Liverpool Philharmonic Safeguarding Policy

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

Royal Liverpool Philharmonic
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Hope Street
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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 Chief Operating Officer 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. The Care Act 2014 states an adult at risk is any person aged 18 years or older who:

- Has care and support needs.
- Is experiencing, or is at risk of, abuse or neglect.
- Is unable to protect themselves because of their care and support needs.

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 roles at Liverpool Philharmonic with responsibility for Safeguarding are: Chief Operating Officer, Head of Learning & Health, Head of Youth Programmes, In Harmony Liverpool Philharmonic Director, and Learning Projects Managers.

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 Safeguarding Sub-Committee is comprised of:

Name	**Position**	**Telephone**	**Email** *(all @liverpoolphil.com)*
John Connolly	Head of Youth Programmes	07935 076745	John.Connolly
Zoë Armfield	Head of Learning & Health	07711 357192	Zoë.Armfield
Nadeen Kemp	In Harmony Liverpool Philharmonic Director	07484 535397	Nadeen.Kemp
Nicola Hopson	Learning Projects Manager	07720 090084	Nicola.Hopson
Montserrat Fuentes Romero	Learning Projects Manager	07808 870510	Montserrat.Romero

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:	Chief Operating Officer
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 or Adults Social Care, whenever there is reason to suspect that a child/adult at risk 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/adult at risk 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.

Relevant Legislation and Guidance

- Children Acts 1989 and 2004
- Children and Social Work Act 2017
- The Care Act 2014
- The Counter-Terrorism and Security Act 2015
- Keeping Children Safe in Education 2026 (updated annually)
- Working Together to Safeguard Children 2026
- Charity Commission Safeguarding Guidance

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 team 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 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 or HR team must view the original ID documents in order to submit a DBS application.

Once the check has been carried out, the DBS will send the certificate directly 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 or HR team.

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.

Basic Safeguards for All Activities involving young people and/or adults at risk:

- 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 and type of activity. 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)
- Any sessions working with Adults at Risk at NHS Sites or in the community, Liverpool Philharmonic staff should avoid being in a 1:1 situation with participants, unless with prior risk assessment and agreement from the Liverpool Philharmonic Lead Staff and NHS staff. For any sessions working on NHS Trust or community sites, Liverpool Philharmonic staff must ensure that they adhere to the staffing requirements for each site, which have been risked assessed and agreed with partners.
- 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.
- Toilet facilities should be assessed for suitability, including provision of separate single-sex toilets, assessing the safeguarding risks of mixed-sex toilets (for example a room intended for use by one person at a time and lockable from the inside) and provision of separate gender-neutral facilities for gender-questioning children and young people.
- 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.

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

- 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 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. For programmes requiring communication with adults at risk, all communication must go through agreed Liverpool Philharmonic and NHS communication channels, with no contact between freelance musicians and adults at risk either through email or phone directly.

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
- A specific risk assessment must be completed to assess the placement and any specific measures that need to be put in place to support the student. This includes confirming security access levels and/or restrictions, and any support required including access needs and PEEP (personal emergency evacuation plan) as required.
- 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 11: "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, staff should refer to the latest version of the Department for Education "Keeping Children Safe in Education" publication, updated for September 2025. 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.

Young people using devices owned by Liverpool Philharmonic will be safeguarded through robust security measures to ensure their use is managed, safe, and risk assessed. Staff will be trained on safe use of devices to ensure procedures are followed. This is detailed in Appendix 9.

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
When taking groups of young people on trips, tours or residential courses, specific, detailed risk assessments will be undertaken during all stages of planning, to ensure trips are managed and delivered safely. This will include ensuring appropriate staffing, first aid provision and trained staff, and obtaining consent to attend (from the participant if 18+ or parent/carer if 17 or under). We will obtain specific insurance to cover any off-site trip (see appendix 11) and will obtain risk assessments and insurance documents from all venues visited on the trip/tour.

Codes of conduct/guidance information will be provided to participants in advance of any off-site trip, suitable to the nature of the event and the age of the participants.

In addition to the procedures within this policy, the following specific procedures also apply to trips, residentials 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.
- For all activities, 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.
- Information about each child's medical and dietary needs, allergies and specific support requirements are obtained in advance, together with contact/emergency contact details of parents/carers. This information will inform risk assessments, and be stored securely and privately by Liverpool Philharmonic staff members, to ensure the privacy of young people.
- Information and contact details of local doctors and health facilities are obtained prior to the trip.

- Young people and their parents should be made aware of any rules and restrictions in advance of activity and any consequences for breaking them e.g. appropriate use of mobile phones and access to the internet.
- Communications plans and protocols implemented to ensure that parents/carers have key contact details for group leaders whilst away, and procedures are established for contacting parents/carers/next of kin in the event of a major incident.
- In situations where young people will be staying in accommodation, staff will not enter the rooms of young people alone, unless there is an acute and immediate risk to the safety of a young person.
- If trips are overnight, accommodation will normally be provided in single-sex rooms, with participants sharing with others of the same gender. If a participant's gender identity means that alternative arrangements would help them (or others) feel comfortable and safe, a private room or other appropriate option will be offered in consultation with them and their parent or carer.

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 for 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.
- If whilst working on Learning programmes, musicians receive requests for private tuition, the following process should be followed:
    - If the participant is under 18 years old, the request 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.
    - If the participant is 18 years+, musicians should refer to their Learning Department contact to seek further advice and support.

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 ill-health 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 though 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

Guidance For Staff

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 participants 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 participant 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 participant's right to personal privacy.
- Be aware that actions and comments can easily be misinterpreted, 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 participants, 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 any participants, including engaging in physical contact games, making suggestive remarks or telling sexist/racist jokes, or allow other participants 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 participants alone on car journeys, however short, unless it has been pre-authorised by a Safeguarding Officer and risk assessed appropriately.
- Take/invite participants 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 you 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, X 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.

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:

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

Managing Allegations
Please see Appendix 13 for our detailed Managing Allegations Policy.

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 Wristband, 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, hospital or NHS settings) are responsible for the management of any challenging behaviour unless other arrangements have been agreed and communicated in advance 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.
- If whilst working on Learning programmes, musicians receive requests for private tuition, the following process should be followed. If musicians are unsure they should liaise with the relevant contact from the Learning Department (e.g. to confirm a participant age).
    - If the participant is under 18 years old, the request 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.
    - If the participant is 18 years+, musicians should refer to their Learning Department contact to seek further advice and support.

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.

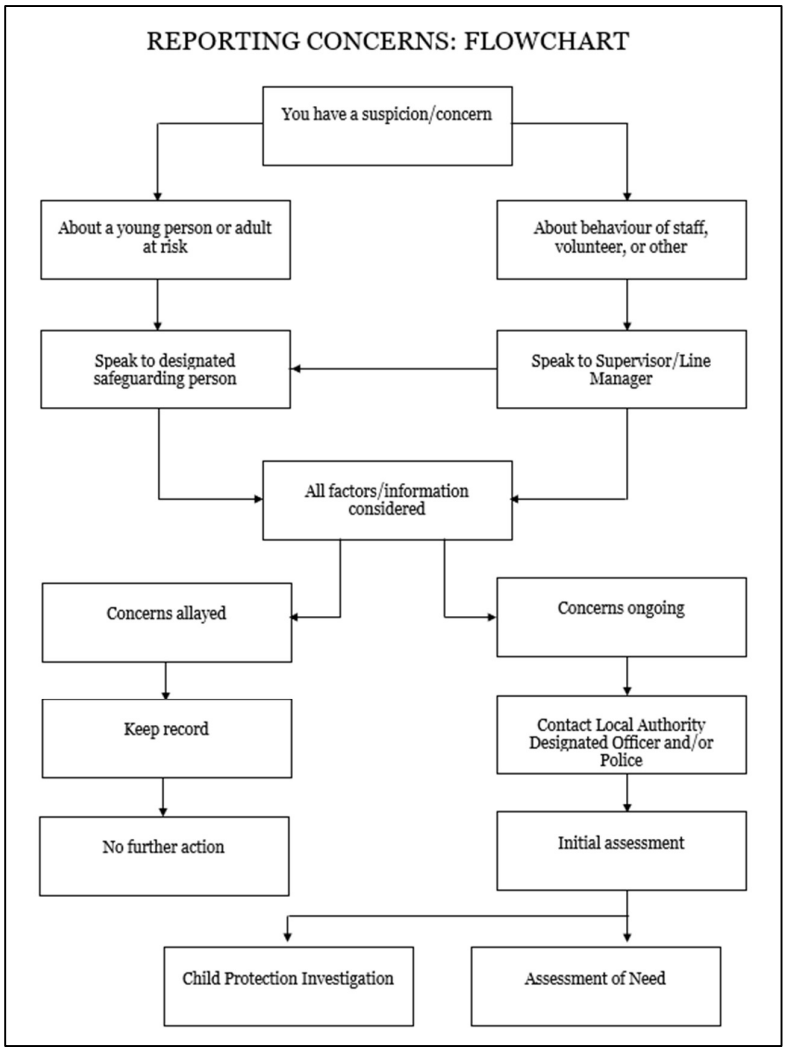
Where possible, write down what the child, young person or adult at risk said using their actual words including any slang terms or words you may be uncomfortable with. Use CAPITAL LETTERS when recording to differentiate the child / adult at risk's voice from your own.

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
- All contacts are detailed in Appendix 15.



Appendix 1: Definitions of, and Recognising Symptoms of Abuse

Children & Young People

The main forms of abuse are*:

Physical abuse

- Physical abuse is when someone hurts or harms a child on purpose.
- It isn't accidental – children who are physically abused suffer violence such as being hit with hands or objects, kicked, shaken, poisoned, burned or scalded, bitten or scratched, drowned, slapped or punched, having objects thrown at them.
- Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making the child unwell – this is known as fabricated or induced illness (FII).

Emotional abuse

- Emotional abuse is the continual emotional mistreatment of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development.
- Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child.
- Children who are emotionally abused may be experiencing other types of abuse or neglect at the same time – but this isn't always the case.
- Sexual abuse and Harassment
- A child is sexually abused when they are forced or tricked to take part in sexual activities.
- This doesn't have to be physical contact and it can happen online.
- Sometimes the child won't understand that what's happening to them is abuse.
- They may not even understand that it's wrong.
- This can include child on child abuse

Neglect

- Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse.
- A child may be left hungry or dirty, without proper clothing, shelter, supervision, or health care.
- This can put children and young people in danger and can have long term effects on their physical and mental wellbeing.

Bullying & Cyberbullying

- Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone.
- It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.
- Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone.

Grooming

- Grooming is when someone builds a relationship, trust emotional connection with a child so they can manipulate, exploit, and abuse them.
- Children who are groomed can be sexually abused, exploited, or trafficked.
- Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

* Definitions as per NSPCC guidance: https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/

Domestic

- Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. It's important to remember domestic abuse:
- can happen inside and outside the home
- can happen over the phone, on the internet and on social networking sites
- can happen in any relationship and can continue even after the relationship has ended
- both men and women can be abused or abusers.

Other forms of abuse:

- Online
- Female genital mutilation
- Child trafficking
- Child sexual exploitation
- Youth Produced Sexual Imagery
- Child criminal exploitation and gangs
- Non-recent

Further information can be found at: https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/

It is accepted that in all forms of abuse there are elements of emotional abuse, and that some children are subjected to more than one form of abuse at any one time. These definitions do not minimise other forms of maltreatment.

Children and young people may experience more than one form of harm, abuse or exploitation at the same time, and these harms may be connected or overlapping. Staff should remain alert to the possibility that concerns may involve multiple or simultaneous risks, including abuse, neglect, domestic abuse, mental ill-health, online harm, bullying, grooming, child sexual exploitation, child criminal exploitation, trafficking, radicalisation, and group-based or peer-network exploitation. Harm may take place in person, online, within families, peer groups, communities or wider networks, and may move between these contexts. Any concern should therefore be considered in the round, recorded clearly, and reported promptly in line with this policy, so that appropriate safeguarding advice, support and referrals can be made.

Recognising Child Abuse

Recognising child abuse is not easy, and it is NOT your responsibility to decide whether child abuse has taken place or if a child is at significant risk. You do, however, have a responsibility to act if you have a concern.

The following information[2] will help you to be more alert to the signs of possible abuse.

Physical abuse

Bumps and bruises don't necessarily mean a child is being physically abused – all children have accidents, trips and falls.

