

**CBSO**

City of  
Birmingham  
Symphony  
Orchestra

**POLICY AND PROCEDURES FOR THE  
SAFEGUARDING OF CHILDREN AND  
ADULTS AT RISK**

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## **1. INTRODUCTION**

This policy has been drawn up to ensure the safety and protection of all children and adults at risk involved in the City of Birmingham Symphony Orchestra's (CBSO) activities through adherence to the guidelines outlined in this document.

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

This policy is not contractual but sets out the way in which the City of Birmingham Symphony Orchestra (CBSO) will respond to any safeguarding concerns or disclosures raised by children, adults at risk, staff, volunteers, and others associated with our activities.

### **1.1 Terminology**

- Children refers to anyone under the age of 18 years.
- Adult at risk refers to a person over the age of 18 years who is unable to take care of themselves, or unable to protect themselves against serious harm or exploitation. This includes, but is not limited to, people who may be elderly or frail, have learning or physical disabilities, suffer from a mental illness or be living with dementia.
- Throughout the document the acronym CBSO refers to all aspects of the activities and work of the City of Birmingham Symphony Orchestra.

## **2. POLICY OBJECTIVES**

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

## **3. CBSO SAFEGUARDING COMMITMENT**

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

- The welfare of children and adults at risk is paramount.
- All children and adults at risk, regardless of age, disability, gender, ethnicity, religious belief, sexual orientation, or identity, have a right to equal protection from all types of harm or abuse.
- Some children and adults at risk are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

- Working in partnership with children, adults at risk, their parents, carers, and other agencies is essential in promoting their welfare.

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

- Valuing them, listening to them, and respecting them.
- Adopting safeguarding practices through procedures and a code of conduct for all staff and volunteers working with children and adults at risk.
- Developing and implementing an effective e-safety policy and related procedures.
- Providing effective management for staff and volunteers through supervision, support, and training.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Sharing concerns with agencies who need to know, and involving parents, carers, children, and adults at risk appropriately.

#### **4. ROLES & RESPONSIBILITIES**

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

The Board, Chief Executive, Designated Safeguarding Lead and Designated Safeguarding Officer(s) have specific responsibilities which are set out in Appendix A on page 23.

#### **5. DBS POLICY**

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

No musicians or other artists (inclusive of CBSO employees and freelancers) will be engaged to work with children or adults at risks without having a DBS check that is less than 3 years old. This includes working within schools, engaging with the CBSO's Youth ensembles and other activities involving contact with children or adults at risk. Musicians will also be unable to use CBSO Centre rooms for private teaching without a valid DBS certificate.

A database of DBS checks is held and maintained by CBSO's Human Resources Staff. All records are held in accordance with the CBSO's Privacy Policy and GDPR legislation.

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

The CBSO will administer checks through the MENCAP online DBS checking process. Musicians and staff have a responsibility to provide the CBSO with a copy of their DBS check once this has been received. All DBS checks will be renewed every 3 years.

## **6. TRAINING**

There will be different levels of training and frequency required for CBSO musicians, staff, and volunteers.

Training will be delivered in a variety of ways depending upon the level of responsibilities and understanding required by that individual to deliver their role in relation to the welfare and safeguarding of children and adults at risk.

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

All staff working in the Learning & Engagement Department will attend the one day Safeguarding Children and Young People course delivered by an accredited provider at least every two years.

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

The CBSO's Training Matrix (See Appendix B, page 25) provides specific details of training requirements.

## **7. CODE OF CONDUCT**

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

This is issued to all musicians, staff and volunteers working with children and adults at risk with their contracts for work or volunteering agreement. A copy of this Code of conduct can be found in Appendix C, page 27.

## **8. MUSICIANS WORKING IN EDUCATIONAL SETTINGS**

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

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

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

The CBSO's School Partnership Guidelines document can be found in Appendix D, page 28.

## 9. MUSICIANS PROVIDING PRIVATE TEACHING AT THE CBSO CENTRE

The CBSO provides access to studio space for private teaching for CBSO musicians, and most pupils attending these lessons are children or students aged 18 - 21 years.

