



North East Opera Safeguarding Policy

These guidelines are designed to safeguard the young/vulnerable person against abuse.

Please address the issues outlined below in your risk assessment for your session or activity.

Reporting concerns relating to young and/or vulnerable people

A NEO Workshop Leader/Practitioner has a responsibility to:

- If you feel that a young and/or vulnerable person you are working with or another person is at risk of harm, it is your duty to pass concerns onto **the NEO project manager and/or NEO project coordinator**, and **the designated Safeguarding Lead** within the **Host Organisation** that you are working in. Remember, the overriding consideration must be the protection of the vulnerable person - for this reason, absolute confidentiality cannot and should not be promised to anyone. If a disclosure is made to you, you need to:

1. Make a note of what has been said as soon as possible to ensure that you record the details as fully as possible. (Please arrange to speak to Terry Doyle or David Pisaro so that this can be recorded on the NEO Safeguarding Record).

2. Report any concerns relating to safeguarding to the Safeguarding Lead in the Host Organisation. They will be able to advise you of next steps to take in relation to your work with the vulnerable person within the setting. You will need to acquire the person's full name and date of birth from the Safeguarding Lead of the host organisation if you need to report a disclosure.

3. For serious or immediate risk disclosures, you must report directly to safeguarding services within the Local Authority Safeguarding Teams within 24 hours of the disclosure being made to you. Contact details for each LA are in the table below. **Your Safeguarding Lead within the Host Organisation will provide you with the home address of the person and their full name and date of birth for the referral. You need to contact the LA of the person's home address.** The Safeguarding Lead will contact the parent / guardian of the vulnerable person to notify them of a referral being made. No consent is required if the person is deemed to be at immediate risk.

If the disclosure is made out of hours, contact Emergency Duty Team (phone number in the table below). You will receive immediate advice on how to proceed. Inform the host organisation safeguarding lead of any contact you have made to LA safeguarding teams. *Please advise NEO that this action has been taken via email.*

Contact details for Local Authority Safeguarding Teams

HARTLEPOOL 01429 284284 01642 524552 childrenshub@hartlepool.gov.uk

STOCKTON ON 01429 284284 01642 524552 childrenshub@hartlepool.gov.uk **TEES**

The referral forms and further information for each Local Authority referral processes can be found here:

Middlesbrough

[Worried about a child? | Middlesbrough Council](#)

<https://www.middlesbrough.gov.uk/children-families-and-safeguarding/worried-about-child>

Stockton and Hartlepool (Hartlepool and Stockton on Tees Safeguarding Children Partnership)

[Hartlepool and Stockton-on-Tees Safeguarding Children Partnership \(HSSCP\)](#)

Redcar & Cleveland

Children: [Concerns about a child | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](#) Adults: [Worried about an adult | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](#)

You will receive formal feedback on the outcome of this from the Safeguarding Team within 48 hours.

Disclosure against staff

If a disclosure by a vulnerable person involves an **accusation made against another music leader or staff member** in the host organisation, you are responsible for reporting this to the Local Authority Safeguarding Team immediately.

CHILDREN'S SOCIAL CARE	OFFICE HOURS CONTACT	OUT OF HOURS CONTACT	EMAIL
MIDDLESBROUGH	01642 726004	01642 524552	MiddlesbroughMACH@middlesbrough.gov.uk
HARTLEPOOL	01429 284284	01642 524552	childrenshub@hartlepool.gov.uk
REDCAR AND CLEVELAND	01642 130700	01642 524552	RedcarMACH@redcar-cleveland.gov.uk
STOCKTON ON TEES	01429 284284	01642 524552	childrenshub@hartlepool.gov.uk

If you are concerned about the behaviour of a colleague, you must report this to NEO (if they are a practitioner engaged by NEO), the host organisation (every time).

In the event of a safeguarding concern being **raised internally by a team or staff member of NEO against another colleague or practitioner**, and is outside of the host organisation setting, this must be reported to the NEO project coordinator and NEO manager and an internal investigation will be undertaken by the appropriate staff within NEO or Middlesbrough Council.

For further guidance on how to deal with a safeguarding concern see the flowcharts available in the Appendices in the Music Handbook.

Safeguarding as the Workshop Leader/Practitioner

- Never disclose your personal contact details with young/vulnerable people including all social media.
- Dress code – practitioners should wear clothing which is appropriate to their role, promotes a positive and professional image and is not likely to be viewed as offensive, revealing, or sexually provocative.
- Refrain from giving gifts to participants unless these are part of an agreed reward system with NEO or the host organisation, e.g. drumsticks are given to all participants on completion of their Arts Award.

Working with a young and/or vulnerable person 1:1 supervision

- You must hold a current DBS (less than 3 years old) and have your own public liability insurance policy.
- Any work with a young and/or vulnerable 1:1 must be agreed in advance in writing (email) with NEO and the safeguarding lead in the Host Organisation. Never work 1:1 with a young and/or vulnerable person without ensuring permissions from NEO and the Safeguarding Lead are in place.
- Where possible have another member of staff in the space with you.
- Always be visible to other staff ideally working in a space with such as glass panelled doors/windows.
- If you are working in a space on your own with a young and/or vulnerable person, inform a member of staff at the host organisation of where you are working and ask them to do a visual check at 20 minute intervals.
- Any issues or concerns that arise during the 1:1 session should be reported immediately.

Supervision ratios for young/vulnerable people

- NEO recommends that there is **always a minimum of two adults** present at each session. This is to ensure that there are an adequate number of adults to keep participants safe and respond effectively in the case of an emergency.
- The suggested ratio of adults to young/vulnerable people is 1:5 (one adult for every five young people) dependent on each individual's level of need.

