

FRONT ROW MUSIC

SAFEGUARDING POLICY

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1 Safeguarding Policy

Introduction

Everyone who participates in Front Row Music tuition is entitled to do so in an enjoyable and safe environment. Front Row Music has a moral and legal obligation to ensure that, when given responsibility for young people, our teachers provide them with the highest possible standard of care.

Front Row Music is committed to devising and implementing policies so that every teacher accepts their responsibilities to safeguard children from harm and abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The policy aims to promote good practice, providing children and young people with appropriate safety/protection whilst in the care of Front Row Music and to allow teachers and contractors to make informed and confident responses to specific child protection issues.

A child/young person is defined as a person under the age of 18 (Children's Act 1989)

1.1 Policy Statement

Front Row Music is committed to the following:

- The welfare of the child is paramount
- All children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity should be able to participate in lessons in a fun and safe environment
- Taking all reasonable steps to protect children from harm, discrimination, and degrading treatment and to respect their rights, wishes and feelings
- All suspicions and allegations of poor practice or abuse regarding child protection will be taken seriously and responded to swiftly and appropriately
- Front Row Music employees and freelance contractors who work with children will be recruited with regard to their suitability for that responsibility and will be provided with guidance and/or training in good practice and child protection procedures

- All Front Row Music employees and freelance contractors who deal directly with children or vulnerable adults will be required to have Enhanced Disclosure Certificates from the Criminal Records Bureau before the start of an engagement. Disclosures will be repeated at all appropriate intervals.

1.2 Monitor and review the policy and procedures

The implementation of procedures will be regularly monitored and reviewed. The policy should be reviewed every 3 years or whenever there is a major change in the organisation or relevant legislation.

2 Promoting Good Practice

2.1 Introduction

To provide children with the best possible experience and opportunities in music tuition everyone must operate within an accepted ethical framework such as The Musicians Union Code of Conduct.

It is not always easy to distinguish poor practice from abuse. It is therefore not the responsibility of Front Row Music employees or freelance contractors to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4.

This section will help you identify what is meant by good practice and poor practice.

2.3 Good Practice

All personnel should adhere to the following principles and actions:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encourage open communication with no secrets)
- Use of iPads in schools is restricted solely to taking a digital register or for use of Front Row Music documents and to play backing tracks to accompany students. Front Row Music will provide an iPad (or other) to allow tutors to perform these tasks without the use of their personal devices. If not permitted, please print a paper copy of the register each week to take into school and complete the online register once you have left the school
- No photos or videos are to be taken of students unless explicit permission is granted from a parent and the school with assurances that parents, teachers or guardians fully understand what the images will be used for, how they will be stored and that once consent is given for published images, it is not always possible to delete or retract images shared. The footage/photos are to be used strictly for Front Row Music professional purposes only. Photographs or videos taken must ideally not be taken on a personal device, but if so must be promptly deleted from personal devices or personal cloud spaces and stored appropriately at Front Row music in accordance with GDPR data laws. Any photography taken of children should always include children in appropriate clothing and should positively reflect young people's involvement in the activity
- Make the experience of learning an instrument fun and enjoyable: promote fairness, confront, and deal with bullying

- Treat all young people equally and with respect and dignity
- Always put the welfare of the young person first, before achievement
- Maintain a safe and appropriate distance with students (e.g. it is not appropriate for a tutor to have an intimate relationship with a child or to share a closed room with them unless in a designated music practice room such as those used within a school or college)
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required, it should be provided openly and with the consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given
- Involve parents/carers wherever possible, e.g. where car journeys to graded exams need to be provided
- Request written parental consent if Front Row Music employees or freelance contractors are required to transport young people in their cars. Upon requests being granted, all young people must travel in the back of the vehicle
- Ensure that when teaching at someone's home a suitable downstairs room is used for lessons wherever possible (e.g. it is not appropriate for tutors to be teaching children in their bedrooms). Ensure that no other room in the young person's house is entered unless permission is given (e.g. it is not appropriate for tutors to pop into the child's room or room of a sibling to say hello)
- Be an excellent role model, this includes not smoking or drinking alcohol in the company of young people when acting on behalf of Front Row Music
- Always give children enthusiastic and constructive feedback rather than negative criticism
- Recognise the developmental needs and capacity of the young person and do not risk sacrificing welfare in a desire for personal achievements. This means avoiding teaching songs with inappropriate content and not pushing the child against their will
- When leading workshops or summer schools secure written parental consent for Front Row Music to act in loco parentis, to permit the administration of emergency first aid or other medical treatment if the need arises
- Keep a written record of any injury that occurs, along with details of any treatment given whilst in the care of a Front Row Music employee or freelance contractor
- Always make Front Row Music's Head Office (and school staff if applicable) aware if an incident or cause for concern occurs during lessons. This may be a child getting upset or acting out in a concerning way.

