

# ROCHDALE MUSIC SERVICE CHILD PROTECTION AND SAFEGUARDING POLICY AND PROCEDURES

## INTRODUCTION

Rochdale Music Service provides a wide range of music tuition within schools, the Music Centre and its satellite hubs. Tuition is offered to children and adults of all ages. Regular concerts, festivals and competitions take place locally, nationally and internationally throughout the year.

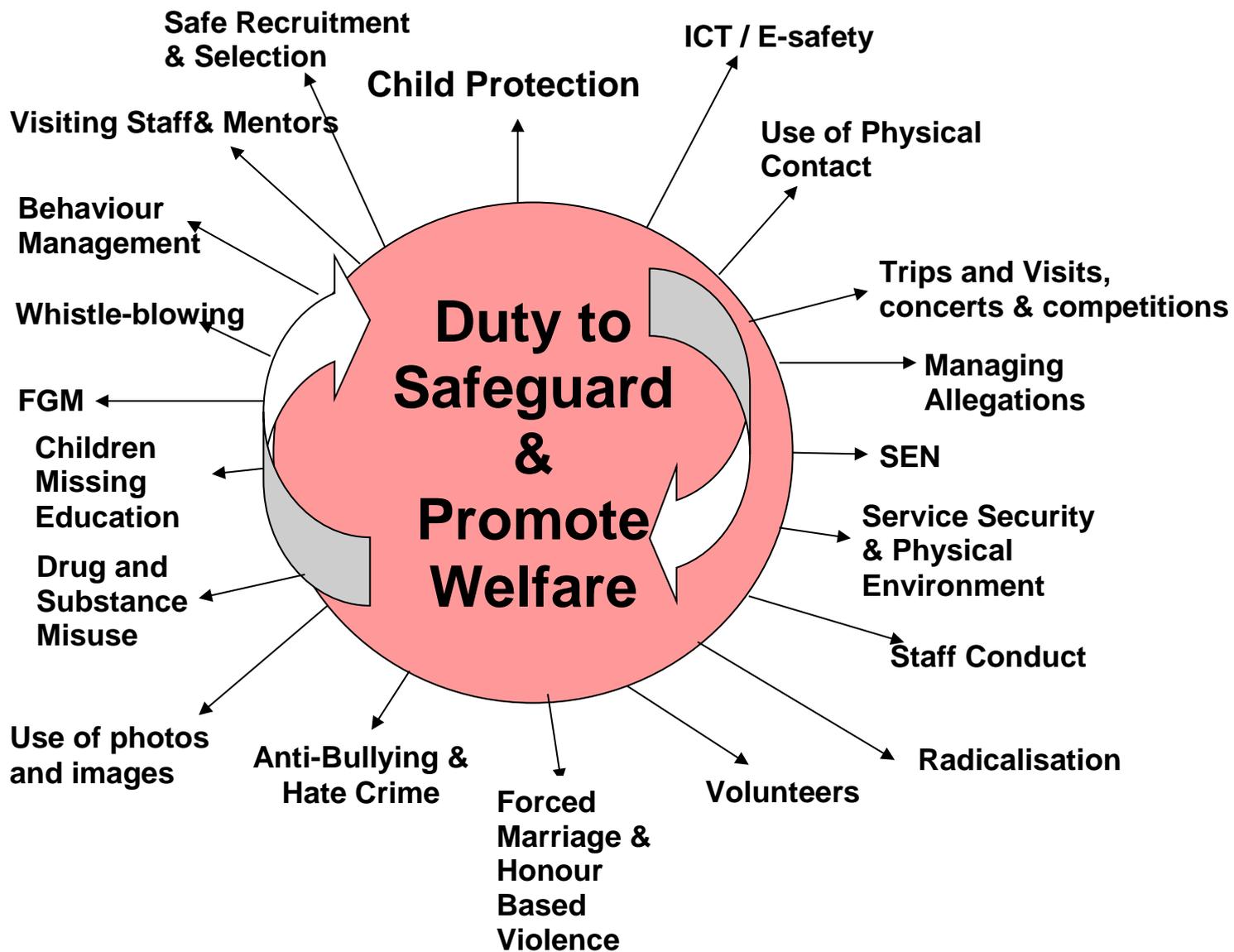
The Service is committed to providing a safe environment for children and young people to learn and develop within our service setting.

This document acknowledges that Child Protection is part of safeguarding and promoting welfare and, as such is part of a suite of policies developed by Rochdale Music Service which are designed to keep the Service, its users, staff and volunteers safe. This policy makes reference to, and is consistent with, those other policies and procedures which address broader safeguarding issues but are issued separately as their content is too large to be a part of this document. These are noted in the text

All the policies that contribute towards keeping our service safe are shown on the diagram on the next page. These policies and procedures have been developed with the support and expertise of professionals within Rochdale Borough Council and will be reviewed and updated in light of significant changes in legislation, or after one year of issue, depending which is the sooner.

