

## Safeguarding Children and Vulnerable Adults

### Policy & Procedures

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If you are concerned about a child or vulnerable adult, you must contact a DSL, or the Deputy DSL. You can also report your concern via our Safeguarding concern form [here](#).

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

#### **Contacts for safeguarding concerns around Children & Vulnerable Adults**

**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.

**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](#).

**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: [lado.safeguardingchildren@oxfordshire.gov.uk](mailto:lado.safeguardingchildren@oxfordshire.gov.uk)

**If a child or vulnerable adult is in immediate danger call the police on 999.**

## Table of Contents

<b>1. Safeguarding Policy Statement .....</b>	<b>3</b>
<b>2. Definitions .....</b>	<b>3</b>
<b>3. The key principles underpinning this policy are: .....</b>	<b>4</b>
<b>4. Application of this Policy .....</b>	<b>5</b>
<b>5. Policy Review and Dissemination .....</b>	<b>5</b>
<b>Appendix A: Procedures for Safeguarding in Soundabout .....</b>	<b>6</b>
1. All staff should be able to recognise signs of abuse and neglect .....	6
2. Early information sharing & Low-level concerns: .....	8
3. All staff should be able to recognize signs of child on child abuse .....	8
4. Health and Safety Procedures.....	9
5. Safer Recruitment .....	9
6. On-going Safeguarding Support and Training for Soundabout Staff .....	10
7. Management of Safeguarding.....	10
8. Disclosure and Response.....	11
8.a If Soundabout are delivering in-person training or music making with a partner school or organisation: .....	13
8.b List of Safeguarding Bodies to be contacted in Oxfordshire .....	13
9. Managing allegations made against a member of Soundabout staff .....	14
10. Recording and Managing Confidential Information .....	15
11. The capture and use of photo and video footage.....	16
<b>12. Lost or missing child/vulnerable adult.....</b>	<b>16</b>
<b>13. Prevent Duty .....</b>	<b>16</b>
<b>14. Social Media .....</b>	<b>17</b>
<b>15. Key Safeguarding Action Points for Staff .....</b>	<b>17</b>
<b>Appendix B: Soundabout Code of Behaviour .....</b>	<b>19</b>
<b>Appendix C: Soundabout Incident Report Form &amp; Body Map .....</b>	<b>20</b>
<b>Appendix D: Safeguarding Incident Flow Chart .....</b>	<b>23</b>
<b>Appendix E: Further Information &amp; Guidance on Safeguarding.....</b>	<b>24</b>
<b>Appendix F: Safeguarding Glossary of Terms .....</b>	<b>25</b>
<b>Appendix G: Children and Vulnerable Adults more at Risk .....</b>	<b>28</b>

## 1. Safeguarding Policy Statement

This document states Soundabout's policy on preventing and reducing harm to children and vulnerable 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. Soundabout as an organisation fully recognises the responsibilities and duty placed upon them to have arrangements to safeguard and promote the welfare of all participants. We recognise that all staff and freelance practitioners including volunteers, have a full and active part to play in protecting participants from harm.

This policy aims to:

- Define what we mean by Safeguarding.
- Promote and prioritise the safety and wellbeing of children and vulnerable adults.
- To demonstrate how we as an organisation will manage risks to keep children and vulnerable adults 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 vulnerable adults.

This policy is for all Soundabout staff, Freelance Practitioners and Volunteers including our Trustees, Patrons, Ambassadors and Founders. For the purposes of this document, 'staff' refers to employees, freelancers and volunteers. This policy 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 vulnerable adults and children from abuse or neglect

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

**Vulnerable Adult:** 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 vulnerable adults.

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

**Peer on peer:** This is a term used to refer to participants causing harm to other participants (e.g. child on child abuse).

*[Please see glossary of terms \(Appendix F\) for comprehensive definitions of terminology.](#)*

### 3. The key principles underpinning this policy are:

- A person-centred and coordinated approach to safeguarding (e.g. keeping the person in focus when making decisions about their lives and working in partnership with them). The child’s and/or vulnerable adult’s welfare is, and must always be, the paramount consideration in any situation. This is everyone’s responsibility.
- All children and vulnerable adults 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 should take into account their particular communication style and needs.
- Staff and volunteers are central to the process of safeguarding children and vulnerable adults.
- 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 vulnerable adults. To ensure that staff, parents and other adults who

come in contact with children and vulnerable adults 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
  - Where any training needs are identified within the existing staff team
  - In the planning of any activity that involves direct or indirect engagement with children or vulnerable adults.
  - Changes to any of our activities to engage children or vulnerable adults.
- 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.

