



THE OTAKAR KRAUS MUSIC TRUST

Registered Charity No. 1178401

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The Otakar Kraus Music Trust (the 'Charity')

Policy for the Creation of a Safe Environment for Vulnerable People

Preamble

Certain of the Charity's activities involve working with vulnerable people, often in one-to-one therapy sessions. Accordingly the Charity's trustees ('Trustees') have determined that it should adopt a policy for to ensure, so far as is reasonably possible, every activity of the Charity is conducted in a safe environment for vulnerable people. The Trustees have determined that *everyone involved in working on behalf of the Charity has a responsibility to safeguard and promote the wellbeing of those who seek to benefit from its activities and therapies.*

The Policy

Statement of Principles

The Charity's premises must be a place of welcome, where each person is respected and cared for in a supportive and protective environment. Particular care must be taken of those who may be vulnerable because of age, illness or disability or who may be vulnerable because of current or past life experiences.

Everyone engaged in working for the Charity (whether paid or unpaid volunteers) has a responsibility to safeguard and promote the wellbeing of those who join the Charity in its activities, whether as beneficiaries of its services, providing volunteer help and support, or otherwise working for the Charity in any capacity.

The Charity shall appoint a Nominated Safeguarding Officer (NSP) and a Nominated Trustee, who shall be responsible for the implementation of, and from time to time reviewing and, if necessary, updating these guidelines, and dealing with all safeguarding issues that may arise or be referred to him or her. The NSP and Nominated Trustee shall be entitled to attend and raise matters before meetings of the Trustees. The Trustees shall ensure that the NSP receives adequate training in the performance of his/her functions and continuing in-service education.

Nominated Safeguarding Person (NSP): Clare Lawrence, Director

Mobile: 07435 062212 Email: info@okmtrust.org.uk

Nominated Trustee: Jill Clark,

Tel: 020 8892 3923 Mobile: 07926157530 Email: jill.clark@okmtrust.org.uk

In order to adequately protect children and vulnerable adults OKMT will ensure:

- The board receives basic awareness training in CP and Safeguarding, as legal responsibilities relating to this ultimately rest with the board.
- All staff and trustees are trained in basic Safeguarding every three years.
- The Music Therapists should have at least level 1 safeguarding training, or above, and refresh their training every 3 years

- The NSP and Nominated Trustee have level 3 safeguarding training which should be renewed every 2 years.
- All staff have read and understood OKMT policies and procedures and are familiar with their responsibility within it.
- OKMT policies and procedures are available to view for parents and carers. The contact details for the NSP and nominated trustee are clearly visible in the Studio and other venues.
- OKMT complaints procedure is accessible to all visitors.
- All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately.
- A risk assessment is completed for all venues used by OKMT and available to those delivering the sessions so that they incorporate it in their health and safety responsibility for their users.
- The child protection policy is reviewed on an annual basis by the NSP and recommendations and amendments approved by the board.

Therapist, Staff and Volunteer Recruitment are required to have the following:

- A DBS Disclosure will be obtained for all therapists, staff, trustees and volunteers.
- Employment history checks will be made.
- All therapists, staff, trustees and volunteers on joining OKMT will receive an induction and training in Trust policy and procedures and how to address the possibility of abuse appropriate to the roles and responsibilities as defined in OKMT's safeguarding policy.
- Those working with any user who may be known to be at risk of abuse or neglect will receive role specific training and regular supervision.

Responding to a Safeguarding Concern

Concerns about adults and children may arise in different situations:

REPORT

- Staff will report concerns to the Nominated Safeguarding Person or their deputy.
- OKMT will ensure every member of staff is aware of who the NSP/Nominated Trustee is and how to contact them.