While the CBSO is not responsible for the arrangements relating to these lessons, CBSO musicians using the CBSO Centre must adhere to our safeguarding procedures when giving private lessons as follows:

- All teaching **must** take place in a room with a window in the door, therefore only the following rooms can be used for private teaching: Studio 1, Studio 2, Studio 3, Artist Room 1 and Artist Room 2.
- Rooms **must** be booked in advance, and musicians clearly need to state if these are to be used for private lessons.
- CBSO musicians **must** have a current DBS Check to be eligible to book rooms for private teaching. This will be monitored by the CBSO Centre team in conjunction with the HR department.
- All pupils attending private lessons **must** sign in at reception and must sign out following their lesson.
- The CBSO musician providing the teaching must ensure that their pupil is accompanied to reception at the end of the lessons and leaves the building. Pupils **must not** make use of CBSO studio spaces without appropriate supervision.

## 10. HIRE OF THE CBSO CENTRE BY EXTERNAL GROUPS

The CBSO Centre can be hired by other groups for events, workshops and performances involving children or adults at risk - this includes the other organisations based at the CBSO Centre, Ex Cathedra and BCMG.

For all groups hiring the CBSO Centre for activities or performances involving children or adults at risk they must provide the CBSO with the following prior to their event taking place:

- Details of their Designated Safeguarding Officers - including name and contact details along with a copy of their Safeguarding policy.
- Details of the member of staff on duty on the day with specific responsibilities for Safeguarding - including name and contact details.

If the event includes a public performance involving children who are aged under 16 and/or in Year 11 and below, the CBSO will also require:

- Evidence of their BOPA (Body of Performers Application) to demonstrate that the young people involved have been appropriately licenced to take part.
- Details of their changing room and toilet arrangements for young people to ensure that the organisation is meeting the legal requirements of their BOPA.
- Confirmation that the legal number of licenced chaperones have been booked to support young performers.

**NB** If the performance is the culmination of a workshop day and is an informal sharing event then no licence is required.

The CBSO's Designated Safeguarding Officers will be available to offer any advice or guidance to external hirers in relation to keeping children and vulnerable adults safe, and how to adhere to the legal requirements of the BOPA.

## 11. DEFINITIONS OF ABUSE

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

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

The four areas are:

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

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

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

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

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Further to the four key areas of abuse defined in *Keeping children safe in education*, adults at risk and children might encounter additional categories of abuse. Exploitation and abuse of power are common themes and often abuse can take one or several of these forms:

**11.5 Discriminatory Abuse:** includes some forms of harassment, slurs or unfair treatment because of race, sex, gender, age, disability, sexual orientation, religion, or marriage status.

**11.6 Financial Abuse:** This could be coercive behaviour encouraging an adult at risk to spend money in a way they are not happy without consent.

**11.7 Domestic Abuse:** Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the Serious Crime Act 2015. The offence will impose a maximum 5 years' imprisonment, a fine or both.

**11.8 Psychological Abuse:** Is characterised by a person subjecting or exposing another person to a behaviour that may result in psychological trauma. This can include, but is not limited to, emotional abuse, threats of physical or emotional violence, verbal abuse, cyberbullying, intimidation, and harassment.

## 12. RECOGNISING INDICATORS OF ABUSE

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

The CBSO recognises that within our work with children and adults at risk many of these signs will not be identifiable during our daily activities, however in extended engagements with children or adults at risk (for example our youth ensembles or residency programmes) indicators may become apparent and require further investigation. It is the responsibility of musicians, staff, and volunteers to raise any concerns in this area to the Designated Safeguarding Officers.

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

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

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

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

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

- Fear of making mistakes

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

- Pain, itching, bruising or bleeding in the genital or anal areas
- Stomach pains
- Discomfort when walking or sitting down
- Signs of emotional or psychological distress

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

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

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

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

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

## **13. RESPONDING TO DISCLOSURES AND CONCERNS**

### **13.1 Responding to a disclosure from a child or adult at risk**

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

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

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

- Stay Calm

- Listen carefully to what is being said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – **do not promise to keep secrets**
- Allow the child or adult at risk to continue at their own pace
- Ask questions for clarification only, and always avoid asking questions that suggest a particular answer
- Reassure the child or adult at risk that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing what was said using the child or adults at risk's own words as soon as possible – note date, time, any names mentioned, to whom the information was given and ensure that you have signed and dated the written record. A template is provided by the CBSO for this purpose (See Appendix E, page 30)
- Contact one of the CBSO Designated Safeguarding Officers at the earliest opportunity

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

### **13.2 Barriers to reporting concerns**

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

The CBSO will address this by ensuring all musicians, staff and volunteers who are engaging with children and adults at risk have appropriate training and support to know how and when to report such concerns.