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](http://www.soundabout.org.uk) as well as on request if a hard copy is required.

**This Policy was written May 2018. Updated March 2024. Next Update: March 2025.**

## 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 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](#)
- [Equality, Diversity and Inclusion Policy](#)
- [Privacy Policy](#)
- [Disciplinary action, grievances and appeals procedure](#)
- [Whistle Blowing Policy](#)
- [Volunteer Policy](#)
- [Online Safety Policy](#)

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

Soundabout is committed to ensuring that all staff 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 (may include an online element, which threatens or encourages physical violence)
- **Sexual abuse:** including rape, indecent assault, inappropriate touching, exposure to pornographic material, child sexual exploitation (CSE), may include online element, which threatens or encourages sexual violence.
- **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 organisational abuse:** including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

- **Other forms of Abuse:** Any form of maltreatment of a child or vulnerable adult including child on child, mate crime etc. Somebody may abuse or neglect a child or vulnerable adult by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children and vulnerable adults of all forms of domestic abuse. Children or vulnerable adults may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse.

[See more comprehensive list and definitions in glossary \(Appendix F\)](#)

Other safeguarding issues that staff should be aware put children and vulnerable adults at risk:

- **Behaviours linked to drug or alcohol misuse**
- **Child Criminal Exploitation (CCE):** including children being forced to transport drugs or money, shoplifting or vehicle crime
- **'Honour'-based abuse:** including Female Genital Mutilation (FGM) and forced marriage.
- **Mental Health:** as a potential indicator that a child or vulnerable adult is suffering abuse or neglect
- **Harmful Sexual Behaviours:** includes children displaying problematic, abusive and violent. This can occur online and/or face to face and can also occur simultaneously
- **Modern slavery:** including trafficking into criminal activities like cannabis farming, sexual exploitation, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing.

Indicators of abuse:

Participants in our community may be unable to verbally inform other if they are experiencing abuse. It is therefore important to recognise patterns of behaviour which may indicate abuse. Though there may be another explanation for these behaviours, it is important to be professionally curious. If there is a change in a participant's behaviour and this should always be explored with Soundabout's DSL. Indicators and signs may include:

- Unwillingness to be in the same room with certain people.
- Unwillingness to go to certain places e.g. to a specific session or to go home.
- Withdrawn, isolated behaviour.
- Being easily distressed.
- Changes in usual behaviour or demeanour.
- Unexplained illnesses.
- Unexplained marks, bruises, abrasions.
- Flinching at being touched.
- Changes in clothing, torn or unwashed.
- Looking unkempt.

Indicators of poor mental health and wellbeing in children and vulnerable adults.

- Seeming disconnected, withdrawn or distant as a change of behaviour
- Seeming sad, or more upset than usual.
- Loss of interest in things that would usually be engaging to them.
- Seeming anxious as a change of behaviour.
- Lacking energy as a change of behaviour.
- Self-harming as a change of behaviour.

## 2. Early information sharing & Low-level concerns:

Soundabout encourages reporting of any concerns, whether you feel they clearly meet with signs of abuse and neglect identified or not. Low-level concerns may be indicators of need for support that allow staff to intervene before concerns become more serious.

You should not assume a colleague, or another professional will take action and share information that might be critical in keeping children safe. Early information sharing is vital for the effective identification and assessment of safeguarding concerns. Exercising professional curiosity and knowing what to look for is vital for the early identification of abuse and neglect so that staff are able to identify cases of children and vulnerable adults who may be in need of help or protection. No single person can have a full picture of a child's needs and circumstances.

If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action. Children and vulnerable adults may not feel ready or know how to tell someone they are being abused. This should not prevent staff from having a professional curiosity and speaking to the DSL if they have concerns about a child.

## 3. All staff should be able to recognize signs of child on child abuse

Staff are expected to raise concerns of any child on child abuse to the Designated Safeguarding Lead as they would with other safeguarding concerns. Participants are required to adhere to Soundabout's Code of Conduct during sessions. Failure to do so could result in concerns of child on child abuse.

