

THREE CHOIRS FESTIVAL LTD

Safeguarding policy and guidelines

Contents

1. SUMMARY	1
2. SCOPE	2
3. REVIEW	3
4. DEFINITIONS.....	3
5. REFERENCES.....	3
6. THE SAFEGUARDING CODE OF CONDUCT	5
7. ROLES AND RESPONSIBILITIES	5
8. DISCLOSURES AND ALLEGATIONS	7
9. OUTLINE OF ACTIVITY.....	8
10. COMMUNICATIONS WITH THE MEDIA	10
11. PHOTOGRAPHY AND VIDEO RECORDING	10
12. SAFER RECRUITMENT	11
13. DISCLOSURE AND BARRING SERVICE	11
APPENDIX 1: KEY CONTACTS SUMMARY.....	12
APPENDIX 2: DEALING WITH AN ALLEGATION, SUSPICION OR DISCLOSURE OF ABUSE	13
APPENDIX 3: LOST CYPVA PROCEDURE.....	14
APPENDIX 4: DEFINITIONS OF ABUSE	16
APPENDIX 5: EXTENDED WELFARE AND SUPERVISION OF CHILD PERFORMERS	18

Safeguarding is everyone's concern

If you have *any* concerns relating to the welfare of a child or vulnerable adult, please act as soon as possible to share your concerns with one of the people listed on page 14.

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

1. SUMMARY

The Three Choirs Festival Ltd (“TCFL”) 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 that it is our duty to provide a safe and trusted environment for everyone.

POLICY TITLE	TCF Safeguarding Policy.docx		
DATE CREATED	14/05/18	CREATED BY	Alexis Paterson
DATE OF REVIEW	March 25	REVIEWED BY	Lucy Potter, David Francis
ANNUAL BOARD REVIEW	28/03/25	NEXT REVIEW DUE	<i>no later than April 2026</i>

TCFL recognises that many children, young people and vulnerable adults today are victims of neglect or physical, sexual or emotional abuse. This policy represents TCFL's commitment to recommend and implement best practice which protects young people, and to seek to ensure the safeguarding and 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 Safeguarding Adviser all matters which may need to be communicated to Children's Social Care Services or the police.

As part of our safeguarding policy TCFL 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 that appropriate action is taken without delay in the event of incidents/concerns of abuse, that support is provided to the individual/s who raise or disclose the concern, and that action is taken 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, are listened to and respected, and festival activities are appropriate to their age and ability
- maintain Safer Recruitment practices, including carrying out 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 TCFL. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal or exclusion from the organisation.

2. SCOPE

All staff, trustees, volunteers, contractors and performers are expected to familiarise themselves with and comply with the TCFL safeguarding policy at all times.

3. REVIEW

The policy will be reviewed annually, or at any other time as a result of changes in legislation and/or government guidance or in response to any other significant change or event.

4. DEFINITIONS

Children, Young People and Vulnerable Adults (“CYPVA”)

Children Anyone under the age of 18 years.

Young People In the context of this document, children aged 14 and above

Vulnerable Adults Adults (aged 18 or over) who are unable to protect themselves against harm or exploitation because of age, disability, illness or any other reason.

Abuse

Maltreatment by inflicting harm, or by failing to act to prevent harm. A child or vulnerable person may be abused in a family, community or institutional setting, by those known to them or, more rarely, by others (e.g. via use of social media or the internet). They may be abused by an adult or adults, or a child, young person or persons. Abuse can, broadly speaking, be manifested through the following types of behaviour

- *Physical*: causing actual harm or failing to prevent actual harm
- *Emotional*: persistent emotional maltreatment, including bullying and cyber bullying
- *Sexual*: forcing or enticing someone to participate in sexual activity. This includes physical contact, but also non-contact activities such as watching inappropriate material or activity, or grooming (including contact via the internet)
- *Neglect*: the persistent failure to meet a child or vulnerable adult’s basic physical and/or psychological needs, likely to result in the serious impairment of the child or adult’s health or development. Self-neglect is also recognised as a form of abuse.
- *Exploitation and Coercion*: taking advantage of someone’s financial, material or physical assets without their understanding or consent, or compelling certain behaviour and activity either through the exertion of threats or the manipulation of a power imbalance

In some forms of abuse more than one of these types of behaviour might be at play (for example in Domestic Abuse) and a fuller description of various forms of abuse can be found in Appendix 6.