Knowledge of, and use of, the following documents are central to safeguarding and child protection and all staff are required to sign that they have read and understand these

1. Working Together To Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children (HM Government, 2015);
2. What to do if you are worried a child is being abused – Advice for practitioners (DfE, 2015)
3. Keeping Children Safe in Education, DfE September 2016



## Whole-Service Policy on Child Protection

### ROCHDALE MUSIC SERVICE

**A. Named staff/personnel with specific responsibility for Child Protection**

| Designated Safeguarding Lead (DSL) & or Deputy DSL |                                     |
|--|-------------------------------------|
| Liz Jacobs   | Designated Safeguarding Lead        |
| Laura Clarke                                       | Deputy Designated Safeguarding Lead |

**B. Training for Designated Staff in Service (DSLs) should refresh their multi-agency training every 2 years)**

| Name of Staff Member | Date when last attended Safeguarding Training | Provided by:<br>Rochdale Education Safeguarding Officer |
|----------------------|---|---|
| Liz Jacobs           | 12/01/17                                      | RCSB  |
| Laura Clarke         | 18/12/15                                      | Jude Crabtree   |
|                      |   |   |

**C. Whole Service Staff Safeguarding Children Training (all staff should receive induction and a training update at regular intervals)**

| All Staff (46)    | Date       | Training Delivered by                         |
|-------------------|------------|---|
| Chris Addington   | 18/12/2015 | Jude Crabtree, Education Safeguarding Officer |
| Joanne Astley     | 30/06/2016 |   |
| Matthew Berry     | 18/12/2015 |   |
| Peter Bond        | 18/12/2015 |   |
| Cathie Brooks     | 18/12/2015 |   |
| Anne Butterworth  | 18/12/2015 |   |
| Hannah Carstensen | 18/12/2015 |   |

|                     |                |  |
|---------------------|----------------|--|
| Laura Clarke        | 18/12/2015     |  |
| Adrienne Connell    | 03/03/2016     |  |
| Charlotte Curwen    | 30/06/2016     |  |
| Ben Dixon           | 27/11/2014     |  |
| Allan Doherty       | 22/11/2016     |  |
| Emma Down           | 12/10/2106     |  |
| Freda Farnworth     | 03/03/2016     |  |
| Robert Graham       | 20/05/2015     |  |
| John Gregson        | 22/11/2016     |  |
| Sarah Hastings      | 18/12/2015     |  |
| Paul Hayhurst       | 19/01/2016     |  |
| Mark Holt           | 22/11/2016     |  |
| Liz Jacobs          | 11/03/2014     |  |
| Gemma James         | 18/12/2015     |  |
| Janet Kent          | 18/12/2015     |  |
| Jemima Kingsland    | 20/05/2015     |  |
| Alina Kolonitskaya  | 15/03/2016     |  |
| Jeff Lewis          | 15/03/2016     |  |
| Richard Lord        | 22/11/2016     |  |
| Joshua Lynch        | 30/06/2016     |  |
| Elaine Marsden      | 18/12/2015     |  |
| Emily Matthews      | 18/12/2015     |  |
| Matthew Mills       | 18/12/2015     |  |
| Jade Mines          | 18/12/2015     |  |
| Jan Moon            | 18/03/2016     |  |
| Joe Murtagh         | 18./12/2015    |  |
| Ian Nelson          | 18/12/2015     |  |
| Bradley Nixon       | 18/12/2015     |  |
| Adam O'Shea         | 03/03/2016     |  |
| Dan Parr            | 18/12/2015     |  |
| Nigel Pickering     | 18/12/2015     |  |
| Holly Raynor        | 18/12/2015     |  |
| Peter Reynoldson    | 09/06/2016     |  |
| Lesley Shedden      | 18/12/2015     |  |
| Jennifer Sunderland | 15/05/2016     |  |
| Andrew Stewardson   | 03/03/2106     |  |
| Kathryn Taylor      | July 2016 KDHS |  |
| Alec Wares          | 07/01/2016     |  |
| Cliff Woodworth     | 18/12/2015     |  |

**D. Annual Review date for this policy**

| <b>Review Date</b> | <b>Changes made</b> | <b>By whom</b>                    |
|--------------------|---------------------|-----------------------------------|
| <b>April 2017</b>  |                     | <b>Liz Jacobs Head of Service</b> |

SAFEGUARDING  
**CHILD PROTECTION**

1. The Rochdale Borough Multi-Agency Child Protection procedures can be found on the Rochdale Borough Safeguarding Children Board website and make explicit what action should be taken at the point of referral to the Multi Agency Screening Service (MASS) or the police and thereafter<sup>1</sup>
2. Rochdale Music Service fully recognises the contribution it can make to protect children, young people, adults and staff within the Service.

There are three main elements to our Safeguarding Policy’.

(a) **Prevention:**

Serious issues are prevented by rigorous recruitment processes, appropriate support and supervision and the development and implementation of a range of policies to be followed by all staff. This includes supervision and support for visiting tutors and volunteers and mandatory training for staff

(b) **Protection:**

Staff are trained and supported to respond appropriately and sensitively to Child Protection concerns/disclosures

(c) **Support:**

Appropriate support will be provided to service staff and to children who may have been abused.

- 2.1 This policy applies to all staff, volunteers and visiting tutors supporting Rochdale Music Service

### **3. SERVICE COMMITMENT**

- 3.1. We recognise that high self-esteem, confidence, peer support and clear lines of communication with trusted adults helps all children, and especially those at risk of, or who are, suffering significant harm.

Our Service will therefore:

- (a) Establish and maintain an ethos where children feel secure and are encouraged to talk, and are listened to. This is achieved through the relationship they build with their teachers (often via one to one teaching) and with the Musical Directors of the groups that they are a part of

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<sup>1</sup> The Rochdale Borough Multi-Agency Safeguarding Children procedures are available electronically and can be accessed via the RBSCB web site: [www.rbscb.org](http://www.rbscb.org)

- (b) Ensure that children know that there are adults in the Service who they can approach if they are worried or are in difficulty. These include volunteers and other parents
- (c) Playing music and giving concerts and tours support the young people to develop individual responsibility and leadership skills. The older young people are given responsibility to help care for the younger children and also offer one another peer support through a buddy system whilst away from the centre
- (d) Ensure that every effort will be made to establish effective working relationships with parents, volunteers and colleagues from other agencies.
- (e) When working in schools, other services and venues the Music Service will adhere to the behaviour and child protection policies of the organisation it is working in

#### **4. FRAMEWORK**

All Music Service staff and volunteers have a crucial role to play in helping identify welfare concerns and indicators of possible abuse or neglect, at an early stage: referring those concerns to the Head of Service, or their line manager in her absence. The Head of Service will record the incident and contact the school or other service Safeguarding Lead (if outside of the Music Service) to share information as appropriate.