There's isn't one sign or symptom to look out for that will say a child is definitely being physically abused. But if a child often has injuries, there seems to be a pattern, or the explanation doesn't match the injury then this should be investigated

The physical signs of abuse may include:

[2] Taken from NSPCC guidance: https://www.nspcc.org.uk/what-is-child-abuse/

- Unexplained bruising, marks or injuries on any part of the body
- Bruises which reflect hand marks or fingertips (from slapping or pinching)
- Cigarette burns
- Bite marks
- Broken bones
- Scalds

Changes in behaviour which can also indicate physical abuse:

- Fear of parents being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example wearing long sleeves in hot weather
- Depression
- Withdrawn behaviour
- Running away from home

Emotional abuse

There often aren't any obvious physical symptoms of emotional abuse or neglect but you may spot signs in a child's actions or emotions.

Changes in emotions are a normal part of growing up, so it can be really difficult to tell if a child is being emotionally abused.

Babies and pre-school children who are being emotionally abused or neglected may:

- be overly-affectionate towards strangers or people they haven't known for very long
- lack confidence or become wary or anxious
- not appear to have a close relationship with their parent, e.g. when being taken to or collected from nursery etc.
- be aggressive or nasty towards other children and animals.

Older children may:

- use language, act in a way or know about things that you wouldn't expect them to know for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents
- lack social skills or have few, if any, friends.

Sexual abuse

Children who are sexually abused may:

Stay away from certain people

- they might avoid being alone with people, such as family members or friends
- they could seem frightened of a person or reluctant to socialise with them.

Show sexual behaviour that's inappropriate for their age

- a child might become sexually active at a young age
- they might be promiscuous
- they could use sexual language or know information that you wouldn't expect them to.

Have physical symptoms

- genital or anal soreness
- an unusual discharge or bleeding from the genital or anal area
- sexually transmitted infection (STI)
- pregnancy.

If a child is being or has been sexually abused online, they might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet.

Neglect

Neglect can have serious and long-lasting effects. It can be anything from leaving a child home alone to the very worst cases where a child dies from malnutrition or being denied the care they need. In some cases it can cause permanent disabilities.

Neglect can be really difficult to identify, making it hard for professionals to take early action to protect a child.

Having one of the signs or symptoms below doesn't necessarily mean that a child is being neglected. But if you notice multiple, or persistent, signs then it could indicate there's a serious problem.

Children who are neglected may have:

- Be smelly or dirty
- Have unwashed clothes
- Have inadequate clothing
- Seem hungry or turn up to school without having breakfast or any lunch money
- Have frequent or untreated nappy rash in infants
- Recurring illness or infection
- Thin or swollen tummy
- Tiredness
- Poor language, communication or social skills

Things you may notice:

- Suddenly behaves differently
- Anxious
- Clingy
- Depressed
- Misses school
- Taking on caring responsibility for other family members
- Being left alone for a long time

Bullying & Cyberbullying

No single sign will indicate for certain that your child's being bullied, but watch out for:

- belongings getting 'lost' or damaged
- physical injuries, such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- not doing as well at school
- asking for, or stealing, money (to give to whoever's bullying them)
- being nervous, losing confidence, or becoming distressed and withdrawn
- problems with eating or sleeping
- bullying others

Grooming

The signs of grooming aren't always obvious and groomers will often go to great lengths not to be identified.

If a child is being groomed they may:

- be very secretive, including about what they are doing online
- have older boyfriends or girlfriends
- go to unusual places to meet friends
- have new things such as clothes or mobile phones that they can't or won't explain
- have access to drugs and alcohol.

In older children, signs of grooming can easily be mistaken for 'normal' teenage behaviour, but you may notice unexplained changes in behaviour or personality, or inappropriate sexual behaviour for their age.

The NSPCC has produced information around identifying if a child's behaviour is normal for their age which can be found at: https://learning.nspcc.org.uk/child-health-development/sexual-behaviour

Domestic

It can be difficult to tell if domestic abuse is happening and those carrying out the abuse can act very different when other people are around. Children and young people might also feel frightened and confused, keeping the abuse to themselves.

Signs that a child has witnessed domestic abuse can include:

- aggression or bullying
- anti-social behaviour, like vandalism
- anxiety, depression or suicidal thoughts
- attention seeking
- bed-wetting, nightmares or insomnia
- constant or regular sickness, like colds, headaches and mouth ulcers
- drug or alcohol use
- eating disorders
- problems in school or trouble learning
- tantrums
- withdrawal

The above list is not meant to be definitive but to be a guide to assist you. It is important to remember that many children and young people will exhibit some of these indicators at some time, and the presence of one

or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour, such as a death, or the birth of a new baby, in their family, relationship problems between their parents/carers, etc.

Definitions Of Abuse – Adults At Risk

Safeguarding in relation to adults at risk means protecting an adult's right to live in safety and free from abuse. The safeguarding duty under the Care Act 2014 applies to any adult who:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Conditions which may attach to an adult at risk are:

- A learning or physical disability
- A physical or mental illness, chronic or otherwise, including an addition to alcohol or drugs
- A reduction in physical or mental capacity

The disabilities which an adult at risk could have, are:

- a dependency upon others in the performance of, or a requirement for assistance in the performance of, basic physical functions,
- severe impairment in the ability to communicate with others,
- impairment in a person's ability to protect him or herself from assault, abuse or neglect

Some adults may be at additional risk of abuse due to their circumstances, for example an adult who:

- is living in residential accommodation, such as a care home or a residential special school;
- is a previously Looked After Child / an adult leaving care;
- has an Education Health and Care Plan;
- is living in sheltered housing;
- is receiving domiciliary care in their own home;
- is receiving any form of health care;
- is detained in a prison, remand centre, young offender institution, secure training centre or attendance centre or under the powers of the Immigration and Asylum Act 1999;
- is in contact with probation services;
- is receiving a welfare service;
- is receiving a service or participating in an activity which is specifically targeted at people with age-related needs, disabilities or prescribed physical or mental health conditions (age-related needs includes needs associated with frailty, illness, disability or mental capacity);
- is an expectant or nursing mother living in residential care;
- is receiving direct payments from a local authority/HSS body in lieu of social care services;
- requires assistance in the conduct of their own affairs;
- is a young carer;
- is a refugee;
- is an asylum seeker;
- is an adult not in employment, education or training (NEET)

Abuse exists in various forms and can be carried out by one or more people. In any form or situation, abuse is unacceptable and a violation of a person's basic human rights. Abuse can consist of:

- **physical** including assault, hitting, slapping, pushing or physically restraining, inappropriate physical sanctions or the mismanagement of medication
- **domestic violence** including psychological, physical, sexual, financial, emotional abuse or so called "honour" based violence
- **emotional** or psychological may include threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- **sexual** including rape, indecent exposure, sexual harassment, inappropriate touching or looking, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
- **financial** including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits
- **modern slavery** encompassing slavery, human trafficking, forced labour and domestic servitude or traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment
- **neglect and acts of omission** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services or the withholding of the necessities of life, such as medication, adequate nutrition and heating
- **organisational** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organization
- **discriminatory** including forms of harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation or religion
- **Self-neglect** covers a wide range of behaviour around neglecting to care for one's own personal hygiene, health or surroundings.

This is not an exhaustive list, there can be other types of abuse which may include:

- **Radicalisation** – radicalisation is comparable to other forms of exploitation, such as grooming and child sexual exploitation. Radicalisation's aim is to attract people to another way of reasoning, inspire new recruits and embed extreme views and persuade vulnerable people of another cause's legitimacy. This may be through face-to-face encounters or through social media.
- **Hate crime** – crimes committed against someone because of their disability, gender identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police.
- **Mate crime** – The term Mate Crime is generally understood to refer to the befriending of people who are perceived by perpetrators to be vulnerable for the purpose of taking advantage of/exploiting and/or abusing them.
- **Sexual Exploitation** – Is a form of sexual abuse that involves someone taking advantage of an adult, sexually, for their own benefit through threats, bribes and violence. Perpetrators usually hold power over their victims, due to age, gender, sexual identity, physical strength or status.

Abuse can take place in a person's own home, in a residential home or a day centre or hospital

Further information about the Liverpool Inter-Agency Safeguarding Policy and Procedure, including how to report concerns can be found here:

https://liverpool.gov.uk/adult-social-care/professional-referrals/safeguarding-adults/safeguarding-adults-procedure/

Appendix 1.2: Safeguarding Incident Report Form

This form has now moved online and can be found here:

Liverpool Philharmonic Safeguarding Incident Reporting Form

Below is an example of a printed form, plus the questions included on an online form:

Name of Child/Adult at risk _____

Age and date of birth if under 18_____

SEN/D if known_____

Parent/carer name(s)_____School_____

Description of incident: include date, time, venue, etc.

_____

_____

_____

Description of action taken:

_____

_____

_____

Details of any witnesses to incident

_____

_____

_____

_____

Any other relevant information:

_____

_____

_____

_____

Your name and position_____

To whom reported and date of reporting _____

Signature_____Today's date_____

TO ENSURE CONFIDENTIALITY, THIS FORM SHOULD BE PLACED IN A SEALED ENVELOPE AND HANDED TO THE SAFEGUARDING OFFICER OR EVENT MANAGER

Appendix 2: Guidance for Participants and Parents/Carers

Appendix 2.1: Guidance For Children & Young People

This guidance, or a version of it, is issued to children, young people and parents/carers of those who are taking part in regular Liverpool Philharmonic activity.

You should feel safe and be able to enjoy yourself at all times at Liverpool Philharmonic activity. You should not be made to feel uncomfortable, unsafe or unhappy by someone else in our activity (adult, child or young person).

This might occur when someone:

- Teases you or calls you names;
- Speaks or acts aggressively towards you;
- Threatens, hits, kicks, bites, pulls your hair or punches you;
- Sends you online messages, images or any digital content that makes you feel uncomfortable, sad, hurt or unsafe;
- Shares personal content about you online without your consent
- Offers or encourages you to take drugs or prohibited substances of any type
- Touches you or acts in a way which makes you feel uncomfortable, threatened or unsafe;
- Makes suggestive or inappropriate remarks;
- Tries to pressurise you to behave that makes you feel uncomfortable or unsafe;
- Deliberately damages or steals your belongings
- Does anything that makes you feel lonely, upset, worried, unsafe, hurt or embarrassed.

If this is happening, or is happening to a friend, try to:

- Be firm and tell the person to stop
- Get away from the situation quickly
- Tell an adult immediately what has happened, in as much detail as you can
- Keep a note of the time, place, date, what happened, how you felt and the name of anyone who might have seen what happened to you
- If you are aware that something has happened to your friends, encourage them to tell someone
- Talk to your parents, carers or any trusted adult that looks after you so they can help you to make a formal complaint

To keep yourself safe, never:

- Accept a lift from someone if you will be the only passenger
- Walk home alone at night;
- Give your personal contact details, including phone number, address, or links to social media profiles, to someone that you don't know (or hardly know) or with whom you feel unsafe;
- Agree to meet someone on your own you don't know (or hardly know) or with whom you feel unsafe

Remember:

- If you are being bullied, it is not your fault
- Do not ignore what is happening: always tell someone you can trust
- Do not give up until someone helps you to feel safe

Appendix 2.2: Guidance For Parents/Carers

This text, or a version of, is sent to all parents/carers of participants in regular Learning activity.

Dear Parent/Guardian

We at Liverpool Philharmonic recognise that we have a responsibility to the young people in our care to ensure their safety and wellbeing at all times.

To help us do this effectively we have implemented a Safeguarding Policy, which is designed to protect your child and all the children who take part in our activities. You can view our Safeguarding Policy on our website.

https://www.liverpoolphil.com/about-us/safeguarding-policy/

You can request a copy of our full Safeguarding Policy including Appendices from our Designated Safeguarding Officer. Liverpool Philharmonic's staff members with responsibility for Safeguarding are:

Name	**Position**	**Telephone**	**Email** *(all @liverpoolphil.com)*
John Connolly	Head of Youth Programmes	07935 076745	John.Connolly
Zoë Armfield	Head of Learning & Health	07711 357192	Zoë.Armfield
Nadeen Kemp	In Harmony Liverpool Philharmonic Director	07484 535397	Nadeen.Kemp
Nicola Hopson	Learning Projects Manager	07720 090084	Nicola.Hopson
Montserrat Fuentes Romero	Learning Projects Manager	07808 870510	Montserrat.Romero

Main contact for all staff:

Royal Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool
L1 9BP

Telephone: 0151 201 2895

If you have any queries about the organisation's activities or policies, please do not hesitate to contact us.