TCFL Designated Safeguarding Officer

This is the person appointed by TCFL as principal point of contact for all safeguarding concerns. Other members of staff are designated ‘deputy TCFL DSOs’ (see section 7) and can be contacted if the TCFL DSO is unavailable. All TCFL DSOs will liaise with the Safeguarding Adviser within 24 hours over any disclosures, allegations or concerns which have been raised.

Safeguarding Adviser (“SA”)

The Safeguarding Adviser(s) acts as a source of advice and support to TCFL on all safeguarding matters and is nominated annually by the host cathedral. The TCFL DSO and deputy TCFL DSOs will always refer disclosures or allegations made in respect of safeguarding to the relevant SA and work under their guidance to investigate any allegation and liaise with the relevant local statutory agencies. See Section 7 for current contact details.

5. REFERENCES

- The Children Act 2004 section 11 www.legislation.gov.uk/ukpga/2004/31/section/11
- Government Statutory Guidance: *Working Together to Safeguard Children 2023* https://assets.publishing.service.gov.uk/media/65803fe31c0c2a000d18cf40/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf

- thirtyone:eight information centre: <https://thirtyoneeight.org/>
- Diocese of Gloucester Safeguarding: <https://www.gloucester.anglican.org/about-us/safeguarding/>
- Hereford Cathedral Safeguarding: <https://www.herefordcathedral.org/safeguarding>
- Diocese of Worcester Safeguarding: [Safeguarding - Diocese of Worcester \(cofe-worcester.org.uk\)](https://www.cofeworcester.org.uk/safeguarding)
- Keeping children safe in education: [Keeping children safe in education - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/keeping-children-safe-in-education)

6. THE SAFEGUARDING CODE OF CONDUCT

YES PLEASE	
✓	Understand and comply with TCFL '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 TCFL Designated Safeguarding Officers (TCFL 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 TCFL DSO
✓	If you witness inappropriate behaviour, report to a TCFL 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 TCFL 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 observers (e.g. parents, peers) will view it
✓	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
✓	TCFL 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 TCFL DSO and document the encounter as soon as possible
✓	If you know that you will be alone with CYPVA (e.g. in unforeseen circumstances needing to drive a child somewhere) provide a TCFL 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 TCFL 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 (e.g. 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 or of others
✓	Don't act or speak in a way that could be perceived as threatening, intrusive, demeaning or discriminatory. Don't 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 TCFL, you represent the organisation. Developing personal 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 TCFL DSO and 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 TCFL DSO

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

7. ROLES AND RESPONSIBILITIES

Safeguarding Adviser ("SA")

The Safeguarding Adviser/Safeguarding Officer acts as a source of advice and support to TCFL on all safeguarding matters. The TCFL DSO and deputy DSOs will always refer disclosures or allegations made in respect of safeguarding to the relevant SA (for instance, during a festival period, usually that of the host city’s cathedral) and work under their guidance to investigate any allegation and liaise with the relevant local statutory agencies. The TCFL DSO will consider which SA it is most appropriate to contact for matters that arise beyond the festival period based upon the location of the alleged activity and residence of those involved. It may sometimes be appropriate to consult with more than one Diocese, or to contact the relevant LADO or LA safeguarding hub.

Working closely with the TCFL DSO about any incidents that may arise, a DSA may:

- Lead on liaising with children’s services and other agencies about suspected or actual cases of child abuse. TCFL and the relevant DSA will keep duplicate records of any incidents and the subsequent actions taken.
- Liaise with the local safeguarding partnerships and advise the TCFL DSO on local procedures
- Provide or facilitate the provision of Safeguarding training to members of TCFL staff and volunteers as the TCFL DSO identifies is necessary prior to each festival

TCFL Designated Safeguarding Officers (“TCFL DSOs”)

TCFL DSOs are the initial point of contact for any safeguarding concerns raised in relation to the organisation’s activity, including (but not limited to) incidents occurring during the festival period, rehearsal preparations and participation activities. One DSO is the ‘lead’, with ‘deputy DSOs’ indicating those with safeguarding training, who can be contacted with any safeguarding concerns or queries. A deputy DSO will liaise with the lead DSO as soon as is practically possible so that they can begin their liaison with the SA. If a deputy DSO cannot contact the lead DSO within two hours of a matter being raised (or immediately if the matter is ongoing), they will liaise with the SA directly, and update the lead DSO at the earliest opportunity.