Supervising adults include

- Practitioners/Workshop Leaders
- Middlesbrough Town Hall or MusInc Staff / Support Staff
- Volunteers (over 18 years only)

Suggested maximum group size is 30 young and/or vulnerable people per room / group (subject to fire regulations at the venue please seek advice from Host Organisation).

Physical contact

- Avoid any form of physical contact with young and/or vulnerable people and be aware that even well-intentioned physical contact may be misconstrued by the person, an observer or by anyone to which this action is described.
- Always be prepared to report and explain actions and accept that all physical contact is open to scrutiny.
- Within instrumental tuition, always demonstrate techniques visually for the participant first. If there then becomes a need for physical contact during tuition, make clear to the person before you make physical contact to ensure that they are comfortable with you doing so.
- If a young and/or vulnerable person attempts to or makes physical contact with you in any way you must reinforce professional boundaries by speaking to them and asking them not to touch you / make physical contact. Ensure that you are with another staff member with you while you speak to the person and report the incident immediately to the Safeguarding Lead.

Travelling with young and/or vulnerable people

(Advice on supervision in taxis, on the mini bus and if travelling in your own car)

- Any journeys by the practitioner or any member of the project team with a young and/or vulnerable person must be agreed in advance in writing (email) with NEO and the responsible Safeguarding Lead in the Host Organisation.
- You must hold a driver's licence and business insurance on your vehicle to transport young and/or vulnerable people.
- You must hold a current DBS and have your own public liability insurance policy.
- If you are driving in your own car, please ensure that you have another supervising adult (e.g. assistant practitioner) with you before you collect the young and/or vulnerable person.
- Where possible young and/or vulnerable people will be transported to and from events / exams in groups via a taxi or minibus organised by the Host Organisation or NEO – in this event the group must be accompanied by a youth worker / support worker or member of staff from the host organisation.
- If you are the driver of any vehicle where young and/or vulnerable people are also in the vehicle you must ensure that you have another supervising adult with you at all times. In the case of the adults being related, there must be at least one other adult present who is not related to the other adults in the vehicle.
- If a young person under the age of 18, or 25 if they have a SEN support plan, cannot be supervised when travelling, we cannot permit them to participate in NEO activities.
- If a young and/or vulnerable person requires adult support to attend an event or activity, NEO cannot accommodate the person if the required support is not in place.

NEO may occasionally be able to provide transport by taxi to and from events and activities. This may be requested however this cannot be guaranteed and must be agreed in writing in advance.

How to deal with young and/or vulnerable people in distress

Practitioners should:

- Seek support from host organisation staff in situations in which young and/or vulnerable people are distressed.
- Consider the way you offer comfort and reassurance to the person and ensure this is age appropriate.
- Follow professional guidance and code of practice in this handbook.
- Do not assume that all young and/or vulnerable people seek physical comfort if they are distressed.
- Be mindful when offering reassurance in a 1:1 situation - seek support from host organisation staff and always record your actions.

Managing behaviour

- Adhere to the host organisation's behaviour and discipline policy.
 - Try to defuse situations before they escalate.
 - Avoid the use of physical intervention where possible.
 - Seek support from host organisation staff
- Be mindful of factors that may impact upon a young and/or vulnerable person's behaviour e.g. bullying, abuse, and where necessary take appropriate action by reporting to the designated Safeguarding Lead.

Communication with young and/or vulnerable people - including technology and social media

Practitioners should:

- Not give their personal contact details to young and/or vulnerable people under any circumstances (including personal telephone number or personal email address).
- Not seek to communicate or respond to young and/or vulnerable people outside of purposes of work.
- If communication with a young and/or vulnerable person is required for work purposes, this must be undertaken through NEO. For example, if a young and/or vulnerable person has been absent and needs to be informed of transport arrangements for a music event, the practitioner must inform NEO, and NEO would be responsible for contacting the person through their parent/guardian directly.

- Practitioners are encouraged to avoid be-friending young and/or vulnerable people on their personal Facebook or social media profiles. If practitioners have public and professional music social media pages, young and/or vulnerable people/ parents/guardians are therefore able to 'like' them, however if messages or comments are received, the practitioner must inform the host organisation/project from which the young and/or vulnerable person attends and NEO as soon as possible. The practitioner must not respond to the messages but explain professional boundaries and communication to the young and/or vulnerable person/parent/guardian with support from the host organisation. The practitioner must inform NEO/host organisation if contact from the young and/or vulnerable person/parent/guardian continues.

Please see separate social media policy for further guidance on communications with young and/or vulnerable people via social media.

Social contact outside of the workplace

- Practitioners should refrain from any social contact or personal communication with young and/or vulnerable people or parents outside of the workplace. Information about any planned social contact with young and/or vulnerable people or parents outside of project time, for example for tutoring or an additional performance opportunity, should always be shared with NEO prior to the arrangement / event.
- Practitioners must inform NEO of any relationship with a parent which extends beyond the usual parent/professional relationship and of any arrangements where parents wish to use practitioners' professional services outside of project time, e.g. private instrumental tuition.
- If you unintentionally see a young and/or vulnerable person out in public, avoid making conversation unless the young and/or vulnerable person addresses you first and you feel it an appropriate situation to do so. If you see a young and/or vulnerable person in a bar or social space involving alcohol, we advise that you leave the venue in order to maintain professional boundaries.

First Aid/Administration of Medication

Practitioners should seek to identify the first aider within the Host Organisation within which they are working. In a situation where First Aid or administration of medication is required, the practitioner must inform a member of host organisation staff/the designated First Aider immediately.

Practitioners should not undertake First Aid procedures themselves. If the practitioner is a qualified First Aider, they must only administer First Aid if they are given permission by the host organisation to do so.



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