RECORD

- The responsible member of staff will always make a record of what happened immediately.
- OKMT will record information as soon as possible (see Appendix for recording log form)

REFER

- The NSP will refer all cases where there is a concern about significant harm or risk of harm to the Richmond Single Point of Access (SPA)
- Report allegations made against members of staff to the Local Area Designated Officer (LADO): 020 8891 7370 or 07774 332 675
- or email: LADO@achievingforchildren.org.uk
- The online LADO referral form is [Allegations against staff and volunteers \(ASV\) referral form \(google.com\)](#)

For Children

Richmond Single Point of Access (SPA) Tel: **020 8547 5008 (8am to 5.15pm Monday to Thursday, and 8am to 5pm on Friday)**

Out of hours Tel: **020 8770 5000**

Email: spa@richmond.gov.uk

[Make a referral to the Single Point of Access - London Borough of Richmond upon Thames.](#)

Hounslow: Contact Children's Services on **020 8583 6600 option 2**

Out of hours (after 5pm weekdays or weekends) call **020 8583 2222** and ask to speak to the duty social

For Vulnerable Adults

Richmond adult social services access team: Tel **020 8891 7971**

Email: adulthoodsocialservices@richmond.gov.uk

[Report adult abuse - London Borough of Richmond upon Thames](#)

Hounslow: Telephone: **020 8583 3100** - Monday to Friday from 9am to 5pm.

Out of hours telephone: **020 8583 2222**.

[Safeguarding Adults in Hounslow](#)

***ALWAYS PHONE 999 IF THE CHILD or VULNERABLE ADULT IS IN IMMEDIATE DANGER ***

The Purpose of the Safe Environment Procedures

The procedures outline essential requirements and also provide practical guidance on how to organise these activities well, with regard to the dignity, safety, and wellbeing of all concerned so that avoidable risks are anticipated and minimised and that relationships with the Charity and its representatives are positive and healthy.

The procedures are not exhaustive. Leaders of activities and therapists will recognise that additional safeguards need to be considered for a particular group or activity. In this event leaders should seek advice from the NSP, who will relate this to the Trustees.

Safer Recruitment

Recruitment and Selection

These Safeguarding Policies and Procedures apply to all office holders, therapists and volunteers working with children, young people and adults at risk in the activities of the Charity, and include recruitment and selection policies and procedures, including the Disclosure and Barring Service ('**DBS**') Disclosures Policy and Procedures Document.

Practical steps when appointing Office Holders and Volunteers

It is not easy to identify those who are likely to abuse children, young people or adults at risk. Any procedure that helps to clarify details of a person's background and experience can help with identification and can raise awareness levels in the Charity generally. The same should be applied regardless of the level of responsibility or the duration of appointment of a role involving contact with children, young people and adults at risk. Careful checks should be made on all

persons being recruited or otherwise engaged in the Charity's activities, including verifying identity and taking up independent references – even in relation to applicants who are well known to the Charity for many years. This approach ensures fairness and consistency and avoids potential breaches of the *Disclosure and Barring Service Code of Practice*.

All persons working with children, young people and adults at risk will be selected in accordance with the *Disclosure and Barring Service's Policies and Procedures*.

Appointments will be made on the basis of a person's experience and ability to perform the role rather than on the urgency of the need or the availability of the applicant.

It is essential to treat all documentation relating to these application processes in strictest confidence.

Responsibilities for Volunteers and Employees

The Charity will ensure that those working with young and vulnerable people in its activities will be made aware of their duty to become familiar with these Safeguarding Policies and Procedures, and in particular:

- a. The duty to promote safe practice, minimise all risks of abuse and maximise the response to reports of concern;
- b. Include clear and detailed content that reflects the specific nature of the role or the specific aspect of the role that justifies the requirement for a DBS Disclosure (where appropriate at basis or enhanced levels – see the DBS website).

Relevant employees/volunteers should sign a document to indicate that they agree to adhere to these policies and procedures. This should be retained by the activity/event organiser. Any contact that an individual has with a child/young person in a particular role must be within the confines of that role and responsibility. Where possible, no person under the age of 18 should attend any Charity activity without being accompanied by a parent or other adult nominated in writing by a parent. In particular, no one-to-one activities should take place in 'closed rooms' – if a door cannot be left open for reasons of confidentiality or a chaperone cannot or should not, for therapeutic reasons be present, it must at least have a large glass panel so that there is visibility at all times and another adult and experienced member of staff should be present and in view at all times.