The current TCFL DSOs are:

David Francis	Chief Executive	Lead DSO
Jessica Robson-Hill	Production Manager	Deputy DSO
Lucy Potter	Artistic Planning Manager	Deputy DSO
Hannah Roper	Participation Coordinator	Deputy DSO

The TCFL Lead DSO is responsible for overseeing and advising on safeguarding matters within the organisation, and ensuring that all staff, volunteers and trustees understand and comply with the safeguarding policy. Their other principal responsibility is to act as a first point of contact for any safeguarding concern and coordinate the response with the SA, ensuring that accurate and confidential records are kept in line with UKGDPR and the festival’s data protection policy, and that the Chief Executive and Board of Directors are informed of any safeguarding incidents and subsequent action.

At times delegating to the Deputy DSOs, the Lead DSO will retain oversight of:

- safeguarding training within the organisation
- DBS checking and safer recruitment, including the appointment and monitoring of chaperones, and securely maintaining records relating to this
- all procedures relating to safeguarding at TCFL activities/events
- briefings of safeguarding policy and procedure given to ALL volunteers and temporary staff
- licencing or Body of Persons Exemption for Compulsory School Age children performing in the festival

- The recruitment of Young People acting as staff or volunteers, ensuring that no child under compulsory school leaving age is engaged as a volunteer by the festival or any associated body unless they can be accompanied at all times by a parent/guardian.

8. DISCLOSURES AND ALLEGATIONS

A disclosure in the context of safeguarding is when a CYPVA talks to you about abusive or harmful behaviour that they have experienced or witnessed, or if they express concerns that they or others are at risk of such behaviour happening in the future. Disclosure can relate to non-recent, 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 TCFL DSO or event manager (who should then notify a TCFL 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 be 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 them 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 TCFL DSO. The TCFL DSO will liaise with the SA to decide what action to take and should be clear with you about what is expected of you at this time. The local authority may be contacted at this stage.
- Together with the TCFL DSO, record the disclosure using an incident report 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 TCFL 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.
- Any concern raised about another member of staff/volunteer should be reported immediately to the TCFL DSO and the SA to ensure proper and regular process is followed. If recommended to do so by the SA, the staff member/volunteer will be asked to suspend some or all of their duties pending further action. If the concern raised involves the TCFL DSO it should be reported immediately to the SA and to the TCFL Chair.
- The TCFL DSO and deputy DSOs will periodically review all incident report forms, anonymised where appropriate, to assess TCFL's response to situations and, where necessary, to make adjustments to its policies and procedures in the future.

9. OUTLINE OF ACTIVITY

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

Performers and participants

- Choristers of the Three Cathedral Choirs
- Three Choirs Festival Youth Choir
- U18 members of the Festival Chorus
- U18 performers arriving with visiting groups (including bandstand/pop-up performances)
- 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
- Vulnerable adults and children attending outreach activity in community centres and other settings outside the festival

Volunteers and Staff

- U18 volunteers
- U18 temporary staff

Performers

TCFL undertakes to ensure that all children performing at the festival are adequately supervised, and that those of compulsory school age are appropriately licenced or have a Body of Persons Exemption.

Parents/guardians of 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 17 – permission to be unsupervised at certain times (e.g. to leave the TCFL site during lunch breaks).

TCFL 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.

All venues and events will be risk assessed by TCFL staff with due consideration given to the fact that CYPVA are involved.

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.