Key indicators of peer-on-peer abuse to recognize are:

- Bullying (including cyberbullying)
- Abuse in intimate personal relationships between children
- Physical abuse, such as the examples listed above
- Sexual violence, such as examples listed above
- Sexual harassment, such as sexual comments, remarks or jokes

Where there is a report of sexual violence, a risk assessment must be undertaken immediately to assess the level of risk to the victim as well as other service users, posed by the alleged



perpetrator, and putting adequate measures in place to protect them along with our usual protocols.

The Designated Safeguarding Lead will liaise with the appropriate safeguarding teams. To seek advice and discuss the best course of action.

All staff, but especially the designated safeguarding lead (and deputies) should consider whether children or vulnerable adults are at risk of abuse or exploitation in situations outside their families.

#### 4. 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.
- Consult with all our staff 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.

#### 5. Safer Recruitment

All Soundabout staff undergo a DBS check every 3 years. Anyone working with directly with children or vulnerable adults (including with their personal data) is checked at an enhanced level. Soundabout staff members, where appropriate, will undertake Safer Recruitment Training.

**New Appointments:** All Soundabout staff who are offered a paid or unpaid position which involves working with children and vulnerable adults 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'. In addition all Soundabout staff will go through the onboarding process (DBS and ID check, references, safeguarding training, relevant policies pertaining to their position to read). Until all these steps have been completed, the Soundabout 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 with support from the Safeguarding Trustee 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 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 vulnerable adults during their employment with Soundabout.

## 6. On-going Safeguarding Support and Training for Soundabout Staff

As well as requiring all new recruits to undergo Safeguarding training, Soundabout will require Soundabout staff 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.

## 7. Management of Safeguarding

**Designated Safeguarding Lead:** 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:

**Rebecca Thomas**

Email: [rebeccathomas@soundabout.org.uk](mailto:rebeccathomas@soundabout.org.uk)

Office Number: 01235 797474

Mobile Number: 07737051135

Landline: 01235 797474

The Designated Deputy Lead for Safeguarding in Soundabout is:

**Holly Radford-James**

Email: [holly.radford-james@soundabout.org.uk](mailto:holly.radford-james@soundabout.org.uk)

Mobile Number: 07930593550  
Landline: 01235 797474

Should neither of the designated contacts be available, the appropriate Local Authority Safeguarding Team should be contacted without delay (see contacts in section 8.c.)

The roles and responsibilities of Designated Safeguarding Lead are:

- To update and disseminate relevant literature and updates
- Organize 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 (e.g., 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 support them if they are engaging with Soundabout participants who have experienced abuse.
- If appropriate, Soundabout staff 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.

**Role of Trustees:** The role of a Trustee is to share equal and ultimate responsibility for governing and directing how the charity is managed and run. Trustees have independent control over, and legal responsibility for, Soundabout's management and administration and must act collectively to govern and take decisions. They act in the best interests of the beneficiaries, ensure safeguarding is followed by all persons associated and involved with the charity and uphold Equality, Diversity and Inclusion across all areas of the charity, including the board, staff and volunteers.

Both the DSL and DDSL for Safeguarding will be supported by Designated Safeguarding Trustee Ceri Thomson: [cerithomson@soundabout.org.uk](mailto:cerithomson@soundabout.org.uk)

**Training:** Safeguarding Leads and deputies undergo specific Safeguarding Lead Training which is required to be updated every two years.

## 8. Disclosure and Response

Soundabout recognizes 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.

When a child or vulnerable adult discloses that they have been or are being abused including exploitation and neglect, they may feel ashamed, especially if the abuse is sexual, and feel

frightened lest their abuser finds out they have made a disclosure. The child or vulnerable adult may have been threatened, they may have lost all trust in adults; or may believe that they are to blame for the abuse. Sometimes the child or vulnerable adult may not understand that what is happening is abusive.

All staff should reassure victims that they are being taken seriously and that they will be supported and kept safe. A victim should never be given the impression that they are creating a problem by reporting abuse, sexual violence or sexual harassment. Nor should a victim ever be made to feel ashamed for making a report.

Staff should never promise a child or vulnerable adult that they will not tell anyone about a report of abuse, as this may ultimately not be in the best interests of the victim. During their conversations with the victim, staff will:

- allow the child or vulnerable adult to speak freely
- remain calm
- allow silences
- do not ask leading questions
- tell the victim what will happen next
- inform the DSL as soon as possible
- seek support if they feel distressed.

