



## **CHILD SAFEGUARDING PROCEDURES & POLICY**

*The Musical Keys' Safeguarding Lead takes specific responsibility for child safety and acts as the main point of contact for parents, staff, volunteers, children and outside agencies. We also have a designated Safeguarding Trustee who is responsible for ensuring the Board of Trustees is aware of its responsibilities in respect of safeguarding.*

*This policy is available on the Musical Keys website under About/Downloads and is brought to the attention of users in our email newsletters. Staff and volunteers are required to read the policy and related policies. Conformity to this requirement is logged in their records.*

### **Musical Keys designated Safeguarding Lead is:**

**Gervase Newrick 01603 766690/07554539787:** Designated officer training 30/01/2022

### **Musical Keys deputy Safeguarding Lead is:**

**Oliver Payne 01703 766690/07554 540068:** Designated officer training 04/04/22)

### **Musical Keys Safeguarding Trustee is:**

**Lucy Child**

*Our work involves contact with children and inevitably some will be in need of safeguarding. In these situations we all have a clear responsibility to act. This Policy is to ensure every child at our organisation is safe and protected from harm and to achieve this policy sets out what each member of Musical Keys must do in those situations. All Musical Keys' personnel, this includes freelancers, staff, trustees and volunteers must understand how this policy affects them, and the procedures they must follow.*

### **Statement**

All children have the right to protection from harm regardless of their culture, race, religion, disability or gender. The elements of our policy are prevention, protection and support.

The Musical Keys' Child Safeguarding Policy is underpinned by Article 19 of the United Nations Convention of the Rights of the Child 1989 and takes effect within the current legal framework, in particular the Children Acts 1989 and 2004 and their associated statutory guidance, e.g. Working Together 2018; What to do if You're Worried a Child is Being Abused 2015; Framework for the Assessment of Children in Need and their Families 2000.

All Musical Keys' personnel need to be guided by the Safer Programme, Norfolk Safeguarding Children Partnership. The relevant documents are available via the NSCP website.

Within Musical Keys' role of helping, advising and supporting families and siblings of

children with special needs, our actions must take into account the child's best interests and we must further ensure to the best of our ability, that children using our services are protected from all forms of abuse. To this aim we must work to:

- protect children from maltreatment
- prevent impairment of children's health or development
- ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- take action to enable all children to have the best outcomes

In line with the Children Acts 1989 and 2004, this policy defines a child as someone who has not yet reached their 18th birthday.

### **Other Relevant Policies**

The following policies are also included under our safeguarding umbrella and should be read in conjunction with this policy. All are available for download from our website.

- **Safer Recruitment**
- **Bullying**
- **Safer Working Practice**
- **Code of Conduct**
- **Confidentiality**
- **Health and Safety**
- **Whistle Blowing**
- **Complaints**

### **Musical Keys' Organisational Responsibilities**

Musical Keys will ensure that all freelancers, staff, volunteers and trustees are recruited in accordance with their Safer Recruitment Policy

Musical Keys will:

- ensure that systems are in place to record all situations where it is felt inadequate protection is available to children who need it and for the Safeguarding Lead to draw the attention of the Chair of the Trustee Board to these issues
- take reasonable precautions to prevent unknown persons gaining access to Musical Keys groups
- respond swiftly and appropriately to all suspicions and allegations of abuse, and provide staff, volunteers, parents and children with the opportunity to voice any concerns they may have.
- ensure that access to confidential information about suspected or actual abuse is restricted to the Safeguarding Lead or the appropriate external authorities
- review the effectiveness of our child safeguarding policy annually or in the event of an incident and undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention.
- ensure that staff and volunteers are adequately trained and kept up to date with relevant changes in the law

- ensure that any allegations or concerns relating to Trustees, staff or volunteers are reported to the Local Authority Designated Officer (LADO), in line with the policies and procedures of the Norfolk Safeguarding Children's Partnership

### **When new people join our team**

When new staff, volunteers or regular visitors join our organisation they will be informed of the safeguarding arrangements in place. They will be given a copy of our organisation's safeguarding policy and told who our Designated Safeguarding Lead for Safeguarding is. They will also be shown the recording format, given information on how to complete it and who to pass it to.