U18 members of the Festival Chorus: It may sometimes 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 people performing for TCFL 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's/group's safeguarding arrangements with them (including written confirmation of the visiting group's Safeguarding Policy, contact details for the Designated Safeguarding Lead or other point of liaison for safeguarding concerns who will be present at the engagement, and a statement that all people they have engaged to supervise the CYPVA's welfare have undergone an enhanced DBS check with the relevant barred check list – in line with the DBS guidance on working with CYPVA in “regulated activity”.) The Artistic Planning Manager will ensure that all TCFL DSOs are aware of externally engaged CYPVA performers. TCFL DSOs have a continuing duty to ensure that the safeguarding arrangements of visiting groups/individuals are adequate during the time they are performing for TCFL.

Participants in education and outreach activity: Due to the project-based nature of education and outreach activity, each instance will be individually 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 TCFL 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 TCFL DSO. All volunteer briefings and the volunteer handbook will outline the procedure for reporting concerns and for handling reports of a missing CYPVA. TCFL DSOs are identified as such on their lanyards.

Specifically, in relation to children, it is important to note that TCFL does 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 TCFL 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.

Any staff, trustees and volunteers who have special skills relating to CYPVA (e.g. 'Dementia Friends') may be identified by information on their badges/lanyards.

Separate risk assessments will always be completed for activities (e.g. 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 is appropriate to seek parental consent for children to be left with suitably DBS checked and qualified workshop leaders. If this is the case registration forms will be completed by the parents which will include contact details and consent for emergency medical treatment.

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 Disclosure and Barring Service.

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

No child under the age of 16 years will be formally engaged as a volunteer by TCFL 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.

TCFL recognises that Young People are often keen to obtain experience at the festival 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 TCFL 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 TCFL DSO will regularly check-in with teams including those under the age of 18 to ensure that the code of conduct (see paragraph 6) 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.

10. COMMUNICATIONS WITH THE MEDIA

In the event of a safeguarding incident involving people who are involved with TCFL all communication will be handled only by the Chief Executive after consultation with the TCFL DSO and SA. If you receive a press enquiry relating to safeguarding, please do not provide any information other than the Chief Executive's contact details.

Volunteers and staff are asked to be mindful of press interest in any safeguarding allegation, and to avoid gossip and speculation under all circumstances. Press seeking information may not identify themselves in order to make discrete enquiries, and any unusual or probing questions should be reported to a TCFL DSO, along with a description of the individual if possible.

11. PHOTOGRAPHY AND VIDEO RECORDING

Members of the audience are discouraged from taking any form of photograph, video or audio recording of CYPVA who are in the care of TCFL. While this is relatively easy to implement in a concert setting, it is very difficult to monitor in a public setting. We therefore ask all staff and volunteers to be vigilant and report to a TCFL DSO if you observe anyone without Festival Photographer accreditation (stated on lanyard) showing a particular interest in CYPVA.

Officially appointed photographers will be permitted in designated areas by prior arrangement and may be restricted if full consent is not given by all participants. General photography should avoid

photographing children in a manner that focuses on a single child or allows that child to be identified if consent cannot be obtained.

Parents of children and young people who perform with TCFL are asked to sign a consent form relating to official photographic opportunities. Likewise all adult performers are asked to give their consent relating to official photographic opportunities either via a contract or consent form.

12. SAFER RECRUITMENT

TCFL will carefully select and train those with responsibility for the supervision of young people, in line with Safer Recruitment principles, including the use of DBS Enhanced Disclosure.

- All positions which may include regulated activity will be identified before commencing recruitment
- The job description will contain a clear safeguarding message and will make it clear that a DBS check will be required.
- References will be required for paid positions and some voluntary positions. References for short-listed candidates will cover a continuous 5-year period of employment up to the current date. For periods of unemployment or in education a character reference and/or reference from an educator or trainer can be given as appropriate.
- Identity documents will be required for all appointments (passport, driving licence etc.), along with qualification certificates where applicable.
- Interviews will probe attitudes towards safeguarding and the candidate's motivation for working with young children and young people.
- Any chronological or information gaps in the application form will be probed at interview.
- Verbal offers of employment will always be made upon the proviso that the offer is subject to thorough checks and, where applicable, further references.
- A satisfactory DBS check must have been returned before work commences.