All staff should recognise that as frontline workers they are in an important position to identify concerns early, provide help and support to children and vulnerable adults, promote participants welfare, and prevent concerns from escalating.

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 relevant local 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.

8.a If Soundabout are delivering in-person training or music making with a partner school or organisation:

- In this scenario, Soundabout will refer to and/or work with host organisation's Designated Lead Safeguarding Officer (or Senior Manager) on all safeguarding incidents or concerns.
- 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.
- The Soundabout Team will produce a structured event procedure and risk assessment and request the host venues risk assessment, fire evacuation and first aid procedures prior to any event to minimize risk for participants.

8.a.1 Child Performance Licensing:

The laws which demand this licensing are the Children and Young Persons Acts (1933 and 1963) and the Children (Performance and Activities) (England) Regulations 2014 and are designed to keep children safe.

If arranging a performance involving children of the compulsory school age, Soundabout will work with local authorities to ensure that, if required, appropriate child licensing measures are put in place.

8.b 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. The DSL will contact geographically relevant safeguarding boards should a concern arise outside of Oxfordshire.

**Contacts for safeguarding concerns around vulnerable adults**

**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 ant professional with a Safeguarding concern. This can be found here <http://www.osab.co.uk/public/reporting-concerns/>

### **Contacts for safeguarding concerns around children**

Oxfordshire 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](mailto:ado.safeguardingchildren@oxfordshire.gov.uk)

## 9. Managing allegations made against a member of Soundabout staff

Soundabout will ensure that any allegation made against any staff will be dealt with swiftly. Where a member of staff 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. Allegations made against a staff member must be reported to the Chief Executive Officer.

There are 2 levels of allegation/concern:

1. An allegation that meets the harms threshold
2. Allegations or concerns that do not meet the harms threshold, or 'low level concerns'

An allegation meets the harm threshold if it indicates that an individual poses a risk of harm to a child or vulnerable adult if they continue with their current work/role. This would include:

- Behaving in a way that harmed a child or vulnerable adult
- Behaving in a way that could pose a risk of harm to a child or vulnerable adult
- Committing a criminal offence against a child or vulnerable adult
- Behaving in a way that indicates they may not be suitable for working with children or vulnerable adults.

*In cases where any allegations meet the harms threshold, 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 Chief Executive Officer should liaise with the appropriate board (LADO) 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.

Following the investigation of any allegations, the outcome will be defined as either:

- Substantiated – there is sufficient evidence to prove the allegation

- Malicious – there is sufficient evidence to disprove the allegation and there has been a deliberate act to cause harm to the person subject of the allegation
- False – there is sufficient evidence to disprove the allegation
- Unsubstantiated – there is insufficient evidence to prove or disprove the allegation
- Unfounded – there is no evidence or basis which supports the allegation being made

Where an allegation is substantiated and the person is dismissed, resigns or Soundabout ceases to use the person's services; a referral will be made to the DBS for consideration of whether inclusion on the barred lists is required.

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

Where an allegation or concern does not meet the harm threshold, this will still be recorded and investigated. A risk assessment may still be required where a staff member has contravened the Code of Conduct (outlined in Appendix B). In these instances, an action plan will be put in place to prevent any future breach of the Code of Conduct. The DSL may seek advice from LADO whether it does meet the threshold for referral or not.

#### **Self-referral:**

Staff, practitioners and volunteers are all encouraged to self-refer, where, for example, they have found themselves in a situation which could be misinterpreted, might appear compromising to others, and/or on reflection they believe they have behaved in such a way that they consider falls below the expected professional standards. Soundabout wants staff to feel confident that they will be appropriately supported when making a self-refer.

## 10. 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 using an 'Incident Report Form', the Designated Safeguarding Lead will support any team members with this and will store the records in a secure location (see Privacy Policy). The access to this file will be restricted to the Designated Lead Safeguarding officer and the deputy.

Staff should not assume a colleague or another professional will take action and share information that might be critical in keeping children and vulnerable adults safe. They should be mindful that early information sharing is vital for effective identification, assessment and allocation of appropriate service provision. Serious Case Reviews have highlighted failures in safeguarding systems in which people did not share information at the earliest opportunity or did not share at all. If in any doubt about sharing information, staff should speak to the designated safeguarding lead or a deputy. Fears about sharing information must not be

allowed to stand in the way of the need to promote the welfare and protect the safety of children and vulnerable adults.

