

SAFEGUARDING POLICY

Version: 6.2



Version	By	Reason	Reviewed/ Modified	Date Ratified
6	HB/TS	Update to all sections	April 2016	July 2016
6.1	HB/TS	Interim review checklist, First Response info, new legislation and form list	November 2016	15/12/16
6.2	HB /TS	Update forms referred to list	October 2017	12/12/17

This policy applies to all Trustees and members of staff, volunteers and freelance workers contracted to Make Some Noise Ltd. For the purpose of this Policy the term “staff” or “member of staff” includes all paid employees, self-employed freelance workers contracted to Make Some Noise, volunteers, trustees and work placements who work on behalf of Make Some Noise.

SAFEGUARDING IS EVERYONE’S RESPONSIBILITY

Introduction

Make Some Noise recognises its legal duty under the Children Act 1989 and Vulnerable Groups Act 2006 and subsequent legislation to work with other agencies under the relevant local authority safeguarding procedures in order to protect children and other vulnerable people accessing our services from “significant harm” to their health and development.

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Aims of policy

This policy recognises that safeguarding covers a range of issues that require careful consideration, especially when working in partnership with multiple organisations, including:

- Staff recruitment and training
- Project planning, risk assessment and health and safety
- Disclosure of abuse and reporting procedure
- Data protection and use of images.

It sets out in clear terms how the procedures of Make Some Noise are designed to ensure the safety and protection of children, young people and vulnerable adults; and clarifies the role of the Make Some Noise and Partner Safeguarding Policies.

Sections 1, 3 and 4 of this policy are applicable only to MSN staff, Trustees, volunteers and contracted music leaders, trainees, consultants and freelance co-ordinators.

These sections do not apply to partner organisations or their staff whose procedures are dictated by their own safeguarding policies – as detailed in section 2.

Safeguarding officer

The Chief Executive Officer of Make Some Noise is the designated Safeguarding Officer. The Chief Executive Officer will act as a contact between any staff member, volunteer or partner of Make Some Noise who has a concern and the appropriate service/agency who will deal with the problem.

The Safeguarding Officer will not be expected to be a child or vulnerable adult protection expert, but will be expected to have undertaken Level 2 Safeguarding training (and update/repeat every 2 years in line with the Department of Education – Keeping children safe in education: Statutory guidance for schools and colleges) as well as be a channel for information. They will not be expected to deal with any child/vulnerable adult protection issues on their own and will seek advice from appropriate external professionals such as NACRO, Local and Central Government. The Safeguarding Officer will ensure that all staff, volunteers and partners of Make Some Noise receive copies of policies and procedures in relation to the safety and protection of children, young people and vulnerable adults.

The Safeguarding Officer will establish an incident book where they will record any reported incidents or breach of Safeguarding policies and procedures. This will be kept in a secure place and its contents will be confidential.

Dissemination of information to staff

The Safeguarding Officer will ensure that anyone employed or contracted by Make Some Noise (including music leader/trainees/consultants/freelance coordinators/volunteers etc) will be informed of the Safeguarding Policy adopted by Make Some Noise and agree to undertake procedures within it. Staff will initially be made aware at interview and consequently be informed of any changes or additions to said policy and will be expected to

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fulfil any requirements made of them to ensure full compliance with the policy and related legislation.

This Policy should be read together with the accompanying Sections:

- **Section 1: Recruitment of Staff Policy**
- **Section 2: Project Planning and Delivery Policy**
- **Section 3: Disclosure of Abuse and Reporting Policy**
- **Section 4: Good practice and Personal Conduct Policy**
- **Section 5: Social Networking and Video Sharing Website Policy**

Monitoring, reporting and review

The Chief Executive Officer will ensure that Make Some Noise monitors the effectiveness of this policy (and appendices) through the collection and analysis of monitoring data using the tools featured in the following sections and appendices. This data shall provide the basis of scheduled Safeguarding reports to the Board of Trustees and subsequent reviews of this policy.

