

Liverpool Philharmonic Safeguarding Policy

Policy & Procedures for the Safeguarding of Children, Young
People and Adults at Risk

Royal Liverpool Philharmonic

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Safeguarding Policy Statement

Liverpool Philharmonic is committed to ensuring children, young people and adults at risk can enjoy music-making in a safe and secure environment.

We do this by:

- promoting a culture of taking safeguarding seriously, making it clear that ultimate responsibility for child protection and safeguarding is part of the duty of care of the senior leadership and the trustees;
- making sure our staff and volunteers are carefully selected and that they are aware of and accept responsibility for helping to ensure the safety of children and adults in their care;
- giving staff, teachers, group leaders, parents and any other interested parties information and training on procedures regarding the safety of children and adults at risk whilst at Liverpool Philharmonic Hall, or engaged in Royal Liverpool Philharmonic-promoted activity elsewhere;
- acting quickly and appropriately to all suspicions or allegations of abuse;
- providing an open and caring environment for parents, carers, young people and adults at risk to voice concerns;
- designating a member of staff as Safeguarding Officer, who will take responsibility for safeguarding and to act as the main point of contact for parents, children, adults at risk and outside agencies, supported by the Executive Director, Performance and Learning and a Safeguarding Sub-Committee who have leadership responsibility for safeguarding and child protection within the organisation;
- being a signatory to, and investing in the Liverpool Arts & Cultural Organisations' Safeguarding Charter, working with Liverpool Cultural Education Partnership, School Improvement Liverpool and Liverpool Safeguarding Children Partnership (LSCP). This investment provides access to Liverpool City Council's School Improvement Liverpool Safeguarding Officers, who review and advise Liverpool Philharmonic's safeguarding policies and procedures.
- working closely with Liverpool City Council Child Employment & Performance Team, which has issued Liverpool Philharmonic with a 12 month Body of Persons Approval permitting performances by children and young people within Liverpool Philharmonic Learning programmes.
- ensuring access to confidential information is restricted to the Safeguarding Officer and/or the appropriate external authorities.

For statutory safeguarding purposes, children and young people are defined as anyone who has not yet reached their 18th birthday.

For the purposes of this document, the term 'staff' refers to all contract, casual and freelance personnel – administrative, technical and musical – employed by Liverpool Philharmonic, as well as those who represent Liverpool Philharmonic in relation to any activities involving contact with children and adults at risk, including volunteers.

If a young person aged under 18 is employed by Liverpool Philharmonic, safeguarding procedures will not apply. The employee will be governed by standard employee policies detailed within recruitment policies.

The staff members at Liverpool Philharmonic with responsibility for Safeguarding are: Head of Learning (Safeguarding Officer), Youth Company Manager (Deputy Safeguarding Officer) and In Harmony Liverpool Manager (Deputy Safeguarding Officer).

Introduction

Liverpool Philharmonic aims to enhance and transform lives through music. This organisation recognises that it has a duty of care to everyone participating in its activities and ensembles, or using the building through activities organised by their school or other youth and community groups. We wish to ensure that children and adults are safe and protected from harm whilst engaging in music-making, whether on- or off-site.

Liverpool Philharmonic is committed to practice that protects children, young people and adults at risk from harm. All Trustees, staff, musicians and volunteers in this organisation accept and recognise their responsibilities to develop awareness of the issues that cause children or adults at risk harm; and to work together with other agencies to ensure appropriate arrangements within Liverpool Philharmonic to identify, assess, and support those children and adults at risk who are suffering, or likely to suffer, harm..

Liverpool Philharmonic endeavours to safeguard children and adults at risk, and support our external hirers and partners, by:

- valuing, listening to and respecting them, ensuring that the ethos and atmosphere of the organisation is conducive to a safe environment. Children, young people and adults will feel supported and able to report safeguarding concerns to any member of staff. Staff will feel they are supported by colleagues and the senior management team, including the trustees, and are able to report and seek advice and guidance on any safeguarding concerns, including those regarding colleagues or themselves.
- adopting safeguarding guidelines through procedures that reflect current legislation, guidance and best practice, and that are reflected throughout our day to day activities;
- providing a code of conduct for staff and volunteers;
- sharing information about safeguarding and good practice with children, parents and carers, musicians, staff and volunteers;
- sharing concerns with partners and relevant external agencies where relevant and required, and involving parents and children appropriately;
- ensuring that safer recruitment practices are followed when recruiting staff at all levels across the organisation, including volunteers;
- providing effective management for musicians, staff and volunteers, through supervision, support and training.

We are also committed to reviewing our policy and good practice at regular intervals.

Accountability & Contacts

All staff, volunteers and trustees working in the organisation, are responsible for the operation of this policy.

Liverpool Philharmonic's staff member with responsibility for Safeguarding is:

Name: **Zoë Armfield**
Role: Head of Learning
Mobile: 07711 357 192
Email: Zoë.Armfield@liverpoolphil.com

In their absence, the Deputy Designated Safeguarding Officers are:

Name: **Jordan Armstrong**
Role: Youth Company Manager
Mobile: 07970 472 593
Email: Jordan.Armstrong@liverpoolphil.com

Name: **Nadeen Kemp**
Role: In Harmony Liverpool Manager (maternity cover)
Mobile: 07808 870 510
Email: Nadeen.Kemp@liverpoolphil.com

All queries or concerns in relation to any aspect of the protection of children and adults at risk should be addressed to the above. These are also the designated Liverpool Philharmonic staff members to make calls to the relevant authorities in the event of someone disclosing abuse.