***It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional agencies following a referral to them of concern about a child or adults at risk.***

### **13.3 Responding to concerns about a child or adult at risk**

It is essential that whatever your concern is you must share it. Any concerns that CBSO musicians, staff, Trustees, and volunteers may have about a child should be reported as soon as possible, and within 24 hours, to either of the CBSO's Designated Safeguarding Officer on 0121 616 6531 or 0121 616 6508.

Should the concerns involve both Designated Safeguarding Officers the report should be made directly to the CBSO's Chief Executive or Board Safeguarding Champion.

### **13.4 Recording concerns or disclosures**

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

volunteer writing the report. A template is provided by the CBSO for this purpose (See Appendix E, page 30)

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

Practice issues to consider when recording concerns:

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

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

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

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

### **13.5 Information Sharing - the DSO's responsibility**

The Designated Safeguarding Officer will:

- always explain to children, adults at risk and families at the outset, openly and honestly, what and how information will, or could be shared and why, and seek their agreement. The exception to this is where doing so would put that child, or others at increased risk of significant harm or an adult at risk of serious harm, or if it would undermine the prevention, detection or prosecution of a serious crime including where seeking consent might lead to interference with any potential investigation.
- always consider the safety and welfare of a child or adults at risk when making decisions on whether to share information about them. Where there is concern that the child or adults at risk may be suffering or is at risk of suffering significant harm, the child or adults at risk's safety and welfare must be the overriding consideration.
- where possible, respect the wishes of children, adults at risk or families who do not consent to share confidential information, however, may still share information if, in their judgement on the facts of the case, there is sufficient need to override that lack of consent.
- always seek advice when in doubt, especially when the doubt relates to a concern about possible significant harm to a child, adults at risk or serious harm to others.
- ensure that the information shared is accurate and up to date, necessary for the purpose for which they are sharing it, shared only with those people who need to see it, and shared securely
- always record the reasons for their decision – whether it is to share information or not.

A full description of the Designated Safeguarding Officers Roles and Responsibilities can be found in Appendix A, page 23.

### **13.6 Referring the concerns to the relevant agencies**

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

- Clearly identify themselves, their agency and give details of where they can be contacted
- Provide as much basic information as possible including the name of the child or adults at risk, the age and date of birth if a child, ethnicity, any specific communication needs, any disability issues, the parents'/carers' names, the child or adults at risk's current address and any known previous addresses
- State what has prompted the concerns, including details of any specific incidents or disclosure by the child or adults at risk
- State any physical, behavioural, or indirect signs which support the concern and suggest that the child or adults at risk is at risk of, or suffering significant harm
- Give details of any conversations with the child or adults at risk relating to the concern
- Give details of any contact and conversations with the child's parents/carers or adults at risk's family/carers relating to the concern
- Give details of any contact and conversations with the alleged abuser
- Give details of any other agencies or individuals consulted in relation to the concern
- Ensure that an accurate and detailed record is made of the concern and the referral using the *CBSO Safeguarding Report Form* (See Appendix E, page 30)
- Follow up the referral in writing to the Children's Social Care Unit or relevant Safeguarding Adults Board within 48 hours
- Maintain the record of the concern with information on the development of the investigation and ultimate outcome

**See Appendix F (page 32) for contact details of relevant agencies to which allegations and disclosures should be reported.**

## **14. RESPONDING TO ALLEGATIONS OF ABUSE OF A CHILD OR ADULT AT RISK AGAINST A MUSICIAN, MEMBER OF STAFF OR VOLUNTEER**

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

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

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against or related to a child.

- Behaved towards a child or children that indicates that they may pose a risk of harm to children.

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

A clear and comprehensive summary of allegations and concerns will be kept at least until the person reaches normal retirement age or for ten years if longer.

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

#### **14.01 Roles & Responsibilities following an allegation**

The CBSO's Designated Safeguarding Officer has overall responsibility for:

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

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

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

Contact details for the LADO in local authorities within the West Midlands are detailed in Appendix F (page 32) of this document.

#### **14.02 Persons to be notified**

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

The LADO team will advise the CBSO whether informing the parents of the child/ren involved will impede the disciplinary or investigative processes. Acting on this advice, if it is agreed that the information can be fully or partially shared, the CBSO will inform the parent/s. In some circumstances, however, the parent/s may need to be told straight away (e.g. if a child is injured and requires medical treatment).

The parent/s and the child, if sufficiently mature, should be helped to understand the processes involved and be kept informed about the progress of the case and of the

outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing.

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

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

The suspected member of staff will:

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

If a serious incident occurs or any safeguarding concerns have resulted in or could result in harm, it must be reported to the Charity Commission.