The Head of Service will liaise with the School's Welfare Service as appropriate, contributing to the assessment of a child's needs using the Children's Needs and Response Framework and contributing to the Common Assessment Framework if this is required

Additional information can be found at [www.rbscb.org](http://www.rbscb.org) which gives essential guidance and information on safeguarding matters including allegations management

#### **5. ROLES AND RESPONSIBILITIES**

5.1. *All* adults working with or on behalf of children have a responsibility to safeguard and promote the welfare of children. There are, however, key people within services and the Local Authority who have specific responsibilities under Child Protection procedures. The names of those carrying these responsibilities to support Rochdale Music Service for the current year are listed in point 5.2 below:

5.2 The following are available to give additional support and help:

**Education Safeguarding Officer - 01706 925384**  
**Education Welfare Service - Tel: 01706 925115**  
**Multi Agency Screening Service - Tel: 0300 303 0440**  
**Out of Hours, Emergency Duty Social Work Team - Tel: 0300 303 8875**  
**Local Authority Designated Officer (Allegations of Professional Abuse) -**  
**Tel: 01706 925365**  
**Safeguarding Unit – 0300 303 0350**

External Agency

**Police Protection and Investigation Unit (PPIU) - Tel: 0161 856 4810 (CP)**  
**0161 856 8757 (DV)**

## **6. PROCEDURES**

- 6.1 Where it is believed that a child is suffering from, or is at risk of significant harm, we will follow the Rochdale Borough Multi-Agency Safeguarding Children procedures located at [www.rbscb.org](http://www.rbscb.org)
- 6.2 Staff will be kept up to date through updates from Rochdale Borough Multi-Agency Safeguarding Children Board website and through information circulated by the Safeguarding Lead and relevant training courses
- 6.3 All adults accessing the service as parents or volunteers will know who to contact if they have concerns as an informational poster is displayed at a number of points within the Rochdale Town Hall. Staff and volunteers will have the opportunity to feed back on the contents of this policy and will also receive a copy by email
- 6.4 A summary of the Music Service's duties and responsibilities under the Child Protection procedure will be provided to parents when beginning with the Service, (under development) and copies left at reception at the Rochdale Town Hall This will be available to external services on request.
- 6.5 The Service's safeguarding policies will be kept electronically and also in a file kept in the Coordinators office at the Rochdale Town Hall

## **7. TRAINING AND SUPPORT**

- 7.1. The Service will ensure that the Head of Service and the Deputy Safeguarding Lead attend training relevant to their role every 2 years. The Designated Safeguarding Lead (Head of Service) will also attend Multi-Agency Child Protection training within this timescale.
- 7.2 All staff will receive regular training every 3 years via Rochdale Borough Council Education Safeguarding Officer.

- 7.3 Support for those that disclose concerns will be given primarily by their Line Manager and also the Head of Service. All staff have access to the Employee Assistance Programme for further or more specialist support should this be desired. **Telephone 0800 243 458 (available 24 hours a day, 7 days a week)**  
**Email: [assistance@ear.co.uk](mailto:assistance@ear.co.uk)**

Volunteers will be provided support via the Centre and Ensembles Coordinator and the Head of Service

## **8. CONFIDENTIALITY**

- 8.1. Confidentiality is an issue which needs to be discussed and fully understood by all those working with children, particularly in the context of Child Protection.
- 8.2 Professionals can only work together to safeguard children if there is an exchange of relevant information between them. This has been recognised in principle by the courts. Any disclosure of personal information to others, (including Children's Social Care staff and the police), must always have regard to both common and statute law.
- 8.3 Normally, personal information should only be disclosed to third parties (including other agencies) with the consent of the subject of that information (*Data Protection Act 1998, European Convention on Human Rights, Article 8*). Wherever possible, consent should be obtained before sharing personal information with third parties. In some circumstances, consent may not be possible or desirable but the safety and welfare of a child dictate that the information should be shared. The law permits the disclosure of confidential information necessary to safeguard a child or children. Disclosure should be justifiable in each case, according to the particular facts of the case, and legal advice should be sought if in doubt.
- 8.4 All records will be kept in a secure file and locked cabinet by the Designated Safeguarding Lead. All staff and volunteers will understand the need for confidentiality and sensitivity in this regard through their induction into the Service
- 8.5 As part of their induction, new staff will understand that if requested by a child to keep secrets, they cannot do this, as the safety and welfare of the child must be paramount. Also they cannot guarantee confidentiality for the same reason

## **9. RECORDS AND MONITORING**

Well-kept records are essential to good Child Protection practice. Our Service is clear about the need to record any concerns held about a child or children within our Service, the status of such records and when these records, or parts these, should be shared with other agencies. There is also a need to share important education and Child Protection information at the point of a child's transition to another education establishment.

## **10. CHILD PROTECTION CONFERENCES**

The Head of Service will attend Child Protection Conferences if the Service has information to share about individual children.