Every new member of staff or volunteer will have an induction period of 6 months that will include essential safeguarding information. This programme will include safeguarding training through the Safer Programme relating to signs and symptoms of abuse, how to manage a disclosure from a child, how to record and issues of confidentiality. The induction will also remind staff and volunteers of their responsibility to safeguard all children and the remit of the role of the Designated Safeguarding Lead.

All staff and volunteers will be asked to read this policy yearly after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy. For further information please see the Safer Recruitment and Induction policies.

### **Employee Responsibilities**

*While engaged in Musical Keys activities, parents and carers are responsible for their own children. However, all adults attending Musical Keys activities have a duty to act as a careful parent would towards the children. The following rules are for the benefit of both children and adults:*

1. All children have the right to be treated with respect and dignity.
2. No adult, except for a child's own parent or carer should ever be alone with a child or children in a position where they are out of sight of other adults.
3. No adult should have physical contact with a child without the consent of the child's parent or carer (as given when they sign the declaration).
4. No adult should behave with a child in any way that could be construed as improper. (As we are sometimes not aware of how our behaviour could be interpreted, other adults should feel free to indicate to the adult concerned, or to the Safeguarding Lead, behaviour that they think could be misinterpreted).
5. Only parents or carers should attend to their own child's toileting needs.
6. Parents or carers should be present whilst any first aid treatment is given.
7. Disparaging, sarcastic, racist, sexist or dismissive comments should never be made to, or in front of, a child. Smacking, hitting or shaking by any person is never acceptable within Musical Keys activities; encouragement and praise should be given to every child.
8. It is the parent's or carer's responsibility to discipline his/her own child/children within Musical Keys. However, all adults at Musical Keys should be alert to the possibility of children behaving inappropriately towards each other, discouraging it and informing the parents and carers. Children whose behaviour is consistently inappropriate will be excluded as laid down in the equal opportunities policy.
9. If any adult feels that they have noticed children showing signs of abuse, either sexual, physical, emotional or neglect, it is their duty to raise their concerns with the

Safeguarding Lead or Deputy who will at once make a written record of the concerns. The Safeguarding Lead will then take appropriate action.

