



Soundabout Safeguarding Children and Adults at Risk Policy

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1. Safeguarding Policy Statement

This document states Soundabout's policy on preventing and reducing harm to children and adults at risk that we work and volunteer with. Soundabout engage with some of the most vulnerable children and adults in our society and we have a duty of care to ensure that people we are in contact with are kept safe from any kind of harm, this includes suspected harm outside the period of contact with Soundabout.

This policy aims to:

- Define what we mean by Safeguarding
- Promote and prioritise the safety and wellbeing of children and adults at risk
- To demonstrate how we as an organisation will manage risks to keep children and adults at risk safe including our recruitment procedure
- To demonstrate the steps Soundabout will take to inform all staff and volunteers of Safeguarding procedures.
- To outline our protocols for reporting any incidents or suspicions regarding harm to children or adults at risk

This policy is for all Soundabout staff and Volunteers including our Trustees, Patrons, Ambassadors and Founders. It will be reviewed annually, or sooner if there are any legislation changes that demand it.

2. Definitions

Safeguarding: This a term we use to describe how we protect adults and children from abuse or neglect

Child: The use of the tern child/children in this document refers to people under 18 years old.

Adult at Risk: People aged 18 or over who due to a learning, physical or mental disability, age or illness may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. (Based on 'No Secrets' Department of Health, 2000)

Communication: Communication is a two-way process that involves an individual making known (intentionally or unintentionally) their feelings, ideas, requests and experiences. It includes, but is not limited to, formal languages (e.g. English, Welsh and British Sign Language) and informal paralinguistic communications. It can include idiosyncratic usage that can be understood by only a few people involved with that individual.

Abuse: Abuse can take many forms and Soundabout is committed to training its staff and volunteers to recognise the manifestation of different kinds of abuse to children and adults at risk.

"Abuse is a violation of an individual's human and civil rights by any other person or persons" (No Secrets: Departments of Health, 2000)

3. The key principles underpinning this policy are:

- The child's and/or vulnerable adult's welfare is, and must always be, the paramount consideration in any situation
- All children and adults at risk have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity
- All allegations of abuse will be taken seriously and responded to efficiently and appropriately
- All humans have the right to communication - to enable them to receive information, to ask questions, to make choices, and to make decisions. Communication with a child or vulnerable adult with a disability should take into account their particular communication style and needs.
- Staff and volunteers are central to the process of safeguarding children and adults at risk. Soundabout is committed to ensuring that all staff are carefully recruited, appropriately trained and adequately supported and supervised.
- Working with other involved parties is important to Soundabout - parents, carers and other professional agencies have vital roles to play in the protection of children and adults at risk. To ensure that staff, parents and other adults who come in contact with children and adults at risk provide good role models of behaviour.

4. Application of this Policy

This policy is for all Soundabout staff both contracted and freelance, and all Soundabout volunteers whether short-term or long term.

It will apply in all aspects of our work and will be used in the following ways:

- a. In our Risk Assessment Process
 - In our recruitment of new staff and volunteers
 - Where any training needs are identifies within the existing staff team
 - In the planning of any activity that involves direct or indirect engagement with children or adults at risk
 - Changes to any or our activities to engage children or adults at risk
- b. In our screening procedure
 - Our staff team and volunteers who have direct or indirect engagement with children or adults at risk will all be required to undergo a Disclosure and Barring Service (DBS) check
 - Our existing team will have their DBS check renewed every 3 years
- c. In our procedures for dealing with any reported suspicions or allegations
 - This applies to all Soundabout staff, volunteers, participants and their parents or carers and will outline a clear pathway for reporting any safeguarding concerns or issues either experienced, observed or reported with Soundabout activities.

5. Policy Review and Dissemination

This Policy will be communicated to all Soundabout staff and volunteers including Trustees. The Designated Safeguarding Lead will be responsible for this.

This policy will be reviewed annually by Soundabout's Trustees and senior management. If any changes are made, the Designated Safeguarding Lead will communicate the clearly to all Soundabout team members.