Good Relationships

Principle

Children and adults should always be treated with respect and consideration. Those working with the young and the vulnerable should portray at all times a positive role model by maintaining an attitude of respect, loyalty, courtesy, tact and maturity.

Physical Contact - Respectful Touching

Appropriate affection between adults, and between adults and children is important for development, in the case of children, as well as being a positive part of the Charity's therapies.

Touching is an essential part of life and necessary for:

- Basic care

- Showing love and reassurance
- Praise and communication

It should be safe, appropriate and not overdone. It should be remembered that touch can be perceived as a sign of warmth and friendliness or as a sign of dominance.

Touch should always be related to the recipient in terms of:

- Their needs at the time
- Limited duration
- Appropriateness given age, stage of development, gender, disability and culture

All people have the right to decide how much or how little physical contact they have with others. Except in exceptional circumstances, such as when they are in need of immediate medical attention, their wishes should always be ascertained and respected.

Good practice guidance:

- It may be appropriate to hold and comfort a distressed child but be aware how this contact may be interpreted by the child;
- Everything should be in public. A hug or a touch in a group or openly, visible to others is very different from that done behind closed doors or in an unobservable place;
- Physical contact is an essential element of some therapies (sports, music, dance etc.). All those involved in such therapies should practice safe touch, asking permission, explaining and defining the reason for the physical contact.
- When ground rules for activities or events are being discussed, event leaders or those supervising activities should introduce the idea of safe touch;
- Providing care for those with additional needs or disabilities may require levels of physical contact. In some circumstances consultation with the individual, their parents, carers etc. is essential to fully understand the requirements and abilities of the person being cared for;
- Children and adults with additional needs, may require higher levels of personal support in such areas as washing, dressing, toileting, feeding and mobility. A parent/carer will always be on the premises and therapists will never provide personal care.

As far as possible support the person in their own care. Always avoid doing things for them if they are able to do it alone or for themselves. If they are able to help, this should be encouraged. Where the person is dependent upon your help, try and offer choices;

- In a group, team members, as part of good practice, should monitor one another in relation to physical contact. They should be able to help each other by pointing out anything that could be misunderstood or uncomfortable for a child, young person or adult at risk;
- If an adult engages in inappropriate touch with a child, young person or adult at risk, this must be challenged. If there are any concerns about an adult's contact then this must be reported to the Safeguarding Representative for advice.

NB: Any activity that is, or may be thought to be, sexually inappropriate must be avoided at all times. Care should also be taken to only touch on “safe” parts of the body.

Anti-Bullying

We are committed to providing a caring, friendly and safe environment for all children and young people with whom we deal so they can develop in a relaxed and secure atmosphere. Bullying of any kind is unacceptable in our activities. If bullying does occur, all children and young people should be able to tell and be confident that incidents will be dealt with promptly and effectively. This means that anyone who knows that bullying is happening is expected to tell the group leaders.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Children and young people need to learn different ways of behaving.

We have a responsibility to respond promptly and effectively to issues of bullying.

Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should consider the possibility that the child may be bullied. Further information can be obtained from Kidscape.

Procedures

1. Report bullying to staff, event or activity leaders or organisers as appropriate;
2. In cases of serious or persistent bullying, the incidents will be recorded by staff, event or activity leaders or organisers;
3. If it is thought that an offence has been committed, contact the police;
4. The bullying behaviour or threats of bullying must be investigated and all bullying stopped quickly;

Dos & Don'ts

You must:

- Treat all children, young people and adults at risk equally and with respect;
- Engage and interact appropriately with children, young people and adults at risk;
- Respect a child, young person's or adult's at risk right to personal privacy;
- Challenge unacceptable behaviour and provide an example of good conduct you wish others to follow - an environment which allows bullying, inappropriate shouting or any form of discrimination is unacceptable;

- Recognise that particular care is required in moments when you are discussing sensitive issues with children, young people and adults at risk e.g. maintain appropriate boundaries;
- Avoid situations that compromise your relationship with children, young people and adults at risk, and are unacceptable within a relationship of trust. This rule should apply to all such behaviours including those which would not constitute an illegal act.