Appendix 3: Protection Of Data Relating To Children, Young People & Adults At Risk

In accordance with Liverpool Philharmonic's Privacy Statement (2018), the Privacy and Electronic Communications Regulations 2003 (PECR) and the General Data Protection Regulation (GDPR), together with the new The Data Protection Act 2018 (DPA 2018), **all staff are asked to adhere to the following procedures** when handling data relating to children, young people and adults at risk:

Identifiable information is defined as any of the following:

- Participant full name (if used alongside the ensemble they are in or any of the other identifiers below)
- Participant address
- Participant school (including images of a participant wearing an identifiable school uniform)
- Parent/Carer contact details
- Whether the participant has additional needs or not
- Incident Reports (safeguarding or health & safety related)
- Images of children, young people and/or adults at risk

Procedures

- Computers, phones and tablets must be locked with passwords when unattended – no matter how briefly you are away from your machine.
- Any documents containing identifiable information should be stored within secure folders, and never on a desktop. If sharing externally, this should be approved by a Safeguarding Lead, and password protected.
- Printed identifiable information must be kept to a minimum and electronic documents used wherever possible (for example registering pupils). This must be weighed against operational practicality for the safety and wellbeing of participants, and if printed material is required, there must be a risk assessment about what the printed material contains and how it is managed.
- If it is necessary for a staff member to take printed identifiable information/work IT equipment home with them due to operational reasons, this must be transported securely in a locked car boot, and then moved into your home overnight, stored securely out of sight of windows and doors. It must not be stored in a car overnight.
- Once printed material is no longer required it must be shredded (i.e. registers, etc.). Confidential waste disposal will be provided on site.
- If printed material must be kept for operational, safety and wellbeing reasons (i.e. contact sheets, medical information, etc.) it must be stored in a secure location on Liverpool Philharmonic premises – i.e. in the locked Learning cupboard or in a locked desk drawer (with the key removed).
- Where participants are using their own personal email accounts to communicate with Liverpool Philharmonic staff, their email addresses must be removed if an email is forwarded onto someone else. The BCC (Blind Copy) function should always be used if you are including other colleagues or external contacts on an email which includes participant email accounts.
- Where data relating to a child, young person or adult at risk needs to be shared with another agency, e.g. entering them into an exam, or for a performance licence, specific written consent will be sought from the participant/parent/carer before data is shared. Data is to be shared via the most secure method available (e.g. Egress Online secure email service).
- Where sharing information relates to a safeguarding context, this can be done so without consent; GDPR and DPA 2018 do not prevent the sharing of information for the purposes of keeping participants safe.
- Concerns that a child may be in need or at risk of abuse are recorded together with details on how the concerns have been dealt with. This information is kept securely.
- Referrals made to a statutory agency about concerns for a child should happen within 48 hours, recorded electronically in writing and placed within a secure folder.

- Participant data will be gathered yearly and updated electronically as required. Media consent will be gathered when a participant joins a learning programme. If a change to these permissions is requested, this will be updated immediately in our records.
- In order to keep in contact with alumni of our programmes, to track onward musical achievement and career progression, participant contact information will be retained within our secure systems. This will only be used for the purposes for gathering data and information relating to the impact of our investment. Data will be anonymised within the system at periodic points, unless requested to be removed by the participant/parent/carer.
- Images will be stored and used after participants have left unless they/their parent/carer have requested for this not to happen in writing to Head of Learning (see Photography and Filming Policy).
- Staff should exercise caution when on the phone when referring to participants. Thought should be given to where staff are located when making calls, and staff should only refer to participants (with any identifiable information) if the call is answered by the person detailed on our contact databases. If the call is answered by someone unexpected, no details must be given in relation to participants.
- Staff should also exercise caution when using radios in Liverpool Philharmonic venues, so as to avoid any identifiable information being shared on internal and/or public systems.

All staff members should report any concerns around the handling of sensitive data relating to children, young people & adults at risk urgently, to any member of the Liverpool Philharmonic Safeguarding Team.

SpeedAdmin software

Liverpool Philharmonic utilises SpeedAdmin software to support with the management and storage of data relating to Learning Programme participants, as well as scheduling, timetabling, billing and stock control.

Security details have been obtained with regards to SpeedAdmin's login security and authorisation systems, along with SpeedAdmin's protocols and procedures around data placement, transmission and back up.

Access to SpeedAdmin is limited to the relevant pastoral and artistic staff working on Learning programmes, who are provided with unique access logins and passwords. All users are allocated specific rights levels, to limit the level of information available to view and edit to only what is appropriate. An extremely limited number of SuperUsers have full access to the system, including the Safeguarding Sub-Committee members.

Appendix 4: Liverpool Philharmonic Photography & Filming Policy

Appendix 4.1: Policy Statement

In the main, photographs taken at events and activities with children, young people and adults at risk are a source of pleasure, pride and enhanced self-esteem the participants and their families. The use of digital technology has vastly increased over recent years and with it the potential for abuse. This is not only to do with the subject matter of the photographs but also the risk of a child, young person, or adult at risk being targeted for abuse through identification by a stranger. There is also a risk that the photo itself is used inappropriately by others. Photos can easily be copied and adapted, perhaps to create images of abuse, which can then find their way on to other websites.

Where possible Liverpool Philharmonic is committed to minimising these risks by taking reasonable steps to ensure the appropriateness of the photograph and to protect the identity of the individual.

Photography and/or filming for personal use
Parents/carers/participants are not covered by the Data Protection Act 1998 if they are taking photographs or making a video recording for their own private use. The Act does not therefore stop parents from taking photographs or making video recordings at such events as plays or sports events. Parents are not permitted to take photographs or to make a video recording for anything other than their own personal use (e.g. with a view to sharing publicly online). Recording and/or photographing other than for private use would require the consent of the other parents whose children may be captured on film. Without this consent the Data Protection Act 1998 would be breached. The consent form reminds parents of this fact.

At all Liverpool Philharmonic Learning Programme events and activities, the photography policy for each event will be confirmed in advance of the event as part of the risk assessment process. When children themselves, parents, carers or spectators are taking photographs or filming at our events, we will publish the photography policy for that event in the event programmes, on digital screens where available, and/or announce details before the start of the event. Where personal photography is permitted, the announcement/statement will clearly ask for photos taken during the event not to be shared on social media, reminding they are for personal use only

Issues of Consent
The Data Protection Act 1998 affects the use of photography, since an image of a child, young person or adult at risk is personal data for the purpose of the Act. Consequently, it is necessary for Liverpool Philharmonic to obtain written consent from the parent, guardian or carer for any photographs or video recordings where the participants are children under 18 years of age, and from the participant themselves where the individuals are over 18 years of age. Where photographs and/or video footage are likely to be taken by Liverpool Philharmonic, or photographers commissioned by us, during performances and/or Learning programmes or activity, it is Liverpool Philharmonic's policy to seek consent before its commencement.

Where activity is wholly carried out with one fixed group of people (e.g. a school) the setting may have already obtained consent, in which case written confirmation from the setting will suffice. This will be agreed with partners in advance.

Liverpool Philharmonic will ensure that no photographs or video recordings can be taken or published by us, our partner organisations, or people commissioned by us, without consent.

Photography/filming consent will be obtained for each participant when they join a Learning programme, and will remain current for the duration of a young persons involvement with Liverpool Philharmonic. This consent will be obtained through SpeedAdmin when participants/parents/carers sign up to the system.

Consent will cover a child's image being used in photography and/or film, in printed publications, on social media, on Liverpool Philharmonic's website, and/or on the website of reputable partner organisations where relevant.

Where the child is under 18 years of age, it is important for parents/carers to ascertain the views of the child or young person during the process of giving consent.

The young person or adult at risk (or the parent, guardian or carer in the case of a child) retains the right to withdraw consent at any stage, although whilst consent may be withdrawn, it may not be possible to remove images that have already been distributed. Participants/parents/carers can update their preferences, including removing consent via their SpeedAdmin account at any time

Where Learning activities and events involving photography also include visiting groups, Liverpool Philharmonic will ensure that our photography policy extends to them.

Where participants are not able to provide consent for photography/filming through SpeedAdmin, the form below will be utilised.

Planning photographs of Children, Young People and Adults at risk
Images and details of children, young people, and/or adults at risk published together present the remote possibility that people outside of Liverpool Philharmonic could identify, and then attempt to contact, the child/young person, or adult at risk directly. The measures described below should minimise the risk of such unsolicited attention.

- Consider the camera angle; photographs taken over the shoulder, or from behind, are less identifiable.
- Use images where the child, young person or adult at risk is suitably dressed. Avoid images where a school uniform is fully visible, or where this is unavoidable, do not name the participant without specific additional permission.
- If the photograph is used, avoid naming the participant. Use the minimum information. Ask yourself whether it is really necessary to accompany a picture with the participant's name.
- When fully naming participants in any published text, whether in a brochure, on a website or in the local press, avoid using their photograph unless you have additional consent to do so.

Photographs taken by Third Parties
It is important to ensure that people with no connection with Liverpool Philharmonic do not have any opportunity to film covertly. Members of staff and volunteers should challenge anyone they do not recognise who is using a camera or video recorder during the performances or learning programme activities.

- Third parties, including partners, journalists, authorised visitors, or visiting groups, will not be allowed to capture images or footage of Liverpool Philharmonic Learning activities unless relevant permissions and/or risk assessments have been sought in advance. This applies to any venue where Learning activities are taking place.
- In the event of footage not being owned by Liverpool Philharmonic (for example when taken by a visiting group) a risk assessment will be undertaken covering intended usage and storage of material.
- All footage taken of young people must be stored safely in a secure environment (e.g. password protected or restricted access).

Storage of Photographs
Photographs are treated in the same way as any other confidential data. Those responsible for taking any photographs will store and dispose of them securely. Photographs should be stored at a secure location within Liverpool Philharmonic accessed only by authorised staff. **They must NOT be stored on any personal devices.**

Official Liverpool Philharmonic Photographs
When an official photographer/videographer is commissioned by Liverpool Philharmonic:

- safeguarding checks/vetting will be undertaken when required.
- an appropriate member of staff will supervise and be in attendance at all times to safeguard the welfare of children, young people and adults at risk.
- the photographer will be given a clear brief and will wear identification at all times.
- participants/parents/carers will be informed and consent obtained (as above)

Use of Liverpool Philharmonic Facilities by External Agencies
External hirers of Liverpool Philharmonic facilities including all spaces within the Hall and Friary are responsible for the setting of their own policies and guidance regarding photography, filming and images used on websites, social media and any form of digital distribution. We will signpost them to the NSPCC guidance relating to photography and filming.

If consent is not given
If participants, parents/carers do not consent to photographs being taken, we will respect their wishes. We will agree in advance how they will be identified so a photographer knows not to take pictures of them, and ensure this is done in a way that does not single out the participant or make them feel isolated. We will work with the participant/parent/carer to agree procedures and measures for specific events involving photography.

Appendix 4.2: Liverpool Philharmonic Learning Programme Photography Policy, Information for participants/parents/carers

Photography for Personal Use
We appreciate that families will treasure photographic/video memories, and the general rule for our events and activities is that parents and carers may take photos and videos of the children in their care, for **personal use only.** There may be exceptions to this, and we will let you know in advance of particular events where no filming etc is possible. Thank you for your understanding.

Live streaming, whether public or private, cannot be permitted and we request that you do not use any streaming platforms or 'live' features (e.g. Facebook Live) to stream events/circumstances as they occur. You may be asked to leave the event if this takes place.

When you capture footage or still images of your children, there is a strong possibility that other children will also be visible or audible. For this reason, **no such content should be shared publicly.**

There are several important reasons for this:

- Some children are deemed at risk by local authority safeguarding and child protection authorities; their image must never be put online for their own protection. You are very unlikely to know who these children are. Others may have complex family backgrounds which mean that sharing their image could have unforeseen consequence. There is the real possibility you could endanger a child by sharing their image in an identifiable context.
- Express consent is needed from parents to comply with data protection legislation, which is being enhanced under GDPR and the new Data Protection Bill. Sharing could otherwise potentially incur fines for contravention of data protection rules.
- Some families may object for religious or cultural reasons, or simply for reasons of personal privacy.
- Young people are encouraged to think about their online reputation and digital footprint: online photos and videos do not simply disappear when we delete them from our accounts. Help us be good adult role models by not oversharing (or providing embarrassment in later life).