13. DISCLOSURE AND BARRING SERVICE

TCFL will require anyone to undergo a Disclosure and Barring Service (DBS) check where there is a legal eligibility for an application. DBS checks are arranged through Thirtyone:eight and an assessment of whether a role constitutes regulated activity will be determined by following the Thirtyone:eight guidelines.

TCFL will routinely require a DBS check from those in the following positions:

- All Directors of TCFL
- The TCFL Chief Executive, Artistic Planning Manager, Production Manager and Participation Coordinator.
- All chaperones for the choristers, the Youth Choir and other projects involving children or young adults

Other roles may require a DBS check following an assessment of U18 involvement, including (but not limited to) the Box Office and Sales Manager, selected volunteer team leaders and chorus managers.

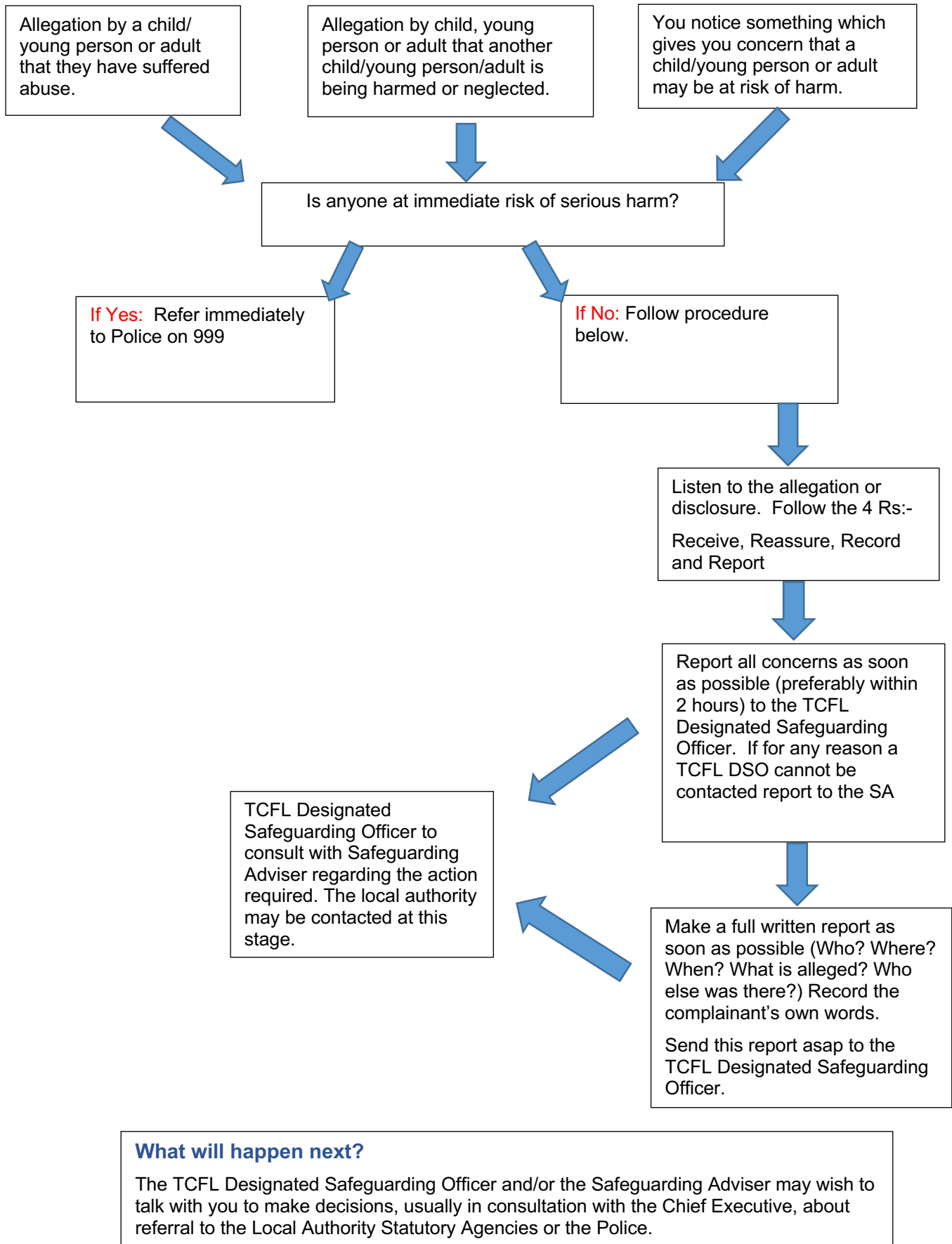
Renewal of DBS checks and DBS update service