## **11. SUPPORTING PUPILS AT RISK**

11.1 Our Service recognises that children who are abused or who witness violence may find it difficult to develop a sense of self-worth and to view the world in a positive way. We recognise that the Music Service may provide a stable, secure and predictable element in the lives of children at risk by providing a place of refuge outside of school hours and contact with those who share their interests

It is also recognised that some children who have experienced abuse may in turn abuse others. This requires a considered, sensitive approach in order that the child can receive appropriate help and support<sup>2</sup>.

11.2 Rochdale Music Service will endeavour to support pupils through:

- (a) Music education, to encourage self-esteem and self-motivation and also well-being
- (b) The Service ethos, which promotes a positive, supportive and secure environment and which gives all pupils and adults a sense of being respected and valued
- (c) The provision of a safe and supportive space which can be accessed outside of school hours
- (d) Regular liaison with other professionals and agencies who support the pupils and their families, in-line with appropriate confidentiality parameters
- (e) A commitment to develop productive, supportive relationships with parents, whenever possible and so long as it is in the child's best interests to do so;
- (g) The development and support of a responsive and knowledgeable staff group trained to respond appropriately in Child Protection situations.

11.3 We recognise that, statistically, children with behavioural difficulties and disabilities are particularly vulnerable to abuse. Music Service staff who work, in any capacity, with children with profound and multiple disabilities, sensory impairment and/or emotional and behaviour problems will need to be particularly sensitive to signs of abuse.

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<sup>2</sup> Guidance for services on the management and support of harmful sexual behaviours presented by children and young people, for example, is available at [www.rbscb.org](http://www.rbscb.org)

## 12. SAFER SERVICES, SAFER STAFF

It is recognised that there is a need to be vigilant to maintain professional boundaries within a service where parents and staff often socialise outside of time spent at the Service due to a shared interest in music. Many parents are also performers and take part in amateur and professional musical groups outside of the service alongside staff and also young people. The children and young people can also take part in music activities outside of the Service that staff can also be performing in through other contracts that they may hold.

Whilst taking part in Rochdale Music Service activities, the children and young people are considered under the care of the Service until they are signed out and released back to their parents, so during this time staff (and volunteers) are required to work according to the Service and Council professional norms

- 12.1 In situations where staff teach on a one to one basis, Service staff must be particularly careful to avoid situations where their actions, speech or behaviour could be misconstrued by other staff or parents and keep appropriate boundaries in place at all times. The Guidance for Safe Working Practice for those Working with Children in Education and Early Years Settings, (Revised July 2015) should be used as the guide to for staff and volunteer conduct
- 12.2 It is not appropriate for Music Service staff or volunteers to ‘counsel’ and/or give advice to children/young people about sexual matters. Music Service staff are not trained to do this and any requests for support should be referred to appropriate agencies. For further information see [www.rbscb.org](http://www.rbscb.org) ‘Working with Sexually Active Young People under the Age of 18’.
- 12.3 Rochdale Music Service uses safe recruitment practices and a robust selection procedure. The process involves an audition, interview and an observed teaching session with feedback from children. The application process conforms to requirements making the duty to safeguard children clear from the outset and also requires that the candidates provide a complete employment history, including periods of unemployment. An enhanced DBS check and references are also taken up. All candidates are assessed by three different members of the management team. All new volunteers will follow a similar interview process without the wider performance and teaching assessments
- 12.4 Staff are directed to the information on the intranet for how allegations of abuse against staff will be managed
- 12.5 All staff have a line manager that they are required to report to and regular observations of their work take place. Within the Music Service there is a Duty Manager in place at all times that Rochdale Town Hall is open. The Duty Manager is not teaching and is clearly available in the main office to ensure the safety of those on the premises and also respond to any situations that arise while the Service is open.

- 12.6 All children, young people, visitors and staff are required to sign in and out of the building and bi-annual fire drills take place on each night the Service is open and also on a Saturday in order to recognise the varied groups of staff and students who attend the Service and to comply with Fire Regulations

### **13. ICT/E-SAFETY**

See separate policy

### **14. USE OF PHYSICAL CONTACT**

The Service follows Safer Recruitment Guidelines which are adapted to guide the particular circumstances in teaching a musical instrument and also when participating in concerts and competitions

- 14.1 A culture of 'limited touch' should be adopted where appropriate to the individual requirements of each child.
- 14.2 Touch should be limited to positioning of hands/fingers on an instrument.
- 14.3 A teacher should always gain permission from the student before positioning hands or fingers and explain the reasons why.
- 14.4 Touch should only apply very occasionally and not be regular practise.
- 14.5 It is never appropriate to touch a student around the chest, waist, diaphragm or ribs in order to teach breathing.
- 14.6 Children with special needs may require more physical contact to assist their everyday learning. The arrangements should be understood and agreed by all concerned, justified in terms of the child's needs, consistently applied and open to scrutiny.

### **15. EDUCATION VISITS, CONCERTS AND COMPETITIONS**

See separate policy

### **16. MANAGING ALLEGATIONS**

Allegations against staff will be managed according to Rochdale Borough Council policies and all allegations will be reported to the LADO. See [www.rbscb.org](http://www.rbscb.org) for Allegations Management Procedures.

Allegations against volunteers will be managed by the Centre and Ensembles Tutor and the Head of Service.