All staff should understand that safeguarding requires a high level of confidentiality. Staff should only discuss concerns with DSLs or the Chief Executive Officer (Deputy DSL). Any member of staff can contact social care if they are concerned about a child or vulnerable adult but should inform the DSL as soon as possible that they have done so.

### 11. The capture and use of photo and video footage

Soundabout acknowledge that the use of images and videos of children and vulnerable adults 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. Soundabout recognizes that consent for photo and videos will need to be renewed every 3 years. Photo/video consent and policy should be reiterated verbally at any Soundabout event.

### 12. Lost or missing child/vulnerable adult.

All Soundabout provision requires parents and carers to be present at all times. In our risk assessing we have measures in place to reduce the risk of lost or missing children/vulnerable adults.

If you discover that a child is missing or lost, Soundabout staff members and parent/carers of the missing individual should search inside and outside the building.

After checks inside and outside the building has been complete, if the child or vulnerable adult is still missing, then police should be contacted. Parents/carers are responsible for contacting the police. You can contact the police on their behalf if they agree.

Wait for police to arrive with the parents/carers and follow their instructions. Contact Soundabout DSL or Deputy DSL to inform them of the missing child/vulnerable adult.

### 13. Prevent Duty

Prevent is about safeguarding people and communities from the threat of terrorism, radicalisation, and extremism. The current threat from terrorism and other violent extremism requires us all to look out for activity or behaviour which appears out of place in normal day to day life, and to report it. The Prevent duty is not about preventing participants from having political or religious views, but about supporting them to view them in non-extremist ways. Essentially, Prevent is safeguarding children and adults, and providing early intervention to protect and divert people away from being drawn into extremist, terrorist and radicalisation activity.

Possible signs of radicalisation include:



- A person's views becoming increasingly extreme regarding another section of society or government policy.
- A person becoming increasingly intolerant of more moderate views.
- A person expresses a desire/intent to take part in or support extremist activity.
- A person is observed downloading viewing or sharing extremist propaganda from the internet.
- A person becomes withdrawn and focused on one ideology.
- A person changes their appearance, their health may suffer (including mental health) and they may become isolated from family, friends, peers or social groups.

If you are concerned about an individual being drawn into extremism contact Soundabout DSL. Alternatively, you can call **0345 050 7666** and ask for the Oxfordshire MASH (child / young person) or Social and Health Care Team (vulnerable adult).

If you are not sure about whether to make a referral and would like to have a discussion about your concerns you can discuss a potential referral with the Police Prevent Officer: [preventreferrals@thamesvalley.pnn.police.uk](mailto:preventreferrals@thamesvalley.pnn.police.uk)

#### 14. Social Media

[Our full social media policy can be viewed here.](#)

As a general guideline, Soundabout staff should:

- Implement professional boundaries
- Not feel obliged to accept invitations from our community
- Not post any personal opinion that may impact Soundabout's reputation or the confidentiality of the people we serve
- Ensure that all consents have been obtained before posting any photos, videos, audio recordings on our social media

These guidelines should be respected and adhered to at all times for the safety and protection of yourself and other Soundabout staff.

#### 15. Key Safeguarding Action Points for Staff

Always share your slightest concern. If in doubt about any safeguarding matter, staff should always speak to the DSL.

All staff are expected to keep safeguarding values at the core of their daily conduct. The best interests of the child or vulnerable adult should determine their decision making, behaviour and any action taken. Any child or vulnerable adult could become a victim of abuse. Staff should always maintain an attitude of **"it could happen here"**.

Key points for staff to remember are:

- Report your concern as soon as possible to the DSL, no later than the end of the day and immediately if there is immediate risk of danger. Recording CAREFULLY the circumstances and action taken via our incident report form (See Appendix C).
- Do not start your own investigation or take any photos of injuries/concerns.
- Share information on a need-to-know basis only – do not discuss the issue with colleagues, friends or family.
- Complete a record of [concern via the incident report form](#).
- Seek support for yourself if you are distressed.
- In an emergency take the action necessary to help the child (including calling 999), liaising with senior staff at all times.

Confidential records are held online and accessed by the Designated Safeguarding Leads and Deputy Safeguarding Leads.