TCFL will require DBS checks to be renewed at least every three years, or checked via the update service, if applicable. TCFL will check the register of those who hold DBS checks and will notify those who are required to renew their certificate at the appropriate time.

APPENDIX 1: KEY CONTACTS SUMMARY

<p style="text-align: center;">If you believe anyone is in immediate danger, call 999 right away and contact us using the details below as soon as possible.</p>		
TCFL CONTACTS		
David Francis, Chief Executive	Lead DSO	07491 927206 mobile 01452 933909 (Direct/diverts to mobile) david.francis@3choirs.org
Jessica Robson-Hill, Production Manager	Deputy DSO	07514 497019 jessica.robson-hill@3choirs.org
Hannah Roper, Participation Coordinator	Deputy DSO	07516 506005 hannah.roper@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		
Marc Leppard, Hereford Cathedral Chief Operating Officer (Cathedral Designated Safeguarding Lead)	SA	01432 374201 safeguarding@herefordcathedral.org 07789 031981
Herefordshire Multi agency safeguarding hub (MASH)		(01432) 260800 ReferralsCYPD@herefordshire.gov.uk (01905 768020 out of hours)
GLOUCESTERSHIRE		
Becca Faal and Brett Riches, Safeguarding Advisers	SA	01452 835516 07944 680320 (out of hours) safeguarding@glosdioc.org.uk
WORCESTERSHIRE		
Hilary Higton, Safeguarding Adviser	SA	07495 060869 hhigton@cofe-worcester.org.uk Safeguarding team: 01905 732800 safeguardingadvice@cofe-worcester.org.uk
LADO (Local Authority Designated Officer)		01905 846221
OTHER USEFUL NUMBERS		
ChildLine		0800 1111
NSPCC NSPCC Whistleblowing advice		0808 800 5000 0800 028 028/ help@nspcc.org.uk
National Domestic Violence 24/7 helpline		0808 2000 247
Channel/Prevent		01386 591835 / 07736 084701 01386 591816 / 07772 904013 01386 591825 / 07890 746662 prevent@warwickshireandwestmercia.pnn.police.uk
Police Public Protection Unit		24hrs non-emergency 101 Emergency 999

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



APPENDIX 3: LOST CYPVA PROCEDURE

There is a risk at any public event that children or vulnerable adults may become separated from their parent, guardian or responsible adult, either by accident or because of their own or someone else's deliberate acts. All volunteers and staff working on the festival should be familiar with this procedure, which will form part of the venue information packs and volunteer handbook.

General Guidelines

- *For incidents which happen on the main festival site during festival week*, a collection point will be established for the duration of the festival. This will normally be the ticket office. If lost CYPVA or those seeking lost CYPVA arrive at other points or speak to a member of staff or steward, they should be directed or taken to the collection point as appropriate. *For incidents which happen at external venues*, the Event Manager will be briefed as to the most appropriate collection point, according to the nature of the venue and the nature of the event which is taking place.
- A lost CYPVA should not be left alone at the collection point with a single adult unless this is completely unavoidable.
- At least one TCFL DSO will be available at all times during festival operating hours, and will carry mobile phones and, where appropriate, mobile radios. They should always be the first point of contact for a lost CYPVA situation.
- All lost CYPVA incidents, even those quickly resolved, should be recorded in the accident and incident book held at the box office.
- Staff and volunteers should be aware that a 'lost CYPVA' includes an under 18 performer who has not arrived as expected at a rehearsal/performance, or who has not returned to a session as expected. This should be promptly investigated.