This policy will be available on our website www.soundabout.org.uk as well as on request if a hard copy is required.

This Policy was written May 2018



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Appendix A: Procedures for Safeguarding in Soundabout

Soundabout is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place or going unreported with our activities. All Soundabout participants, their families and carers as well as the Soundabout staff and volunteer team have a right to be treated with respect and care within the scope of our organisation.

This Policy should be read in the context of other Soundabout policy documents including:

- Health and Safety Policy
- Equal Rights and Diversity Policy
- Privacy Policy
- Disciplinary action, grievances and appeals procedure
- Whistle Blowing Policy
- Volunteer Policy

1. All staff and volunteers should be able to recognise signs of abuse

Soundabout is committed to ensuring that all staff, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. The types of abuse that we expect our team to recognise include:

- **Neglect and acts of omission:** including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- **Physical abuse:** including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- **Sexual abuse:** including rape, indecent assault, inappropriate touching, exposure to pornographic material
- **Psychological or emotional abuse:** including belittling, name calling, threats of harm, intimidation or isolation
- **Financial or material abuse:** including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- **Discriminatory abuse:** including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- **Institutional or organizational abuse:** including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

2. Health and Safety Procedures

This Policy should be read in conjunction with Soundabout's Health and Safety Policy and practice guide. In summary Soundabout will:

- Maintain acceptable standards of health and safety in all activities carried out at venues we use;
- Provide information, instruction, training and supervision, as necessary, for all our staff and volunteers;
- Consult with all our staff and volunteers on matters of health and safety where appropriate;
- Provide and maintain safe premises and safe equipment within our area of control;
- Maintain safe and healthy working conditions as far as it is within our control;
- Provide risk assessments of Soundabout activities to other organisations contracting our services;
- Review and revise this policy as necessary, to accommodate changes in our operations and/or activities.

Copies of our Health and safety and related policies and procedures can be obtained on request.

3. Soundabout Vetting & Checking Procedures

All Soundabout staff, trustees and volunteers undergo a DBS check every 3 years. Anyone working directly with children or adults at risk (including with their personal data) is checked at an enhanced level.

New Appointments: All staff who are offered a position which involves working with children and young people will be required to undertake a DBS check. All employment offers are subject to the outcome of the screening process and when applicable, this is set out in their 'Offer of Employment'. Until such time as their Disclosure certificate has been received, the member of staff will not be left unsupervised with children and vulnerable adults.

Should a positive Disclosure be received, a risk assessment will be carried out by the Chief Executive Officer to assess the information contained within the Disclosure certificate. The

member of staff may also be asked to attend an interview prior to an employment decision being made.

DBS Checks and Portability: If a new member of staff or a volunteer has had a DBS check in the past three years and paid to have a regular registration of the certificate. Soundabout can use on the online checking system to ensure this certificate is valid and appropriate for our needs. All staff or volunteers will be subject to a new DBS check every 3 years whether this is carried out by Soundabout or another body that we can access the results of (through the on-line registration system)

External Consultants: Soundabout will ensure that all external consultants sign a self-declaration form to ensure that they adhere to our safeguarding and Privacy policy, this will include access and the handling of sensitive data that we hold on our participants. They will not have unsupervised access to children and adults at risk during their employment with Soundabout.

4. On-going Safeguarding Support and Training for the Soundabout Team

As well as requiring all new recruits to undergo Safeguarding training, Soundabout will require the team to re-new their training every three years. Furthermore, during one-to-one supervision any safeguarding concerns or issues raised by either party must be picked up and actioned by the line-manager. This may include access to further training, seeking advice or offering support to any Soundabout team members who have either witnessed or heard of any safeguarding concerns.

All matters should then be referred to the Designated Safeguarding Lead to ensure that correct Soundabout Protocol has been followed in dealing with any items raised.

5. Designated Safeguarding Lead for Soundabout

Soundabout has an appointed individual who is responsible for dealing with any Safeguarding concerns. In their absence, a deputy will be available to consult with.