## Safeguarding Procedures

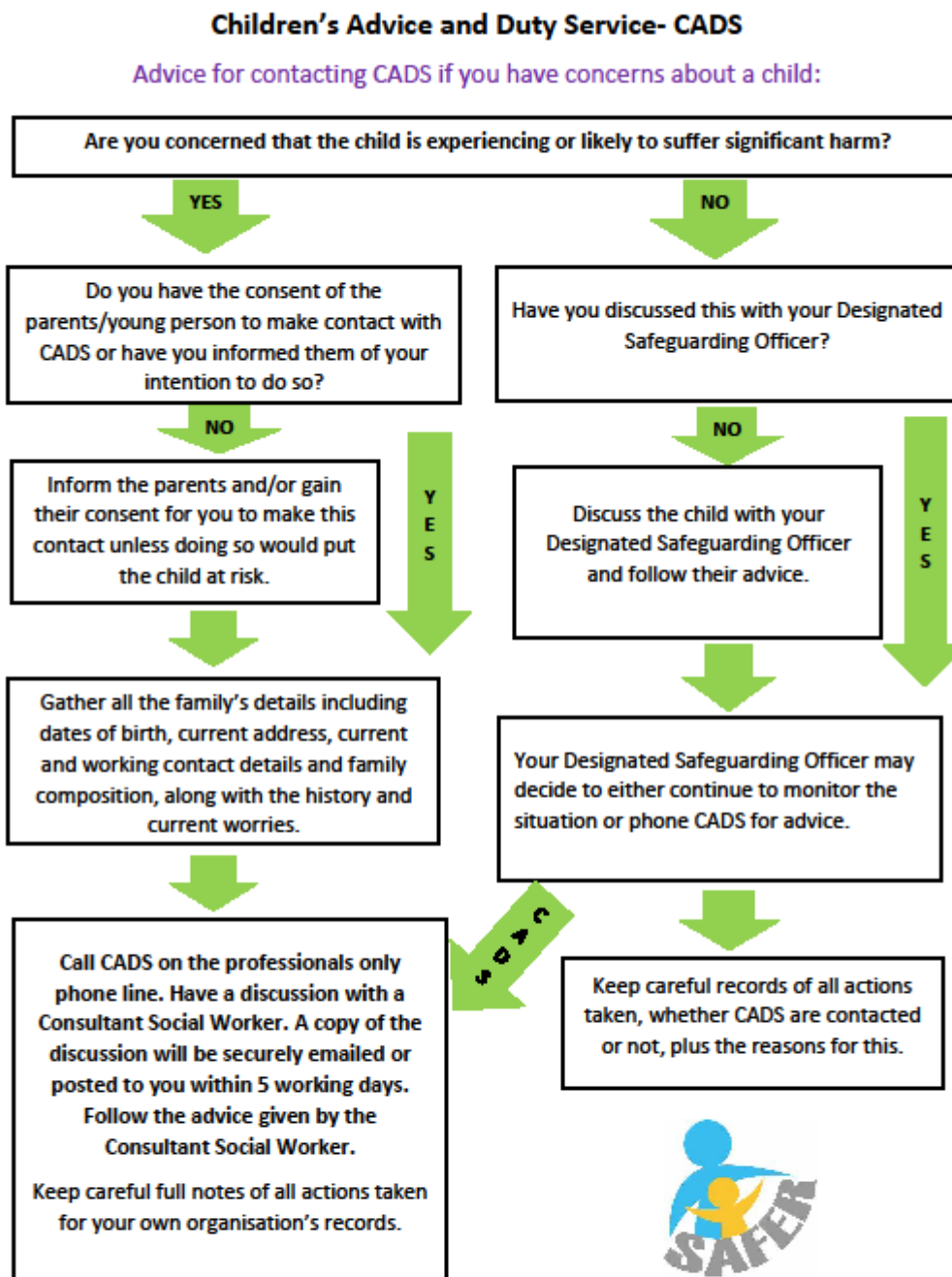
*We will refer / consult with the LADO if there are safeguarding concerns about an adult who is working with a child under the age of 18 [Local Authority Designated Officer \(LADO\) - Norfolk Safeguarding Children Partnership \(norfolkscb.org\)](#) Musical Keys' personnel (paid and unpaid) have a responsibility to take action when they believe that a child may be experiencing harm or abuse and must abide by the procedures set out below. A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say and be very careful not to 'lead' the child or influence in any way what they say.*

*If a child speaks to an adult at Musical Keys about abuse of any kind, the following procedure should be **strictly** observed:*

1. Everything that is said by the child and all adults present should be written down in ink and on paper without delay. All notes should be signed and dated by the author, alongside their printed name and designation.
2. The child should never be promised absolute confidentiality with regard to any child safeguarding concerns. The child should be told that you will not share the information with anyone who does not need to know to ensure their safety, but you will need to tell someone else.
3. Adults should remain calm and reassuring, accepting what the child says without probing or disbelief. Remember that you are the child's witness, it is not your job to investigate or judge what the child says but you may clarify where needed as long as you avoid leading questions. Listen, record and let the child know that whatever has happened is not their fault in any way.
4. Reassure the child that they were right to tell you and that you believe them. Let them know what you are going to do next and tell them that you will let them know what happens.
5. Inform the Safeguarding Lead (Musical Keys) at once and give him/her the notes you have made. If they are not immediately available, concerns should be shared with the Deputy Safeguarding Lead. Where it is not appropriate to await being able to discuss the matter with the Safeguarding Lead, i.e. a child is felt to be at imminent risk of harm or abuse, you should call the CADS immediately and ask for direction.
6. We will seek appropriate advice either from the Children's Advice and Duty Service (CADS) or from the Local Authority Designated Officer (LADO) within 24 hours of a concern or allegation being made. CADS can be contacted on 0344 800 **8021 if you have concerns about a child** (see guidance below). The LADO will need to be informed if there are concerns or **allegations regarding an adult employee, freelancer or volunteer who is representing Musical Keys**. The procedure for informing the LADO is below. Please note the guidance under the heading 'The role of the LADO' which provides details about whether LADO or CADS should be informed.