## 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 support learning disabled people with complex support needs. To this end, where physical contact between a Soundabout staff 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 training, 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 children and vulnerable adults 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 vulnerable adults.
- Do things of a personal nature for children or an vulnerable adults 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 vulnerable adults 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 staff will need to help.

## Appendix C: Soundabout Incident Report Form & Body Map

Fill in a form here: <https://forms.office.com/e/eBR7NeQVv>

### Safeguarding Concern

This form is where you can share any safeguarding concerns / incidents, no matter how small they may seem, with the Soundabout Designated Safeguarding Leads (DSLs), Rebecca Thomas and Holly Radford-James.

If you have any difficulties completing this form please contact Rebecca on [rebeccathomas@soundabout.org.uk](mailto:rebeccathomas@soundabout.org.uk) or 07737 051 135.

If your concern is about a Soundabout DSL please contact the Soundabout Safeguarding Trustee, Ceri Thomson, on [cerithomson@soundabout.org.uk](mailto:cerithomson@soundabout.org.uk) or call the Soundabout mainline on 01235 797 474 and ask to speak to a senior member of staff.

Section 1

...

#### Part 1 - To be filled out by the person reporting the concern / incident

1. Your Full Name \*

Enter your answer

2. Your Email Address \*

Enter your answer

3. Your Contact Number \*

Enter your answer

4. Name of person / people you have a safeguarding concern about \*

Enter your answer

5. Date of safeguarding incident / concern \*

Please input date (dd/MM/yyyy)



6. Place of safeguarding incident / concern (please be specific e.g. Oxford Choir in-person, After school club online) \*

Enter your answer

## Part 2 - What happened?

To be filled out by the person reporting the concern / incident

7. Are you reporting your own concerns? \*

- Yes (they are my own concerns)
- No (they are someone else's concerns)

8. Who's concerns are they? Please provide full name/s if possible. \*

Enter your answer

9. Please describe the safeguarding concern / incident. Provide as much factual detail as possible. E.g. injuries / behaviours seen, comments made, names of people involved etc. \*

Enter your answer

10. Please list any witnesses to this concern / incident. \*

Enter your answer

## Part 3 - Actions

11. What actions were taken at the time of the concern / incident and by whom? \*

Enter your answer

12. Is there anything else you would like to tell us?

Enter your answer

Section 4

...

## Next steps

Thank you for reporting your concerns - every concern, no matter how small it may seem, is important and will be reviewed respectfully.

Soundabout's DSLs, Rebecca and Holly, will confirm receipt of your completed form immediately. They will then update you with anything you need to know following this.

If you remember any additional details about your concern after submitting this report, please contact Rebecca on [rebecca.thomas@soundabout.org.uk](mailto:rebecca.thomas@soundabout.org.uk) or Holly on [holly.radford-james@soundabout.org.uk](mailto:holly.radford-james@soundabout.org.uk)

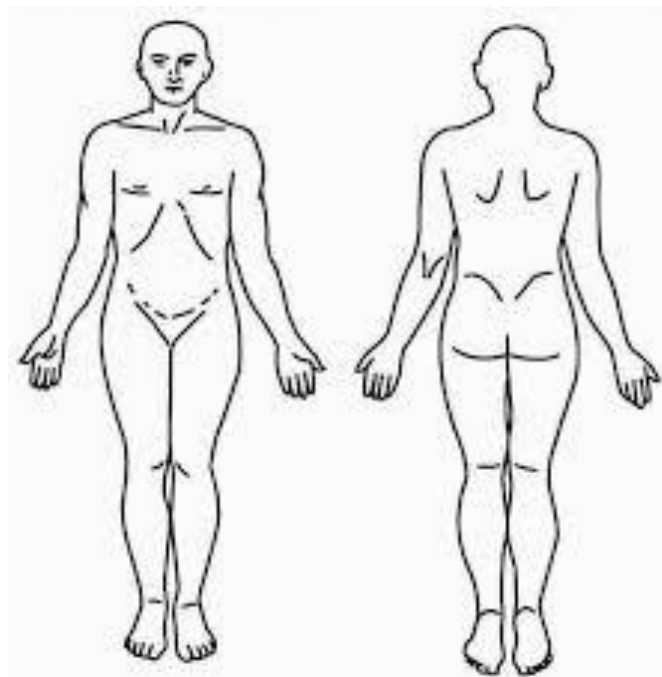
As DSLs we are always here to support you. If you would like to talk over anything please call Rebecca on 07737 051 135 or Holly on 07930 593 550.