RELEVANT LEGISLATION

- Children's Act 1989
- Children's Act 2004
- Vulnerable Groups Act 2006
- Rehabilitation of Offenders Act 1974

FORMS REFERRED TO IN THIS POLICY

- Make Some Noise Application Form
- Reference Template
- Break in Service Checks: Interim Review Checklist
- General Risk Assessment Form and guidance notes
- Authorisation for DBS Update Service check
- Recording of Disclosures Form

FURTHER INFORMATION

- Working together to Safeguard Children guidance
(<https://www.gov.uk/government/publications/working-together-to-safeguard-children-2>)
- Keeping children safe in education: Statutory guidance for schools and colleges
(<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>)
- www.gov.uk
- www.nspcc.org.uk

SECTION 1: RECRUITMENT OF STAFF POLICY

The Safeguarding Officer will ensure that anyone employed or contracted by Make Some Noise (including music leader/trainees/consultants/freelance coordinator/volunteers etc) who maintains frequent, unsupervised and intensive contact with children, young people or vulnerable adults as part of their work for Make Some Noise will be expected to undergo a thorough safeguarding process to include:

- Completion and submission of Make Some Noise Application Form
- Minimum of two relevant and satisfactory References (Make Some Noise Reference template)
- Core (level 1) safeguarding training course. In some instances, a higher level training maybe required. The safeguarding training should be updated at least every three years. A completed comparable alternative is acceptable
- Disclosure and Barring Service (DBS) check at the level relevant to the role, and including Enhanced and/or Barred List checks if necessary
- Member of staff to subscribe to and maintain a subscription with the DBS Update Service following DBS check funded by Make Some Noise
- Freelance musicians hold Public Liability Insurance.

Agreements and contracts between freelance music leaders, co-ordinators, staff, volunteers and Make Some Noise will include confirmation that the individual has read, understood and agreed with the Make Some Noise Safeguarding Policy and agrees to follow the guidelines and procedures within it. Where necessary any training and support will be available from Make Some Noise staff and partners, including approved online training.

Recruitment of ex-offenders

Where a role within Make Some Noise is considered exempt from the Rehabilitation of Offenders Act 1974; this does not mean that those with previous convictions cannot legally be offered roles working with people under 18, unless their names are listed on the relevant DBS Barred Lists.

When considering recruiting an individual with a criminal record or positive disclosure, a fair risk assessment will be carried out taking into account all the factors relating to the role, the criminal record and the level of risk associated with recruiting the individual concerned.

Dissemination of information to staff

The Safeguarding Officer will ensure that anyone employed or contracted by Make Some Noise (including music leader/trainees/consultants/freelance co-ordinators/volunteers etc) will be informed of the Safeguarding Policy adopted by Make Some Noise and agree to undertake procedures within it.

Staff will initially be made aware at interview and consequently be informed of any changes or additions to said policy and will be expected to fulfil any requirements made of them to ensure full compliance with the policy and related legislation.

Disclosure and Barring Service (DBS) Disclosures

New DBS disclosures (at the relevant level) will be required for trustees, staff, volunteers and freelance workers new to Make Some Noise where the position meets the prevailing eligibility criteria. DBS disclosure payments will be at the discretion of Make Some Noise.

In the period of time where DBS disclosures are pending trustees, staff, volunteers and freelance workers will be allowed to work/volunteer with children, young people and vulnerable adults if they are fully supervised by a colleague with an up to date DBS disclosure. The acceptability of this will be checked with the Partner/Venue where this is appropriate.

Considering the relevance of convictions

Make Some Noise is committed to ensuring that applicants with a criminal record are treated fairly.

Receipt of a certificate containing criminal record information will not automatically render an applicant or existing member of the team unsuitable for a position unless stipulated by statute/guidance. However, individuals commit a criminal offence if they seek to work with children/adults if they are listed on the Children's/Adults Barred List.

Make Some Noise will only take into account convictions that are relevant to the position. The overriding consideration will be the duty to safeguard children and/or vulnerable adults. The suitability of the individual for the role will be reviewed in light of all the information available and having regard to best practice.

Frequency of checks

Although current legislation does not specify renewal periods Make Some Noise will undertake DBS checks at 3 yearly intervals.