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

#### **14.03 Support**

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

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

#### **14.04 Suspension**

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

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

If a strategy meeting / discussion is to be held or if children's social care or the police are to make enquiries, the LADO team should canvass their views on suspension and inform the CBSO. Only the CBSO, however, has the power to suspend an

accused employee and they cannot be required to do so by a local authority or police.

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

#### **14.05 Timescales**

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

#### **14.06 Initial action by person receiving or identifying an allegation or concern**

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

They should not:

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

They should:

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

#### **14.07 Initial action by the designated safeguarding officer**

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

- **Outcome: Referral to children's social care - person in position of trust referral.** There are grounds to suspect that the person in a position of trust may have abused that position putting one or more children at risk of significant harm. In all such cases an immediate referral must be made to the LADO Team.
- **Outcome: Referral to children's social care of a child who may be at risk of significant harm.** There are grounds to suspect that the child has been abused but there is no reason to suspect that this is because of the actions of a person in a position of trust. In all such cases an immediate referral must be made to children's social care. Children's social care will carry out an assessment and decide whether to initiate s47 enquiries.
- **Outcome: Inform the regulatory body relevant to the role of the person in a position of trust.** For example, Ofsted or the Care Quality Commission.
- **Outcome: Review of internal policy & procedures.** The person in a position of trust has acted inappropriately but it is not a safeguarding issue: the action taken lay within the bounds of agency policy and procedures and there is therefore a need to review these policies and procedures. The decision that this outcome is, or is not, appropriate may depend on the level of knowledge and experience of the person in a position of trust.

- **Outcome: No further action.** The person in a position of trust acted appropriately and therefore no further action is to be taken under these procedures.
- **Outcome: Disciplinary/training.** The person in a position of trust has acted inappropriately but it is not a safeguarding issue; the action taken was in breach of accepted agency policies and procedures and disciplinary action and/or training may be needed.
- **Outcome: False allegation.** The person in a position of trust is the subject of an unfounded allegation.
- **Outcome: Requires LADO advice.** If the designated safeguarding officer has any doubt about whether the matter should be referred on, they should discuss the issues with the LADO team.
- **Outcome: Inform but not refer.** In some cases, the designated safeguarding officer may decide that a referral to children's social care is not required, but that it is likely that another person will report the matter to one of the statutory agencies. In this situation it is best practice for the designated safeguarding officer to contact children's social care and the police and inform them of the circumstances.

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

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

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

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

#### **14.08 Initial consideration by the designated safeguarding officer and the LADO team**

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

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

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

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

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

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

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

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

#### **14.09 Allegations against staff in their personal lives**

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

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

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

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

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

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

#### **14.10 Disciplinary Process**

The LADO and the designated safeguarding officer should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided by a strategy meeting / discussion that a police investigation or LA children's social care enquiry is not necessary; or

- The employer or LADO is informed by the police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued.
- If disciplinary action is taken it will follow the disciplinary procedure of the person's employer.

#### **14.11 Sharing information for disciplinary purposes**

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

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

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

#### **14.12 Unsubstantiated and false accusations**

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

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

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

#### **14.13 Substantiated allegations and referral to the DBS**

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

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

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

#### **14.14 Learning Lessons**

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

## **15. CHILDREN AS PERFORMERS**

The CBSO provides a range of opportunities for young performers through Youth Ensembles and schools programmes. The majority of these activities take place in Birmingham, however, we do also give concerts at other venues throughout the UK, and occasionally undertake international engagements.

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

### **15.1 When Licences are required**

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

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

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

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

### **15.2 Performances by children and young people outside school hours**

The majority of the CBSO's young performers participate in evening or weekend concerts, therefore are not required to be absent from school to take part as performers and do not need individual licences to enable them to perform. However, all the CBSO's performers who are under the upper limit of compulsory school age are included on a Body of Person's Agreement, issued by the local authority in whose area the performance takes place.

The Body of Person's Agreement (BOPA) is issued to the CBSO for a specific period of time as set out in the approval, to enable us to put on performances involving children. The granting of a BOPA to the CBSO replaces the need to apply for individual licences from each child's home local authority during the period of approval unless activity requires children to be absent from school in which case individual licences will be sought.

The CBSO has a duty of care to all our young performers, and in addition to meeting the legal requirements of our BOPA, we also undertake the following procedures to ensure the wellbeing and security of these individuals:

- Local authority approved chaperones, in addition to CBSO responsible adults, are present at every performance, for rehearsals on the day of each

performance, and at any additional rehearsals for which they are required as set out in *The Children (Performances and Activities) (England) Regulations 2014*.