In addition, the Chief Executive has nominated an Executive Lead for Safeguarding:

Name: **Peter Garden**
Role: Executive Director, Performance and Learning
Mobile: 07774 798 894
Email: Peter.Garden@liverpoolphil.com

- All members of staff have a legal duty to report any disclosure, allegation or suspicion of abuse, to the Designated Safeguarding Officer or, in their absence, their Deputy. This must be done *immediately* following the disclosure or suspicion is made or arises. An Incident Report form (Appendix 1.3) should also be completed, which is then held by the Designated Safeguarding Officer and will be placed in a confidential individual file.
- The Designated Safeguarding Officer or Deputy has a duty to make a referral to Children's Social Care, whenever there is reason to suspect that a child is suffering, or likely to suffer, significant harm. Where a professional disagreement occurs between workers when working with children and families, the LSCP Escalation Policy should be referred to.
- Parents will be informed of any referrals made to Children's Services and consent will be gained. Parents will not be contacted when this would put the child at increased risk of significant harm (e.g. in case of suspected Fabricated or Induced Illness, Sexual Abuse where a family member is the suspected perpetrator, FGM or Forced Marriage). Any decision not to inform parents/carers should be recorded on the Children's Services multi agency referral form with the reasons for such a decision and a copy should be kept in the Child Protection File for that child.
- The Designated Safeguarding Officer or Deputy may contact other agencies and third parties for advice, if unsure as to whether a referral is appropriate.
- The welfare of the child/young person/vulnerable adult concerned, including the welfare of any other people who may be at risk, must always take precedence over confidentiality.
- The Designated Safeguarding Officer and/or Deputy will make every effort to attend any meetings resulting from the safeguarding process to which the organisation is invited.
- The Designated Safeguarding Officer is responsible for ensuring that any actions agreed at such meetings are progressed and followed up.

Training & Review

- The Designated Safeguarding Officer and deputies will complete safeguarding training relevant to their role. It is recommended that this level of training must be updated on a regular basis. This is to ensure designated staff have appropriate, up to date knowledge and skills which will enable them to identify concerns and make decisions that support the safety of our community.
- All staff working in the organisation must be given a copy of the Safeguarding policy immediately upon starting work at the organisation as part of their induction. This policy will be reviewed on an annual basis, or in the event of any change in relevant legislation and/or Government guidance.
- The Human Resources Manager will circulate any updates to this policy to employees, and employees are personally responsible for ensuring they have familiarised themselves with any changes to the policy. Line

managers should ensure that any volunteers, interns or freelance workers are kept abreast of any changes. The Safeguarding Officer will ensure freelance musicians on the Approved Musicians List and volunteers on Learning programmes are kept informed of any changes to policies and procedures.

- All Liverpool Philharmonic employees, interns and volunteers working with children, young people or adults at risk will be given a Safeguarding briefing as part of the induction process.
- In addition, all Liverpool Philharmonic Learning staff & volunteers, musicians on the Approved Musician List, and anyone who qualifies for an Enhanced DBS Check may be required to undergo further training to ensure compliance with the procedures outlined in this policy.
- Specific additional training and briefing documents will be provided for other relevant teams within the organisation, including Front of House, Event Management, Food & Beverage, Facilities Management, Production Technicians and Stage Door.
- The Safeguarding Sub-Committee will identify and discuss training needs and opportunities. Support and resources in relation to safeguarding training is provided through the partnership with School Improvement Liverpool.
- A summary of safeguarding cases and pertinent safeguarding issues that have been dealt with by the organisation will be reported to the Board on at least an annual basis, with good practice being on a quarterly basis. All reporting to the Board will be anonymised and will contain enough detail to allow appropriate scrutiny and oversight.
- The Board shall be responsible for ensuring that the organisation has up to date policies in place with respect to Safeguarding, which include procedures for handling allegations against adults working with children and vulnerable adults whether in a paid or voluntary capacity.

Safer Recruitment

This policy sets out the approach that our organisation will take when recruiting employees to posts involving work with children/adults at risk.

We are committed to equality of opportunity for all job applicants and aim to select people for employment based on their skills, abilities, experience, knowledge and, where needed, qualifications and training.

We will comply with our legal obligations when recruiting people to work with children/adults at risk.

An offer of employment for a post involving work with children/adults at risk will be conditional on the job applicant satisfying our usual requirements for employment (for example to provide satisfactory references and evidence establishing their right to work in the UK).

In addition, our offer of employment will be conditional, where required, on satisfactory completion of DBS checks, depending on the post in question. In the event that a job applicant refuses to agree to an application to the DBS, or a DBS check is completed but they refuse to allow us to see the DBS certificate, the job applicant will be treated as not having satisfactorily completed the DBS check. If applicants have lived or worked outside the UK, DBS checks must still be completed where relevant for the role. Additional checks could also be considered, including criminal records checks.

Job applicants will not be permitted to commence employment with our organisation until all specified conditions are satisfied. In extenuating circumstances where pre-employment checks are delayed due to external agencies (e.g. DBS checks), employment may commence only with approval of the Designated Safeguarding Lead, Executive Lead for Safeguarding and HR Manager. The individual may not act in a position of responsibility with children/young people/adults at risk until all pre-employment checks are completed and received, and a specific risk assessment should be completed in these circumstances.

Not all criminal convictions will be a bar to employment. We will consider the results of a DBS check on an individual basis and will act in a proportionate manner when deciding whether to proceed with an appointment to the post in question. However, the protection and safeguarding of children/adults at risk is our primary concern.

Liverpool Philharmonic operates an Approved Musicians List for freelance musicians working within its Learning Programmes, which acts as a database of musicians who have met the relevant criteria and eligibility. In order to be placed on the Approved Musicians List, freelance musicians are asked to provide evidence

against relevant criteria and eligibility, and to agree to the specific Terms & Conditions. Freelance musicians are placed on the Approved Musicians list for a period of 3 calendar years, at which point they are asked to re-sign the Terms & Conditions agreement.

DBS Checks

All positions, volunteering opportunities, and freelance contracts for services will be assessed before advertisement (via the Recruitment Authorisation Form) to determine whether or not the role requires a DBS check, and which type of check is relevant. Liverpool Philharmonic reserves the right to contact any previous employer to ascertain an employee's suitability to work with young people or adults at risk.

The type of check required will depend on the role and will be agreed by the Designated Safeguarding Officer and HR Manager. Liverpool Philharmonic will comply with Disclosure and Barring Service (DBS) guidelines on checking the suitability of persons in positions likely to involve contact with young people and/or adults at risk. This is detailed in full in Appendix 13.

There may be specific requirements of partners and settings beyond the standard policy which may apply to staff working in external settings.

To enable job applicants for posts covered by this policy to carry out the DBS check (other than where a basic disclosure only is required), we will process the application online through our service provider First Advantage, checking relevant [identification](#) as part of the process. DBS guidelines no longer allow for remote checking of ID in relation to a DBS check, by video link, or using scanned images. A member of the Safeguarding Committee must view the original ID documents in order to submit a DBS application.