Break in service checks

Those who have had a break of more than 9 months since last working/volunteering for the organisation will be subject to an interim interview (using the Break in Service Checks: Interim Review Checklist form) and 2 new reference requests.

Those who have had a break of more than 18 months since last working/volunteering for the organisation will be subject to an enhanced level DBS disclosures (or online DBS Update Service check) and 2 new reference requests.

Disclosing criminal convictions during employment

Individuals in positions for which a criminal record check is required will be required to declare any cautions, convictions or reprimands that they receive during the course of their employment/contract. The relevance of any conviction, caution or reprimand will be considered by the CEO in line with 'Considering the relevance of convictions' (above).

DBS Update Service

Make Some Noise requires all Music Leaders to subscribe to, and maintain a subscription, to the DBS Update Service following a first or repeat check.

As from January 2015 it will be a requirement that any music leader undergoing a DBS check paid for by Make Some Noise (either first or a recheck) will agree to sign up to the DBS Update Service (Authorisation for DBS Update Service check form). **Failure to do so could result in no further contracts being offered and/or existing contracts being withdrawn. If you fail to subscribe/maintain a subscription and you wish to carry on working with us you will be charged for a new DBS.**

The DBS Update Service is an online government service which, once subscribed to, allows an individual's DBS Certificate to be kept up to date for as long as they are subscribed or until new information is added to the Certificate; enabling it to be taken from role to role, within the same workforce, where the same level of check is required.

An annual subscription fee (currently £13) is required to join the DBS Update Service, unless you are joining with a DBS Certificate for a voluntary position in which case it is free.

An individual can join the DBS Update Service at point of application (MSN administrator can provide the application number) or within 19 days of issue of their DBS Certificate.

Accepting existing certificates / portability

Make Some Noise will only accept existing criminal record certificates, with an update Service subscription, in the following circumstances:

- Where the original certificate is provided
- Where the certificate is for the appropriate workforce and at the appropriate level for the position
- Where the Update Service determines the certificate "remains current". If new information is available then Make Some Noise will request a new criminal record check

DBS Update Service checks

Periodically (at least annually) we will carry out an online check using the Update Service – this will include, but not be limited to, annual checks and/or prior to issuing of any new contracts. The freelance worker will grant Make Some Noise permission using the form attached at Appendix 1b.

For more detailed guidance visit www.gov.uk/dbs-update-service

Following completion of a DBS paid for by Make Some Noise, staff are required to complete an Authorisation for DBS Update Service check, this will be retained on file but can be withdrawn at any time – this could result in no further contracts being offered and/or existing contracts being withdrawn.

Duty to Refer

Make Some Noise has a legal duty to refer to the DBS anyone who

- has harmed or poses a risk of harm to a child or vulnerable adult
- has satisfied the harm test; or
- has received a caution or conviction for a relevant offence and;
- the person they're referring is, has or might in future be working in regulated activity and;
- the DBS may consider it appropriate for the person to be added to a barred list

The DBS will consider whether to bar the person. Referrals should be made as soon as possible after the resignation or removal of the individual.

SECTION 2: PROJECT PLANNING AND DELIVERY POLICY

Make Some Noise led projects

Projects managed and delivered centrally by Make Some Noise may involve a 'host' partner organisation (such as a school, community centre, nursery etc) with responsibility for recruitment, supervision and safeguarding of the participants. Where this is not the case, Make Some Noise is responsible for recruitment, supervision and safeguarding of the participants.

The MSN staff managing the project will ensure that an MSN-led agreement specifies the requirement for the host partner to have in place a comprehensive Safeguarding Policy; agreeing that activity will be appropriately supervised by either Make Some Noise and/or 'host' partner staff and the proper risk assessment and health and safety measures will be undertaken (as detailed below).

At the start of each project it will be agreed that either Make Some Noise or the 'host' partner will be responsible for the gathering of documentation such as parent/carers permission, emergency contacts, medical details and photography permission.

Where the 'host partner' has this responsibility evidence of such will be provided to Make Some Noise to be filed.