- Chaperones will be responsible for a maximum of 12 children or young people at any one time, unless the young people are staying away overnight or working abroad in which case chaperones will be responsible for a maximum of 8 young people at any one time.
- The appropriate personal and medical information for each individual performer is held securely according to data protection requirements and is available to chaperones and key staff for every rehearsal and performance should it be required;
- Working hours for young performers are adhered to, including traveling, rehearsal and performing hours as set out in *The Children (Performances and Activities) (England) Regulations 2014*
- Adequate changing facilities will be provided for performers at all venues, including separate changing rooms for girls and boys, and where required additional separate changing rooms for under and over 16 year old girls and boys. All efforts will be made to ensure that performers are able to change in a space that aligns with their gender identity and, where possible, CBSO will seek to provide suitable changing spaces for those that identify beyond the gender binary;
- Designated toilet facilities will be provided for exclusive use by members of our youth ensembles at all venues;
- Children and young people will only be released to parents/guardians at the end of every rehearsal and concert, unless the CBSO has a formal written letter from the parents/guardians to advise the CBSO of alternative arrangements;
- All music staff and CBSO staff involved with each ensemble will be DBS checked, and will adhere to the CBSO Code of Conduct when working with children and young people

### **15.3 Performances by children and young people during school hours**

In the rare event that the CBSO requires children and young people to take part in a performance which requires them to be absent from school the CBSO will apply to the local authority where the child lives for an individual performance licence.

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

### **15.4 Education sharing events during school hours**

The CBSO's Learning & Engagement programme will occasionally deliver projects which culminate in a final performance, during school hours. These events will usually take place at the CBSO Centre, as a closed event - attended only by other participating schools, and funders of activities.

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

## **16. IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY**

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

Termly Safeguarding Audit meetings are held with the Learning & Engagement Department staff, led by the Designated Safeguarding Officers and the Creative Director – Learning & Engagement. These meetings ensure that best practice is being applied across all areas of activity, that legal requirements are being met, and that the procedures and approaches set out in the Safeguarding Policy are being met in full.

Minutes from the Safeguarding Audit meetings are available to the Board or Senior Management Team as required and will be attended once a year by the Board Safeguarding Champion.

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

Any queries or comments about this policy should be addressed to the Creative Director – Learning & Engagement in the first instance.

## APPENDIX A

### Safeguarding Responsibilities and Roles within the CBSO

The Board will ensure that:

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

The Chief Executive will ensure that:

- The policies and procedures adopted by the Board are fully implemented and followed by all staff and volunteers.
- Safer recruitment of staff and volunteers is practiced, in accordance with the CBSO's policy for the Recruitment of Ex-Offenders.
- The appropriate ongoing training, support and supervision is provided for staff undertaking the role of Designated Safeguarding Officer.
- All staff and volunteers, including temporary staff, have an awareness and understanding of the CBSO's safeguarding policies, and have undertaken appropriate training in line with the *CBSO Training Matrix*
- All staff and volunteers feel safe about raising concerns about poor or unsafe practice in relation to the safeguarding of children and adults at risk, and such concerns will be addressed appropriately.
- Parents/carers and others responsible for children or adults at risk are aware of and understand the CBSO's responsibilities through the inclusion of clear information within membership handbooks, parents' meetings and through the dissemination of Partnership Guidelines issued to schools and other educational settings for Learning & Engagement projects.

The Designated Safeguarding Lead and Officer(s) will:

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

The Board's Safeguarding Champion will:

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

## APPENDIX B

### Safeguarding Training Matrix

Training Framework - updated August 2023

Role within CBSO	Training Requirements	Why level of training required
<p>Creative Director – Learning &amp; Engagement (DSL)</p> <p>Chorus Manager (DSO)</p> <p>Community &amp; Talent Development Manager (DSO)</p>	<p>Designated Safeguarding Lead Training (Level 3+) delivered by a CPD accredited provider, renewed every 2 years.</p> <p>Designated Safeguarding Officer Training (Level 2) by a CPD accredited provider, renewed every 2 years.</p> <p>Additional ongoing training to ensure changes in law are fully complied with.</p>	<p>As Designated Safeguarding Lead and Officers, the noted staff will advise the organisation on all aspects of safeguarding, in addition to maintaining and implementing good practice in all areas of safeguarding provision.</p>
All other Learning & Engagement Department staff	<p>Level 1 safeguarding training course delivered by an accredited CPD provider every two years.</p> <p>On going online training as required.</p> <p>Attendance at annual in-person refresher session.</p>	<p>These roles all have direct contact on a regular basis with children, young people and vulnerable adults therefore need to be fully aware of legislation, the CBSO policy and procedure and good practice in all aspects of safeguarding.</p>
Musicians involved in regulated activity <sup>1</sup> including Children’s and Youth Chorus Conductors and regular accompanist	Attendance at accredited safeguarding training every two years (Level 1)	<p>These musicians need to have a higher level of awareness and understanding as they are working with the same young people on a regular basis in a position of trust, so need to be able to identify and respond to any concerns that may arise</p>
Board Safeguarding Champion	Attendance at accredited safeguarding training every two years (Level 1)	To monitor the training being offered, and ensure that the CBSO is meeting all requirements in relation to