Once the check has been carried out, the DBS should send the certificate to the job applicant. We will ask the job applicant for sight of the DBS certificate (hard copy version).

Liverpool Philharmonic will be responsible for paying the DBS application fee.

All staff requiring a DBS check are advised to subscribe to the DBS Update Service and Liverpool Philharmonic will reimburse the staff member for this fee on production of receipts. Where they are signed up to the Update Service, we will, with their permission, carry out a status check on any current certificate, in addition to viewing the original certificate.

DBS checks will be re-checked every three years unless:

- Funding/contractual requirements with a setting specify a more recent DBS check is necessary
- A staff member's conduct, or an allegation about a staff member, gives 'cause for concern'
- They are on the Update Service, in which case their DBS status will be checked online annually by a member of the Safeguarding Committee.

Procedures

In addition to the general guidelines outlined in the Health & Safety Policy and organisation risk assessments and operating procedures, the following procedures apply specifically to activity involving young people or adults at risk, and must be considered as part of activity-specific risk assessments

Safeguarding procedures and guidelines are intended to be implemented in tandem with other Liverpool Philharmonic policies and procedures, particularly the Equal Opportunities and Health & Safety policies, as well as policies on the Recruitment of Ex-Offenders.

- An appropriate number of responsible adults must be present at all relevant activity. In most situations, this will be 1 adult to every 10 children but varies depending on the age of participants. There must be adequate space for the activity to take place
- There must be access to a telephone in the building
- Equipment must meet relevant safety standards
- Risk assessments must be carried out in advance of any activity, and reviewed dynamically throughout any activity. See Appendix 5 for more information about undertaking risk assessments.
- There must be an easily accessible first aid box which meets current Health & Safety (First Aid) Regulations and a member of staff with current training in First Aid. Staff should be confident of locations of first aid boxes and Automatic External Defibrillator where applicable
- Reasonable adjustments will be made for individuals with special educational needs, and disabilities (SEN/D)
- No child will be left unsupervised at any time during activity or an event unless specifically risk assessed and with prior approval from a Safeguarding Officer (e.g. a young person practicing on their own in a practice room).
- No school or youth group should be left without a legally responsible member of staff present at all times
- Supervisors of groups of children/young people will ensure they know the evacuation procedures at any venue they are attending (unless group are attending as audience only) and should share this information with all staff and activity participants (where relevant)
- Parental consent should be secured in writing for Liverpool Philharmonic staff to act *in loco parentis*, if the need arises to give permission for the administration of emergency first aid and/or other medical treatment*
- Toilet facilities for children/young people should be separate from adult toilet facilities where possible and be clearly signed. If separate facilities are not possible, this should be risk assessed and managed within activity plans.
- Any activity involving capturing, sharing, recording, broadcasting and storage of video, audio and images of young people or adults at risk will only take place with the prior written consent of the participant (or parent/carer in the case of young people), and the use and storage of these images complies with the procedures in Appendix 4.
- Parents and other visitors should only be permitted to observe workshops with the prior agreement of the Learning Department. Unauthorised visitors will not be allowed into venues where activity is taking place at any time.
- Where specific procedures or guidelines apply to activity involving staff or volunteers who do not work regularly with young people or adults at risk (e.g. side-by-side rehearsals), these should be communicated directly to the individuals concerned in advance and as part of the event briefing procedures.

Data Protection Act (Dpa 2018)

See Appendix 3 for procedures relating to the protection of data relating to Learning participants, in accordance with Liverpool Philharmonic's Privacy Statement (2018).

Communication With Liverpool Philharmonic Learning Participants

Unless part of a ticketed event, or attending as part of an organised group, participants (or their parent/carer if under 18) will be required to submit specific Participant Information, upon joining a Liverpool Philharmonic Learning programme, detailing key contacts, medical information, equal opportunities, media consent and

* This will only apply to trips, residential courses and tours.

other relevant information. This form will also include the optional fields for participant email address and mobile phone number. This will be obtained through SpeedAdmin software.

If the participant is aged 11 or under, Liverpool Philharmonic will never communicate directly with the participant, by phone or email and will instead liaise directly with the named parent/carer

If the participant is aged 12-17, and an email address has been provided by the parent/carer, Liverpool Philharmonic will communicate with both the participant and their parent/carer as standard. Should Liverpool Philharmonic receive an email from a participant which does not copy the parent/carer in, they will be copied into any return communication. Contact to participant/parent/carer emails will only be made from Liverpool Philharmonic email accounts.

Where a mobile phone number has been provided by parent/carers for participants aged 12-17, Liverpool Philharmonic may use this phone number to contact participants directly relating to rehearsals or events on the same day, or with urgent changes to schedule. We may text to confirm details should there have been no response to email communication. Contact to participant/parent/carer mobile phones will only be made from Liverpool Philharmonic mobile phone numbers.

For participants who have left full time formal education at end of Y13 (and no earlier) we will only contact the participant by email or phone, not copying in a parent/carer if one is named, unless this is specifically requested by the participant.

For any Learning Programme requiring email contact between a freelance musician or staff member and a participant/parent/carer, this will only be permitted with prior approval from the relevant Project Manager and Head of Learning. All emails must be copied to a specified Liverpool Philharmonic email account, by both participant/parent/carer and freelance musician. This should be made clear to both parties before email contact commences.

Work Experience And Volunteering (Under 18s)

The following guidelines should be adhered to when hosting young people aged 17 and under for work experience or volunteering (NB employees who are under 18 are governed by standard employee policies).

- Work experience must be arranged through the Learning Department, or approved by a Safeguarding Officer
- While on work experience, students are classed as employees under Health & Safety law, and are covered by Liverpool Philharmonic's insurance
- Students should be allocated a supervisor from the Learning Department during the course of their placement
- Supervisors, and any staff engaging directly with the students, should be given a thorough safeguarding briefing before the placement commences so they are aware of their role and responsibilities regarding safeguarding
- Students should be given an induction on their first day, which includes evacuation procedures, first aid, health and safety at work, and an adapted safeguarding induction and volunteer agreement
- Students should not be taken on car journeys, or to venues outside Liverpool Philharmonic Hall, without prior agreement with the student's school, college, parent or placement provider. Staff should have the relevant motor insurances in place and must ensure that another adult is present.