7. In an emergency, dialling 999 may be the only sensible course of action.

The flow chart below set out the procedure to take when contacting CADS with safeguarding concerns *if you have concerns about a child*:



**CADS 0344 800 8021**

## **Guidance for consulting with and referring to the LADO.**

Allegations Against Persons who work with Children, Protocol 83 needs to be read when making a referral to Norfolk LADO service

( [8.3 Allegations Against Persons who Work/Volunteer with Children - Norfolk Safeguarding Children Partnership \(norfolkscb.org\)](#) )

Working Together to Safeguard Children, 2018, also gives information about Section 11 of the Children Act 2004 (see appendix 2), which places duties on a range of organisations and individuals in relation to the need to safeguard and promote the welfare of children.

All allegations of abuse of children by those who work with children must be taken seriously.

### **Definitions**

A child is anyone under the age of 18.

An employee (person) is anyone working with children, be it in an employed (all sectors and settings) or voluntary capacity.

An employer is anyone working with or providing services to children (all sectors and settings)

An allegation may relate to person who works with children who 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 in a way that indicates they may pose a risk of harm to children
- behaved in a way that indicates they may not be suitable to work with children.

### **Timescales**

Any allegation against a person who works with children should be reported immediately to a senior manager within the organisation.

The Local Authority Designated Officer (LADO) should be informed within one working day of all allegations that come to an employers attention or that are made directly to the police.

### **The role of the LADO**

‘The role of the LADO is to be involved in the management and oversight of allegations against people who work with children. They are not responsible for undertaking investigations. They can provide advice and guidance to employers and voluntary organisations. Please note:

Incidents where one child harms another child, or a parent who does not work with children harms their own children do not need to be reported to the LADO Service, these need to be referred directly to Norfolk Children’s Advice and Duty Service (CADS). 0344 800 8020.

Norfolk LADO service do not deal with allegations re bullying, unless there is clear evidence that it is by an adult working with children.

Parental complaints need to go through the organisational complaints process initially raising the complaint with the Manager of the setting in the first instance.

General dissatisfaction with a school/setting/team or individual needs to go through that settings complaints process

### **Next steps**

Fill in a referral/consultation form if you want advice if the behaviour you are reporting meets the LADO criteria or you are unsure.

## **The role of the Safeguarding Lead**

Our Safeguarding Lead will liaise with Children's Advice and Duty Service and other agencies where necessary and make referrals to CADS using the procedure below.

Any concern for a child's safety or welfare will be recorded in writing and given to the Safeguarding Lead who will be responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow.

The Safeguarding Lead will ensure that all staff, volunteers and regular/repeat visitors have received appropriate safeguarding information during induction and have been trained by the Safer Programme.

The Safeguarding Lead will ensure that our safeguarding policy is in place and is reviewed annually. The content of our policy has been written following consultation with the Safer Programme.

At all times the Safeguarding Lead will ensure that safer recruitment practices are followed.

Our organisation undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention.

### **In summary:**

When a worker has a concern (via conversation or observation) about the wellbeing of a child they must:

1. Make a written record of all necessary details.
2. Share their concern with the Safeguarding Lead or Deputy

If appropriate, the Safeguarding Lead (or in their absence, the Deputy) will:

1. refer the safeguarding concerns to CADS / LADO for advice.

### **Confidentiality**

In the area of safeguarding the degree of confidentiality will be governed by the need to protect the child. Whilst in normal circumstances all information held within Musical Keys about children will be treated as confidential, it is made clear to all concerned on the declaration signed by the family, that **confidentiality may not be maintained if withholding of information will prejudice the welfare of the child.**

### **Staff Allegations: Handling allegation within the organisation**

It is the duty of everyone in the organisation to pass on any concerns or allegations of child abuse without delay. All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made. All concerns to be referred to the Safeguarding Lead, who will refer to LADO within twenty-four hours.