### **17. WHISTLE-BLOWING**

Rochdale Music Service will adhere to Rochdale Borough Council Whistleblowing Policy taking care to protect the rights of both those who come

forward with concerns. <http://www.rochdale.gov.uk/council-and-democracy/policies-strategies-and-reviews/policies/corporate-policies//Pages/whistleblowing-policy.aspx>

## **18. SPECIAL EDUCATIONAL NEEDS**

Rochdale Music Service is an inclusive service. Provision will be made for all children and young people to participate and their individual needs will be catered for by the Service staff and volunteers following advice from their school and/or carers.

- 18.1 Training to manage behaviour and also in how to work with children with different needs will be provided. It is expected that all staff will be proactive in being inclusive in their practice and seek advice from their colleagues and managers in order to meet the needs of all their students.

## **19. SERVICE SECURITY AND THE PHYSICAL ENVIRONMENTAL**

Rochdale Town Hall complies with Fire Regulations and other Health and Safety legislation. Overall responsibility for ensuring compliance rests with the Town Hall Facilities Manager, responsibility within the service rests with the Head of Service and the Business Support Manager

## **20. STAFF CONDUCT**

- 20.1 All staff and volunteers have agreed from time of appointment to adhere to the Rochdale Way values. Any issues concerning staff performance or conduct are initially picked up through the line management process. If they cannot be resolved informally then they will be managed using the appropriate Rochdale Borough Council Policies.
- 19.2 Concerns about volunteer behaviour will be managed by the Centre and Ensembles Coordinator and the Head of Service according to the Volunteer Policy

## **21. RADICALISATION**

- 21.1 Rochdale Music Service recognises its duty to have due regard to the need to prevent people from being drawn into terrorism (“the Prevent duty”). Young people can be exposed to extremist influences or prejudiced views, in particular those via the internet and other social media.
- 21.2 Should staff have any concerns that a child or young person they are working with is expressing extremist views or may be vulnerable through social media or other factors, these concerns will be reported the Head of Service who will seek advice from either the Education Safeguarding Officer and/or the Equality and Community Cohesion Officer.

## **22. VOLUNTEERS**

See separate policy – under development due to Town Hall plans

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## **23. ANTI BULLYING AND HATE CRIME**

- 23.1 Bullying, intolerance or prejudiced speech and actions towards any member of staff, service user, volunteer or parent will not be tolerated and will be challenged by all staff, ideally at the time it occurs. We accept that discretion and individual factors need to be taken into account in any response given.
- 23.2 Particular sensitivity will be given to those that are disabled, belong to ethnic minority communities, faith communities or who are LGBT. All instances of inappropriate behaviour of this nature will in the first instance be reported to the relevant line manager who will decide the appropriate response or will escalate as required

## **24. USE OF PICTURES AND IMAGES**

See separate policy

## **25. DRUG AND SUBSTANCE MISUSE**

- 25.1 Drug and substance misuse will not be tolerated either at the Town Hall base or whilst on trips and visits (see the relevant section in the Trips and Visits policy)
- 25.2 Staff who attend work under the influence of alcohol or drugs will be supported by the Rochdale Borough Council Drug and Alcohol Policy. The Council recognises the need to consider alcohol and drug abuse primarily as health problems and aims to respond to employees suffering from alcohol/drug misuse problems in a confidential, sympathetic and constructive way. See link below for further details  
<http://rbcintranet.rochdale.local/pc/Library/Drug%20and%20Alcohol%20policy.docx>

## **26. FEMALE GENITAL MUTILATION**

- 26.1 The Mandatory reporting duty commenced in October 2015. Therefore all cases where it is discovered that an act of FGM appears to have been carried out must be reported to the Police (101 non-emergency number). Cases will be identified by disclosure only
- 26.2 All concerns are to be logged and reported to the Head of Service as soon as possible, who will seek advice from the Inclusion Coordinator, School Welfare team and inform the Police as appropriate.
- 26.3 The flow chart outlining this process is outlined at the end of this document

## **27 FORCED MARRIAGE AND HONOUR BASED VIOLENCE**

27.1 **Honour Based Violence** (HBV) is a term used to describe violence committed within the context of the extended family which is motivated by a perceived need to restore standing within the community, which is presumed to have been lost through the behaviour of the victim.

For example, honour based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture

27.2 Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence
- sexual or psychological abuse
- forced marriage
- being held against your will or taken somewhere you don't want to go
- assault

27.3 A forced marriage is one that is carried out without the consent of both people. This is very different to an arranged marriage, which both people will have agreed to.

27.4 Should a child disclose to staff, or staff have concerns through conversations with parents or others that a young person they teach may be at risk of either a forced marriage or honour based violence, this must be reported to the relevant Designated Safeguarding Lead either within the school where the teaching takes place or within the Music Service when relating to private tuition and Music Service Membership

## **28. CHILDREN MISSING EDUCATION**

Most of Rochdale Music Service's work takes place within schools so we are primarily working with those in education.

28.1 Where the Service offers private lessons from within the music centre, or staff have contact with other children at concerts or other events and they have concerns that a child is not attending school these will be reported to the Designated Safeguarding Lead who will bring this to the attention of the school welfare team and the CME/CMooE officer

28.2 Where there are concerns that a child is attending the Music Service but is not attending school the Head of Service will, on request, share attendance data

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with the school and also inform the School Welfare Team, attending professionals meetings etc. as required

## **29. BEHAVIOUR MANAGEMENT**

Please see the section on staff conduct and the relevant sections in the Trips and Visits and Volunteers Policy.