You must not:

- Discuss topics or use vocabulary with children, young people and adults at risk which could not be used comfortably in the presence of parents or another adult;
- Arrange an overnight trip with a child, young person or adult at risk without ensuring that another approved person will be present and parental consent has been given;
- Take a chance when common sense suggests another more prudent approach;
- Physically, emotionally or sexually abuse, maltreat or exploit any child, young person or adult at risk.

Safe Places

Brief Scope

The Charity has a responsibility to ensure that its activities take place in as safe and secure an environment as is possible. All risks cannot be removed, and users should be expected to behave responsibly, according to age and ability.

Risk Assessments are an integral part of creating 'Safe Places.' A written risk assessment should be carried out on every environment that is to be used for any purpose. For guidance on carrying out a successful risk assessment please see the [Health and Safety Regulation.....a short guide](#) (Health and Safety Executive).

Good Practice

Creating a 'Safe Place' is always unique to a particular environment; however the following procedures are examples of good practice.

- Any meeting with children, young people or adults at risk should take place in an area which is either visually accessible or is frequented by other people. At least two authorised adults should be present.
- Activities should only take place in premises which are suitable for those activities;
- Firefighting equipment should be in plain sight, readily accessible and clearly labelled;
- Areas must be kept tidy.
- A first aid kit fully stocked for use in public places must be available, and its whereabouts must be clearly labelled;
- Emergency exits should be clearly marked.

Supervision and Ratios

It is important to have an appropriate ratio of adult volunteers to children, young people and adults at risk. The factors to consider are:

1. Age and gender of group members;
2. Children with special needs;
3. First aid cover;
4. Nature of the activity;

There must always be a minimum of two adults attending every group for all activities or events.

A general guide for minimum supervision ratios provided by the D of Ed is:

1. One adult leader for every 3 children under 5;
2. One adult leader for every 6 children under 8;
3. One adult leader for every 10-15 children aged 8-11;
4. One adult leader for every 15-20 children aged over 11.

Supervision ratios for adults at risk should be based on the assessment of need. For example if an adult at risk is infirm or wheelchair bound, the ratio should be a minimum of one to one.

When children, young people or adults at risk are identified within the risk assessment as having additional needs that are likely to require additional supervision, specialist care or support, this must be discussed with the person's parent or carer. Where appropriate the views of the young person or adults at risk should also be sought.

Following the discussions the group leader will give consideration to increasing the levels of supervision so as to meet the assessed needs.

During the activity and depending on the overall size of the group participating, it should be considered as good practice for the main group to split into smaller sections so as to facilitate better group supervision. These sub groups should always remain in close proximity to each other, so as to permit adult leaders being able to support each other while safeguarding the interests of all.

Young people under eighteen are welcome and encouraged to assist with outings or activities; their involvement must be monitored so that they do not have the responsibility of a group leader or are used to meet the supervision criteria above.

Registration

A register of those present at each activity/event should be taken and kept. This may not always be practical and should be proportionate. The register for each event should include:

- a. Date of the activity/event;
- b. Details of the activity/event;
- c. Adults Present;
- d. The Nominated Safeguarding Person present;

- e. Children/Young People Present.

Health and Safety

The named person responsible for the activity/event must ensure that:

1. The premises are appropriate for the event;
2. A written risk assessment is undertaken;
3. Fire evacuation procedures are explained at the start of the event. Appropriate signage should be in place. Consider having a walk through the escape route with those present;
4. For residential outings ensure that all children, young people and adults at risk are briefed on arrival as to what to do in the event of a fire including assembly point;
5. Ensure all children, young people and adults at risk are aware of who to contact in an emergency;
6. Leaders should have access to a full list of all those attending the activity/event in case a roll call is required;
7. There should be a designated leader who will oversee health and safety issues. This person must:
 - a. Be familiar with the requirements of health and safety;
 - b. Brief all leaders prior to the activity/event;
 - c. Ensure leaders complete regular head counts;
 - d. In the event of an accident or incident, ensure that an incident report form is completed within 24 hours by the relevant person(s).