The designated lead for Safeguarding in Soundabout is:

Jo Colton
Email: jocolton@soundabout.org.uk
Work Number: 01235 797474
Mobile Number: 07815 639176
Emergency Contact Number: 01844 260791

The designated deputy lead for Safeguarding in Soundabout is:

Clare Cook
Email: clare.cook@soundabout.org.uk
Work Number: 01235 797474
Mobile Number: 07970 002142

Should neither of the designated contacts be available, the appropriate Local Authority Safeguarding Team should be contacted without delay (see contacts below).

The roles and responsibilities of designated Safeguarding Lead are:

- To update and disseminate relevant literature and updates
- Organise training for new recruits and from time to time existing staff/volunteers
- To ensure that all concerns are acted upon, clearly recorded and a referral made to the appropriate child or adult safeguarding body within the appropriate local authority (i.e. the authority that the person at risk lives within)
- To follow up any referrals made and ensure that any issues have been addressed
- To reinforce the need for confidentiality at all times when handling a Safeguarding issue, the only time it will be appropriate to share information is when it is considered beneficial to the person at risk e.g. to the appropriate Safeguarding team.
- Act in an advisory capacity for Soundabout staff and volunteers and support them if they are engaging with Soundabout participants who have experienced abuse.
- If appropriate, staff or volunteers will be given support and afforded protection if necessary under the 'Public Interest Disclosure Act' (1998) they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

6. Responding to people who have experienced or are experiencing abuse

Soundabout recognises its duty of care to act on reports or suspicions of abuse or neglect. There will be two possible procedures depending on where Soundabout are delivering work.

6.a If Soundabout are running music-making session as the lead organisation

In this scenario, Soundabout are directly responsible for dealing with the allegation or incident, staff or volunteers will follow the process outlined here:

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record and date what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
-

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and all Soundabout service users safe

- To inform the Designated Safeguarding Lead person for Soundabout
- To record and date what happened

The Designated Lead Safeguarding Officer will:

- Take all allegations or reported incidents seriously
- Deal with any incidents as quickly as possible
- Have the option to contact Oxfordshire safeguarding team via a number of routes (see below for contacts)
- Ensure that all written reports or documentation relating to the incident are stored safely in a password protected file.
- The alleged victim and other appropriate people as deemed necessary will be kept informed of proceedings.

6.b If Soundabout are delivering training or music making workshops in host venues

- In this scenario, Soundabout will refer all incidents to the host organisation's Designated Lead Safeguarding Officer (or Senior Manager).
- The Soundabout team will record and date any incident occurring in a host organisation.
- Soundabout staff and volunteers who have raised a concern with a host organisation must report the incident to Soundabout's Designated Safeguard Lead so that it can be followed up.

6.c List of Safeguarding Bodies to be contacted in Oxfordshire

This is a list of Oxfordshire Local Authority Safeguarding Bodies to be contacted by the Designated Safeguarding Lead, the Deputy Safeguarding Lead or by any Soundabout Team member if neither Lead Officers are contactable in an emergency.

Contacts for safeguarding concerns around adults at risk

Oxfordshire Safeguarding Adults Board (OSAB): The OSAB offer a contact number to the Safeguarding Triage Team. They can be reached on **01865 328232**. This is to raise any new safeguarding queries not to follow up existing cases. There is also an online form to fill out for any professional with a Safeguarding concern. This can be found here

<http://www.osab.co.uk/public/reporting-concerns/>

Contacts for safeguarding concerns around children

Multi-Agency Safeguarding Hub (MASH): The MASH is a first port of call for any Safeguarding concerns raised through Soundabout's contact with children. MASH can be contacted on **0345 050 7666**. The online reporting process can be initiated here:

Kingfisher Team: Kingfisher Team has set up a special helpline for any concerns related to sexual exploitation, they can be contacted on: 01865 309196

Local Authority Designated Officer (LADO): The Oxfordshire LADO must be contacted with any concerns over professionals working with children. The team can be contacted on: 01865 810603 or emailed at: ado.safeguardingchildren@oxfordshire.gov.uk

7. Managing allegations made against a member of Soundabout staff or volunteer

Soundabout will ensure that any allegation made against any staff or volunteers will be dealt with swiftly. Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within Soundabout whilst the investigation is underway.