We want you to enjoy our events and activities involving your child, so why not just sit back, enjoy the memories and allow others to do so too? Remember, your child wants to see you looking at them, not at your phone.

Liverpool Philharmonic commissioned photography
In order to celebrate and promote the achievements of our participants, Liverpool Philharmonic will capture photos and videos of our activity in workshops, rehearsals and concerts. We have written a policy which sets out how we will capture, use, and store images (still photos and on film) of children, young people, and adults at risk, and will take all steps to ensure these images are used solely for the purposes for which they are intended. If you become aware that these images are being used inappropriately you should inform Liverpool Philharmonic immediately.

Liverpool Philharmonic recognises the need to ensure the welfare and safety of everyone involved in our Learning activities. As part of our commitment to ensure the safety of our participants, particularly of young people and adults at risk, we will ensure that no photographs or video recordings can be taken or published by us, our partner organisations, or people commissioned by us, without the consent of the participant, or parent/carer.

Appendix 4.3: Liverpool Philharmonic Learning Programme
Photography / Filming Consent Form

Name of participant_____

[If Participant is under 18]

[Your name: _____ Relationship to participant:_____]

I hereby consent to my/my child's image (either photograph or film) being used in photography and/or film in printed publications, on social media, on Liverpool Philharmonic's website and/or the website of reputable partner organisations where relevant.

- ☐ Yes
- ☐ No

Add any additional comments/notes here regarding this consent:.....

.....

Please also confirm that you have read the Liverpool Philharmonic Photography/Filming Policy.

- ☐ Yes
- ☐ No

Signed: _____ **Date:** _____

The permission given above is considered as ongoing throughout the participant's involvement with Liverpool Philharmonic. If at any time the participant or parent/carer wishes images to be removed from a website, social media, or from storage for future use in promotional literature, this request should be made in writing to Zoë Armfield, Head of Learning at zoe.armfield@liverpoolphil.com

Liverpool Philharmonic's Privacy Policy can be found at www.liverpoolphil.com/privacy

Appendix 5: Risk Assessment

Risk assessment should be a part of planning any project or event, and should take into account all aspects of the project, but particularly any risks relating to the protection of children, young people, or adults at risk.

The principle of risk assessment is to consider the:

- Practical detail of a project
- Things that can go wrong in the project
- Likelihood of these things going wrong
- Impact of these things going wrong.

Once this is done you can:

- Identify measures to reduce the risk
- Decide what to do if things go wrong
- Allocate roles to monitor and manage child protection.

Make sure enough time is set aside to undertake risk assessments and risk management. To ensure that all risks are considered involve as wide a range of project stakeholders as possible in risk assessment. Risk assessments should be done for every project we engage in.

Liverpool Philharmonic has a standard template for risk assessments, which can be downloaded on the Staff Information Hub.

For safeguarding purposes, Risk assessments should include (but not be limited to) considerations around:

- Staffing, ratios, DBS checks, suitability to work with group, training level
- Performance licencing and compliance with regulations
- Requirement for chaperones and numbers
- Managing group on site – ingress, moving around building, egress, sign in/out process, repatriation to parents/carers
- Safety of participants in the space (slips, trips, falls, hazards, manual handling etc…)
- Toilet/changing facilities
- First Aid/illness procedures
- Noise management
- Photography policy
- Access restrictions

Appendix 6: Extra-Curricular Activity Policy

Across various Liverpool Philharmonic learning programmes, extra-curricular activity is delivered directly to participants, where participants remain under the care of Liverpool Philharmonic.

Contact details and Medical Information
All participants of Liverpool Philharmonic extra-curricular activity will be asked to submit Participant details via SpeedAdmin, detailing:

- Contact details (plus emergency contacts)
- Consent for walking home/collection details
- Medical information.
- Media Consent

In most cases participants will not be allowed to attend extra-curricular activity until this form has been completed and received by Liverpool Philharmonic.

On occasions where sessions are designated as a 'taster' or 'drop-in' session (e.g. In Harmony Liverpool Youth Hub Tasters), participants may attend without completing a full registration form under two circumstances:

1. They are supervised by a designated adult from their own school (e.g. North Liverpool Academy) who is authorised to access the participants emergency contact and medical details, and/or;
2. The participant (if over 10 years of age), or participant's parent/carer, agrees to provide basic information prior to signing-in including:
    a. Full Name
    b. Date of Birth
    c. School Year
    d. School
    e. Parent/Carer Name
    f. Parent/Carer Phone Number
    g. Parent/Carer Email Address
    h. Medical, dietary, and special education needs details (if appropriate)

Liverpool Philharmonic staff will then contact the parent/carer post session to seek feedback on the session, ascertain future attendance, and request a full online registration form is completed.

Management
During Liverpool Philharmonic extra-curricular activity, Liverpool Philharmonic will retain medical information plus contact details for all participants, and is responsible for all communication with home regarding any participants.

Liverpool Philharmonic will liaise with external agencies and schools as needed with regards to any safeguarding issues arising at extra-curricular activity.

Collection Policy
Strict collection policies are operated within this activity to ensure participants are safely collected.

- Children in Year 6 (age 10+) are allowed to depart from rehearsals on their own, as long as written consent has been received from parent/carer in advance.
- All other children/young people must be collected from all rehearsals/events unless additional specific arrangements have been made. Participants will be signed out by Liverpool Philharmonic staff/volunteers directly to parent/carer or other nominated adult.
- Another nominated adult, or an older sibling over the age of 14 is permitted to collect younger participants, with prior written consent from parent/carer.

- During winter months, it may be agreed as part of the risk assessment process that due to the timings and location of activity, no children under the age of 13 will be allowed to walk home on their own, and parents/carers will be asked to organise collection from after school activity. This will be communicated to participants/parents/carers in advance of sessions to ensure alternative collection plans can be put in place.
- For activity taking place immediately after school, on school premises, the activity will employ the same policy as the school (e.g. if a child has written consent to walk home from school they will be allowed to walk home from after school activity). This will be at the discretion of Liverpool Philharmonic, and will be agreed on a case by case basis.
- Parent/carers are asked that if they are not able to collect their child at short notice, and are sending someone else, they should contact the relevant Liverpool Philharmonic staff member at the earliest opportunity by phone.
- If an unknown adult, or another child attempts to collect a participant from Liverpool Philharmonic extra-curricular activity, this will be challenged and parent/carer contacted. Participants will not be released until contact has been made with parent/carer.
- If young people are regularly collected late from activity this will be raised with parent/carer, and flagged with Safeguarding Sub-Committee as appropriate.
- If a young person if not collected, and a parent or nominated adult is not able to collect the participants, in exceptional circumstances Liverpool Philharmonic staff can support the young person to get home safely. This may be in a taxi, or in a staff personal vehicle, but only where business insurance is held and 2 staff members are present. This is only to be undertaken with prior approval from a member of the Safeguarding Sub-Committee.

Appendix 7: Policy On Relationships Between Liverpool Philharmonic Staff And Students/Young People/Participants (Under and Over 18 Years)

Policy Statement

Whilst Liverpool Philharmonic does not seek to regulate the personal lives of staff and participants in its programmes, individuals are required to respect and maintain the boundaries of personal and professional life and comply with their professional, legal and moral responsibilities to ensure that the welfare and interests of all are protected and that the proper delivery of learning, activity and Liverpool Philharmonic smooth functioning, good standing and reputation are preserved.

This Policy prescribes:

- The relationships between staff and students/young people which are **strictly prohibited** by the law and by Liverpool Philharmonic;
- The relationships which are **strongly discouraged** by Liverpool Philharmonic (including the reasons for this); and
- The declarations which must be made and the procedures which shall be followed, in the event of certain relationships existing or developing.

Liverpool Philharmonic is mindful, and will remain mindful when implementing this Policy, of its legal obligations including its duty of care and its obligations under the Equality Act 2010 and the Human Rights Act 1998, and the offences set out in the Sexual Offences Act 2003.

Scope of the Policy

This Policy applies to:

- All individuals currently working (and those who have applied to work) at all levels and grades, including senior managers, employees, consultants, contractors, trainees, part-time and fixed-term employees, freelancers, casual and agency staff and volunteers (collectively referred to as 'staff' in this Policy); and
- All children, young people and adults who participate in Liverpool Philharmonic Learning activity and programmes (collectively referred to as 'students' in this Policy).

In the context of this Policy, a Relationship is defined as including:

- An 'Intimate Relationship', meaning **any** sexual or romantic relationship;
- A 'Family Relationship', meaning a parental/brother/sister/uncle/aunt/niece/nephew/grandparent relationship.

Intimate Relationships between Staff and Students, Children & Young People under the age of 18

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, students, children and young people under the age of 18.

Intimate Relationships between Staff and Students/Young people/Participants aged 18 and over

In order to protect the welfare of staff, students 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 students aged 18 and over

Declaration of Relationships between Staff and Students

In the event of the development or existence of a Relationship (including an Intimate Relationship or a Family Relationship) with a student or young person, the member of staff concerned is required immediately to declare it to the Safeguarding Officer, who shall then make a declaration to a Senior Manager for consideration. The member of staff must inform the participant of this declaration and seek the participant's consent where possible. If a member of staff is in any doubt as to whether a declaration should be made, he/she should seek guidance from the Safeguarding Officer.

The recipients of a disclosure shall treat all information sensitively and shall not seek more detail than is necessary; nor shall the information be made available to colleagues other than those who need to know for the proper conduct of Liverpool Philharmonic business.

The Senior Manager shall consider the disclosure and any other supplemental or relevant information and determine what if any arrangements should be put in place. This consideration and determination shall be taken having consulted with others where necessary, including the member of staff concerned.

The arrangements may include but are not limited to:

- ensuring, where possible, that the member of staff does not have any responsibility for aspects of the participant's work which require judgement, for example assessment or audition panel;
- ensuring that the member of staff is not in any position to take decisions affecting the participant, including the provision or withholding of the following: allocation of places on courses or of bursaries, scholarships; or the awarding of any other benefits, financial or otherwise; performance opportunities;
- ensuring that appropriate steps are taken to minimise the potential effect of the Relationship on other participants and staff and on Liverpool Philharmonic;
- in the case of Intimate Relationships, ensuring that arrangements for teaching or supervision are such that the two parties do not have one-to-one contact and are kept separate, if that is reasonable and practicable;
- ensuring that appropriate support is made available to the participant.

All declarations shall be recorded in writing and shall be stored securely together with details of the steps taken by Liverpool Philharmonic and any arrangements to be observed and implemented. Liverpool Philharmonic may review and, where appropriate, make changes to these arrangements to ensure that they remain relevant and effective.

Should a member of staff or participant not be satisfied with the steps taken by Liverpool Philharmonic under this section or any arrangements put in place, they should contact the Safeguarding Officer who will make arrangements for an appropriate Senior Manager to review the position.

Staff or students who have any concerns regarding the development or existence of a Relationship should contact the Safeguarding Officer.

Consequences of Non-Compliance

Staff should be aware that a breach of this Policy could lead to action under Liverpool Philharmonic's Disciplinary Policy and Procedure, including sanctions up to and including dismissal.

A breach of this Policy may include, but is not limited to:

- The development or existence of a Relationship which is prohibited by law and/or this Policy;
- A failure to declare a Relationship in accordance with this Policy;

- A failure to comply with any arrangements or requirements put in place following the declaration of a Relationship.

Participants should be aware that a breach of this Policy, including a failure to comply with any arrangements or requirements put in place following the declaration of a Relationship, could also lead to further action.

Monitoring and Review of Policy

Liverpool Philharmonic's Safeguarding Sub-committee shall be responsible for reviewing this policy to ensure that it meets legal requirements and reflects best practice.

Appendix 8: Liverpool Philharmonic Online Learning Activities Policy

Policy Statement

Context
As with all activity, Liverpool Philharmonic will do what it reasonably can in order to keep all of the participants we work with safe, as well as ensure the safety and protection of our staff.

All staff who interact with children, young people & adults at risk, including online, will be trained to continue to look out for signs that they 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 children's services and as required, the police, without delay.

