



THREE CHOIRS FESTIVAL ASSOCIATION LTD SAFEGUARDING POLICY AND GUIDELINES

Contents

1. SUMMARY.....	2
6. THE SAFEGUARDING CODE OF CONDUCT	3
8. DISCLOSURES AND ALLEGATIONS	4
9. OUTLINE OF ACTIVITY	5
APPENDIX 1: KEY CONTACTS SUMMARY	8
APPENDIX 2: DEALING WITH AN ALLEGATION, SUSPICION OR DISCLOSURE OF ABUSE	9
APPENDIX 3: DEALING WITH AN ACCIDENT OR INJURY	9

Please note this is an abridged copy of the TCFA Safeguarding policy. Please contact info@3choirs.org for full safeguarding documentation.

Safeguarding is everyone's concern

If you have *any* concerns relating to the welfare of a child of vulnerable adult, please act as soon as possible to share your concerns with one of the people listed on page 12.

If you believe anyone is in immediate danger, call 999 and contact us as soon as possible.

POLICY TITLE	Safeguarding Policy WEBSITE COPY		
DATE CREATED	14/05/18	CREATED BY	Alexis Paterson
DATE OF REVIEW	22/06/18	REVIEWED BY	Barbara Gratton, Hereford Cathedral
BOARD AUTHORISATION ON	27/06/18	NEXT REVIEW DUE	<i>no later than May 2019</i>

1. SUMMARY

The Three Choirs Festival Association Ltd (“TCFA”) is committed to safeguarding the welfare of children, young people and vulnerable adults (“CYPVA”) who come into contact with the organisation’s activity. This policy recognises that the welfare and interests of children and vulnerable people are paramount in all circumstances, and our duty to provide a safe and trusted environment for everyone.

TCFA recognises that many children, young people and vulnerable adults today are victims of neglect and physical, sexual and emotional abuse or neglect. This policy represents the Association’s commitment to recommend and implement best practice which protects young people, and to seek to ensure the safeguarding of the physical, emotional and spiritual well-being of all young people in its care. It sets out agreed guidelines relating to responding to allegations or suspicions of abuse, including those involving or made against staff and volunteers.

Every individual has a responsibility to inform a Designated Safeguarding Officer of concerns relating to the safeguarding of CYPVA. The Designated Safeguarding Officer is responsible for referring to the Diocesan Safeguarding Officer all matters which may need to be communicated to Children’s Social Care Services or the police.

As part of our safeguarding policy “TCFA” will

- promote and prioritise the safety and wellbeing of children and young people
- Ensure that all young people and vulnerable adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, young people and vulnerable adults
- promote an organisational culture that encourages people to report incidents and concerns in the knowledge they will be dealt with appropriately
- ensure appropriate action is taken without delay in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern, and act to prevent the employment/deployment of unsuitable individuals
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored. Concerns will be reported to the relevant authorities and partners promptly, and any incident will be reviewed to ensure any possible preventative action can be applied in the future.
- Work in partnership with parents, carers and other agencies to promote a safe environment
- Ensure that CYPVA are treated with dignity, feel valued as individuals, listened to and respected, and festival activities are appropriate to their age and ability
- Maintain Safer Recruitment practices, including carrying out of DBS checks where required
- make sure safeguarding policies are publicly available, reviewed regularly, and kept up to date

Adherence to the policy and procedures is mandatory for everyone involved with TCFA. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal or exclusion from the organisation.