2.4 Poor Practice

The following are regarded as poor practice and should be avoided by all personnel:

- Unnecessarily spending excessive amounts of time alone with young people away from others
- Taking young people alone in a car on journeys, however short
- Taking young people to your home where they will be alone with you
- Engaging in rough, physical, or provocative games, including horseplay
- Allowing or engaging in inappropriate touching of any form
- Allowing young people to use inappropriate language unchallenged
- Making suggestive comments to a young person

- Suggesting that a young person follow you personally on a social media site, such as Facebook, Instagram or Twitter
- Follow a young person from a personal account on social media sites, such as Facebook, Instagram or Twitter
- Engage in messaging or commentary with a young person on your personal social media sites, such as Facebook, Instagram or Twitter
- Reducing a young person to tears as a form of control
- Allowing allegations made by a young person to go unchallenged, unrecorded, or not acted upon
- Do things of a personal nature that the young person can do for themselves.

When a case arises where it is impractical/impossible to avoid certain situations e.g. transporting a young person in your car, the tasks should only be carried out with the full understanding and consent of the parent/carer and the young person involved. In this particular case, the young person should travel in the back of the vehicle.

If during your care you accidentally hurt a young person, the young person seems distressed in any manner and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to the Front Row designated safeguarding lead (David Fidler) and make a written note of it. Parents should also be informed of the incident.

2.5 Online behaviour code of conduct

Staff and tutors are entitled to their privacy but should always be aware of their digital footprint. Children, young people and families may look up staff and tutors' personal social media accounts, so it is recommended that staff and tutors' social media accounts be free of inappropriate or harmful content and not provide any personal information such as personal email addresses or phone numbers.

Front Row considers it best practice for staff members and tutors to:

- Not share their personal social media accounts with the children or families that they work with
- Not accept friend requests on personal accounts from children and families that they work with
- If a staff member or tutor needs to communicate with young people online, it must only be done through accounts that have been authorised by Front Row Music to communicate for this reason
- If staff or tutors are using an account authorised by Front Row Music for communication, ensure that the privacy settings are appropriately adjusted for interactions with children and young people
- If staff or tutors need to use their personal communication devices to communicate with children and young people, it must be:
- Approved by Senior leadership
- Staff and tutors must keep a record of the authorisation and record who has access to see the communication with the child or young person (for instance, if the personal device is shared with another family member)
- Relevant to the work of Front Row Music.

- Communicated using age-appropriate language and reflective of the good practices code of conduct (2.3).

2.6 Online Teaching code of conduct.

Teaching online through zoom or other live-streaming services has become a more expected part of music facilitation. Staff and tutors teaching online are expected to adhere to the same good standard of practice as those teaching face to face (2.3.) All staff and tutors are expected to provide a safe online classroom for students to learn in by taking the following safety considerations into account.

- Staff and tutors may only record online lessons with express permission from all student parents or carers
- Any online classrooms should be hosted in neutral locations (i.e. Not a bedroom or a bathroom) in a professional or a common area of the staff members or tutors home is preferable
- Any recorded lessons must not be stored on personal devices and must be turned over to Front Row Music for authorised storage in accordance with GDPR guidelines
- When beginning an online lesson, ensure that the children are aware that any comment can be seen by others, and they may not be able to delete or edit what has been said
- Children should not share any personal information during an online lesson. Staff and tutors should remind children that personal information includes personal phone numbers, addresses, and social media profiles
- Staff and tutors should ensure that children are aware of how to contact them privately if they are feeling unsafe during the lesson
- Staff and tutors will not tolerate online abuse in online classrooms. Any incidents of online abuse against a member of staff or tutor must be recorded and shared with a Senior member of staff. Staff and tutors will recognise and respond to online bullying in accordance with section 2.7.

2.7 Protecting children from cyberbullying

Cyberbullying is defined as:

- Excluding a child from online games and friendships
- Sending abusive, threatening, or distressing messages
- Creating and sharing malicious images or videos
- Trolling - leaving intentionally provocative or offensive messages to get attention, cause trouble or upset a person
- Setting up hate sites or groups about a particular child or person
- Hijacking or stealing online accounts, hacking, or creating false accounts to cause a young person trouble.

Staff and tutors at Front Row Music will respond to instances of cyberbullying in an online classroom by:

- Taking cyberbullying as seriously as bullying and other forms of abuse
- Explaining to students in their online classroom that online bullying will not be tolerated, instances of it will be reported to senior managers and taken seriously
- Ensure that students know they can speak up and report cyberbullying when it happens in a classroom

- In the instance that cyberbullying occurs in messages in online classrooms, staff and tutors will record the occurrence and report it, as specified in section 4.

3 Defining Child Abuse

3.1 Introduction

Child abuse is any form of physical, emotional, or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender, race, or ability.