We will seek and work with the advice that is provided. Should concerns be raised about the Safeguarding Lead, these should be referred to the Deputy Safeguarding Lead. If the

team member judges this is not appropriate, they should refer the issue direct to LADO who will provide advice and guidance on the next steps.

Any whistle blower disclosing information in good faith will be protected if s/he has a reasonable suspicion of child abuse.

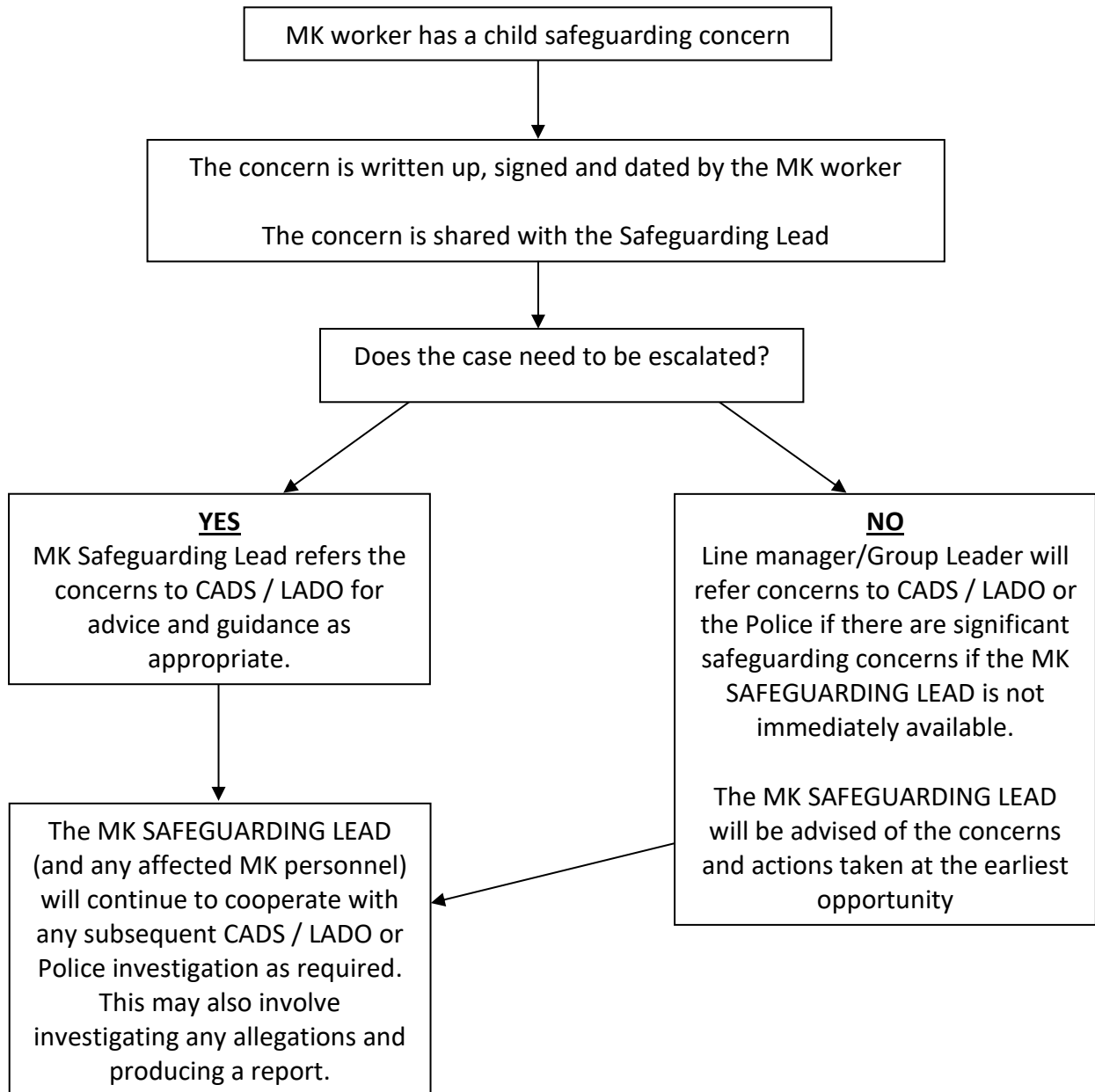
There are sensible steps that every adult should take in their daily professional conduct with children. This can be found in the NSCP **Safer Programme Safer Working Practice** and Musical Keys Adult Code of Conduct.