6. THE SAFEGUARDING CODE OF CONDUCT

YES PLEASE

- ✓ Understand and comply with TCFA's safeguarding policy and procedures. Make sure you are familiar with lost CYPVA procedures, and be clear about and follow the procedures for dealing with disclosures and allegations
- ✓ Value and take seriously information and contributions from CYPVA. Listen, and show respect. Ensure your language and behaviour is appropriate, not offensive or discriminatory
- ✓ Ensure you know who the current Designated Safeguarding Officers (DSOs) are and how to contact them. If you have any questions, concerns or suspicions regarding the safeguarding of CYPVA, including the breach of this code, speak to a DSO
- ✓ If you witness inappropriate behaviour, report to a DSO immediately
- ✓ Be mindful of gossip or press speculation around safeguarding issues and do all you can to maintain confidentiality. If you are approached by press on a safeguarding matter, refer them to the Chief Executive. Press may not always identify themselves if they have heard a rumour about a safeguarding incident: report any probing or unusual questions to a DSO if you are concerned.
- ✓ Festival staff and volunteers should watch out for each other. Consider whether colleagues are being drawn into situations that could be misinterpreted: this may be a clear indicator of how outsiders will view it - including parents
- ✓ Avoid behaviour which could be interpreted as showing preference or partiality (and in particular do not give, or receive, gifts outside of arranged activities); this could be misconstrued
- ✓ TCFA will endeavour to ensure that staff and volunteers are not alone with a CYPVA. However, there may be circumstances when this is unavoidable, in which case staff and volunteers should ensure that their behaviour cannot be construed as representing a risk to the CYPVA or themselves. If in doubt, speak to a DSO and document the encounter as soon as possible
- ✓ If you know in advance that you will be alone with CYPVA (e.g. needing to drive a child somewhere) provide a DSO with details, and an estimate of the time you will return.
- ✓ If you come into contact with CYPVA within a social setting try to maintain a professional distance. Maintain appropriate behaviour in such a setting.

NO THANK YOU

- ✓ Don't allow allegations of abuse to go unreported. Neither exaggerate nor trivialise safeguarding issues. If you are unsure, discuss this with a DSO
- ✓ If a CYPVA asks to share information with you do not promise to keep information secret
- ✓ Don't use physical contact unless necessary and appropriate (eg in a medical emergency). In no circumstances should you act in a way that could be perceived as using physical punishment. Physical restraint should only be used temporarily and if absolutely necessary to protect the immediate welfare of CYPVA.
- ✓ Don't act or speak in a way that could be perceived as threatening, intrusive, demeaning or discriminatory, use sarcasm or make insensitive comments.
- ✓ Don't take photographs or video footage of CYPVA unless you are acting in an official capacity with full knowledge of the photographic consents provided, or unless you are directly asked to do so by a parent or carer by using their own device
- ✓ As an employee or volunteer with TCFA, you represent the organisation. Developing inappropriate relationships with CYPVA in this context constitutes unacceptable behaviour. You shouldn't share personal contact details, interact on social media, or visit the home of CYPVA except by prior arrangement with a DSO or with consent of the CYPVA's parent/carer/teacher.
- ✓ Please remember that your actions and intentions towards CYPVA have the potential to be misinterpreted. If in doubt, discuss with your line manager or DSO

If you are in doubt about any aspect of this code, please speak to a DSO.

8. DISCLOSURES AND ALLEGATIONS

A disclosure in the context of safeguarding is when a CYPVA talks to you about abusive or harmful behaviour that s/he has experienced, or if s/he expresses concerns that s/he or others are at risk of such behaviour happening in the future. Disclosure can relate to historic, recent, or potential behaviour or events.

Allegations may be made by any member of the public – child or adult. All allegations should be treated seriously, following the same procedure as for a disclosure. Avoid adding interpretation to the information you are given, record the information clearly, and be clear about the steps you will take to act on the information you have been given.

Whilst you may rarely, if ever, find yourselves in the sort of situation (e.g. alone with a child) where a CYPVA could make a disclosure, it is important that you understand the procedure, and react appropriately to reduce the risk to that CYPVA and/or others. An example of a disclosure would be if a CYPVA came up to you and expressed concerns about the behaviour of someone else at an event or activity.

If you should find yourself in this position, remember that it is not your responsibility to decide whether or not a CYPVA has been abused, but it IS your duty to report the disclosure to a DSO or event manager (who should then notify a DSO immediately) on the same day, and prevent future harm occurring. A child's right to be protected from harm takes precedence over his/her right to confidentiality.