<sup>1</sup> As defined by DBS, these will be musicians involved in the teaching or training of children (e.g. chorus conductors), and the employee will be carrying out the work frequently with the same cohort of children (frequently is defined as once a week or more often, or on 4 or more days in a 30 day period), for example school residency programmes where musicians are working with the same children over an extended period of time.

		safeguarding
HR Manager	Attendance at accredited safeguarding training every two years (Level 1)	In the event of an allegation or concern against a member of staff the HR manager should be fully aware of current practice within safeguarding and the CBSO's procedures.
CBSO Senior Management Team	Attendance at safeguarding training every two years (Level 1)	To have an awareness and understanding of current practice within safeguarding and the CBSO's own procedures to ensure that the work of their department is being carried out safely.
Musicians involved in L&P activities, but not in regulated activities	Attendance at accredited safeguarding training every three years (Level 1)	To ensure a basic understanding of safeguarding - particularly in relation to their own practice, and how to respond should they have a concern or a disclosure is made to them.
Other CBSO Staff, musicians and volunteers who have no contact with children or adults at risk	Voluntary attendance at accredited safeguarding training every three years (Level 1) and biennial refresher (non-accredited) every two years.	Staff who have little or no engagement with children or adults at risk therefore do not need in depth training, however an overview of the CBSO's policy and position on safeguarding should be included within the induction process for all staff, musicians and volunteers to ensure awareness.

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

## APPENDIX C

### Expected Behaviours when working with children and adults at risk

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

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

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

All CBSO staff, musicians, volunteers, and Trustees must:

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

All CBSO musicians, members of staff and volunteers must **not**:

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

## APPENDIX D

### CBSO SCHOOL PARTNERSHIP GUIDANCE

The CBSO's schools programme provides opportunities for hundreds of children to work with our professional musicians each year. From creative workshops to ensemble visits, residency programmes to performances at the CBSO Centre or Birmingham's Symphony Hall.

To ensure that all our activities are enjoyed by pupils, and that our musicians are able to work in a supported environment the following guidelines have been developed to enable schools to receive the very best outcomes from our projects and performances.

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

For activities involving performance opportunities at the CBSO Centre or Symphony Hall:

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

## APPENDIX E

### CBSO SAFEGUARDING REPORT FORM

#### Child, Young Person or Vulnerable Adult details

Name	
Address	
Contact Telephone Numbers	
Ethnicity	
Details of any disability	
School name & address (where applicable)	
Person with parental or caring responsibility	

#### Details of person reporting concerns

Name	
Job Title and Organisation	
Contact Phone Number (Work, Mobile, Other)	
Email address	

Are you reporting your own concerns or passing on those of someone else (please give details)?

Details of the incident or concerns:  
*Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay. Remember to include any dates, time and specific factors.*

**Adults at risk or child/young person's account** *Please detail the individual's account of what happened. How did they describe the situation, what was their explanation for any injury?*

**Adult at risk or child/young person's wishes and feelings** *Please detail the wishes and feelings of the person making a disclosure in terms of what they would like you to do with this information. Remember – never promise to keep a secret*

<b>Witness details and account</b> <i>Please provide the name, address and any contact numbers for any witnesses to the allegation, and specify the relationship to the adults at risk, child or young person</i>	
Name	
Address	
Contact phone numbers (work, mobile, other)	
Relationship to the adults at risk, child or young person	

*Please give details of the witness' account of what happened*

Your signature	
Your name (print)	
Date	

Any suspected or reported abuse must be reported immediately to either Designated Safeguarding Officer Jo Wright, 0121 616 6529 Designated Safeguarding Officer Alexandra Parker 0121 616 6509, or the Designated Safeguarding Lead, Tom Spurgin 0121 616 6517.