- 29.1 It is recognized that on trips and visits, in particular residential visits the staff in Music Service are acting in their professional roles and so would adhere to the same working practices as at the Centre.
- 29.2 Volunteers would be expected to adhere to the same working practices as Rochdale Music Service staff

## **30. VISITING STAFF AND MENTORS**

- 30.1 Visiting staff and mentors who visit schools and who have **unsupervised** contact with children will have had an appropriate DBS check conducted by their employing service, or Rochdale Music Service, if the nature of their work with us requires it.
- 30.2 The Service must obtain written notification from any agency, or third-party organisation they use that the organisation has carried out the checks (in respect of the enhanced DBS certificate) and confirm that the certificate has been obtained
- 33.3 The Service must also check that the person presenting themselves for work is the same person on whom the checks have been made.

## **31. SAFE RECRUITMENT AND SELECTION**

See point 12.4. Rochdale Music Service follows the Guidance for Safer Working Practice for those Working with Children in Education and Early Years Settings, Revised October 2015 and Rochdale Borough Council fair recruitment policies and practices.

# ROCHDALE MUSIC SERVICE CHILD PROTECTION PROCEDURES – GUIDANCE AND INFORMATION

## 1. What Should Staff/Volunteers Do If They Have Concerns About A Child or Young Person in the Service or within a school?

Education professionals and volunteers who are concerned about a child's welfare or who believe that a child is or may be at risk of abuse should pass any information to one of the Safeguarding Leads in Rochdale Music Service; this should *a/ways* occur as soon as possible and certainly within 24 hours.

**The Designated Safeguarding Lead is: Liz Jacobs**

**The Deputy Designated Safeguarding Lead is: Laura Clarke**

It is these senior colleagues who are responsible for taking action where the welfare or safety of children or young people is concerned. If staff are uncertain about whether their concerns are indeed 'Child Protection' then a discussion with either of the two Safeguarding leads or their Line Manager will assist in determining the most appropriate next course of action<sup>3</sup>:

### **Staff and volunteers should never:**

- Do nothing/assume that another agency or professional will act or is acting.
- Attempt to resolve the matter themselves.

### **What should the Designated Safeguarding Lead (DSL) consider right at the outset?**

- Am I dealing with 'risk' or 'need'? (By definition, a child at risk is also a child in need. However, what is the *priority / level and immediacy* of risk / need and consider the Children's Needs and Response Framework?)
- Can the level of need identified be met:
  - In or by the service or by accessing universal services/without referral to the MASS or other targeted services?
  - By working with the child, parents and colleagues?
  - By completion of a CAF with parents/carers/child & other professionals
- What resources are available to me/the service and what are their limitations?
- Is the level of need such that a referral needs to be made to the Multi Agency Screening Service requesting that an assessment of need be undertaken? (**Section 17 Child in Need referral**)
- Is the level and/or likelihood of risk immediate and such that a Child Protection referral needs to be made (i.e. a child is suffering or is at risk of suffering significant harm? (**Section 47 Child Protection referral**))
- What information is available to me: Child, Parents, Family & Environment?
- What information is inaccessible and, potentially, how significant might this be?
- Who do/don't I need to speak to now and what do they need to know?

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<sup>3</sup> Detailed information on possible signs and symptoms of abuse can be found at [www.rbscb.org](http://www.rbscb.org) in the Rochdale Borough Multi-Agency Safeguarding Children procedures.

- Where can I access appropriate advice and/or support?
- If I am not going to refer, then what action am I going to take?

## 2. Feedback to Staff Who Report Concerns to the Designated Safeguarding Lead

The Designated Safeguarding Lead will decide which information needs to be shared, when and with whom. The primary purpose of confidentiality in this context is to safeguard and promote the child's welfare.

## 3. Thresholds for Referral to the Multi Agency Screening Service (MASS)

Where a Designated Safeguarding Lead or line manager considers that a referral to the MASS may be required, there are two thresholds for (and their criteria) and types of referral that need to be carefully considered:

### (i) Is this a Child In Need?

Under section 17 (s.17(10)) of the Children Act 1989, a child is in need if:

- (a) S/he is unlikely to achieve or maintain, or to have the opportunity to achieve or maintain, a reasonable standard of health or development, without the provision of services by a local authority;
- (b) His/her health or development is likely to be impaired, or further impaired, without the provision of such services;
- (c) S/he has a disability

### (ii) Is this a Child Protection Matter?

Under section 47(1) of the Children Act 1989, a local authority has a duty to make enquiries where they are informed that a child who lives or is found in their area:

- (a) is the subject of an Emergency Protection Order;
- (b) is in Police Protection
- (c) **where there is reasonable cause to suspect that a child is suffering or is likely to suffer significant harm.**

Therefore, it is the 'significant harm' threshold that justifies statutory intervention into family life. A professional making a Child Protection referral under s.47 must therefore provide information which clearly outlines that a child is suffering or is likely to suffer significant harm.

**The Designated Safeguarding Lead will make judgements around 'significant harm', levels of need and when to refer. (Children's Needs and Response Framework)**

#### 4. Making Referrals to the MASS (Guidance for the Designated Safeguarding Lead)

Given our usually limited contact with children, should a referral be need to be made the following procedures will be followed

##### (i) Child In Need/Section 17 Referrals

The DSL should look with other services as part of the Early Help Strategy to complete a Common Assessment Framework (CAF) and copy this to: [caf.team@rochdale.gov.uk](mailto:caf.team@rochdale.gov.uk)

- This is a request for assessment/support/services and, as such, you **must obtain the consent** of the parent(s) (and child/young person where appropriate), this should be identified on the CAF
- Where a parent/child/young person refuses to consent, you should make clear your ongoing plans and responsibilities in respect of support, monitoring etc, and the possibility of a Child Protection referral at some point in future if things deteriorate or do not improve. (This is not about threats or saying that this is inevitable but about openness and transparency in dealings with parents).