Call 999 if you believe the CYPVA is in immediate danger

In the event of a CYPVA making a disclosure you should:

- Listen carefully and remain calm and impartial, but reassuring and sympathetic too, whilst retaining objectivity. Never trivialise the information that has been shared with you. Let them talk at their own pace.
- Try to maintain privacy while the disclosure is taking place, but if it is possible to have another adult with you whom the CYPVA trusts, then do so.
- Avoid interpreting information; ask questions only for the purposes of clarification
- Never promise or agree to keep a disclosure secret – you have a duty to refer a CYPVA who may be at risk or where a crime has been committed.
- Explain to the CYPVA making the disclosure that you will need to share this information with people who need to know and who can help. Tell him/her what you are going to do, and when you are going to do it, using language they can easily understand.
- Report the disclosure as soon as possible on the same day to a TCFA DSO. The DSO will liaise with the DSA to decide what action to take and should be clear with you about what is expected of you at this time.
- Together with the DSO, record the disclosure using an incident form. Ensure that the recording is clear and factual, and that the decisions made – and the reasons for making those decisions – are clear. Log all actions taken. Written records will be stored according to the 'least privilege' principle of our data protection policy (i.e. only those with a demonstrable need and authority to access personal information will be able to do so).
- Depending on the nature of the disclosure, further action may be needed. The DSO will be your main point of contact and will liaise with you and other safeguarding partners. Do not attempt to investigate any allegation or disclosure yourself, and do not confront the subject of any allegation.

9. OUTLINE OF ACTIVITY

The following groups have been identified as the principal points at which festival staff and volunteers are likely to encounter children or vulnerable people. Specific principals relating to each category are outlined below.

Performers

- Choristers of the Three Cathedral Choirs
- Three Choirs Festival Youth Choir
- U18 members of the festival chorus
- U18 performers arriving with visiting groups
- Participants in education and outreach activity (children and vulnerable adults)

Audiences

- Children attending events during the festival (principally the family programme and festival hub)
- Vulnerable adults attending the festival

Volunteers and Staff

- U18 volunteers
- U18 casual workers employed during the period the festival box office is on site

Performers

TCFA undertakes to ensure that all children performing at the festival are adequately supervised, and that those of compulsory school age are appropriately licenced under the Body of Persons Exemption. All U18 performers are required to complete a parental consent form that outlines emergency contacts, medical information, photography permissions, and – for Young People aged 16 and over – permission to be unsupervised at certain times (e.g. to leave TCFA-chaperones premises during lunch breaks).

TCFA will also ensure that single-sex changing and toilet facilities are provided when necessary and that segregated changing and toilet facilities are provided for children and adults wherever possible.

Choristers of the Three Cathedral Choirs: detailed procedures surrounding the supervision and welfare of home and visiting choristers are set out in Appendix 7

Three Choirs Festival Youth Choir: A team of chaperones is recruited to supervise the Youth Choir's in-week rehearsals and performance. Consents are obtained as above.

U18 members of the festival chorus: It may often be the case that a Young Person singing in the chorus attends with a family member. Where this is not the case, a suitable chaperone will be identified (usually the chorus manager of their home city) and DBS checks carried out where necessary. All Artistic Directors will also be informed that there are U18 members of the chorus.

CYPVA performers arriving with visiting groups: The safety and welfare of artists engaged externally to perform at the Festival and who are under the age of 18 years or deemed vulnerable at the time of performance rests solely with the responsible representative adults such as agents, choir administrators, parents etc. That responsibility will form part of the engagement contract. However, the Artistic Planning Manager should confirm the visiting performer/groups safeguarding arrangements with them and will ensure that all DSOs are aware of externally engaged CYPVA performers. DSOs have a continuing duty to ensure that the safeguarding arrangements of visiting groups/individuals are adequate during the time they are at the festival.

Participants in education and outreach activity: Due to the project-based nature of education and outreach activity, each instance will be independently risk assessed and bespoke safeguarding arrangements put in place. It is generally expected that projects will work in partnership with those organisations that regularly

work with CYPVA (e.g. schools, music hubs, care homes, other charities) and that TCFA will liaise closely with those groups to establish appropriate safeguarding measures.

Audiences

Safeguarding concerns relating to CYPVA attending as audience members may be those hardest to spot, and therefore it is important to reinforce the message to all volunteers and staff that all safeguarding concerns, however small, should be discussed with a TCFA DSO. All volunteer briefings and the volunteer handbook will outline the procedure for reporting concerns and for handling reports of a missing CYPVA. DSOs are identified on all volunteer and performer lanyards.