13. Any other comments

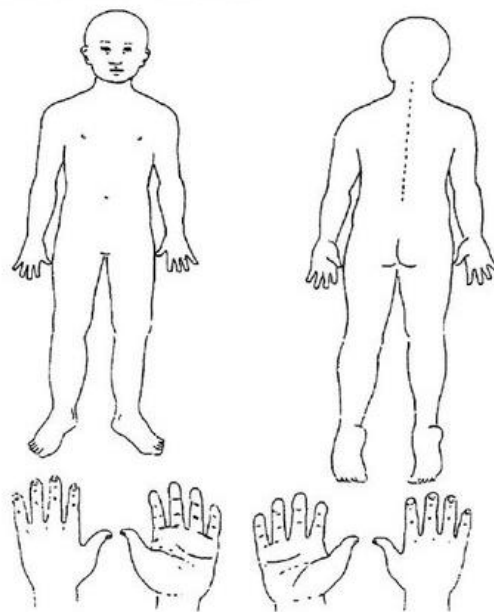
Enter your answer

**Body map:**

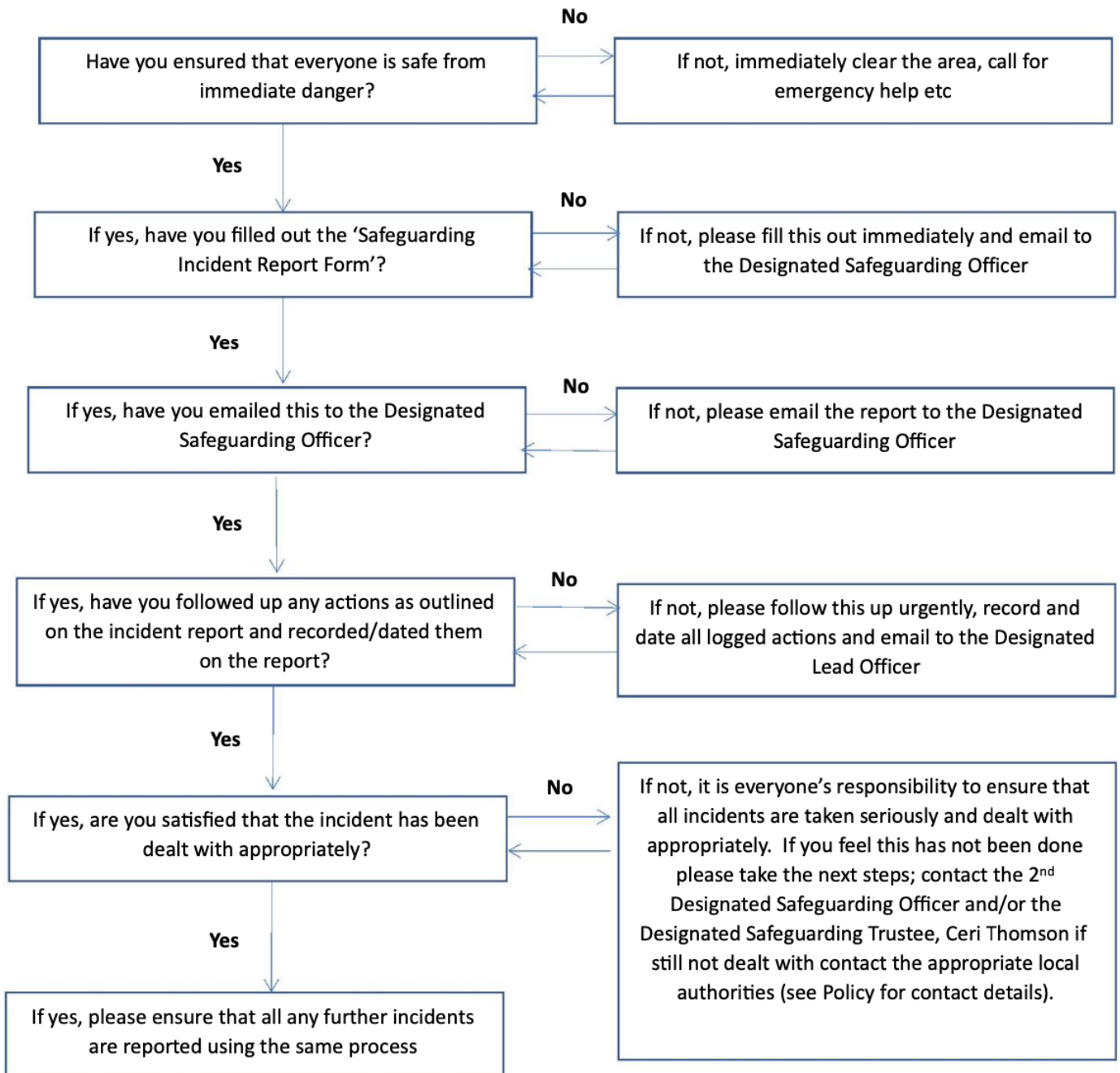
**Adults**



**Children**



## Appendix D: Safeguarding Incident Flow Chart



## Appendix E: Further Information & Guidance on Safeguarding

### **Keeping Children Safe in Education Statutory Guidance**

Soundabout's safeguarding policy is reviewed and updated annually alongside the KCSIE guidance. Staff and practitioners should familiarise themselves with Part 1 of this guidance. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1021914/KCSIE\\_2021\\_September\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021914/KCSIE_2021_September_guidance.pdf)

### **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](http://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](http://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](http://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](http://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](http://www.scie.org.uk/safeguarding/adults)

### **'Working Together to Safeguard Children'**

Safeguarding children best practice, Government publication.  
[www.gov.uk/government/publications/working-together-to-safeguard-children--2](http://www.gov.uk/government/publications/working-together-to-safeguard-children--2)

### **UK Safer Internet Centre – Professional Online Safety Helpline**

Supporting professionals working with children and young people, with any online safety issue they may be having. Call 0344 381 4772 or email [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)  
<https://saferinternet.org.uk/professionals-online-safety-helpline>



## Appendix F: Safeguarding Glossary of Terms

**Safeguarding:** protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

### **Abuse and neglect**

**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 or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness.

**Sexual abuse:** Involves forcing or enticing a child or young person to take part in abuse 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.

**Emotional abuse:** The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them 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, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them 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 a child or adult at risk 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.

**Neglect:** The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/ adult at risk 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 or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

#### **Additional examples of abuse and neglect of adults at risk.