##### (ii) Child Protection

Use the multi-agency referral form (MARF) ([www.rbscb.org](http://www.rbscb.org)) for referrals to the Multi Agency Screening Service where it is considered that a child may be at risk of or suffering significant harm. If a CAF is in place then this information can form part of the CP referral but the service must complete the front sheet of the multi-agency referral form.

- You **do not require the consent** of a parent or child/young person to make a Child Protection referral
- A parent should, **under most circumstances, be informed** by the referrer that a Child Protection referral is to be made. The criteria for not informing parents are:
  - (a) Because this would increase the risk of significant harm to a child(ren), to another member in the family home or to a professional; or
  - (b) Because, in the referrer's professional opinion, to do so might impede a criminal investigation that may need to be undertaken;
  - (c) Because there would be an undue delay caused by seeking consent which would not serve the child's best interests.

**See the Rochdale Borough Multi-Agency Safeguarding Children procedures on the RBSCB website for the occasions when parents/carers should not be informed.**

Fear of jeopardising a hard won relationship with parents because of a need to refer is **not** sufficient justification for not telling them that you need to refer. To the contrary, this lack of openness will do little to foster ongoing trust, particularly as the source of referrals will not be disclosed to parents except in a limited number of circumstances. If you feel that your own or another adult's immediate safety would be placed at risk by

informing parents then you should seek advice and/or make this clear on the referral or in any telephone contact with the Multi Agency Screening Service.

## **5. The MASS Responses to Referrals and Timescales**

In response to a referral, the MASS may decide to:

- Provide advice to the referrer and/or child/family;
- Refer to Early help services;
- Undertake an Assessment;
- Convene a Strategy Meeting for referrals under Section 47 of the Children Act;
- Provide support services under Section 17;
- Convene an Initial Child Protection Conference;
- Accommodate the child under Section 20 (with parental consent);
- Make an application to court for an Order;

## **6. Feedback from the MASS**

The MASS has 24 hours within which to make a decision about a course of action in response to a referral. If you do not receive any (same day) verbal feedback following an urgent Child Protection referral, and where this places service / a child(ren) in a vulnerable position, you should ask to speak to the relevant Team Manager at MASS (0300 303 0440) or the Education Safeguarding Officer (01706 925384)