During the Event

The person responsible for the activity/event should monitor risks throughout the event and take appropriate action if necessary.

The leader should:

1. Introduce themselves to the children, young people and adults at risk present.
2. Ensure that no unauthorised person can gain access to the activity/event.
3. Ensure that arrangements for “dropping off” and “collecting” children, young people and adults at risk are adhered to.
4. Allow no child, young person or adults at risk to leave with someone unknown to the leaders.

No activity should take place without an adult representative of the Charity being present as ‘Nominated Safeguarding Person’, who should be given and accept responsibility for the implementation of these guidelines, whose identity should be made known to all present and their representatives as the person with whom they should consult if any safeguarding concerns or issues arise – see further below.

Location

Any meeting with children, young people and adults at risk must always be held in a public place with a minimum of two adults present.

A public place for the purposes of this policy is defined as an area which is either visually accessible (e.g. through a window) and not behind a closed door, or frequented by other people (e.g. staff room / kitchen, sports hall) – see above.

Unforeseen circumstances may arise whereby it is not always possible to maintain the presence of two adults. For this reason care needs to be taken in the planning stage when selecting an adequate number of leaders and the venue for activity.

If this does occur, the situation must be reported to another leader (where applicable the group leader) and be recorded to safeguard the interests of both the children and adults concerned.

Under no circumstances must a child, young person or an adult at risk be invited to a leader's home or invited to accompany them anywhere unless the reason for doing so has been agreed in advance with parents / carers and is in the presence of another supervisor at all times.

Access to an Independent Person for Children, Young People and Adults at Risk

It is vitally important that groups working closely with children, young people and adults at risk develop and promote a culture where they are encouraged to talk about their concerns and experiences to leaders. Children, young people and adults at risk should be reassured that whatever is said will be listened to and taken seriously. If any accusation of abuse is made, the appropriate authorities (local social services departments and/or police) must be involved, but, in non-emergency cases, after consultation with the Charity's Nominated Safeguarding Person (from whom advice can be sought at any time).

All children young people and adults at risk should be encouraged to talk to parents, carers or leaders if there is anything worrying them.

Groups and organisations must have in place procedures for dealing with complaints from children, young people and adults at risk who are involved in church activities.

All adults working with children, young people and adults at risk should know the name of an individual or organisation with which they could refer a child, young person or adult at risk to discuss their concerns.

Capacity and Consent

This section is intended to outline some important principles and frameworks which will guide leaders of Charity activities.

1. Capacity & Consent - Children

The definition of a child, for legal purposes is anyone who has yet to reach their 18th birthday. This is embodied within the Children Act 1989 and Children Act 2004.

There are some activities in which children participate e.g. Children's liturgy, where parents and carers are in the vicinity and exercise parental responsibility by virtue of that proximity.

In these situations no consent from parents is required for the child to participate and the extent and level of that participation is determined by the parent or carer and their child.

There may be activities however where a parent or carer may not be present. In these situations the person with parental responsibility for the child should complete and sign a parental consent letter to enable their child to take part.

2. Capacity & Consent - Young People

Whilst legally anyone not having yet reached their 18th birthday is technically a child, young people develop levels of autonomy and capacity to make a wider range of decisions about their own actions as they progress through their teenage years.

Principles about consent and capacity remain (see Children). Event leaders and those supervising activities however should also recognise young people's rights and capacity to make their own decisions. E.g.:

- It would always be good practice to check that the young person themselves consented to take part in a planned event or activity, whether or not parents had completed a consent form;
- For more routine activities (e.g. attendance at a youth group) a signed parental consent form might be waived if the young person wishes to attend and verbal consent is given by a parent or carer;
- For some young people e.g. those with a significant learning disability the Mental Capacity Act may apply from 16-18 years.