The Designated Safeguarding Lead should liaise with the appropriate Adult or Child Safeguarding body in Oxfordshire to seek advice and discuss the best course of action. They will ensure that Soundabout's Disciplinary Procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Soundabout has a Whistle Blowing Policy and staff are made aware of this policy and supported to use it.

8. Recording and Managing Confidential Information

Soundabout is committed to maintaining confidentiality wherever possible and information around Safeguarding incident should be shared only with those who need to know. For further information please see Soundabout's Privacy Policy.

All allegations/concerns should be recorded by the person raising the concern, the Designated Safeguarding Lead will support any team members with this and will store the records in a password encrypted file (see Privacy Policy). The access to this file will be restricted to the Designated Lead Safeguarding officer and the deputy.

9. The capture and use of photo and video footage

Soundabout acknowledge that the use of images and videos of people with disabilities need to be done so under careful guardianship. Soundabout has a detailed Privacy Policy and Photo and Video procedure in place. All images stored and used by Soundabout will be done so in compliance with these documents. Only images and videos where full consent is given will be used and will be done so without any reference to people's names.



Appendix B: Soundabout Code of Behaviour

Code of Behaviour

These are some guidelines about acceptable and unacceptable behaviour. They are not intended to be exhaustive but rather to provide guidance for staff.

Soundabout training and music making workshops aim to use music to unlock the potential of children, young people and adults with severe disabilities. To this end, where physical contact between a Soundabout team member and the person involved in the Soundabout session is necessary, the Soundabout team member will ensure that her/his actions cannot be misconstrued and that there is always another person (usually the child's teacher or main carer) present.

All Soundabout lead training or music making workshops, events will take place with other parents/carers/teachers etc present. In our delivery agreement it is made clear to all partner organisations that they are responsible for the personal care and support for any participants with disabilities that engage in our activities.

Staff should never

- Allow or engage in inappropriate touching of any form
- Allow anyone at a Soundabout music making session or training day to use inappropriate language unchallenged
- Make sexually suggestive statements about or to a child or adult at risk
- Do things of a personal nature for children or an adult at risk that they can do for themselves
- Give any child or adult at risk any medication, this must always be left to the parent/carer.

Staff should not meet children or adults at risk outside organised activities/work, unless this is with the knowledge and consent of the parents and of their line manager or through working with another organisation outside of Soundabout (especially for freelance practitioners who may be multiply-employed).

Soundabout requires that there is always an appropriate number (agreed on a case by case basis) of staff or carers external to Soundabout present to take care of the personal needs of children whether in school or any other settings although there may be exceptional circumstance when a member of the Soundabout team will need to help.



Appendix C: Further Information & Guidance on Safeguarding

NSPCC

Extensive resources available for all Voluntary & Community Sector Organisations involved in the care of children, including email updates with new policy information, reading resources.

www.nspcc.org.uk

Oxfordshire Safeguarding Children Board

The OSCB is a multi-agency partnership that promotes the development of safeguarding children and young people throughout Oxfordshire.

www.oscb.org.uk

Oxfordshire Safeguarding Adults Board

The Oxfordshire Safeguarding Adults Board (OSAB) is a multi-agency partnership that promotes the development of adult safeguarding work throughout Oxfordshire.

www.osab.co.uk

National Institute for Health Care Excellence (NICE)

Has specific guidance on areas such as safeguarding in adult care homes, care and support for people growing older with learning disabilities etc.

www.nice.org.uk

Social Care Institute for Excellence

Specific guidance and resources related to safeguarding adults at risk.

www.scie.org.uk/safeguarding/adults