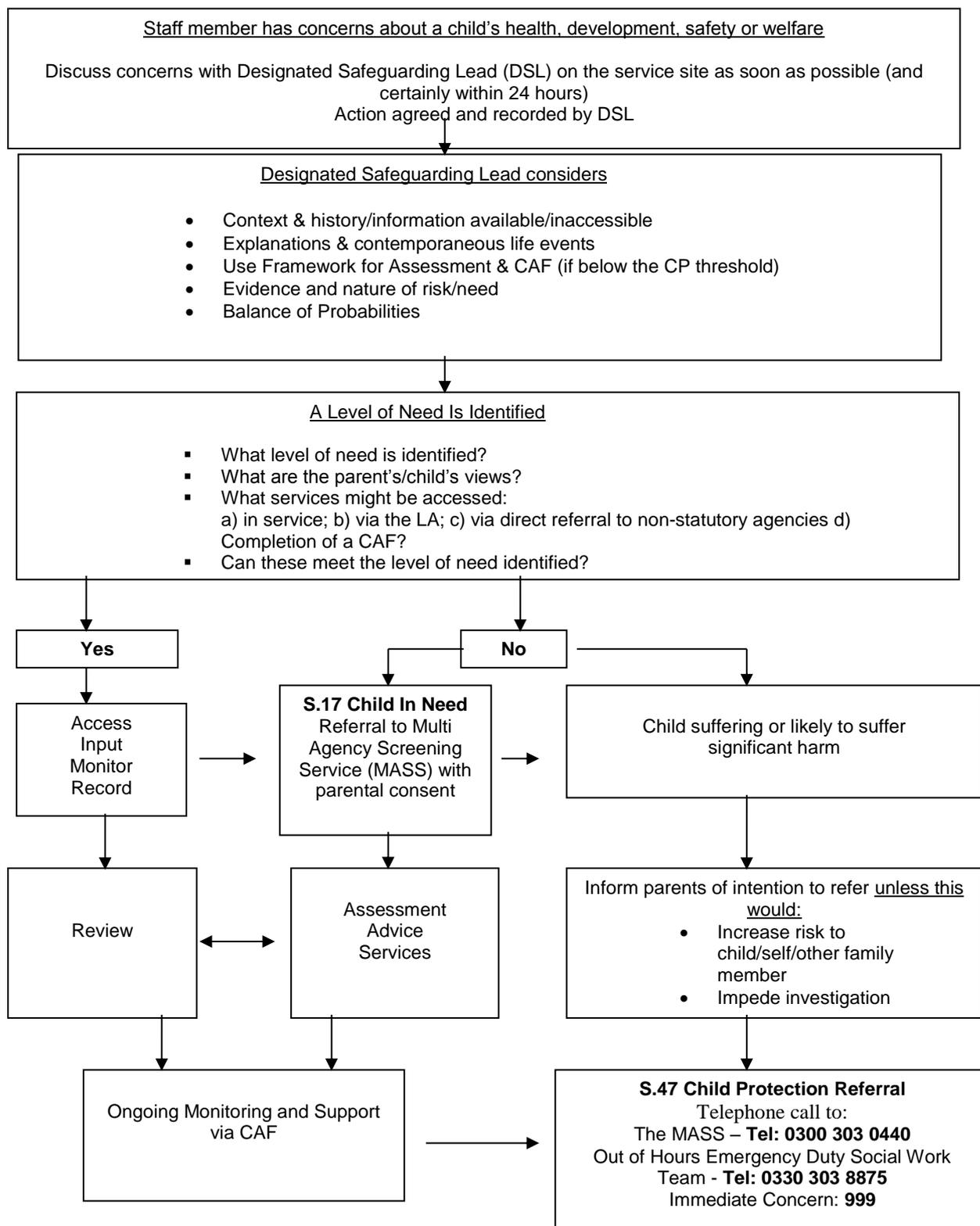
## **7. Risk Assessment 'Checklist'**

- Does/could the suspected harm meet the Rochdale Borough Multi-Agency Safeguarding Children definitions of abuse?
- Are there cultural, linguistic or disability issues?
- I am wrongly attributing something to impairment?
- Does the chronology indicate any possible patterns which could/do impact upon the level of risk?
- Are any injuries or incidents acute, cumulative, episodic?
- Did any injuries result from spontaneous action, neglect, or intent?
- Explanations consistent with injuries/behaviour?
- Severity and duration of any harm?
- Effects upon the child's health/development?
- Immediate/longer term effects?
- Likelihood of recurrence?
- Child's reaction?
- Child's perception of the harm?
- Child's needs, wishes and feelings?
- Parents'/carers' attitudes/response to concerns?
- How willing are they to co-operate?
- What does the child mean to the family?
- What role does the child play?
- Possible effects of intervention?
- Protective factors and strengths of/for child (i.e. resilience/vulnerability)

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- Familial strengths and weaknesses?
- Possibilities?
- Probabilities?
- When and how is the child at risk?
- How imminent is any likely risk?
- How grave are the possible consequences?
- How safe is this child?
- What are the risk assessment options?
- What are the risk management options?
- What is the interim plan?

# APPENDIX 1: TAKING ACTION ON CHILD WELFARE/PROTECTION CONCERNS IN ROCHDALE MUSIC SERVICE



The Designated Safeguarding Lead in RMS is:  
The Deputy Safeguarding Lead is:

Liz Jacobs 07583 962921  
Laura Clarke 07812 231327

## APPENDIX 2: TALKING AND LISTENING TO CHILDREN

### If a child wants to confide in you, you **SHOULD**

- Be accessible and receptive;
- Listen carefully and uncritically, at the child's pace;
- Take what is said seriously;
- Reassure children that they are right to tell;
- Tell the child that you must share the information;
- Make sure that the child is ok ;
- Make a careful record of what was said (see *Recording*).

### You should **NEVER**

- Investigate or seek to prove or disprove possible abuse;
- Investigate, suggest or probe for information;
- Ask leading questions of children/young people
- Confront another person (adult or child) allegedly involved;
- Speculate or accuse anybody;
- Make promises about confidentiality or keeping 'secrets';
- Assume that someone else will take the necessary action;
- Jump to conclusions, be dismissive or react with shock, anger, horror, etc;
- Offer opinions about what is being said or the persons allegedly involved;
- Forget to record what you have been told;
- Fail to share the information with the correct person (the Designated Safeguarding Lead).

### **Children with communication difficulties, or who use alternative/augmentative communication systems**

- While extra care may be needed to ensure that signs of abuse and neglect are interpreted correctly, any suspicions should be reported in exactly the same manner as for other children;
- opinion and interpretation will be crucial (be prepared to be asked about the basis for it and to possibly have its validity questioned if the matter goes to court).

### **Recordings should**

- State who was present, time, date and place (using full names and full job designations);
- Be written in ink and be signed by the recorder;
- Be passed to the DSL immediately (certainly within 24 hours);
- Use the child's words wherever possible;
- Be factual/state exactly what was said;
- Differentiate clearly between fact, opinion, interpretation, observation and/or allegation.

### **What information do you need to obtain?**

- Rochdale Music Service has **no investigative role** in Child Protection (Police and Children's Social Care will investigate possible abuse very thoroughly and in great detail, they will gather evidence and test hypotheses);
- Never prompt or probe for information, your job is to listen, record and share information;

- Ideally, you should be clear about what is being said in terms of **who, what, where and when**;
- The question which you should be able to answer at the end of the listening process is 'might this be a Child Protection matter?';
- If the answer is yes, or if you're not sure, record and share immediately with the Designated Safeguarding Lead/Head Teacher/line manager.

#### **If you do need to ask questions, what is and isn't OK?**

- **Never** asked closed questions i.e. ones which children can answer yes or no to e.g. Did he touch you?
- **Never** make suggestions about who, how or where someone is alleged to have touched, hit, etc e.g. Top or bottom, front or back?
- If we must, use only '**minimal prompts**' such as 'go on ... tell me more about that ... tell me everything that you remember about that ... ..'
- Timescales are very important: '**When was the last time this happened?**' is an important question.

#### **What else should we think about in relation to disclosure?**

- Is there a place in service which is particularly suitable for listening to children e.g. not too isolated, easily supervised, quiet etc;
- We need to think carefully about our own body language – how we present will dictate how comfortable a child feels in telling us about something which may be extremely frightening, difficult and personal;
- Be prepared to answer the 'what happens next' question;
- We should never make face-value judgements or assumptions about individual children. For example, we 'know that [child.....] tells lies';
- Think about how you might react if a child DID approach you in service. We need to be prepared to offer a child in this position exactly what they need in terms of protection, reassurance, calmness and objectivity;

Think about what support **you** could access if faced with this kind of situation in service.