Purpose
This policy and its attached appendices outline the procedures that are to be adhered to by staff, participants, and parents/carers to ensure the safety of all participants of the Liverpool Philharmonic Online Learning Programme by ensuring that:

1. **Participants are safeguarded from potential harm or abuse;**
2. **Staff are protected from false or malicious allegations of misconduct by students or their families; and**
3. **The levels of musical teaching remain of the highest quality.**

Industry Guidance and Review
This policy and related procedures have been reviewed and approved by Liverpool City Council School Improvement Liverpool Safeguarding Officers. It has been informed and cross-referenced against industry standards and guidance including:

LGfL Twenty Safeguarding Considerations for Lesson Livestreaming
SWGfL Safe Remote Learning guidance
NSPCC Guidance for remote teaching
National Cyber Security Centre guidance: Video Conferencing, using services securely
Incorporated Society of Musicians: Safeguarding for remote lessons
Musicians' Union: Safeguarding during Online Music Lessons
Music Mark: Online Music Teaching and Safeguarding
"Safeguarding: synchronous online music tuition" guidance for Music Hubs
ISM Copyright Guidance for the Online Musician
Drake Music guidance on Accessibility in Video Conferencing and Remote Lessons

Liverpool Philharmonic staff members will be directed to the above guidance and documents to support their delivery of online lessons.

The Liverpool Philharmonic Designated Safeguarding Officer acts as the named individual with responsibility for the implementation and review of this Policy.

Governance
Online activity will only take place with the knowledge and approval of the relevant Project Manager, and Head of Learning to ensure safeguarding procedures are adhered to.

Privacy Statement
The collection, storage, management, processing and protection of any data relating to participants and parents/carers will be in accordance with Liverpool Philharmonic's Privacy Statement.

Definitions

Staff Member This may include employees of Liverpool Philharmonic or freelance staff. See page 4 for clarification on supporting freelance staff members on online activity.

Additional Controls beyond existing Safeguarding procedures for online group workshops & events (live and pre-recorded)

For participants to engage with Online Learning Programme activity, the following definitions apply, and conditions must be met:

Pre-Recorded Activity is defined as a staff member recording content to be shared at a later date. Staff members and freelancers are required to sign up to the Acceptable Use Agreement: Staff, detailing the expectations around where recordings should take place, the appropriate behaviour and dress code for such content, and expectations for the content itself.

1-2-1 and mini group lessons are defined as a live, interactive activity for up to 3 participants under 18, which may include musicianship, instrumental or vocal lessons. 1-2-1 and mini group lessons will be delivered for children and young people under 18 under the following conditions only:

- Up to 3 participants under 18
- At least 1 staff member will be present in each session, with a current DBS certificate
- Parents/Carers sign up to the relevant Acceptable Use Agreement: Parents/Carers
- Liverpool Philharmonic has received a Participant Information form for each participant
- Staff member will receive a specific safeguarding briefing and sign up to the Acceptable Use Agreement: Staff
- All procedures within the Acceptable Use Agreements are adhered to, and activity is suspended should they be breached by any party

Small group online workshops are defined as a live, interactive activity for between 4 and 12 participants under 18 which might include ensemble rehearsals, sectionals, musicianship or group instrument lessons, in which a musician(s) leads interactive musical workshops, designed for the children to develop skills and knowledge. Participants in such sessions are expected to interact with the session leader, either verbally and/or on their instrument.
Small group online workshops will be delivered for children and young people under 18 under the following conditions only:

- Between 4 and 12 participants under 18 in each session
- At least 2 staff members will be present in each session
- All other conditions remain as for 1-2-1 and mini group lessons

Large group online events and webinars are defined as live, large group sessions for 13 or more participants under 18, which have a limited element of interaction with each participant. This might include large scale online ensemble rehearsals (e.g. choral), with a musician leading an online rehearsal for a large group of instrumentalists/singers, but with little interaction from individual participants. It also includes online social events, for ensemble members to meet in a carefully managed social environment, led by ensemble artistic leaders or project managers, or webinars where a leader broadcasts information to a large group of young people.

Large group online events will be delivered for children and young people under 18 under the following conditions only:

- 13 or more children/young people in each session. Maximum number of participants as per Zoom account restrictions, however when planning a large group event with children & young people, consideration should be given to participant numbers, and Breakout Rooms utilised for larger groups where appropriate and beneficial
- At least 2 staff members should be present, however for larger events, consideration should be given to staff numbers and roles to ensure the session is successfully managed
- At least 1 staff member will have a current DBS certificate
- Parents/carers/participants (if over 18) will have to pre-register for large group sessions to ensure staff can manage who receives the relevant Zoom link and then access the session. They will receive the 'Guidance for online group workshops/events' document, and by registering for the event, will give consent for their child to attend, and confirm their understanding/agreement to the details of the document.
- Staff members receive a specific safeguarding briefing and sign up to the Acceptable Use Agreement: Staff

Adults at risk

In order to fully support adults at risk accessing the Online Learning Programme, Liverpool Philharmonic will ensure all online activity specifically for this participant group is supported by 2 appropriately trained facilitators, one of which must be a Liverpool Philharmonic staff member (freelance or employee). See page 4 for further clarification on supporting freelance staff on online activity. Where possible and relevant to the activity, one facilitator should be a trained/registered clinician, appropriate to the activity, preferably a current employee of an NHS Trust.

Mental Health First Aid training will be provided for Liverpool Philharmonic employees hosting online activity specifically for this participant group.

Online Learning Activity with Adults aged 18 and over

Online Learning Programme activity with adults aged 18 and over will follow standard organisational procedures, adhering to any safeguarding specifications as agreed with the relevant partner or client (for example a university or conservatoire).

One off/special projects

The majority of the Liverpool Philharmonic Online Learning Programme will be provided for existing participants of Learning Projects. Participants will have provided a Participant Information Form including current, correct contact details. However, in the event of one-off events or projects, these will be treated as a 'Large Group' event/webinar, requiring all participants to pre-register, even if the event involves less than 13 participants. Should the one-off event be for up to 3 participants, this can take place with only 1 staff member present (who should have current DBS certificate).

Staff/Musicians

Regular online group workshops & events will be delivered by Liverpool Philharmonic staff members or approved artistic staff from the Liverpool Philharmonic Learning Programme Approved Musicians List, who have signed and agreed to our Terms & Conditions, and meet the relevant criteria to work on our programmes.

Should the artistic lead for the session be a freelance musician or visiting artist, a detailed risk assessment will be completed to review what staffing is required to deliver the activity, and whether the freelance musician should always be accompanied by a Liverpool Philharmonic employee during online activity.

The risk assessment should consider:

- The participants and their individual/collective needs
- The partner organisation involved, their staff and skills
- The skills and experience of the freelance musician
- How often the freelance musician works for us on Learning activities
- The equipment that will be used by the freelance musician
- Where the freelance musician plans to deliver the activity
- The frequency of the activity
- The DBS status of the musician

If, following the risk assessment, it is determined appropriate for the freelance musician to be unaccompanied on online activity with young people, the Liverpool Philharmonic staff member will set up calls using our accounts as detailed above, and will start all sessions, making the freelance musician 'co-host' so they can then be left on the call unaccompanied.

There should still always be 2 staff members (freelance or employed) on any session with 4 or more young people.

Where the freelance musician is leading activity hosted by a partner organisation (such as a school or NHS trust), and there is already another adult hosting the session (e.g. teacher or facilitator), sessions may not need to be attended at all by Liverpool Philharmonic employees, when fully risk assessed as per the above guidance.

Any staff members and artistic staff delivering small group online music workshops will receive bespoke training with regards to online activity. They will be reminded of the Liverpool Philharmonic Safeguarding Policy and Procedures for the Safeguarding of Children, Young People and Adults at Risk before activity commences, in particular the Learning Department Code of Conduct for all staff, as well as Incident Reporting procedures. They will be issued with an Acceptable Use Agreement, setting out the procedures that must be adopted, agreed to and adhered to when activity takes place. They will need to confirm in writing (by email) that they agree to those procedures. Training will include details of the specific Zoom settings that must be in place in order for online Learning activity to commence.

Where an artist or musician is invited to participant, lead or join an online session as a one-off, or for irregular activity, they will be issued with specific safeguarding guidance alongside our safeguarding policy. They will not be required to sign up to the Acceptable Use Agreement: Staff.

Online Learning Activity Content and Aims
Online Learning Programme activity should be planned and delivered in the same way as face-to-face activity. For all online activity, detailed plans should be prepared including session timings, goals and objectives, and technology implications (e.g. whether breakout rooms are required). The relevant Project Manager should be confident these plans are in place before online activity commences.

All Online Learning Programme activity should be kept to the minimum timings possible to ensure the wellbeing of all participants. Online Learning Programme activity should last no longer than 1 hour, with any activity exceeding this time to be agreed in advance with the Head of Learning, using breaks where appropriate in longer sessions.

Risk Assessment

Before any group online workshops commence, the relevant Project Manager should complete a risk assessment using the approved template. Project Managers should also ensure specific risk assessments are undertaken for all individual projects/events online.

Compliance

If Liverpool Philharmonic becomes aware that any of these conditions, or guidance within the Acceptable Use Agreements, are not being complied with by any party, online activity will be suspended (or the participants involvement with the activity will be suspended) and the Project Manager will investigate.

Full documentation in relation to the Online Learning Activities Policy is available upon request from the Learning Team.

Appendix 9: Safeguarding & Liverpool Philharmonic Devices

Liverpool Philharmonic is committed to innovating with technology to enhance teaching and learning, communication and musical creativity across our programmes. We wish to embrace the opportunities which technology offers our programmes and support Children and Young People (CYP) to use technology safely.

This policy applies specifically to Children and Young People using Liverpool Philharmonic hardware and software applications. It applies to any device, including laptop, iPads or phones that are owned by Liverpool Philharmonic and used by our students, wherever they are physically located - within a School, or in a Partner location. It is intended to complement all other relevant Organisation policies, and forms part of the Liverpool Philharmonic Safeguarding Policy.

Ownership and Maintenance
The Liverpool Philharmonic retains ownership of all hardware, cases, accessories and apps. Devices are provided to students but remain the sole property of the Liverpool Philharmonic. Liverpool Philharmonic will provide all required components to ensure the devices are safe to use, secure, and maintains the right selectively to filter internet content.

Access and Online Connection
When connecting with school/external partner internet connection, the relevant IT providers will be contacted to ensure we align with school/external partner policies and procedures and to ensure all Liverpool Philharmonic Devices are protected using appropriate firewall settings and protections used within the school/external partner context.

Devices will be set up with full controls in place to ensure children and young people have limited access to applications, internet, and app stores. Controls will be checked regularly to ensure they remain in place and functioning as required. Controls required will be confirmed through the risk assessment process. Devices for students are restricted to the apps/software installed by Liverpool Philharmonic, for use at any site.

All and any usage of devices and/or systems and platforms may be tracked.

Handling and Storage
Liverpool Philharmonic are responsible for the general care of devices, cases and power accessories, however, students are expected to treat all Liverpool Philharmonic owned devices with respect and care. Students will be trained in careful handling of devices, and this will be monitored by staff. Devices or cases that are broken or fail to work properly should be reported as soon as possible to the relevant Programme Manager.

Devices will be allocated a specific storage unit, in which they must be replaced after every used. In Harmony iPads (x20) should always be stored in the caddy and flight case provided and should be charged using the integrated charging cables.

Training
Staff using Liverpool Philharmonic devices with children and young people will undergo specific training to ensure they understand their responsibility and how to manage devices safely with children and young people.

All children and young people using Liverpool Philharmonic devices will be given specific training on how to use the devices, the terms of use, and how to handle devices safely and securely.

Usage (iPads)

- Risk assessments will be undertaken for any iPad usage to ensure usage is planned and safeguards in place.
- Devices will only be used when supervised unless specifically risk assessed and agreed with the relevant Manager. At all times, the class teacher/musician's decision is final regarding use of iPads, collectively or individually.
- Student may connect headphone (including wireless) to the devices but will be responsible for ensuring they are not left with the iPad.
- Photographs may only be taken on the iPad when authorised by a member of staff in relation to programme activity. The iPad cameras are not to be used at any other time to save space and misuse of the iPad.
- Photographs / images, video, audio stored on the iPad will be deleted after they are needed except when related to programme activity.
- Student work should be saved with their first and last initial, year, class and school (or ensemble). First name can be used when two students in the same class have the same initial.
- Liverpool Philharmonic reserves the right to check at random any iPad for unsuitable content.
- No images, audio or video recordings taken with a Liverpool Philharmonic iPad may be uploaded from any device to social networking sites by CYP. If required these can be shared with staff for promotional/advocacy purposes.
- Capturing images or video of Liverpool Philharmonic staff or other pupils is prohibited unless specifically permitted by the class teacher and/or the member of staff to be photographed, audio or video recorded.