Those responsible for supervising events and activities must be mindful of other aspects of a young person's ability and capacity to participate which might include, depending on the event or activity, any drug or substance issues, sexual behaviour, risk taking behaviour and so on.

The purpose of the considerations is to enable the young person to play as full and active a part as possible in any activity or event in a way that affords them the highest level of care, love, encouragement and respect.

3. Capacity & Consent - Adults

The legal framework relevant to adults is the Mental Capacity Act 2005/2007.

Applies to 16 year olds and above.

The 5 key principles

- Basic assumption that a person has capacity to make the decision;
- You must take all practicable steps to assist the person to make the decision before treating them as being unable to make a decision;
- Unwise decisions do not mean a person lacks capacity to make decisions;
- Any act or decision made under this Act for or on behalf of a person who lacks capacity must be done or made in their best interests;

- Before any action or decision is taken consideration has to be given to whether the purpose for which it is needed can be as effectively achieved in a way that is least restrictive of the person's rights and freedom of action.

Health Matters

Mobility

There will be occasions in many gatherings when some people present require assistance with mobility. These may be people attending the event or people organising the event.

It will be important to know who requires such assistance and to establish that they bring their own mobility aids with them: e.g. walking stick, crutches, or wheelchair.

The environment should be safe for all attendees and comply with accessibility regulations.

Anyone assisting with mobility should be aware of their own safety and understand the correct actions to take. For longer events, such as overnight stays those assisting with mobility should have received appropriate training for their role.

Managing Medication

A large proportion of the population take regular medication and most of them do not require assistance in administering it to themselves. However, in the case of children, or adults with reduced capacity, a parent/carer will always be on the premises and will have responsibility for all medication.

IT/Communication Technology/Photography

Principle

The internet, mobile phones, social networking and other interactive services have transformed the way in which we live. The new technologies offer tremendous opportunities to reach, communicate, and engage with those involved in the Charity's activities or may benefit from, or be interested in them.

Photography

It is often common practice to take and display photographs of children and young people on noticeboards, websites and in Charity newsletters and newspapers.

We know that the overwhelming majority of images taken are entirely appropriate and are taken in good faith. There are also opportunities however to distort the original intention behind taking such photographs. It is important for this reason to consider potential risks such as:

- The inappropriate use, adaptation or copying of images for use on child abuse website on the internet;

- The identification of children when a photograph is accompanied by significant personal information that will assist a third party in identifying the child. This can lead, and has led, to children being 'groomed.'

In addition under the Data Protection Act 1998 photographs constitute 'personal data' and where it is possible to infer a person's religious beliefs, ethnicity or medical conditions from that photograph, constitute 'sensitive personal data.'

In view of that the following guidelines should be followed.

DO

- Ensure you have parental consent to use photographic images of a child or young person if it is to be used in the public domain.
- Where possible focus on the activity rather than the individual.
- Ensure that all featured in photographs are appropriately dressed.
- Be general in labelling photographs rather than naming or tagging each child. A list of names may always be provided separately.
- When commissioning photographers ensure they are clear about what is expected by establishing who will hold the recorded images, what they will be used for, where they will be displayed.

DON'T

- Publish or display photographs with the full name of a person or person's featured unless you have written consent to do so and have informed parents as to how the image will be used;
- Use an image for something other than which you have obtained permission.

Using Texts and Emails with Children & Young People

Texting should not be used as a method of communication between adults involved in Charity activities and children or young people.

DON'T IN ANY CIRCUMSTANCES

- Use texts or emails for personal conversation, sending pictures or jokes or other items of a personal nature;
- Respond to emails from young people other than those directly related to Charity-related activity. Advise the Trustees if you receive any inappropriate texts or emails.