Partnership projects

Where Make Some Noise is a management or strategic partner, but not lead delivery partner of a project, the project will be delivered in line with the lead partner's safeguarding policy; which will be agreed with Make Some Noise. An agreement will also confirm that the lead partner and/or delivery partner will be responsible for the DBS checking of all music leaders to enhanced level; properly supervising activity; ensuring the relevant health and safety, risk assessment and insurance measures are taken; and gathering documentation such as parent/carers permission, emergency contacts, medical details and photography permission.

Partner-delivered/In association projects (e.g. commissioned projects)

Where projects are delivered by partner organisations on behalf of Make Some Noise, they will be delivered in line with the partner's safeguarding procedure; which will be agreed with Make Some Noise.

Agreements must be in place to confirm that each partner is responsible for the DBS checking of all music leaders to enhanced level; properly supervising activity; ensuring the relevant health and safety, risk assessment and insurance measures are taken; and gathering documentation such as parent/carers permission, emergency contacts, medical details and photography permission.

Health and safety

Make Some Noise believes that all activities should take place in a safe environment and that it is their responsibility to ensure that the rooms and equipment being used are appropriate. This includes safety, health and hygiene issues, fire evacuation and transport. Make Some Noise realises that music projects may be particularly at risk regarding issues around excess noise and hearing damage; lifting of equipment and use of electrical equipment. All such issues will be covered in individual project risk assessments (see below) and relevant preventative measures taken such as hearing protection; appropriate noise levels maintained during activity; headphones provided; training provided in appropriate lifting techniques and safety when using electrical equipment adhered to.

Make Some Noise will ensure (where appropriate in negotiation with 'host partners') that a correctly stocked first aid box will be available at all times and staff will be trained to use it. The name of the first-aider will, where possible, be displayed prominently and all music leaders will be aware of who this is. An accident book will be kept by Make Some Noise or, where more appropriate, the 'host partner'. Where a venue is identified as having no first aid box the relevant Music Leader (or other support staff) will be responsible for providing a fully stocked first aid box (cost of purchasing and re-stocking to be met by Make Some Noise). Where appropriate and relevant Make Some Noise will also support staff in gaining first aid qualifications.

Risk assessment

A full risk assessment will be carried out in collaboration with the 'host partner', and Risk Assessment will form part of the Partnership Agreement discussions. A copy of Make Some Noise risk assessment should be shared with the 'host partner' and a copy of the 'host partner' risk assessment for the type of activity in their venue should be requested. This will cover health and safety and safeguarding issues and clearly identify responsibility for all issues. All staff and volunteers involved in the project will be given copies of the risk assessment and made aware of any issues and their own responsibility. The General Risk Assessment Form and Guidance Notes will be used.

Data protection

Where information of a personal nature from participants or staff is required it will be treated confidentially and securely stored for the duration necessary only. Where such information is collected the need will be clearly communicated and only shared with partners as agreed by the parties involved.

Use of participant images

Photography and video of projects and performances may be used for documentation, celebration and publicity. While Make Some Noise is keen to maximise and enable children, young people and vulnerable adults the opportunity to have their achievements recorded, we also have a duty to ensure safety and that images are not misused.

This is a delicate balancing act over which we do not have total control but all staff should follow current advice:

Photographs and videos may only be taken of children, young people and vulnerable adults for whom Make Some Noise has written permission from parent/carers (person with parental responsibility). Written permission must be obtained by an “opt-in” return slip in order to provide evidence that parent/carers had sufficient opportunity to make an informed decision.

Permission should be broken down into the following categories, reflecting the different level of risk:

- Permission to use photography and video in internal evaluation, accreditation and training
- Permission to use photography and video in marketing, publicity and press
- Permission to use photographs and video on the Make Some Noise website
- Permission to use photographs and video on other public and social network websites
- Permission to include full name, age and town of residence in press.