## APPENDIX F

### Useful Contacts

#### **CBSO Designated Safeguarding Lead**

Tom Spurgin, Creative Director – Learning & Engagement  
[tspurgin@cbso.co.uk](mailto:tspurgin@cbso.co.uk) 07904 803 656 (all hours)

#### **CBSO Designated Safeguarding Officer**

Alexandra Parker, Chorus Manager  
[aparker@cbso.co.uk](mailto:aparker@cbso.co.uk) 0121 616 6509 (office hours)

Jo Wright, Community & Talent Development Manager  
[jowright@cbso.co.uk](mailto:jowright@cbso.co.uk) 0121 616 6500 (office hours)

Birmingham City Council – Social Services (For concerns about children)  
Monday to Thursday Office Hours: 0121 3031888  
Out of Office Hours: 0121 675 4806

#### **Birmingham Adult Safeguarding Board**

The Adults & Communities Access Point (ACAP) on 0121 303 1234, press option 1 to report a concern about abuse of a vulnerable adult.

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

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

**ChildLine** 0800 1111 *For children and young people*

Contact details for the **LADO** in the areas where the CBSO currently, or could be asked to, provide services involving children and young people.

**Birmingham:** Monday to Friday 9am to 5pm **0121 303 1888**  
Emergency out-of-hours **0121 675 4806**  
<https://www.birminghamchildrenstrust.co.uk/report-a-concern>  
[Ladoteam@birminghamchildrenstrust.co.uk](mailto:Ladoteam@birminghamchildrenstrust.co.uk)

**Sandwell:** **Sandwell Children’s Trust on 0121 569 3100**  
<https://www.sandwellcsp.org.uk/key-safeguarding-issues/report-a-concern/>

**Coventry:** Multi-Agency Safeguarding Hub is **02476 788555** (daytime)  
Emergency Duty Team (EDT) **02476 832 222** (out of hours).  
[lado@coventry.gov.uk](mailto:lado@coventry.gov.uk)

**In Derbyshire** via Starting Point Telephone contact to StartingPoint **01629 533190** or via an online referral.

**In Derby City:** Urgent referrals (by Initial Response Team) during normal working days between 9 am and 5 pm on **01332 641172**.  
At all other times concerns can be discussed with Careline who can be contacted on **07812 300177**

Dudley: Emergency Duty Social Care: 0300 555 8574  
[allegations@dudley.gov.uk](mailto:allegations@dudley.gov.uk)  
<https://www.dudley.gov.uk/residents/care-and-health/safeguarding/tell-us/>

Gloucestershire: Local Authority Designated Officer (LADO) 01454 868508

Herefordshire: 01432 261739 [LADO@herefordshire.gov.uk](mailto:LADO@herefordshire.gov.uk)

Northamptonshire: <https://nctrust.co.uk/report-a-concern-or-request-support/>

Shropshire: FPOC on 0345 678 9021  
out of office hours please contact the Emergency Social Work Team on 0345 678 9040 selecting option 1

Solihull: Telephone: 07795128638  
Email: [lado@solihull.gov.uk](mailto:lado@solihull.gov.uk) (please put 'LADO referral' in subject line)

Staffordshire: <https://www.staffordshire.gov.uk/Care-for-children-and-families/Childprotection/Local-Authority-Designated-Officers.aspx>  
Emergency Duty Service: 0345 604 2886

Stoke on Trent: Local Authority Designated Officer (LADO) – LADO referrals are made through the Integrated Front Door service on 01782 235100.

Telford & Wrekin: Family Connect on 01952 385385 from 9am - 5pm, Monday to Friday  
Contacting the Emergency Duty Team on 01952 676500

Walsall: MASH on 0300 555 2866 option 2 to report more imminent safeguarding concerns. <https://forms.walsall.gov.uk/Electronic-Multi-Agency-Referral-Form>

Warwickshire: If you have an urgent child safeguarding concern, please call Family Connect on 01926 414144 and choose the professional option.  
If you have a non-urgent child protection concern, please call Family Connect on 01926 414144.

Wolverhampton: Multi-Agency Safeguarding Hub (MASH) for specialist support. All referrals should initially be made by telephone to 01902 555392

Worcestershire: call 01905 822666 Monday to Thursday from 9.00am to 5.00pm and Fridays from 9.00am to 4.30pm.  
In emergencies out of normal office hours (weekdays and all day at weekends and bank holidays): telephone: 01905 768020

## APPENDIX G

### Online rehearsal guidance

During the Coronavirus pandemic in 2020 and 2021 we were unable to meet for in person rehearsal with our regular youth ensembles. Activity was instead delivered via zoom, and the following guidance was developed to ensure the safety and wellbeing of our staff and participants taking part in online rehearsals. Should the CBSO be required to return to online zoom rehearsals or utilise an online platform for engagement with children and young people for other activities, the following guidance will be adhered to.