**

**Financial abuse:** having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

**Consent:** Having the freedom and capacity to choose.

**County Lines:** a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas in the UK. Children, young people and vulnerable adults can be exploited to move and store drugs and money. Offenders will often use coercion, intimidation, violence and weapons to ensure compliance of victims.

**Child protection:** the procedures and activities undertaken to prevent or in response to, suspected child abuse and neglect.

**Discriminatory abuse:** treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

**Domestic abuse:** includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

**Grooming:** a process by which a person prepares a child or young person, significant adults and the environment for the abuse of a child, young person or vulnerable adult.

**Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

**Organisational abuse:** where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

**Self-neglect:** behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions.

**Mate crime:** the exploitation, abuse or theft from any person at risk from those they consider to be their friends.

**Modern slavery:** encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive Conducts, offending and anti-social Conduct
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

Definitions sourced from .gov ['Working together to safeguard children 2023'](#), NSPCC ['Safeguarding children and child protection'](#) and Mencap ['Safeguarding Adults'](#).

## Appendix G: Children and Vulnerable Adults more at Risk

All staff should recognise that all children and vulnerable adults but that some children and vulnerable adults may be more at more risk of harm and abuse.

These include a child or vulnerable adult who:

- is disabled or has certain health conditions and has specific additional needs
- has special educational needs (whether or not they have a statutory Education, Health and Care Plan)
- is known to a Social Worker
- has a mental health need
- is a young carer
- is frequently missing/goes missing from care or from home
- is homeless or at risk of homelessness
- is at risk of so-called honour-based abuse such as Female Genital Mutilation or Forced Marriage (see section below)
- has a family member(s) in prison
- is at risk of being radicalised or exploited (see section below)
- is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines (see section below)
- is at risk of modern slavery, trafficking or exploitation
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
- is misusing drugs or alcohol themselves
- has returned home to their family from care
- is a privately fostered child
- is persistently absent from Soundabout sessions.