Coming across a lost CYPVA

- A child or vulnerable adult appearing to be lost should be approached and asked if they know where their parents/guardian are. **Don't attempt to deal with the issue without contacting someone first.**
- Contact a TCFL DSO. The TCFL DSO will advise you what to do and, if necessary, organise a search for parents, partners etc.
- Be alert to the fact that confusion may also indicate the need for first aid assistance. If you are in doubt, radio or call for first aid at once.
- The CYPVA should gently be asked for as much information as possible, including, their name, who they are with, where they last saw them, and a description of them. If the CYPVA is brought over by an adult, as much information as possible should be gained from them.
- Lost CYPVA should be led to the collection point, where they will be encouraged to remain until they have been reunited with a parent or guardian. If possible, two people should accompany the CYPVA to the collection point.
- Try to be discrete about a lost CYPVA – you might be overheard. Where 2-way radio is used, code for a child or person found without parent or guardian is: "Mr Moses has been found at [location]".
- If a parent /carer /personal assistant is not located within 30 minutes, the TCFL DSO will inform the police and SA.

Report of a lost CYPVA

- Reassure parent/ guardian/personal assistant informing you of a lost CYPVA that a search will be organised and encourage the parent/guardian/assistant to come to the collection point if not already there, so they can give details.
- Ask them for the following details of the CYPVA – name, age, sex, ethnic origin, hair colour, build, clothing, location last seen, who they were with and any urgent medical care they may need (e.g. diabetic). Get the parent/carers mobile phone number and note it down on an incident report form.
- Encourage the parent/guardian/assistant to regularly return to the collection point if they continue to search for the child, in case the CYPVA has been found. Emphasise the importance of letting the collection point know if the CYPVA is found and if possible get a staff member or volunteer to stay with them.
- If it is necessary to radio staff, ask relevant users to switch to a private channel and move to earpiece or a location they cannot be overheard. Using the code word “[looking for Mr Moses]”, radio a description giving the information gathered. Staff and volunteers in the vicinity will conduct an initial search of the area. *Always remind staff and volunteers not to openly discuss a missing CYPVA.*
- If the CYPVA is not found the co-ordinator will organise a thorough sweep of the whole site, and after a maximum of 30 minutes the police and SA should be informed.

Reuniting Responsible Adults and CYPVA

- When the CYPVA or a CYPVA’s responsible adult is found, they will be led to the collection point to be re-united. Ask them to sign the incident form and check details before leaving.
- If the CYPVA is content to be reunited with the responsible adult then the adult’s home address and contact details should be recorded in the incident book and their signature recorded in the book.
- If a child or vulnerable adult is reluctant to go with a collecting adult then they should never be handed over. If the TCFL DSO hasn’t been contacted, then they should be at this point and the situation should be handed over to them.
- Once a CYPVA has been reunited with their collecting adult all relevant festival volunteers/staff and police (if involved) will be informed immediately.

APPENDIX 4: DEFINITIONS OF ABUSE

Abuse is a form of maltreatment of a child or adult. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children or adults may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Discriminatory abuse and bullying

Unequal treatment or slurs based on any protected characteristic as defined by the 2010 Equality Act. This includes age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. Bullying (including cyberbullying) can extend beyond protected characteristics and is any repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. The actions can be physical, verbal, or digital.

Domestic violence or abuse

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. Domestic Abuse can take the form of psychological, physical, sexual, financial or emotional abuse. Please see [Statutory definition of domestic abuse factsheet - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/statutory-definition-of-domestic-abuse-factsheet) for further definition.

Economic, financial or material abuse

Taking advantage of a person's financial or material assets through dishonest, violent or coercive means and preventing them from accessing their own money, benefits or assets. Examples can include, but are not limited to, theft, fraud, rogue trading or false representation. It also covers undue pressure, duress, threat or undue influence put on a person in connection with loans, wills, property, inheritance or financial transactions and can extend to arranging less care than is needed to save money to maximise inheritance, denying assistance to manage/monitor financial affairs, misuse of personal allowance in a care home, or someone moving into a person's home and living rent free without agreement.

Extremism and Radicalisation

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm. Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. This can include harmful minority religions (“cults”).