Specifically, in relation to children, it is important to note that TCFA do not act in loco parentis (in place of a parent/legal guardian. Children attending as members of audiences are the responsibility of parents/guardians/carers and while TCFA will endeavour to provide age guidance for all events aimed at families, it is the parent/guardian's sole responsibility to determine the suitability or otherwise of programme content (except in the event of a legally binding age restriction such as the provision of alcohol or film certification). Festival Terms and Conditions governing sale of tickets prohibit such sale to unaccompanied children under the age of 16.

Separate risk assessments will always be completed for activities (eg Education projects, see above) when children are not accompanied by parents or teachers. Occasionally, workshops as part of the festival programme aimed at "Young People" may be held where it appropriate to seek parental consent for children to be left with suitably DBS checked and qualified workshop leaders.

Volunteers and Staff

All officers and volunteers whose Festival work brings them into regular or frequent contact with children or vulnerable adults will undergo positive screening by the Data and Barring Service.

All volunteers and staff wear lanyard identification when on duty. This lanyard contains contact details of all TCFA first aiders and nominated DSOs

No child under the age of 16 years will be formally engaged as a volunteer by the Festival or any associated body and the parents of all children under the age of 18 who are involved in a voluntary capacity will complete a consent form equivalent to the consents obtained for Youth Choir participation

TCFA recognises that Young People are often keen to obtain experience in the festival opportunity and that a carefully considered volunteer or work placement can be rewarding and instructive for a Young Person.

Where a Young Person of 16 or 17 is engaged as a seasonal staff member or volunteer, the DSO will establish whether parental supervision is available (e.g. working alongside a parent/guardian as an usher). Where this is not possible, a team leader will be identified who can regularly supervise the Young Person and be an immediate point of contact for any concerns the Young Person may have. In such circumstances, that team leader will be asked to complete a DBS check, and undertake safeguarding training to ensure adequate supervision of the Young Person. Additionally, the DSO will regularly check-in with teams including those under the age of 18 to ensure that the code of conduct is being observed.

Under no circumstances will U18 volunteers be assigned duties that are likely to leave them isolated or in potentially vulnerable positions (e.g. *not* assisting in areas where artists are changing, tasks that require them to transport cash or valuables, or roles such as car parking duty that may involve being alone for an extended period. Wherever possible, younger volunteers should spend the majority of their time in public spaces with ready access to support and advice.

Persons under 18 years old will not supervise younger children unless under the constant supervision of a DBS-checked adult. Under 18s will not be counted in the adult to child ratio.