Accounts, Passwords and Apple IDs

- iPads work with a Liverpool Philharmonic Managed Apple ID, specific to the Learning Department. This Apple ID is managed by the organisation and is actively checked. Apple IDs are used to backup iPad settings so must not be logged out at any time. All account details should be kept secure by the owner.
- Students may not attempt to access other student or staff accounts or iPads at any time.
- Group work files can be shared on device or via cloud storage so the group can work if others are absent from programme activity.
- All Liverpool Philharmonic iPads use the same access pin, which should not be changed. If this happens, the device will be reset to factory settings, and all student projects will be lost.

Software and Apps

- Liverpool Philharmonic audits the iPads regularly gathering data on installed apps and profiles that are on the iPads.
- Periodic checks will be made to ensure the iPads are being kept up to date and are in a useable state (Software Updates). The operating system will show that updates are available. This will be managed by Liverpool Philharmonic and student will not be able to access any settings on Liverpool Philharmonic Devices.

Procedure for reloading software

If technical difficulties occur or illegal apps or networking profiles (e.g. non-Liverpool Philharmonic approved) are discovered, the iPad will be reset. The Organisation does not accept responsibility for the loss of any software or documents deleted due to a re-format and re-image. Resetting iPads is a last resort measure carried out only if necessary, when other solutions fail.

Appendix 10: Body of Persons Approval (Nov 2025- Nov 26)

Liverpool City Council

BODY OF PERSON'S APPROVAL (BOPA)

Date: 10th November 2025

Children & Young Persons Act 1963, Sec. 37
The Children (Performances & Activities) (England) Regulations 2014

I can confirm that a Body of Persons Approval has been granted by Liverpool City Council to the **Head of Learning of the Royal Liverpool Philharmonic** for performances associated with the **Liverpool Philharmonic Youth Programme Ensembles** – Refer to condition 2 below for a full list of the ensembles.

DETAILS OF THE BOPA	
PERFORMANCE PERIOD:	12-months
PERFORMANCE DATES:	23/11/2025 – 22/11/2026
PERFORMANCE LOCATION 1:	Philharmonic Hall, Hope Street, Liverpool L1 9BP
PERFORMANCE LOCATION 2:	The Music Room, Philharmonic Hall, Sugnall Street, Liverpool L1 9BP

Individual licences or exemptions for the children are not required for performances outside of school hours. To comply with the terms of the Approval, the organiser must ensure that the BOPA conditions are adhered to and has signed a contract to this effect. The organiser has overall responsibility for ensuring the children's welfare and health and safety is appropriate.

CONDITIONS OF THE BOPA	
1.	This licence can be reviewed and is subject to any changing advice. Should there be any change in government restrictions, the **Head of Learning** must discuss this with the Liverpool City Council Child Performance Licensing Team.
2.	Details for the performance groups covered under this licence, along with guidance of the maximum children per group, minimum number of Chaperones required per group & minimum number of DBS Helpers per group are: 1. Melody Makers – 65 Children, 3 Chaperones & 7 DBS Helpers 2. Children's Choir – 55 Children, 2 Chaperones & 7 DBS Helpers 3. Youth Choir – 65 Children, 2 Chaperones & 5 DBS Helpers 4. Youth Orchestra – 65 Children, 2 Chaperones & 5 DBS Helpers 5. Youth Academy Orchestra – 90 Children, 3 Chaperones & 9 DBS Helpers 6. Youth Brass Band – 25 Children, 2 Chaperones & 2 DBS Helpers 7. Youth Session Orchestra – 25 Children, 2 Chaperones & 2 DBS Helpers 8. Youth Company & DaDa Youth Ensemble* – 15 Children, 1 Chaperone & 7 DBS Helpers 9. Rushworth Young Composers – 8 Children, 1 Chaperone & 1 DBS Helper 10. Training Choir – 25 Children, 2 Chaperones & 3 DBS Helpers 11. Training Orchestra – 45 Children, 2 Chaperones & 4 DBS Helpers *The DaDa Youth ensemble group may require 1 to 1 care for each child as they may have additional needs.
3.	For performances using changing room facilities, the national guidance ratio of Local Authority registered Chaperones must be in-place of 1 Chaperone to 12 children.
4.	For performances not using changing room facilities, Liverpool City Council agree to the ratio of Local Authority registered Chaperones to be a minimum of 1 Chaperone to 30 children.
5.	If meeting the minimum Chaperone ratio from condition 4, the Chaperones must be supported by DBS checked staff to bring the overall ratio to 1 supervising adult per 12 children.
6.	If further/replacement Local Authority Chaperones are required to those confirmed at the time of issuing this licence, their details – Name and the council they are registered with, must be shared with the Liverpool City Council Child Performance Licensing Team prior to the performance they are required for.
7.	If a child requires a school absence for them to perform within school hours, their school must authorise this absence prior to the child performing. If a child is unable to have an absence authorised, the child must not perform within school hours.
8.	School absence permissions are to be collated for any child which requires one to perform. The permissions do not need to be shared with the Liverpool City Council Child Licensing Team, but must be made available for them to view during any unannounced inspection.
9.	If a child is performing as part of a school group, schoolteachers from the child's school may act in the role of a Chaperone for them rather than child needing to be covered by a registered Local Authority Chaperone. Schoolteacher ratios must match those outlined in conditions 3 & 4.
10.	Liverpool City Council are to be notified of any performances that will fall under this licence which weren't included in the accompanying Event Schedule application document. Details to include for these performances are to be; where the performance is taking place, the number of children performing and the Chaperone arrangements.

Child Licensing Team, Children & Young People's Services, Liverpool City Council, Cunard Building, Water Street, Liverpool, L3 1AH
TEL: 0151 351 0704 or 07739 537635 & 0151 351 0705 EMAIL: childemployment&performance@liverpool.gov.uk WEB: www.liverpool.gov.uk

Appendix 11: Safeguarding Guidelines for External Events at Liverpool Philharmonic Venues

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.

This could include performers who have not yet reached 18 years old or could include managing children and young people accessing Liverpool Philharmonic Hall backstage areas during your hire (e.g. guests/family members of touring personnel).

You are required to undertake suitable actions to satisfy this policy. If you do not comply, or your performance practice significantly contravenes this policy, your event may be cancelled and/or future bookings may not be accepted.

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.

Backstage access for children and young people

- All Promoters, Tour Managers and Event Organisers are required to adhere to Liverpool Philharmonic's Safeguarding Policy in relation to children/young people accessing backstage areas.

- Access for children/young people backstage during external events will be subject to the agreement of the Tour Manager/event organiser and Liverpool Philharmonic Duty Manager to ensure that the relevant safeguards can be put in place.

- Any child/young person seeking access must be accompanied by a designated adult. They will be required to wear a Visitor's Pass (naming the adult carer) 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 unaccompanied in boxes or stalls, or in the backstage areas or Green Room.

Performers who have not yet reached their 18th birthday

In Advance:

- It will be assumed that the contact on the Contract will be the Group Leader for the day. If this is not the case, then this information should be given to your Liverpool Philharmonic contact in advance of the event.

- It is the Event Organiser's responsibility to ensure that staff acting in a supervisory capacity have the relevant DBS checks where appropriate.

- The Event Organiser should ensure that the performance adheres to Child Licensing Legislation. It is the organiser's responsibility to acquire child performance licences, obtain chaperones as required, or provide Liverpool Philharmonic with written notification that a licence is not required.

- The organisation should agree in advance with the venue arrangements for parents to collect children after the performance and should communicate these to parents in advance of the event: i.e. they should know when, where and how they will be reunited with their children.

During the rehearsal/performance:

- For children and young people involved as performers, adequate supervision backstage is to be provided by the Event Organiser. The Event Organiser should advise Liverpool Philharmonic on the number of children performing, and the number of adults who will be supervising and how they will be identified.

- Identification measures for children and young people involved as performers will be agreed during the event advancing process.

- **At no point** should children be left unsupervised in the backstage areas.

- Liverpool Philharmonic staff will be allocated to each area of the building that is in use by the Event Organisers. They are there solely for the purpose of safety and to assist in evacuation and **will not act in a supervisory capacity**.

- **NO** members of the public (including relatives of performers) are permitted in the Dressing Rooms/Backstage **UNLESS** they have previously been identified as being in a supervisory role, as being a member of the event personnel, or as being an identified invited guest (e.g. meet and greet backstage) with restricted and supervised access. This includes access before and after the show and during the interval.

- The Event Organiser must ensure that young people waiting backstage remain in their allocated areas, are adequately supervised, and do not enter any office areas or areas which are out of bounds except to trained personnel.

- When children are seated in the auditorium the Supervisors must make sure the children remain seated at all times during the performance unless they are being escorted in or out of the building or to use the facilities. This is particularly important when the Circle seats are in use.

- No food or drink will be allowed into the Auditorium without pre-arranged permission of the Event Manager.

- It is the responsibility of the promoter, event organiser or tour manager to advise Liverpool Philharmonic of their policy on photography and filming of the event. If any Liverpool Philharmonic participants are taking part in the event, the promoter must agree this in advance with Liverpool Philharmonic and adhere to Liverpool Philharmonic guidance (which will be made available). We recommend you review the NSPCC Guidance for photography and filming to inform your policies.

- If during the event day it becomes clear to Liverpool Philharmonic staff that appropriate arrangements have not been made around the guidance, and we deem that there is a safeguarding risk we will put measures in place (e.g. hiring childcare or chaperones) at the external hirers expense. We may also be required to prohibit access to certain areas of the building for safety reasons.

A copy of Liverpool Philharmonic's Safeguarding Policy is available on request.

Please return one signed copy of this form to Liverpool Philharmonic with your contract and retain one copy for your records.

On behalf of the Event Organiser/Tour Manager/Promoter: _____Date:_____

On behalf of Liverpool Philharmonic:_____ _____Date:_____

YOUR BOOKING WILL NOT BE CONFIRMED UNTIL THIS FORM IS RETURNED

Appendix 12: Insuring Off-Site Trips Request Form

Key Info	
What is the trip?	
Name of trip coordinator (before departure)	
Who will be trip leader on the day/trip?	
Who is on call (not attending trip)	
Date and time of departure	
Date and time of return	
Personnel	
How many adults are attending?	
What are their names, roles (e.g. staff/volunteer/chaperone) and DBS status?	
How many children/young people are attending?	
What are their names and ages?	
What is the adult:child ratio	
Do any of the children attending have any specific medical conditions that insurers should be aware of? If yes, please give details of the condition and management plans.	
Travel arrangements	
Mode of transport	
Travel times (including travel within the trip)	

Company supplying transport	
Have you included documentation of their Public Liability Insurance and their risk assessments?	
Is the trip residential?	
If the trip includes an overnight stay, where are you staying? (Name, address, contact)	
Have you included documentation of their Public Liability Insurance and their risk assessments?	
What are the sleeping arrangements for children/young people and adults?	
General Itinerary	
What is the itinerary for the trip, including any organised activities?	
If you are undertaking organised activities, have you provided full details, and copies of Public Liability Insurance and risk assessments?	
Specific activities	
Is there any free time for the children/young people? If so, how will this be supervised?	
Are you doing any performances? If so, provide details of venue	
Have you included documentation of their Public Liability Insurance and their risk assessments?	
Have you included your own risk assessment for the trip and associated activities?	
Any other information?	
Date form completed	

Please now send this form to Finance Director

Appendix 13: Managing Allegations Policy

This policy should be referred to when dealing with allegations of abuse by a professional working with children or adults at risk.

All staff working within Learning Programmes will be aware of and work within Liverpool Philharmonic's Code of Conduct (as per Safeguarding Policy) and other relevant policies and procedures. The Code of Conduct will include guidance for staff regarding the expectations of the use of mobile phones, electronic equipment and social media.

Where allegations against a staff member are made, the **Designated Safeguarding Officer** should be notified ***immediately***. In the event that the DSO is not available, one of the Deputy DSO's should be contacted. Should the allegation concern them, the Executive Director – Performance & Learning should be contacted. No other members of staff will be asked to manage an allegation about another professional. The DSO, Executive Director and HR Manager should all be notified immediately of any allegation relating to a member of Liverpool Philharmonic staff or freelance representative.

Liverpool Philharmonic's "Managing Allegations" policy and procedures should be followed in all cases where it is alleged that a member of staff has:

- behaved in a way that has harmed a child, or may have harmed an adult or child
- possibly committed a criminal offence against or related to an adult or child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children or may not be suitable to work with children
- behaved towards an adult in a way that indicates they may pose a risk of harm to adults at risk or may not be suitable to work with adults at risk.