Performances

All performances involving young people of school age must comply with legislation governing children in entertainment. For relevant performances, registered Chaperones will be engaged. Performance licence applications/exemptions will be submitted to the relevant local authority as required.

Liverpool Philharmonic is granted an annual Body of Persons Approval (BOPA) by Liverpool City Council covering all relevant events. The BOPA and the specific terms and conditions of that Approval are detailed in Appendix 9. BOPA documentation is retained under GDPR.

Liverpool Philharmonic will hold a current list of registered Chaperones who are authorised to work at required events. Chaperones will be provided with copies of the Safeguarding Policy, BOPA, and relevant registers when attending events. Medical information will be held digitally by members of the Learning team, which will be made available to chaperones if/when required.

External Events

It is the responsibility of promoters, tour managers, event organisers and external hirers of Liverpool Philharmonic Hall and other Liverpool Philharmonic facilities to ensure adequate supervision of children in their care and to comply with UK Government legislation and guidance.

However, Liverpool Philharmonic will take all possible precautions to ensure the safety of young people using our facilities.

See Appendix 10: “Safeguarding Guidelines for External Events at Liverpool Philharmonic venues” for more information.

Age Restrictions At Public Events Promoted By Liverpool Philharmonic

The following guidance has been produced in relation to age restrictions for public events, and is published on the Liverpool Philharmonic website:

“For all performances, we advise that under 16s are accompanied by an adult (18+). Where an event has a specific age restriction (e.g. over 18s only) then this regulation takes precedence. Please note that Liverpool Philharmonic cannot be held responsible for your children if unaccompanied by an adult, and parental discretion applies to all events.

If there is an age restriction in place for an event, this will be published online and in our brochures, wherever possible..”

Working With Partners

In a long term partnership Liverpool Philharmonic will work with the partner to ensure safeguarding procedures and practices are aligned, agreed and clearly communicated to all involved.

Where partners host Liverpool Philharmonic activity in their venues, the partner’s safeguarding procedures will be reviewed and discussed by the Safeguarding Committee, with any deviation from our standard procedures authorised by the Designated Safeguarding Officer. All procedures will be clearly communicated to any staff and volunteers working in that setting.

Where Liverpool Philharmonic works with partners to co-deliver activity or events, safeguarding policies will be reviewed across both partners, ensuring roles and responsibilities are agreed by both partners in advance of any activity or event.

Where partners are involved in an event requiring a Performance Licence, this remains the responsibility of the promoter. If an event is a co-production between partners, it should be agreed in advance which party is responsible for securing appropriate licences and chaperones.

Keeping Children Safe In Education

For Learning Programmes based in school settings, Project Managers should refer to the latest version of the Department for Education “Keeping Children Safe in Education” publication, updated for September 2023. The guidance within “Keeping Children Safe in Education” is incorporated within this policy. Where there is a specific requirement of a school partner and agreed by Liverpool Philharmonic, additional information, such as Part 1 of “Keeping Children Safe in Education” may be supplied to all staff members and musicians involved in the activity.

Online Safety

As with all activity, Liverpool Philharmonic will do what it reasonably can in order to keep all of the children, young people and adults at risk we work with safe, as well as ensure the safety and protection of our staff. This applies to activity online, as well as keeping our participants safe and informed around online safety. We will also ensure our staff members are alert to online risks and dangers.

See appendix 8 for the full Liverpool Philharmonic Learning Programme Online Activity Policy and associated documents. All staff who interact with children, young people and adults at risk, both in person and online, will be trained to continue to look out for signs that a participant may be at risk. Any such concerns will be

dealt with in line with this policy, and local safeguarding arrangements. Where appropriate, referrals will still be made to the Local Authority Designated Officer, and as required, the police, without delay.

Trips, Residential Courses & Tours

In addition to the procedures within this policy, the following specific procedures also apply to trips, residential and tours within Liverpool Philharmonic programmes:

- Mixed groups of young people travelling away from home should always be accompanied by a balanced number of male and female helpers, with appropriate ratios of staff to young people, and required numbers of DBS checked staff/volunteers accompanying the group.
- A group leader should be appointed, who should be an employee of Liverpool Philharmonic, with DBS check and relevant training, and made known to parents, staff and young people.
- Group leaders should ensure there is sufficient first aid provision and procedures, and that the requirements of participating children have been included in the risk assessment and appropriate measures are in place.
- Parental consent to activities and where appropriate the consent of children and young people is obtained prior to the trip.
- Information about each child's medical and dietary needs, allergies and specific developmental requirements are obtained in advance, together with contact/emergency contact details of parents/carers.
- Information and contact details of local doctors and health facilities are obtained prior to the trip.
- Insurance certificates for all aspects of the trip are obtained (see appendix 11 for the insurance request form for trips and tours) and Insurance Company notified in case additional insurance is required for an aspect/s of the trip.
- Young people and their parents should be made aware of any rules and restrictions in advance of activity away from home, and any consequences for breaking them e.g. appropriate use of mobile phones and access to the internet
- In situations where a distressed child needs comfort or reassurance, staff should use their discretion to ensure that any physical contact is considered normal and natural.
- Any shared accommodation/bathroom facilities for young people will be separated by gender and over/under 18.
- The consumption of alcohol, smoking tobacco, vaping or the use of illegal/illicit drugs is strictly prohibited for young people under 18. The discovery of any under 18 year old engaging in any of these activities will be reported to parents/guardians and the young person removed from the activity immediately, and their membership may be terminated. For young people over 18, the consumption of alcohol and smoking tobacco or vaping must be done in designated areas only (i.e. smoking shelters, licensed premises).
- The use of drugs is strictly prohibited for all age groups across all Liverpool Philharmonic Learning activity. Any participant found to be in possession of drugs or drug paraphernalia, or is thought to have consumed drugs will be removed from activities and may be excluded from future participation in Liverpool Philharmonic Learning activity.
- Any member over the age of 18 who buys cigarettes, e-cigarettes, drugs or alcohol for anyone underage, or knowingly allows anyone underage to smoke, vape, take drugs or consume alcohol, will be asked to leave the activity immediately and may be excluded from future participation in activity.
- Members over the age of 18 must behave in a responsible manner whilst on off-site trips and be aware that they are role models for younger members.
- Any member whose conduct is not appropriate will be given a verbal warning (in the case of anyone under the age of 18 this will be confirmed in a phone conversation with parent/guardian). If the problem is not resolved the member will receive a written warning, and the final step being dismissal from the activity and the member will be sent home. In cases where the conduct of the individual is dangerous to themselves or others, or brings Liverpool Philharmonic into disrepute, the member will be asked to leave the activity immediately at the discretion of the leader of the tour/residential.