Concerns about the behaviour of adult staff or volunteers in the organisation will be referred without delay to the Safeguarding Lead who will contact LADO.



**Appendix 1**

**Flow Chart for Managing Safeguarding Concerns**



**Appendix 2**

## **What is abuse and neglect?**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

### **Physical abuse**

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

### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

## **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

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

## **The Signs and Symptoms of Abuse *(This is a guide and not an exhaustive list)***

### **Sexual Abuse**

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age
- Medical problems such as chronic itching, pain in the genitals, venereal diseases
- Other extreme reactions, such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia
- Personality changes such as becoming insecure or clinging
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a babysitter or child minder
- Starting to wet again, day or night/nightmares
- Become worried about clothing being removed
- Suddenly drawing sexually explicit pictures
- Trying to be 'ultra-good' or perfect; overreacting to criticism

### **Physical Abuse**

- Unexplained recurrent injuries or burns
- Improbable excuses or refusal to explain injuries
- Wearing clothes to cover injuries, even in hot weather
- Refusal to undress for gym
- Bald patches
- Chronic running away
- Fear of medical help or examination
- Self-destructive tendencies
- Aggression towards others
- Fear of physical contact - shrinking back if touched

- Admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to 'make him study')
- Fear of suspected abuser being contacted

### **Emotional Abuse**

- Physical, mental and emotional development lags
- Sudden speech disorders
- Continual self-depreciation ('I'm stupid, ugly, worthless, etc')
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ('I deserve this')
- Neurotic behaviour (rocking, hair twisting, self-mutilation)
- Extremes of passivity or aggression

### **Neglect**

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Emaciation
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies

Note: A child may be subjected to a combination of different kinds of abuse. It is also possible that a child may show no outward signs and hide what is happening from everyone.

## Useful Contacts

### Children's Advice and Duty Service

If you are a professional, i.e. working with a child or young person in a formal or voluntary setting and not a family member or member of the public, you can contact the Children's Advice and Duty Service on their direct line: 0344 800 8021.

If you are a member of the public you can do this through Norfolk County Council's Customer Services on 0344 800 8020.

For any call raising concerns about a child, the Children's Advice and Duty Service will ask for:

- all of the details known to you/your agency about the child;
- their family composition including siblings, and where possible extended family members and anyone important in the child's life;
- the nature of the concern and how immediate it is;
- Any and what kind of work/support you have provided to the child or family to date.

They will also need to know where the child is now and whether you have informed parents/carers of your concern.

### Notice to Callers:

- Preparing for the conversation: please see the tools developed by the Children's Advice and Duty Service to support communication. This includes, FAQs and a flow chart. Please remember to record your concerns for your internal audit trail.
- Consent: Please can you ensure you seek consent for the referrals unless the concerns being raised suggest that the child/children or someone else (including the referrer) would be placed at risk of significant harm, or it might undermine a criminal investigation if the parents/carers are informed. Reasons for not seeking consent should be clearly stated when speaking with Children's Advice and Duty Service and recorded on internal systems for your records.

Norfolk Police .....	101
In an emergency	999
Suffolk Children's Services and LADO:	0800 800 4005
Safer Programme	01603 228966

This policy will be reviewed annually.

Policy agreed and adopted by Board of Trustees:

23<sup>rd</sup> October 2014

Review date: 14<sup>th</sup> Oct 2022 in collaboration with Jo Hutchings, Safer Programme Co-ordinator, NSCP



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Chair of Musical Keys Board of Trustees, Amanda Reynolds