Or if there are

- Concerns about the person's behaviour with regard to his / her own children
- Concerns about the behaviour in the private or community life of a partner, member of the family or other household member

An allegation raised about a relevant individual may arise from several sources, for example, a report from a child, an adult in the organisation, or a parent or carer. It may not always be clear whether an incident constitutes an allegation, whether a child has been harmed, or the person poses a risk of harm. In such circumstances advice should be sought from the LADO.

Procedures for Managing Allegations

- The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. <u>They should not</u>:
    - Investigate or ask leading questions;
    - Make assumptions or offer alternative explanations;
    - Promise confidentiality.
- Allegations involving an immediate risk to a child or a safeguarding concern should be reported immediately to the police by calling 999 (emergency) or 101 (non-emergency) or Careline Children Services which is a 24hr/7 day a week service.

- In all other cases (not reported directly to the police) the action should follow the following procedures:
    - Making a written record of the information (where possible in the child / adult's own words), including the time, date and place of incident/s, persons present and what was said; Children may prefer to use initials or paint or draw a picture of what occurred.
    - Signing and dating the written record;
    - Immediately reporting the matter to the Designated Safeguarding Officer (or Deputy in their absence or; where the DSO is the subject of the allegation, Executive Director – Performance & Learning).
- The DSO should review the information and, using tools such as the 'Haringey Threshold' tool (Appendix 12.2):
    - Identify whether it meets the harm /risk of harm threshold and is therefore an allegation. If so, they should follow the procedures below and make a referral to the LADO within one working day which is a statutory duty
    - If the Senior Manager is unclear whether it meets the harm / risk of harm threshold they should seek advice from the LADO.
- Responding to the allegation in a timely and fair manner is essential. Liverpool Philharmonic will consider what immediate actions are required to reduce any risk to children or adults at risk within the setting. This may include the staff member being moved to a position within the organisation where they have no contact with children/adults at risk or could include that the person is suspended from duty whilst an investigation is undertaken. Appropriate support will be offered to both the subject of the allegation and complainant.
- Contact will be made with the Local Authority Designated Officer (LADO) in Liverpool within 24 hours of receiving the allegation. In Liverpool the LADO is Pauline Trubshaw. Referrals to LADO in Liverpool are made via Children's Services Careline. The process followed by the LADO is included as Appendix 12.3
- Where the details of the allegation also suggest that criminal offence may have been committed, the Police will also be contacted.
- Following consultation with the LADO, Liverpool Philharmonic will ensure that the staff member is made aware that an allegation has been made, but will not provide the individual with any further details initially. The member of staff should be advised of the procedures regarding allegations and Liverpool Philharmonic will ensure that the member of staff has access to appropriate support.
- Where there is no criminal offence and Police are not leading on an investigation, any investigation undertaken by the organisation will be timely, thorough, consistent and fair to all parties involved in order to reach the correct conclusion and outcome. Liverpool Philharmonic will endeavour to complete this investigation as quickly as possible. A template for investigation notes is provided below as appendix 12.1.
- As a result of an investigation either through the LADO process or via internal disciplinary procedures, if any member of staff is found not suitable to work with children or vulnerable adults Liverpool Philharmonic will refer the individual to the Disclosure and Barring Service (DBS) for consideration for barring. This includes where the member of staff resigns prior to conclusion of the investigation, the member of staff is dismissed, or when Liverpool Philharmonic ceases to use their service as a result of a substantiated allegation.
- Liverpool Philharmonic recognises that there are occasions when a person who works with children behaves in a way that is concerning and raises questions about their ability to recognise and take steps to safeguard children in their care that wouldn't meet the threshold of LADO. As an employer the organisation has a duty to consider whether the issue indicates that they are unsuitable to continue in their role for the immediate future or indefinitely. These are known as

issues of suitability and would be dealt with via Liverpool Philharmonic 's disciplinary procedures. Issues of suitability can include:

- Where an employee is being investigated for an offence against an adult, or
- Their behaviour in their personal lives brings into question their suitability to work with children

- However if an adult who works with children has involvement from Children's Social Care in respect of their own child, or a child that they live with or have contact with, it is the responsibility of Children's Social Care to assess the immediate concern and inform the LADO of whether the adult poses a risk to children. The situation would meet the threshold of LADO should the child in question be made subject to a Child Protection plan. This is because Children's Service has determined that the adult presents a risk to the associated child either directly or due to a failure to protect.
- Staff in Liverpool Philharmonic should ensure that they disclose information about themselves relating to the above to the Designated Safeguarding Officer as soon as possible. Liverpool Philharmonic will create an environment and culture where staff are able to do this.
- All allegations will be treated with discretion up to any point at which a criminal conviction is arrived.
- Withdrawal or failure of a prosecution will not rule out an internal disciplinary investigation. In the case of an allegation of inappropriate behaviour which does not necessitate referral, the matter will be dealt with internally under the Disciplinary Procedures.

Whistleblowing & Allegations

Liverpool Philharmonic aims to provide a supportive environment in which an employee or volunteer can express suspicions of abuse, or concerns about inappropriate behaviour, to their supervisor or line manager.

All members of staff have a responsibility to report any breaches of this policy to the Designated Safeguarding Officer, Deputy Designated Safeguarding Officers, Human Resources Manager, an Event Manager or, in their absence, the Executive Director – Performance & Learning.

This applies to all premises including Liverpool Philharmonic Hall & Music Room, Liverpool Philharmonic at the Friary and all external venues.

Appendix 13.1: Notes of Investigation Meeting - *template*

Strictly Private and Confidential

Name of Member of Staff:	
Complainant/Respondent/Witness	
Investigation meeting chaired by:	
HR Advice provided by:	
Employee accompanied (Colleague/TU Representative/declined to be accompanied):	
Note of discussion taken by:	
Date:	
Venue:	

The chair will:

1. Introduce those present and confirm the process and stage
2. Confirm the member of staff's right to be accompanied.
3. Inform the member of staff of the issue(s) that will be discussed during the meeting.
4. Outline the process that will be followed.
5. Ensure that key points (from all parties involved) are clarified and accurately recorded.

The representative from HR will:

1. Confirm that their role in attending the investigation meeting is to assist the chair and advise both parties on the process and the procedure but will retain a neutral and independent position throughout the investigatory process.

2. Confirm that the notes taken will summarise the key points of the meeting and are not a verbatim record.

3. Confirm that the notes form part of a structured file and are therefore covered by the Data Protection Act and may be retained for a period of 6 years. Should anyone named within the notes make a subject access request, full disclosure will be made. Should the matter progress to formal proceedings, full disclosure will be made to all relevant participants.

4. Confirm that the member of staff will be given the opportunity to read the notes and make amendments where there are typographical or factual errors. The member of staff is not permitted to make any other changes to the notes. The employee may retain a copy of the agreed document but must treat the document as confidential.

5. That the member of staff will be asked to confirm their acceptance by signing and dating the notes.

6. That the final agreed notes will be confidentially stored within the HR filing system and/or paper files (for the purposes of the investigation and any subsequent meetings/hearings). Any other version of the notes will be permanently deleted or destroyed.

7. That the employee may be expected to attend a subsequent meeting under the relevant procedure and be questioned on the evidence provided.

8. That it is prohibited to record the hearing (unless approval has been given) and, if necessary, will ask the parties to switch off personal devices and/or leave them in a secure location.

Notes of the meeting: -

1. ******
2. ******
3. ******

In signing the notes, I agree to the following:

That these notes form part of a structured file and are therefore covered by the Data Protection Act and may be retained for a period of 6 years. Should persons named within the notes make a subject access request, full disclosure will be made, taking into account exceptions under the Data Protection Act in relation to third party information and information provided in confidence. Should the matter progress to formal proceedings, full disclosure will be made to all relevant participants.

That the final agreed notes will be confidentially stored within the HR electronic filing system and/or paper files (for the purposes of the investigation and any subsequent meetings/hearings). Any other version of the notes will be permanently deleted or destroyed.

That I may be expected to attend a subsequent hearing under the relevant procedure and be questioned on the evidence provided.

Please sign below to confirm your acceptance that these notes reflect an accurate record of the meeting whereupon the notes will be deemed to be accepted and retained as a true record. This can be varied according to circumstance or by mutual agreement.

Please note that you may amend the notes only where there are typographical or factual errors. You are not permitted to make any other changes to the notes.

Signed: _____

Print Name: _____

Date: _____

Appendix 13.2: Haringey Model tool

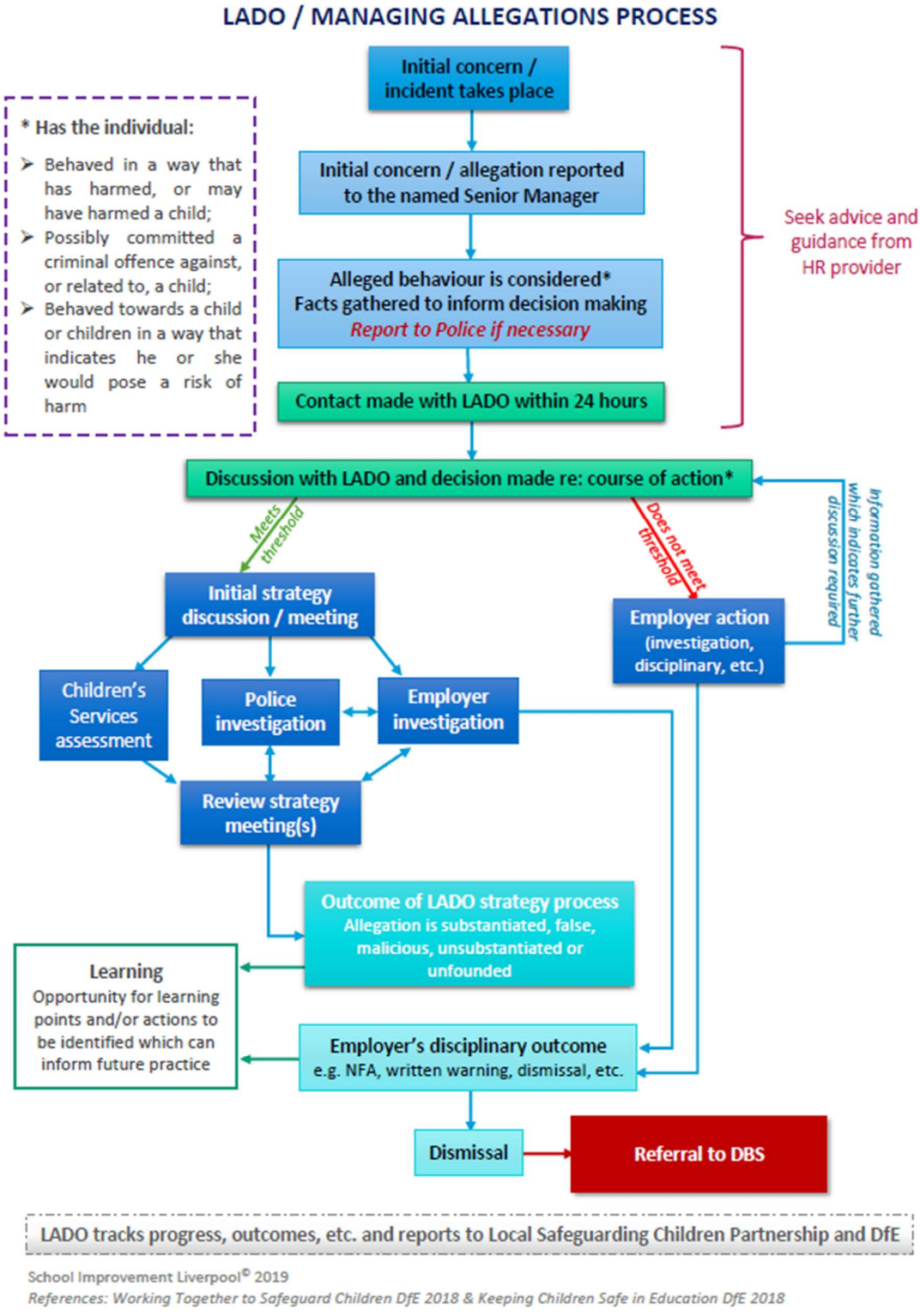
It is anticipated that adopting the 'Haringey model' will give agencies greater clarity about the type of issues they can deal with themselves, those which they could discuss with L.A.D.O. and which they SHOULD discuss with L.A.D.O. The model gives clear examples of the types of abuse which may occur and also identifies the actions which should be taken.