The following guidance is mandatory for parents, guardians, choral staff, musicians and choir members

- All video rehearsals or other activity will be arranged by the Chorus or L&P Management, with the zoom link and password issued to parents or guardians so that they have the full knowledge of these sessions and grant consent for their child (under the age of 18) to participate.
- All parents and guardians of musicians under 18 will be issued with a consent form, giving permission for their child to participate in the online rehearsals or activities, and confirming that both parents and children will adhere to our code of conduct for these rehearsals.
- All rehearsals and activities will be set up, attended and observed by a member of the CBSO's Learning & Engagement Department, in addition to the musicians leading the rehearsal or sectional.
- The member of the Learning & Engagement department with specific responsibility for that ensemble or group will take a participant register for the purposes of quality assurance, attendance record and safeguarding. If any participant enters the Meeting and is not identifiable as staff, choir member, or registered participant, the member of staff from the Learning & Engagement department will bring this to the immediate attention of the Host and the participant will be ejected from the Meeting.
- At a specified time (usually 5 minutes after the start of the rehearsal or activity) the zoom session will be locked. This prevents any further participants joining the session, including unwanted or unexpected guests, who's intentions may be malicious or inappropriate. This process also means that anyone who leaves the session cannot re-enter.
- All chat functions will be disabled for the duration of each rehearsal or activity to avoid distraction or any inappropriate conversation. Should a participant have a question they can use the raised hand function and await a response from the musician leading the session or a member of staff.
- All participants and all members of their household who may be incidentally captured on screen during the rehearsal will be expected to demonstrate appropriate behaviours and wear suitable clothing at all times whilst the rehearsal is taking place.

- Language must always be professional and appropriate during video-rehearsals or activities, including that of all other members of either household who may be incidentally captured on screen during the rehearsal.
- Rehearsals or activities must be accessed in an appropriate room in the home and wherever possible, not in the participants bedroom. If the participant is only able to use their bedroom as their rehearsal space, they should turn off their camera.
- Singers should re-name themselves with their full name (forename and surname) on entry to the rehearsal or activity. This is of vital importance if a participant has joined with no video and is only identifiable by name.
- For children under the age of 11, their participation within rehearsals or activities must be supervised by an adult with parental responsibility for the participant/s, and to be present in the room to log participants onto activity. The responsible adult is expected to be within the vicinity for the duration of the rehearsal or activity and must check that the singer has logged off correctly at the end of the rehearsal or activity. If the parent/guardian would like to observe the rehearsal or activity digitally by joining the Zoom conference on another device, this must be agreed in advance with the Chorus or Learning & Engagement Management team.
- The Meeting host will mute all participants during the rehearsal or activity and only un-mute when requiring an answer from an individual singer or if they are responding to a query. Participants can be unmuted at the very start as they join to say hello, and at the very end to say goodbye to friends etc. The rehearsal or activity will be ended by the host at which point all participants are logged out of the session.
- Music staff must ensure that the teaching environment, both physical and digital (including desktop backgrounds and open tabs, software, documentation) are professional and neutral.
- Extra-care must be taken by all parties to ensure that private or sensitive information and data is not accidentally shared during a video-rehearsal or activity. Documents (both physical and digital) should not be on display. All members of both households should be aware that the video- rehearsal or activity is taking place and be mindful of this.
- Recording rehearsals or activities is prohibited. Zoom can make video recordings of meetings/ rehearsals and whilst there are benefits of doing this (quality, observation, safeguarding), it is not permitted for either party to record rehearsals. This is because the CBSO cannot ensure the security of the storage of these files by zoom or guarantee how they may be used in future.
- The only exception to recording rehearsals or activities may be if the session takes the form of a webinar, where no participants other than the panellists are visible to provided anonymity and security for participants. Consent will be sought prior to recording from all musicians and participants, and only shared for a limited period of time with other ensemble members.
- If at any time during the video-rehearsal the terms and practical measures set out in the Code of Conduct are not followed by either party, or if the Meeting is disrupted by outside interference (eg gate-crashing by an unknown party) the

rehearsal should be terminated immediately and the reason for this communicated to families afterwards.