Reporting and Monitoring

- Children and young people should be advised to always tell an adult they trust about communications that make them feel uncomfortable or where they have been asked to keep communication secret;
- Any discovery of inappropriate use (of a safeguarding nature) of social networking sites, computers, email or texting should be reported to the NSP and Trustees;
- Charity personnel must report unofficial sites that carry the Charity logo to the Trustees. It is important that the Charity is able to protect its identity and prevent

unwanted publications. Any misinformation found on a site, such as Wikipedia, should also be reported to the Trustees.

Accidents and Emergencies

Missing Children or Young People

When there is a concern that a child or young person may be missing, the event leader must arrange an initial search to establish if the child is in the vicinity - this should only be conducted if it is safe to do so and be dependent upon the circumstances.

If an initial search is not the appropriate action or the concern remains the event leader must:

- Ensure the wellbeing of the remaining children; make sure that all are accounted for and properly/adequately supervised;
- Be mindful of the circumstances - the time of year; location; weather conditions; time of day (dusk etc.); age and vulnerability of the child. It is important to take prompt action and avoid panic;
- Contact the Police without delay;
- The responsibility for conducting enquiries and a proper search rests with the Police - they have the experience, knowledge and resources. Their involvement should be considered at the earliest opportunity as the first hour can be vitally important and a rapid response essential;
- When the Police are contacted ensure that the parent/carers contact details are readily available as it is their responsibility to make contact with the parent/carer. Be prepared to assist with information that will help with the enquiries:
 - Name, age, description of the child/children;
 - When and where last seen and by whom?
 - Any known reason for their absence? Is the absence out of character?
 - Any known places to be searched, people to be contacted?
 - Any known medical conditions or medication required?
- Further assistance should only be offered to the Police after any remaining children's welfare has been secured.

Accident and Illness

In order to respond to accident or illness the event leader must ensure:

- Prompt assessment of the illness/injury and appropriate action is taken. First Aid should be given, by qualified personnel if available;
- Relevant staff at the event venue should be informed as soon as possible;
- Parents/carers must be contacted as soon as possible following the incident unless the circumstances require the intervention of the Police.

Major Incidents

Procedures for Major Incidents:

- The designated leader's responsibilities are primarily to supervise and manage the children and young people. If safe to do so move the children and adults from the scene to a place of safety;
- As soon as it is safe to do so, contact the appropriate emergency service i.e. Police, Fire or Ambulance by calling 999. Follow the directions of any emergency service personnel;
- Be prepared to give as much detail as possible of the location; nature of the incident; an estimate of the number of casualties (if known); any potential hazards. Be prepared to remain on the phone - you may be a useful link until the emergency service crews arrive;
- Ensure emergency first aid treatment is given by qualified personnel present;
- Take a roll call of all children/young people and leaders present at the time of the incident. Try to locate them only if it is safe to do so. If not, inform the emergency services, when they arrive, of how many people are missing, their descriptions and likely location;
- Depending on the nature and scale of the incident the Police may set up a Casualty Bureau to handle information on casualties and to filter/manage calls from concerned relatives and friends. Be ready to provide any necessary details to the Casualty Bureau;
- It is the responsibility of the Police to inform the parents/carers of any victims. Initially, they will not contact parents /carers of those uninjured or safe. If it is safe to do so and there is access to a telephone, contact parents via the system of liaison between the event and the parents established in the planning of the event. It will be important to take the advice of the emergency services regarding arrangements for collection. Parents may not be able to get to the scene;
- If it is safe and practicable to do so the designated leader or another leader should make efforts to monitor the location of children and young people if they are moved from the scene;
- Notify the NSP and Trustees.

Fire Safety

Procedures for fire safety:

- All leaders must be familiar with the fire regulations and fire-fighting equipment for the event venue;
- Leaders will ensure that all children/young people know where the appropriate fire exits, alarms and assembly points are and are given instructions on what to do if the alarm sounds;
- All leaders must know the whereabouts of the nearest telephone;
- Children/young people must not use fire-fighting equipment;
- In the event of a fire alarm being raised, evacuate the building(s), move to the appropriate assembly points and take a roll call of those present;
- Contact the Fire Brigade or activate any automatic fire alarms if available. Be prepared to give details of the location; the nature of the incident; number of buildings/people involved and any potential hazards;
- Consider undertaking regular fire drills to ensure that leaders and children become

familiar with the procedures, the location of the assembly points and any action to be taken.