There are five main types of abuse: **physical abuse, sexual abuse, emotional abuse, bullying and neglect**. The abuser may be a family member, someone the young person encounters in residential care or the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly or may be responsible for abuse because they fail to prevent another person from harming the young person.

Abuse in all its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood.

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation, and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

3.2 Types of Abuse

- **Physical Abuse:** where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, and drowning. Giving young people alcohol or inappropriate drugs would also constitute child abuse.

This category of abuse can also include when a parent/carer reports non-existent symptoms or illness or deliberately causes ill health in a young person they are looking after. This is called Munchausen's syndrome by proxy.

In a music tuition situation, physical abuse may occur when a child cannot position their hand on the instrument correctly and the tutor does it for them in a strenuous or violent nature and without consent.

- **Emotional Abuse:** the persistent emotional ill-treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, inadequate, or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened, or taunted which may make the young person frightened or withdrawn.

Ill-treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

Emotional abuse in music tuition may occur when the young person is constantly criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name-calling and bullying.

- **Bullying:** deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It may come from another young person or an adult. There are three main types of bullying.

It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

In music tuition bullying may arise when a parent or tutor pushes the young person too hard to succeed, or another child within the same learning environment uses bullying behaviour.

- **Neglect:** failure to meet the young person's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter, and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect.

Neglect in music tuition could occur when a tutor does not keep the young person safe by exposing them to unnecessary risk of injury, maybe by allowing the young person to lift an object that is too heavy, resulting in injury.

- **Sexual Abuse:** occurs when an adult (male or female) uses a young person to meet their own sexual needs. This includes any form of sexual relations, some examples being; talking to them in a sexually explicit manner, exposing a young person to printed or recorded sexual content, fondling or intercourse.

In music tuition, activities that might involve physical contact with a child could potentially create situations where sexual abuse may go unnoticed. Also, the power of the tutor over young children, if misused, may lead to abusive situations developing.

3.3 Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which an explanation seems inconsistent
- The young person describes what appears to be an abusive act involving themselves
- Another young person or adult expresses concern about the welfare of a young person

- Unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn, or displaying sudden outbursts of temper
- Inappropriate sexual awareness
- Engaging in sexually explicit behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Difficulty in making friends
- Being prevented from socialising with others
- Displaying variations in eating patterns including overeating or loss of appetite
- Losing weight for no apparent reason
- Becoming increasingly dirty or unkempt
- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to join in with lessons or performances
- An unexplained dropping off in performance
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching, and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- A shortage of money or frequent loss of possessions

It must be recognised that the above list is not exhaustive, and also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working for Front Row Music to decide that child abuse is occurring. It **IS** their responsibility to act on any concerns.

3.4 Use of Photographic/Filming & Recording Equipment

There is evidence that some people have used events as an opportunity to take inappropriate photographs or film footage of young people. All teachers should be vigilant, and any concerns should be reported to the Company Head Office.

Photographs, film or web-based materials and recordings of children or young people participating in any Front Row Music event or class will only be carried out with the consent of the parents and in consultation with the children and young adults involved.

4 Responding to Suspicions and Allegations

4.1 Introduction

It is not the responsibility of anyone working for Front Row Music in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person. This applies **BOTH** to allegations/suspicions of abuse occurring within Front Row Music and to allegations/suspicions that abuse is taking place elsewhere.

This section explains how to respond to allegations/suspicions.

4.2 Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected.

In the last of these cases, it is particularly important to respond appropriately. If a young person says or indicates that they are being abused, you should:

- **Stay calm** so as not to frighten the young person
- **Reassure** the child that they are not to blame and that it was right to tell
- **Listen** to the child, showing that you are taking them seriously
- **Keep questions to a minimum** so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify
- **Inform** the child that you must inform other people about what they have told you. Tell the child this is to help stop the abuse from continuing
- **Safety of the child** is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of the concern, and ensure they are made aware that this is a child protection issue
- **Record** all information
- **Report** the incident to the Company Head Office.

In all cases, if you are not sure what to do you can gain help from NSPCC Helpline Tel: 0808 800 5000

4.3 Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording, you should confine yourself to the facts and distinguish what is your knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- The child's name, age, and date of birth
- The child's home address and telephone number
- Whether or not the person making the report is expressing their concern or someone else's
- The nature of the allegation, including dates, times, and any other relevant information
- A description of any visible bruising or injury, location, size etc. Also, any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- The child's account, if it can be given, of what has happened and how any bruising/injuries occurred
- Have the parents been contacted? If so, what has been said?
- Has anyone else been consulted? If so, record details
- Has anyone been alleged to be the abuser? Record detail.

4.4 Reporting the Concern

All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where

there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

Front Row Music expects its employees and freelance contractors to discuss any concerns they may have about the welfare of a child immediately with the person in charge and subsequently to check that appropriate action has been taken.