Private And One-To-One Teaching

- Due to the isolated nature of the rooms at Liverpool Philharmonic Hall and Liverpool Philharmonic at the Friary, one-to-one teaching is not normally permitted on the premises. Any exceptions to this rule will require prior approval from the Safeguarding Officer, be organised as part of an official Liverpool Philharmonic Learning project, and will only be granted once a full risk assessment has been carried out and approved.

- Private teaching (where a musician is engaged and paid privately by a parent/carer/participant for one-to-one lessons) is not permitted at any time on any Liverpool Philharmonic premises.
- There are some circumstances in which a Liverpool Philharmonic musician may be commissioned by the Learning Department to deliver private lessons to a participant of a Learning programme (for example as part of a Talent Development programme). This is only to happen with prior approval of the relevant Safeguarding Officer, and with key safeguards and risk assessments in place:
 - The musician will have signed up to the Approved Musicians List and have completed the relevant paperwork required.
 - Lessons can take place in the participant's home with parent/carer/participant agreement. If the participant is under 18, the parent/carer must be present. If the participant is over 18, it is at the musician's discretion whether they would like the parent/carer present during lessons.
 - Lessons under these circumstances can take place at a Liverpool Philharmonic or partner organisation site.
 - Lessons are permitted to take place at the musician's home, but only where additional risk assessments have been undertaken to ensure teaching spaces meet the minimum guidance as set out by the Musicians Union and Incorporated Society of Musicians, and with prior approval by a Safeguarding Officer. The risk assessment should identify further measures that could be employed, such as parents/carers encouraged to stay on site.
 - The musician should keep the Learning department updated on the arrangements for private lessons, including venue, dates and timings.
 - The musician is commissioned as a self-employed artist. The arrangement would be facilitated by Liverpool Philharmonic and therefore we can provide safeguarding advice and guidance to the musician, however we would expect the musician to have the relevant training and insurances in place as a self-employed artist.
 - Parents are informed of the arrangement and safeguarding measures in place. Parents will be asked to sign an agreement to confirm they authorise the teaching to take place.
 - Musicians are informed of the arrangement and receive a confirmation of the above points
- Any requests for private tuition from people with whom musicians come into contact with via delivery of Liverpool Philharmonic work must be referred back to the Learning Department in the first instance. Once contact has been made and the initial discussion taken place between the Learning Department and the parent/carer of the child/young person, subsequent arrangements are to be conducted between the parent/s, carer/s and the musician.

Health & Wellbeing of Children, Young People and Adults at Risk

The core aim of several Learning Programmes is to improve the health & wellbeing of participants, but the measures detailed below are in addition to this overarching aim.

Liverpool Philharmonic will take a proactive approach to supporting the health and wellbeing of our participants, including promoting good practice, providing training and information, and signposting/enabling access to additional services.

Health & Wellbeing

Liverpool Philharmonic will ensure that appropriate arrangements, training and equipment are in place to manage First Aid incidents within Learning Programmes, as well as supporting any participants with specific and/or long-term medical conditions.

Royal Liverpool Philharmonic Orchestra musicians benefit from the pioneering Musicians Performance & Wellbeing Programme, and this ethos is extended to young musicians and singers within Learning Programmes.

We will deliver frequent Health & Wellbeing focussed activities across our Youth programmes, informed by the needs and requests of young people, as well as issues they/we have encountered. These activities could include healthy instrument practise, vocal health, posture, or breathing.

Mental Health

Liverpool Philharmonic plays an important role in supporting the mental health of our participants. Relevant staff members will receive Mental Health First Aid training to ensure we can identify, understand and help any

participant who may be experiencing a mental health problem. Where relevant, staff members may also receive additional training on specific mental health conditions, based on the needs of the participants. We will work closely with our partners, and refer to other agencies where appropriate in order to fully support our participants.

All staff should be aware that mental health problems can, in some cases, be an indicator that a child has suffered, or is at risk of suffering abuse, neglect or exploitation.

We will provide training and information to our participants in managing their own mental wellbeing, and will ensure they have information about, and access to, additional support/services where required.

Liverpool Philharmonic has signed up to Kooth, a digital mental health resource, funded by the NHS in Liverpool to provide children and young people with 24 hour access to self-help materials, tools and resources, as well as moderated forums, peer-to-peer support and counselling. Our staff have been trained to promote the service, and we will provide specific information and training sessions to participants, parents/carers and staff throughout the year.

Noise Management

Liverpool Philharmonic noise control measures are drawn from best practice and consultation shared within our sector, industry bodies and following the HSE's guidance, '*Sound Advice – Control of Noise at Work in Music and Entertainment*'. Liverpool Philharmonic is committed to the responsible management and control of noise to protect our employees, visiting artists, musicians, participants, audiences, contractors and suppliers from the effects of exposure to noise. We aim to do this through the following hierarchy of control:

1. Elimination
2. Substitution
3. Engineering Controls
4. Administration Controls
5. Use of PPE

These are detailed in full within the Liverpool Philharmonic Health & Safety Policy, "Control of Noise at Work Arrangement".

These procedures extend to Liverpool Philharmonic Learning Programmes and participants.