Modern Slavery

The use of violence, threats or coercion to exploit people for purposes such as forced prostitution, labour, criminality, marriage or organ removal. It can also include debt bondage, where people trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt. Modern Slavery includes human trafficking, forced labour, child slavery and forced or child marriages.

Neglect or acts of omission

Neglect is the persistent failure to meet a child or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the child or adult's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a person's basic emotional needs. Self-neglect is

also a form of abuse, and covers a range of behaviour related to neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Organisational Abuse

Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, 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 organisation.

Physical Abuse

Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or adult. Physical harm may also be caused when a parent carer feigns the symptoms of, or deliberately causes, ill health to a child who they are looking after.

Psychological or Emotional Abuse

The persistent emotional maltreatment of a person such as to cause severe and persistent adverse effects on their emotional development.

It may involve conveying to a child or adult that he or she are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving children opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children or vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children/vulnerable adults. Some level of emotional abuse is involved in all types of maltreatment of a child or adult, though it may occur alone.

Spiritual Abuse can also be regarded as a form of Psychological and Emotional Abuse, characterised as a systematic pattern of coercive and controlling behaviour in a religious context.

Sexual Abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the victim is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Vulnerable adults who are unable to give informed consent may also be sexually abused. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

You can access further information about types, signs and symptoms of abuse of children on the NSPCC's website at <https://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/>, and see further examples of actions and behaviour for adults and children on the CofE website:

<https://www.churchofengland.org/safeguarding/safeguarding-e-manual/safeguarding-children-young-people-and-vulnerable-adults/2>

APPENDIX 5: EXTENDED WELFARE AND SUPERVISION OF CHILD PERFORMERS

While appropriate supervision and safeguards are put in place for all child performers participating with TCFL, there are occasions where this supervision will be provided by a school or organisation managing the participating group. This Appendix sets out particular and additional safeguards which are in place for those children who perform or rehearse on multiple occasions throughout festival week (currently U18 Youth Choir participants and cathedral choristers) or who may have extended periods on site which include 'down time':

Chaperones

The Youth Choir and the choristers each have a team of chaperones throughout festival week and at prior rehearsals. Each team has a team leader who is responsible for the welfare and management of the singers in their care. Both team leaders report directly to the Artistic Planning Manager. The team leaders are usually appointed after discussion with the Artistic Directors.

All festival chaperones have enhanced DBS checks, briefings from the Artistic Planning Manager, and training/refresher training in safeguarding which is less than a year old. Safeguarding training is organised as required, usually on an annual basis.

Training in first aid is provided as necessary. There should be at least one First-Aid trained member of the chaperone team on duty at all times.

Parental consent and communication

Parents/carers of all under-18 singers are required to complete a consent form outlining two emergency contacts, detailing medical conditions and any regular medication that needs to be administered, dietary requirements, allergies, and permissions e.g. for data processing, medical intervention when emergency contacts cannot be reached and use of images/photography. They are invited to volunteer any additional information such as access requirements or anything which they think may affect their child's enjoyment of TCFL.

Parents must also provide a list of those people authorised to collect their child if they are unable to do so. No child will be released by the chaperones except to an authorised person *unless* the parent/guardian has given written permission for someone else to collect their child, or for their child to make their own way home (in which circumstances the time at which the child leaves the care of the chaperones will be recorded in the register).

All chorister parents are issued with a code of conduct which is designed to be read with their child. The child is asked to sign and return this. All Youth Choir singers are given access to the festival's Unacceptable Behaviour Policy when they sign up for participation in the Youth Choir.

Organisation

During festival week, TCFL seeks to secure a 'base' away from public view, for both the choristers and the Youth Choir, with space to relax (and for younger singers, somewhere to play and run around), have access to basic refreshments, and separate toilet and changing facilities.

Occasionally it is necessary for participants to travel away from the central festival location in order to represent the Three Choirs Festival in performance or at rehearsals. The chaperone team are responsible for their safety and protection on such occasions.

Chorister parents of a host city sometimes arrange a social event for chorister parents and siblings during festival week, e.g. a barbeque. Depending on the specific circumstances, the festival will clarify whether chorister care remains the duty of the festival chaperones during these events, or whether the parents are directly responsible.