Appendix

Safeguarding Policy during online Music Therapy or Lessons

- **Therapists should ideally set up a separate account for online sessions.** Keep it separate from your personal online profiles. Make sure you use an appropriate image for your profile picture, and do not share any personal information about yourself e.g. personal telephone number, email accounts, Facebook and other social media links.
- **Agreement in writing** is required from client, parents or carers for music therapy or lessons online.
- **Parents/Carers must receive of copy of the online music session guidance** and confirm in writing they have read it.
- **It is essential that a parent or carer is present if you are working remotely with a child.** When you are communicating with parents/carers about setting up Zoom or other platforms, please request that 'it is important that a parent is present during the Online Music sessions. This is a safeguarding requirement and with the support of the parent present, this will also help aid the Music Therapy session.
- **Client safety must be maintained** as part of online and phone sessions. Therapists running online or phone sessions must take steps to ensure a professional background is presented: a quiet, neutral space with no disturbances while sessions are taking place. No people or pets should be in the background. In addition, for online sessions, there should be no personal pictures or other objects in the background that would give a "home-like" feel.
- **Be business-like when giving lessons:** always present yourself as professionally as you would if you were giving a face-to-face lesson, in dress and in manner: remember that while social media applications can encourage informality, you need to observe your usual high professional standards at times.
- **Set standards for your pupils and their parents or carers:** pupils, parents or carers and any household members who may come into view on screen are expected to dress and behave appropriately. If there is inappropriate attire, you should explain that you are going to terminate the lesson and give the reason for doing so. The lesson can resume when the pupil is suitably attired. You should also explain that you will suspend a lesson if any of the provisions of your policy are not complied with.
- **You should also state that pupils should not send any material** to you during the sessions. Only parents of the children you teach are permitted to send anything to you, and it must strictly related or connected to the provision of music sessions.
- **Test your set-up before you go live:** are the camera and microphone working properly? Is the camera in the correct position for optimum teaching? Make sure you are working against a neutral background.
- **You must continue to be mindful of GDPR compliance.** Link to our policy here:
<https://www.okmtrust.org.uk/privacy-policy/>

If during an online Music therapy session, there is a safeguarding concern observed by the Music therapist, then the Nominated Safeguarding Person will be notified and normal safeguarding procedures will apply. See pages 1-3 of this policy,

Further advice on using Zoom

In response to recent reports, both anecdotally and in the media, of users experiencing compromised settings when using Zoom, we would recommend ensuring the Advanced Settings are set to the following options for all remote sessions:

1. Make sure your meeting is password protected.
2. Avoid sharing the meeting ID where possible.
3. Set the screen sharing option to “host only” before the meeting begins.
4. Always enable a waiting room in case your client arrives early for their session.

Recording lessons

What are the safeguarding implications of using Skype, Zoom and other software to record sessions?

This is a sensitive area and we advise caution. Always discuss this with your pupils or parents. If you are in any doubt as to the intentions of your pupils or the parents/ guardians of your pupils, do not record sessions.

You must never record a session without the knowledge and written consent of your pupil, or the pupil’s parents/guardians. If you decide you so wish to record sessions:

- Ask for consent in writing before you make any recording.

Have a written policy available to your clients which says:

- what you will do with the recordings
- how long you will keep them and why
- that you guarantee you will only ever share the recording with the pupil (if an adult) or the parents/guardians unless permission is given to use them in any other way
- how you will dispose securely of the recordings at the end of your retention period
- that you will securely delete and dispose of recordings as quickly as possible if your pupils or their parents withdraw consent.
- parents should not make recordings of the sessions.

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