Liverpool Philharmonic will:

- Ensure noise levels are factored into planning, programming and delivery of activities, including identifying controls as appropriate, through the risk assessment and event safety process
- Ensure staff are confident and trained to manage noise effectively
- Ensure controls and equipment are available for all activity

In addition, Liverpool Philharmonic will ensure participants understand and are regularly educated on:

- The risk of noise and the potential damage it can cause
- Their individual responsibility to manage their own noise and report any discomfort
- The use of controls, including how to use equipment when supplied, and role of signage

Staff Code of Conduct – Learning Programmes

All Liverpool Philharmonic staff are expected as a minimum to operate a level of personal responsibility and duty of care for children, young people and/or adults at risk with whom they work. It is imperative that staff are familiar with the Safeguarding procedures and processes to report concerns about children, young people and/or adults at risk. All staff are expected to adhere to this Code of Conduct and the Liverpool Philharmonic Safeguarding Policy.

You must:

- Always operate within Liverpool Philharmonic's policies and guidance.
- Be aware when young people are around and be alert to any dangers or concerns.
- Report any concerns immediately to the Safeguarding Officer, Event Manager or a senior Liverpool Philharmonic representative.
- Remember that every child has the right to be treated as an individual. Any religious, cultural or ethnic background should be respected, and consideration should be made for any disabilities and emotional or behavioural problems.
- Dress appropriately according to your role, ensuring that clothing is not likely to be viewed as offensive or revealing and that it is absent of any political or other contentious slogans or images.
- Act as an appropriate role model, treating all members of the organisation community with respect and tolerance.
- Where applicable and available, wear Photo ID Badges or Liverpool Philharmonic T shirts in workshop settings, or when representing Liverpool Philharmonic in an external venue.
- Ensure gifts given or received are recorded and discussed with your Line Manager.
- Ensure you adhere to specific procedures outlined below concerning relationships with participants.
- Ensure that, wherever possible, programmed activities involve more than one person, or at least are within sight or hearing of others, or have been pre-authorised by a Safeguarding Officer.
- Respect a young person's right to personal privacy.
- Be aware that actions and comments can easily be misinterpreted by young people, so care should be taken at all times in use of language and tone.
- Be an excellent role model – this includes not smoking, vaping, or drinking alcohol in the company of young people, or using inappropriate language.
- Give positive and constructive feedback, rather than negative criticism.
- Observe any procedures or signage that may be in place when young people are using Liverpool Philharmonic facilities, or when representing Liverpool Philharmonic off-site where young people may be present.

You must not:

- Act in a way both at work and / or in your personal life that brings yourself, Liverpool Philharmonic or our partners into disrepute.
- Make, encourage or ignore others, making personal comments which scapegoat, demean or humiliate participant/audience member including ignoring any form of peer to peer abuse.
- Use your position to intimidate, bully, humiliate, coerce or undermine any participant/audience member. This includes shouting in anger and aggressively to punish them rather than raising your voice to be heard or avoid danger.
- Leave young people unattended.
- Have inappropriate physical or verbal contact with children or young people, including engaging in physical contact games, making suggestive remarks or telling sexist/racist jokes, or allow other children to engage in this kind of activity.
- Show favouritism to any individual.
- Become involved in personal tasks which young people can do for themselves.
- Jump to conclusions about others without checking the facts.
- Believe an allegation of abuse could never happen to you. It could.
- Take, share or request photographs or videos of young people or adults at risk without first gaining the appropriate permissions.
- Take children alone on car journeys, however short.
- Take/invite children to your home, unless this is part of a pre-approved instrument lesson programme, with risk assessments in place and pre-authorised by a Safeguarding Officer.

- Request personal contact details from, or share personal contact details with, a young person or adult at risk with whom they come into contact through the course of their work with Liverpool Philharmonic, including connecting by social media online.
- Give out personal mobile numbers to children or adults at risk unless this is part of a pre-approved individual instrument lesson arrangement, with risk assessments in place and pre-authorised by a Safeguarding Officer.
- Enable children or adults at risk to have access to mobile devices, laptops, and computers without appropriate supervision or prior risk assessment/approval.
- Agree to meet children or adults at risk online, on social media or in chat rooms.
- Consent to 'friend' or 'follow' young people, or adults met through Learning programmes, on any social networking sites e.g. Facebook, Instagram, Tik Tok, Snapchat, WhatsApp, Discord, Reddit.
- Identify (either through naming or the sharing of photographs) any Learning participants on personal social media platforms.
- Use personal devices to photograph or record participants in sessions.

In addition staff members, musicians and volunteers are advised to:

- Exercise caution about what they post on personal social networking sites such as Facebook, Twitter and Instagram
- Ensure they use appropriate privacy settings on their personal social networking sites
- Be vigilant during activity with participants use of their personal mobile devices and report any concerns. This includes being vigilant for any signs of dangerous online challenges.
- Not spend excessive amounts of time alone with children, away from others;
- Not take children with others on car journeys unless it has been pre-authorised by a Safeguarding Officer

Managing Allegations

Please see Appendix 12 for our detailed Managing Allegations Policy.

Relationships

Under the Sexual Offences Act 2003 it is a criminal offence for a person aged 18 or over ('A') to engage in prescribed sexual activity (including touching) with someone under the age of 18 ('B') where A is in a position of trust in relation to B. For these purposes, a position of trust includes where A has responsibility for persons under 18 who are receiving any form of Learning activity within Liverpool Philharmonic programmes.

Liverpool Philharmonic **strictly prohibits** intimate relationships between staff and young people **under the age of 18** connected with its programmes.

Further safeguards are in place to protect staff and participants aged 18 and over in any form of activity within Liverpool Philharmonic Learning programmes. In order to protect the welfare of staff and participants, to preserve the reputation of Liverpool Philharmonic and to avoid incidents and allegations of impropriety, bias, abuse of authority, discrimination and harassment, conflict of interest, and favouritism, Liverpool Philharmonic **strongly discourages** intimate relationships between staff and Learning programme participants aged **18 and over**.

In the event of the development or existence of a Relationship (including an Intimate Relationship or a Family Relationship) with a student or participant over the age of 18, the member of staff concerned is required immediately to declare it to the Safeguarding Officer who shall then make a declaration to an appropriate Senior Manager for consideration. Failure to declare the relationship to the Safeguarding Officer, or to comply with these additional safeguards will be considered a breach of trust, and may lead to disciplinary action.

See Appendix 7: Policy on relationships between Liverpool Philharmonic Staff and student/young people/participants (under and over 18 years) for more information.

