prevent them listening or acting upon concerns they have. It is helpful to be mindful of these when responding to any safeguarding concern or allegation and to realise that it can take a lot of courage both for a survivor to tell and someone to act upon signs of abuse or neglect. Don't forget the DSO is available to discuss any worries even if you might be unsure.

Barriers to telling:

- Fear of what will happen next or being in trouble or being blamed
- Loyalty to the person who has abused them
- Not recognising the abuse
- Fear that threats by abuser will be carried out
- Not having the language or words
- Not knowing who to tell
- Guilt or self-blame for what has happened
- Enjoying the attention and rewards

Barriers to adults listening:

- Fear of getting it wrong
- Not knowing who to share concerns with
- Fear of reprisal
- Loyalty to friend, colleague, employer
- Lack of appreciating the impact or significance of the behaviour
- Don't want to get involved – it's not my business

Appendix 17: Moderation of social media channels

PO increasingly engage with people online and as part of this must consider the arrangements for safeguarding using this medium.

The Digital Producer, in close consultation with the DSO, is responsible for moderating the comments on the PO's YouTube and Vimeo channels and Instagram accounts.

The Marketing Assistant, in close consultation with the DSO, is responsible for moderating the comments on the PO's Facebook and X (formerly Twitter) accounts.

Publicly, we announce: 'This an educational outlet and we carefully monitor comments to maintain a safe and inclusive atmosphere where people can discuss music and art in a constructive way. Offensive and obscene comments will be deleted. Bullying will not be tolerated. Please be respectful and kind.'

The designated members of staff monitor our social media accounts on a daily basis, ensuring language is neutral. The following would be deleted:

- Language considered to be offensive (on sexual, racial or religious grounds)
- Language that would be considered bullying
- Profanity

Philharmonia staff's communication to members of the public asking questions is professional and neutral at all times.

If a member of staff or a musician had any concerns about comments or language on PO's social media channels, they should raise this with the DSO.