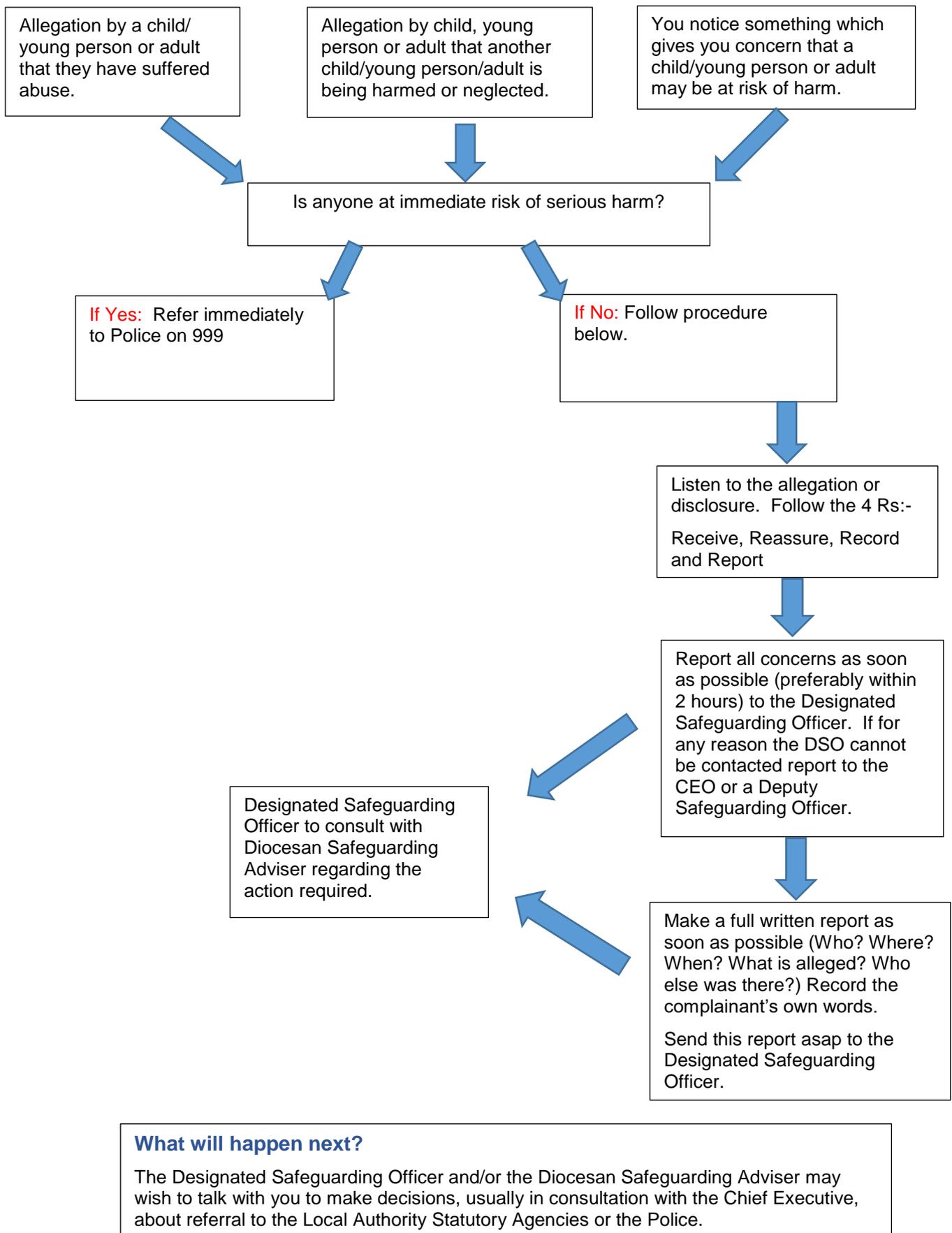
SAFEGUARDING POLICY AND GUIDELINES: APPENDICES

Appendix 1	Key Contacts Summary	page 8
Appendix 2	Dealing with An Allegation, Suspicion or Disclosure Of Abuse	page 9
Appendix 3	Dealing with An Accident or Injury	page 10
Appendix 4	Risk Assessment for Activities Involving CYPVA	Request Full Version
Appendix 5	Lost CYPVA Procedure	Request Full Version
Appendix 6	Definitions of Abuse	Request Full Version
Appendix 7	Welfare and Supervision of The Festival Choristers	Request Full Version

APPENDIX 1: KEY CONTACTS SUMMARY

<p>If you believe anyone is in immediate danger, call 999 right away and contact us using the details below as soon as possible.</p>		
TCFA CONTACTS		
Mijanou Blech, Operations Manager	Lead DSO	07802 617828 mijanou.blech@3choirs.org
Alexis Paterson, Chief Executive	Deputy DSO	07801 596789 alexis.paterson@3choirs.org
Lucy Potter, Artistic Planning Manager	Deputy DSO	07896 669598 lucy.potter@3choirs.org
Festival Box Office and Information Point (Lost CYPVA)		01452 768928
HEREFORDSHIRE		
Mandy McPhee, Safeguarding Adviser	DSA	07875 757396 m.mcphee@hereford.anglican.org
GLOUCESTERSHIRE		
Becca Faal, Safeguarding Officer	DSA	01452 835516 07944 680320 (out of hours) safeguarding@glosdioc.org.uk
WORCESTERSHIRE		
Hilary Higton, Safeguarding Adviser	DSA	07495 060869 hhigton@cofe-worcester.org.uk
OTHER USEFUL NUMBERS		
ChildLine		0800 1111
NSPCC		0808 800 5000
National Domestic Violence 24/7 helpline		0808 2000 247

APPENDIX 2: DEALING WITH AN ALLEGATION, SUSPICION OR DISCLOSURE OF ABUSE





APPENDIX 3: DEALING WITH AN ACCIDENT OR INJURY