If the company safeguarding lead (David Fidler) is not available you should take responsibility and seek advice from the NSPCC helpline, your local area LADO, the duty officer at your local social services department or the police. Telephone numbers can be found in your local directory.

Where there is a complaint against a Front Row Music employee or freelance contractor, there may be three types of investigation.

- **Criminal** in which case the police are immediately involved
- **Child protection** in which case the social services (and possibly) the police will be involved
- **Disciplinary or misconduct** in which case Front Row Music will be involved

As mentioned previously in this document, Front Row Music employees and freelance contractors are not child protection experts, and it is not their responsibility to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Social services have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern

If there is suspicion of abuse to a child, it is important not to talk to the parents (or to seek advice before talking to parents) but to report concerns immediately to the Company Head Office who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- Front Row Music will refer the matter to the social services department and the LADO
- The parent/carer of the child will be contacted as soon as possible following advice from the social services department and the LADO
- The company director should be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings
- The company director should also notify the relevant music governing body
- If the company director is the subject of the suspicion/allegation the report must be made to the appropriate staff member who will refer the matter directly to social services.

Allegations of abuse are sometimes made sometime after the event. Where such an allegation is made, you should follow the same procedures and have the matter reported to social services. This is because other children in tuition or outside it may be at risk from the

alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children.

4.5 Concerns outside the immediate Music Tuition Environment (e.g. a parent or carer)

- Report your concerns to the Company Head Office
- If the company director is not available, the person being told or discovering the abuse should contact their local social services department or the police immediately
- Social Services and the company director will decide how to inform the parents/carers
- The company director should also report the incident to the Front Row Music Governing Body. The Governing Body should ascertain whether or not the person/s involved in the incident plays a role in the organisation and act accordingly
- Maintain confidentiality on a need-to-know basis.

4.6 Confidentiality

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

- The company director
- The parents of the child
- The person making the allegation
- Social Services/police
- The Front Row Music Governing Body
- The alleged abuser (and parents if the alleged abuser is a child)

Seek social services advice on who should approach the alleged abuser.

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

4.7 Internal Inquiries and Suspension

The Front Row Music company director will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.

Irrespective of the findings of the social services or police inquiries the Front Row Music company director will assess all individual cases to decide whether a member of staff, tutor or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases, the Front Row Music company director reserves the right as an employer to reassess the worker's suitability to continue in the post. The welfare of the child should remain of paramount importance throughout.

5 Recruiting and Selecting Personnel who work with Children

5.1 Introduction

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid employees, freelance contractors, and volunteers, both full and part-time. To ensure unsuitable people are prevented from working with children the following steps should be taken when recruiting.

5.2 Controlling Access to Children

- All staff and freelance contractors should complete an application form which includes enhanced DBS check numbers and confirmation as to whether public liability insurance is in place through the Musicians Union or another insurer
- Consent should be obtained from the applicant to seek information from the Disclosure and Barring Service
- All Front Row Music employees and freelance contractors who deal directly with children or vulnerable adults will be required to have an in-date Enhanced Disclosure Certificate from the Disclosure and Barring Service
- Where necessary, two references regarding previous work with children should be obtained
- Evidence of identity (passport or driving licence with photo)

5.3 Induction

All employees, freelance contractors and volunteers should receive formal or informal induction during which:

- A check should be made that the application form has been completed in full including the DBS number and public liability insurance confirmation
- Their qualifications should be substantiated
- The job requirements and responsibilities should be clarified
- They should sign up to the organisation's Code of Ethics and Conduct/Contract
- Child Protection Procedures are explained and training needs identified
- They should read this Safeguarding Policy in full.

5.4 Training

Wherever possible the safeguarding process should include training after recruitment to help staff, tutors and volunteers to:

- Analyse their own practice against what is deemed good practice, and ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse
- Respond to concerns expressed by a child
- Work safely and effectively with children.

Front Row Music requires:

- All employees and freelance contractors who have access to children to undergo an enhanced DBS check

- All employees and freelance contractors to receive advisory information outlining good/bad practice and informing them what to do if they have concerns about the behaviour of an adult towards a young person.

Further Information

In the event of a safeguarding issue arising, staff and freelancers should inform Front Row Music as soon as possible. Staff and freelancers should also keep an incident report writing down all information that could be relevant (see Section 4).

Organisations who can offer help and advice in the case of a safeguarding issue arising are:

- The Musicians Union
- NSPCC (National Society For The Prevention Of Cruelty To Children)
- Your local area LADO (Local Authority Designated Officer)
- The Social Services

Useful Contact Numbers:

Front Row Music Head Office: 0161 282 8731

NSPCC helpline: 0808 800 5000

Musicians Union: 0207 8405 570