'HARINGEY MODEL' L.A.D.O. Thresholds tier model

Indicators Matrix LADO= Tiers 1-4			
Tier 1: Incident that does not need L.A.D.O. input but may be a conduct issue.	**Tier 2:Incident which might require logging with L.A.D.O. but will be 'No Further Action'**	**Tier 3: Incident which requires consideration of referral to other agency such as police or Ofsted**	**Tier 4: incident which requires immediate suspension/ police referral/ arrest/ immediate action to protect child.**
Complaint made by parent or carer or comment made by child that does not seem to have any corroborating evidence. There is no injury seen, or witness accounts do not corroborate the allegation, the manager is confident this does not meet the threshold for a referral but is intending to investigate further. In such cases the relevant manager may wish to have a consultation discussion with the L.A.D.O. and both can make a record of the discussion and agree it will be dealt with internally, in case further information comes to light to question why no formal L.A.D.O. referral was made. However no names will be used as this does not meet the threshold for a record about a named person to be kept.	Member of staff alleged to have acted or reacted in a way considered inappropriate but not harmful; parental or child complaint about such an incident, to outside agency eg. Ofsted, who have referred to L.A.D.O. for further enquiries; allegation made but manager believes at this point they can deal with this internally and are checking with L.A.D.O. for information only. This category also includes volunteers and professionals where there are domestic issues which require them to inform their line manager (for example a section 47 investigation at home) but the employer/manager is clear there are no risks presented by this person in their place of work. These are incidents where an escalation to a police referral would be considered a disproportionate response. These cases are likely to meet the threshold for a confidential record to be kept by the L.A.D.O. with the knowledge of the person concerned and their manager.	Allegation made which meets the threshold for referral to L.A.D.O. and appears in the first instance to meet the threshold for referral to police. Such cases may not always involve serious injury to a child but present as a breach of the position of trust the professional or volunteer was in. A proportion of these types of referral may result in a 'no crime' outcome from police, but the allegations process must be followed as the referring information met the threshold. Sometimes these referrals do not immediately appear to have a criminal element but the reported actions mean that a regulatory body such as Ofsted, or the National Council for Teaching and Leadership, or HCPC, will need to be informed. It is essential in these cases that there is a clear outcome and this is communicated to the professional/volunteer. These referrals can result in a note on future DBS checks and could have an impact on the professional/ volunteer's future career.	Allegation made with credible corroborating evidence, where a child has been injured or harmed. Behaviour by the professional or volunteer which is deemed to be extremely concerning towards the children they are caring for and requires immediate suspension. Allegation by a member of the professional/ volunteer's family which is so serious it requires immediate consideration by employer.
Physical abuse			
Examples could be: child objecting to a sanction imposed in school, describing an event to parent who then comes in to complain about how their child says they have been treated; but does not have all the information.	Examples could be: child accusing teacher of pushing them, when it appears they were being guided away from a situation (covered by 'Use of Reasonable Force' DfE 2013).	Examples could be a credible disclosure by a child or young person that uses the word 'hit' or 'hurt'; yet there is no injury seen and no corroborating evidence of child's account.	Child has clearly been injured or could have been injured as a direct result of the actions of a professional or volunteer.

Young person in children's home involved in a confrontation and making accusations where there were several witnesses and there is an incident report that appears to refute the child's account that they were harmed. An allegation that is made second or third hand and facts are not clear, or the professional alleged to have done this was not there at the time; or there is confusion about the account.	Nursery worker seen by parent to be pulling a child away from a situation, parent considers this is done roughly but professional claims it was to remove child from a confrontation where they may have been harmed/ may have harmed another child. Professional or volunteer accused of domestic violence assault on own children but there have never been any concerns at work about him/her.	Restraint that has caused an injury to the person being restrained. An incident witnessed, where there is a physical exchange between staff and child or young person. It is unclear whether self defence or retaliation was involved. The matter needs full investigation.	Incident within the professional/ volunteers home life that is of high risk and high level of concern.
Sexual abuse			
A school girl telling a friend, who tells the teacher, that another teacher 'makes her feel funny when he looks at her' but no other concerns or complaints expressed.	A professional or volunteer makes an inappropriate remark that appears on the surface to be naive rather than potentially grooming, or acts in a way that could be deemed unprofessional.	A very young child still requiring personal care/ nappy changing, indicates that a nursery worker touched him/her in the genital area A professional or volunteer has been sending inappropriate but not necessarily sexual, texts to young people he/she works with.	Professional or volunteer arranging to meet young person outside the work environment and asking them not to tell anyone; or making inappropriate contact through social media with sexual overtones.
Emotional abuse/ neglect			
A child with a history of challenging behaviour, alleging s/he feels bullied by a well respected member of staff. Concerns that family members of the professional or volunteer may be involved in criminal activity.	Teacher under stress who is heard to shout inappropriately at the children one day towards the end of term. Childminder witnessed to ignore children crying and speak rudely to them, but further context not known.	A foster carer where there have been several complaints about poor practice and standards of care; children in their care who are not always clean or appropriately dressed, or seen to be treated in a way that causes concern to observing professionals.	Making racist or derogatory remarks to a child or young person in the presence of witnesses.
Suggestion actions			
Managers to investigate further to satisfy themselves this matter does not meet the threshold for a referral outside the organisation, and identify any appropriate actions.	Investigate further with a clear view that this could be escalated to a full L.A.D.O. referral if more information comes to light. If no further information is discovered, offer words of advice/ training and make a record of this on the professional or volunteer's personnel file.	Full referral to L.A.D.O. and consideration of what actions are required under the procedures. This may or may not include referral to police.	Full referral to L.A.D.O. and consideration what actions are required under the procedures. This will include referral to police.

Appendix 13.3



School Improvement Liverpool© 2019

References: Working Together to Safeguard Children DfE 2018 & Keeping Children Safe in Education DfE 2018

Appendix 14: DBS Checks, types and relevant roles

Assessment of whether a DBS check is relevant for a role will be undertaken before the role is advertised. It will also be determined which type of DBS check is required and whether the Barred List should also be checked. The type of check required will depend on the role. 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.

Due to the nature of the work undertaken through the Learning team, there are a number of roles that are required to have a DBS check by law.

This is detailed as follows, broken down by type of DBS check required:

- An **Enhanced DBS Check (excluding Children's or Adults Barred List)** is required to be undertaken as follows:

Type of work	**Applicable roles at Liverpool Philharmonic**
Where an individual is working with adults at risk once a week or more, or 3 days in any 30 day period, or between 2am and 6am), providing training or teaching.	Musicians, volunteers and staff working on Learning programmes with adults at risk, in a position of responsibility Royal Liverpool Philharmonic Choir Staff

- An **Enhanced DBS Check (including Children's Barred List check)** is required where the role is classed as Regulated Activity with children and young people**.** This is work that a barred person must not do by law, and therefore the Barred List must be checked for these roles.

  Regulated activity with children is defined as follows (with relevant points to Liverpool Philharmonic activities underlined):

  - Providing personal care (toileting, washing, eating, drinking) or healthcare to children at least once
  - Providing any of the following activities on more than 3 days in a 30 day period, or at least once between 2am and 6am (this can be with any number of different groups/individuals and does not need to be the same children within this time frame)
    - Teaching, training or instructing children
    - Caring for or supervising children
    - Providing any form of advice or guidance to children relating to their wellbeing (except legal advice)
    - Moderating an internet chatroom mainly or wholly used by children
    - Driving a vehicle specifically for children
    - Regular day-to-day management or supervision of a person carrying out regulated activity with children
    - Being a foster carer

  Therefore, it is **required by law** that DBS checks at Enhanced Level (with children's barred list) are undertaken as follows:

Type of work	Applicable roles at Liverpool Philharmonic
Musicians and staff working with children/young people frequently	Full Learning Team including In Harmony musicians and operational staff Any other salaried or freelance musicians working on Learning programmes with children/young people frequently/unsupervised
Volunteers working with children/young people frequently	All Learning Volunteers
Ancillary Staff – those working in an establishment where they have the opportunity to frequently have contact with children, and may be in a position of supervision of children/young people	Liverpool Philharmonic Facilities permanent staff and operatives
Guest artists, ensembles and staff working with children/young people frequently	e.g. partner organisations staff and ensembles where the artists/ensembles will work with children/young people frequently. This does not apply to one-off artist masterclasses/workshops where artists are supervised.
Managers of staff undertaking the roles above	Executive Directors where appropriate.

- An **Enhanced DBS Check (including Adult's Barred List check)** is required where the role is classed as **Regulated Activity with adults.** This is work that a barred person must not do.

  Regulated activity with adults is defined as follows:

  - Providing health care or personal care to an adult (regardless of frequency)
  - Providing social work to an adult
  - Assisting an adult with financial management, conduct of affairs, health care
  - Regular day-to-day management or supervision of a person carrying out regulated activity with adults

  There are currently **no roles** within Liverpool Philharmonic that this applies to.

Appendix 15: Key safeguarding contacts

Children and Young People

LIVERPOOL:

CASS Liverpool (Child and Adult Social Care Service): 0151 459 2606

Early Help Hubs:

- North Hub 0151 233 3637 EHLHnorth@liverpool.gov.uk
- Central Hub 0151 233 5241 EHLHcentral@liverpool.gov.uk
- South Hub 0151 233 4447 EHLHsouth@liverpool.gov.uk

Local Authority Designated Officer LADO (referrals via CASS or lado@liverpool.gov.uk)

Catherine Ballans, LADO & Risk Manager: Tel: 07716 702034
Pauline Trubshaw, LADO: Tel: 07841 727309

School Improvement Liverpool 0151 233 3901

School Improvement Officer for Safeguarding: Nicky Noon
Team email safeguarding@si.liverpool.gov.uk
E-Safety Lead Officer: paul.bradshaw@si.liverpool.gov.uk

Liverpool Safeguarding Children Partnership (LSCP):

LSCP Team Office Tel: 0151 233 0493 infoLSCP@liverpool.gov.uk

KNOWSLEY:

Knowsley Mash: 0151 443 2600
LADO: Diane Kitcher (via Knowsley Mash 0151 443 2600) ladoinbox@knowsley.gov.uk

WIRRAL:

Wirral Integrated Front Door: 0151 606 2008 (0151 677 6557 out of hours)
Wirral LADO: Pamela Cope, **safeguardingunit@wirral.gov.uk**

SEFTON

Sefton Children's Help and Advice Team: 0151 934 4013
Sefton LADO: 0151 934 3783 **safeguardingunitadmin@sefton.gov.uk**

ST HELENS

Contact Centre: 01744 676767
LADO: 01744 671252, sthelenslado@sthelens.gov.uk

HALTON

Integrated Contact and Referral Team 0151 907 8305 (out of hours 0345 050 0148)
LADO: 0151 511 7925, safeguarding.adminteam@halton.gov.uk (cc LADO@halton.gov.uk)

Safeguarding Adults:

Liverpool: CASS on 0151 459 2606 or contact the police on 0151 709 6010 or dial 999 in an emergency.

Liverpool Safeguarding Adults Board: 0151 233 3800 in emergency or Report an adult at risk of abuse or neglect - Liverpool City Council

Sefton: 0345 140 0845

Wirral: 0151 606 2006 (Out of Hours 0151 677 6557)

Knowsley: 0151 443 2600

St Helens: 01744 676767 (office hours), Out of hours: 0345 0500 148

Halton: 0151 907 8306, out of hours: 0345 050 0148

Table Of Substantive Changes from September 2025 Policy

Where (Page number/ Section)	Change
Front page	Updated Key Contacts
Page 5 and throughout	Updating names and contact details of Safeguarding Sub-Committee
Page 6	Updated Relevant Legislation section
Page 9	Inclusion of specific statement regarding provision of single-sex and gender-neutral toilet facilities in response to updated guidance within KCSIE 2026.
Page 18	Updated policy regarding children signing into Stage Door and provision of wristband.
Page 23	Insertion of new paragraph alerting staff to potential for children to experience multiple harms at the same time, aligned to revised Working Together 2026 guidance.
Page 32	Inclusion of school uniform as identifiable information.
Page 52	Updated BOPA
Page 65-66	DBS Barred List Updates: Amended guidance on mandatory vetting levels following the 1 September 2026 DBS rule changes; explicitly updates which volunteer and staff roles now trigger Barred List checks versus standard Enhanced checks.
Page 67	Updated contact details where relevant.