First Aid, Accident, Incident and Near Miss Reporting

All staff members are responsible for ensuring that all incidents are reported through the correct channels and acted upon. These incidents include:

- Incidents where a child/young person/adult at risk requires First Aid
- Health & Safety Accidents, Incidents and Near Misses
- Behavioural Incidents
- Safeguarding Incidents

Staff members are responsible for ensuring they are confident of the reporting procedures for each type of incident, the format of reporting (and where to find forms), and who to report to. All incidents should be reported in confidence. Each incident will be individually reviewed to determine appropriate next steps and referrals where appropriate/required.

Bringing Children & Young People to Liverpool Philharmonic Venues (backstage/offices)

On occasions it may be necessary for a staff member, volunteer or freelancer to bring a child/young person onto a Liverpool Philharmonic site (backstage or offices), including The Friary. Liverpool Philharmonic staff, volunteers (including RLPC members) and freelancers may bring children into the buildings at such times as they have authorised access to the buildings.

When a child is brought into the building during normal office hours, the Duty Manager will be notified of their attendance by Stage Door. Stage Door will provide the child/young person with a Visitor's Pass, naming the adult carer, and the adult **must accompany** the child/young person **at all times when on site**.

Anyone working on-stage at Liverpool Philharmonic Hall must not leave their child unaccompanied in boxes or stalls, or in the backstage areas such as dressing rooms or the Green Room. Children must not be brought into work when childcare issues arise: alternative arrangements must be made.

Where children (including family members of staff) are on site due to a specific event or invitation, this should be covered within the event planning and risk assessment process, so that the relevant Event Manager will already be aware of their attendance.

Authorised access outside of normal office hours is determined from time to time by a separate Access Control Policy and Procedure, and generally includes:

- Such times as specific staff members are on-call to work on a specific event; at such times these staff have authorised access and may bring children into the building provided a Visitor's Pass (naming the adult carer) or the other relevant event accreditation is completed (and provided the adult will not leave them alone at any time). Anyone working on-stage at Liverpool Philharmonic Hall must not leave their child in boxes or stalls, or in the backstage areas such as the Green Room
- Other times outside of normal office hours and also outside of such times as a specific staff member is on-call to work on a specific event, access that is necessary for the needs of the Society's businesses is authorised for individual staff members in advance through the weekly production meeting process. Any requirement for children to be admitted during such a period of authorised access must be requested at the same time as the request by the staff member for access and must include a statement of which activities are to be undertaken by the staff member, and how the child will be supervised throughout. When authorised, staff may bring children into the building provided a Visitor's Pass or the other relevant event accreditation is completed and provided the adult will not leave them alone at any time. Anyone working on-stage at Liverpool Philharmonic Hall must not leave their child in boxes or stalls, or in the backstage areas such as the Green Room.
- Authorised access outside of normal office hours will depend on the nature of the events taking place at Liverpool Philharmonic Hall on the specified day. Anyone requesting to bring a child on site outside of normal office hours should be prepared for access to be limited or denied if the nature of the events require restricted access. This will be communicated by Stage Door on the day.

Workshops (Sectionals, Instrument Lessons, Rehearsals etc...)

- In **external venues (e.g. schools, music hubs, community settings)** if you are contracted to deliver a session for an external organisation through Liverpool Philharmonic, an employee of the external setting **MUST** stay with the children/young people at all times. You are permitted to challenge staff members who leave the workshop. This does not apply within the In Harmony Liverpool programme, where musicians are responsible for groups of children unaccompanied, as agreed with schools and risk assessed accordingly.
- In **healthcare settings (e.g. hospital or community settings)** a member of the setting staff must stay with the group at all times unless agreed and risk assessed in advance of activity. Do not be reluctant to tell staff that you cannot continue the session if left alone. If you are left alone, you should immediately leave the room and report it to a member of setting staff.

- Partner staff in external settings (e.g. schools, youth organisations, Mersey Care settings) are responsible for the management of any challenging behaviour unless other arrangements have been agreed and communicated to staff, musicians etc.

Private and One-to-One Teaching

Staff and musicians are required to adhere to the guidelines in this policy relating to private and one-to-one teaching, as detailed above. These guidelines state:

- Private teaching (where a musician is engaged and paid privately by a parent/carer/participant for one-to-one lessons) is **not permitted** at any time on any Liverpool Philharmonic premises.
- There are some circumstances in which a Liverpool Philharmonic musician may be commissioned by the Learning Department to deliver private lessons to a participant of a Learning programme (for example as part of a Talent Development programme). This is only to happen with prior approval of the relevant Safeguarding Officer, and with key safeguards and risk assessments in place.
- Any requests for private tuition from people with whom musicians come into contact with via delivery of Liverpool Philharmonic work must be referred back to the Learning Department in the first instance. Once contact has been made and the initial discussion taken place between the Learning Department and the parent/carer of the child/young person, subsequent arrangements are to be conducted between the parent/s, carer/s and the musician.

Safe Touch

Within Liverpool Philharmonic Learning programmes, it should not usually be necessary to have any physical contact with any children or adults at risk. Under some circumstance, a musician may feel that physical contact is necessary to demonstrate a technique. If this is the case, musicians should consider if it is definitely necessary; Are you sure that visual demonstration and/or verbal instruction is not adequate? Have you modelled the technique required? Is there another way to show the participant?

If contact is required, musicians must complete the following checklist before any physical contact is made:

- **Clear:** Explain clearly what you are planning to do. Tell the participant how/where you will touch them
- **Context:** Explain clearly why you need to do this, and why it will help
- **Permitted:** Seek permission from the participant and accept if permission is refused
- **Listen:** Listen and respect response
- **Observe:** Look for any cues in body language that might suggest the participant is feeling uncomfortable
- **Approach:** Always approach a participant from the front
- **Brief:** Ensure any physical contact is kept as brief as possible

Staff are reminded that physical interaction can be easily misinterpreted, so it should only be employed after the above checklist has been completed.

Dealing With Disclosure

Employers, local authorities, professional regulators and other bodies have a duty to refer to the Independent Safeguarding Authority information about individuals working with children or adults at risk where they consider them to have caused harm or pose a risk of harm.

Remember: you are NOT responsible for deciding whether or not abuse has occurred. That is a job for the professional safeguarding agencies.

How to respond if a child, young person or adult at risk discloses to you

Receive

- Remain calm, providing a safe place for the child, young person or adult at risk to disclose (away from other people)
- Listen to the child, young person or adult at risk without interrupting them
- Show concern by taking the child, young person or adult at risk seriously, but avoid becoming upset
- Do **not** show shock or embarrassment, or express anger towards the abuser

Reassure

- Tell them they are not to blame for what has happened
- Acknowledge that they have done right thing by telling you and this must have taken courage
- Consider saying to them:
 - “I’m glad you told me”
 - “I am sorry this has happened to you”
 - “You are not to blame for what has happened. This is not your fault”
 - “You have been brave telling me this”
 - “I will ensure you receive help”

React

Keep questions to a minimum as your role is not to investigate. If you need to ask questions, ask open questions such as “Is there anything else that you want to tell me?” and “Do you want to tell me what happened?”

- TED is a useful acronym to remember
 - “**T**ell me about that”
 - “**E**xplain that to me”
 - “**D**escribe that to me”
- Let them know that you will need to tell the Designated Safeguarding Officer
- Do **not** promise confidentiality (to keep a secret)
- Do **not** ask leading questions or prompt them
- Do **not** probe for further information
- Do **not** express disbelief
- Do **not** investigate or question the child, except to clarify what you have heard
- Do **not** ask the child to repeat what they have said to another member of staff
- Do **not** ask the child to write down their concerns. (However, they may ask if they can write down their concerns)

Report and Record

In all situations, it is vital to record the details of an allegation or reported incident, as soon after the event as possible. (Reporting form is located on Information Hub). An accurate note should be made of:

- Date & time of incident or disclosure
- Parties who were involved
- What was said or done and by whom
- Any action taken by the organisation to investigate the matter

Names of persons reporting and to whom reported.

Where possible, write down what the child, young person or adult at risk said using their actual words including any slang terms or words you may be uncomfortable with. Use CAPITAL LETTERS when recording to differentiate the child / adult at risk’s voice from your own.

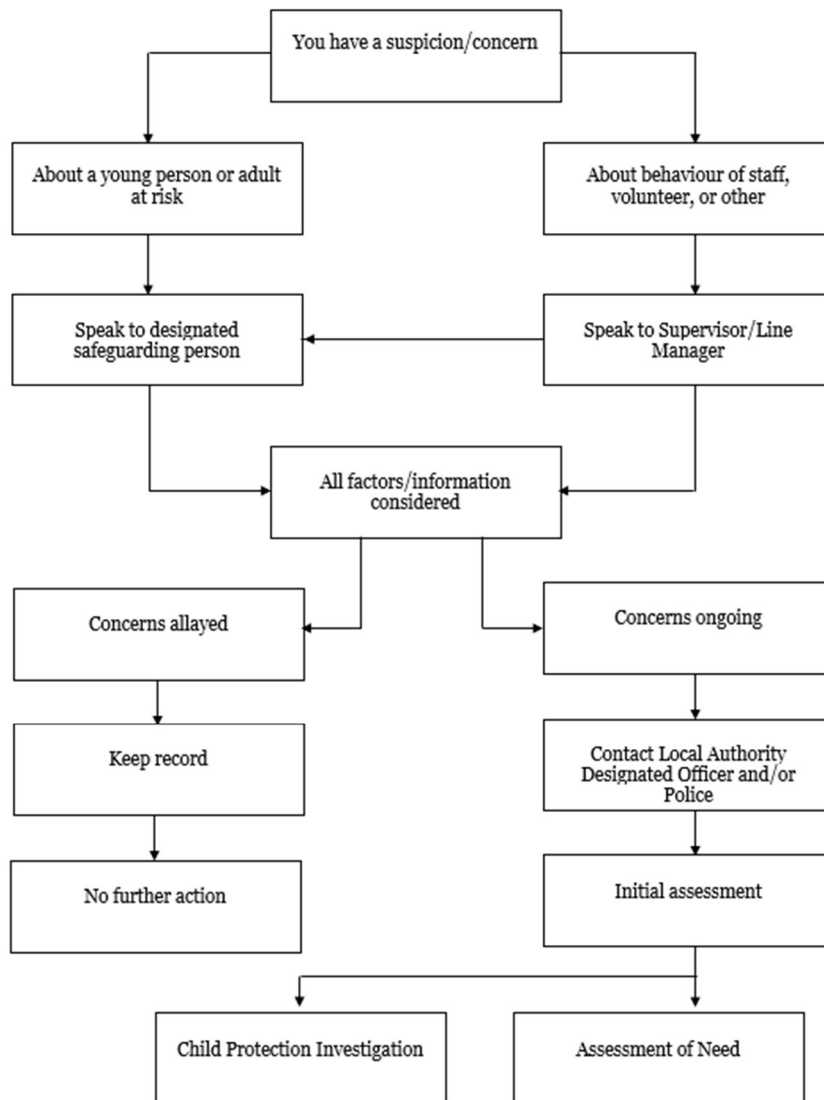
This report should then be passed to the Safeguarding Officer or Deputy Safeguarding Officers in the first instance, or Event Manager. Please be aware that once you have reported your concerns you will often not hear anything else back.

These records will be kept securely, and only for as long as is necessary. The information contained within will only be shared with those who need to know about the incident or allegation. It is the intention of Liverpool Philharmonic to protect employees and children/young people from avoidable suspicion and hurt in the event of disclosure or allegation.

If you suspect that a child/young person is being abused, or if you receive an allegation about any adult

- Record the facts as you know them and immediately tell the Safeguarding Officer. Do not discuss the details of any allegations with other colleagues.
- In the instance that the allegation is received relating to the Safeguarding Officer it must be reported to the Executive Director, Performance and Learning or in their absence, the Chief Executive

REPORTING CONCERNS: FLOWCHART



External contacts

Careline Liverpool (reporting concerns about adults at risk)

Telephone Number: 0151 233 3700

Merseyside Police

Telephone Number: 0151 709 6010

NSPCC Child Protection Helpline

A free 24-hour service which provides counselling, information and advice to anyone concerned about a child at risk of abuse.

Telephone: 0808 800 5000