Different levels of protection should also be taken dependent on the risk of different situations:

- Photographs in Press, Print or on any website
 - The appropriate venue/parent/carer permission should be obtained
 - No name should accompany the photograph, unless consent is given by service user or parent/carer if under 16
- Photographs on the Make Some Noise Website
 - The appropriate parent/carer permission should be obtained
 - No name should accompany the image, unless consent is given by service user or parent/carer if under 16
 - No identifying details that allow a young person to be tracked down – i.e. regular venue either by caption or on the image itself
- Video Images on the Make Some Noise Website
 - The appropriate parent/carer permission should be obtained
 - No name should accompany the image, unless consent is given by service user or parent/carer if under 16
 - No identifying details that allow a young person to be tracked down – i.e. regular venue either by caption or on the image itself
- Video Images or Photographs on a Public Web Platform
 - The appropriate parent/carer permission should be obtained
 - No name should accompany the image, unless consent is given by service user or parent/carer if under 16
 - No identifying details that allow a young person to be tracked down – i.e. regular venue either by caption or on the image itself
 - If possible a ‘Private Profile’ should be selected which means those wanting to access the site have to request permission to be ‘friends’ first.

Storage of images

Photographs taken centrally by Make Some Noise will be stored securely in both hard and electronic copy – only photos with full permission level are stored. Photographs will be retained in line with timescales set out in the Data Protection Policy

SECTION 3: DISCLOSURE OF ABUSE AND REPORTING PROCEDURE POLICY

Ratification of this policy and its subsequent revisions shall be recorded as including this Section and any Appendices.

Procedure

Make Some Noise Partnership Agreements and Service Level Agreements specify the level of staff support required from the venue staff at each session, there are three levels of support identified:

- 1 None
- 2 Staff on site and available
- 3 Present at all times at all sessions due to the nature of the setting

This ensures that members of Make Some Noise staff do not take sole responsibility for well-being of participants. It is, however, recognised that this responsibility rests with all workers that are present.

If any member of Make Some Noise staff is concerned that a child/vulnerable adult may be suffering or is at risk of significant harm they must report their concerns immediately to the 'host partner' and the designated Safeguarding Officer for Make Some Noise. Guidance on this process is available at Appendices 3a and 3b.

The designated Safeguarding Officer and 'host partner' will then decide whether or not to make a referral to the appropriate agencies. Make Some Noise staff may be asked to provide a written account of any incident/disclosure to the designated officer within two days and any incident will always be documented and securely stored.

The Safeguarding Officer will ensure that members of staff have access to the following guidance at all times.

If you are concerned about a child, young person or vulnerable adult, or if a child, young person or vulnerable adult expresses a wish to disclose their own concerns:

- Listen to anything they say
- DO NOT question the young person beyond normal friendly enquiries. Do not use leading questions. The role of Make Some Noise staff is to refer concerns, not to investigate them
- DO NOT promise confidentiality
- Make brief notes as soon as possible
- Report your concerns to the designated Safeguarding Officer at Make Some Noise and the 'host partner' **at your earliest opportunity.**

Allegations against Make Some Noise staff

In the event of any allegation of harm arising with respect to any member of staff who is currently under contract to Make Some Noise, immediate consultation must take place with the Designated Safeguarding Officer. This should take place, if possible, before discussing the concerns with the member of staff involved.

This guidance should be used in respect of all cases in which it is alleged that a member of staff (including volunteers) has:

- behaved in a way that has harmed a child and/or vulnerable adult, or may have harmed a child and/or vulnerable adult;
- possibly committed a criminal offence against or related to a child and/or vulnerable adult; or
- behaved towards a child or children and/or vulnerable adult(s) in a way that indicates he or she would pose a risk of harm.

Employers have a duty of care to their staff. They should ensure they provide effective support for anyone facing an allegation and provide them with a named contact if they are suspended. It is essential that any allegation of abuse made against a member of staff or volunteer of Make Some Noise is dealt with very quickly, in a fair and consistent way that provides effective protection for the child and/or vulnerable adult and at the same time supports the person who is the subject of the allegation.

The Safeguarding Officer will decide whether to initiate a strategy meeting with the relevant Safeguarding authorities complex abuse procedures, to which the appropriate line manager will be invited and at which decisions will be made on an inter-agency basis regarding the conduct of any further investigation.

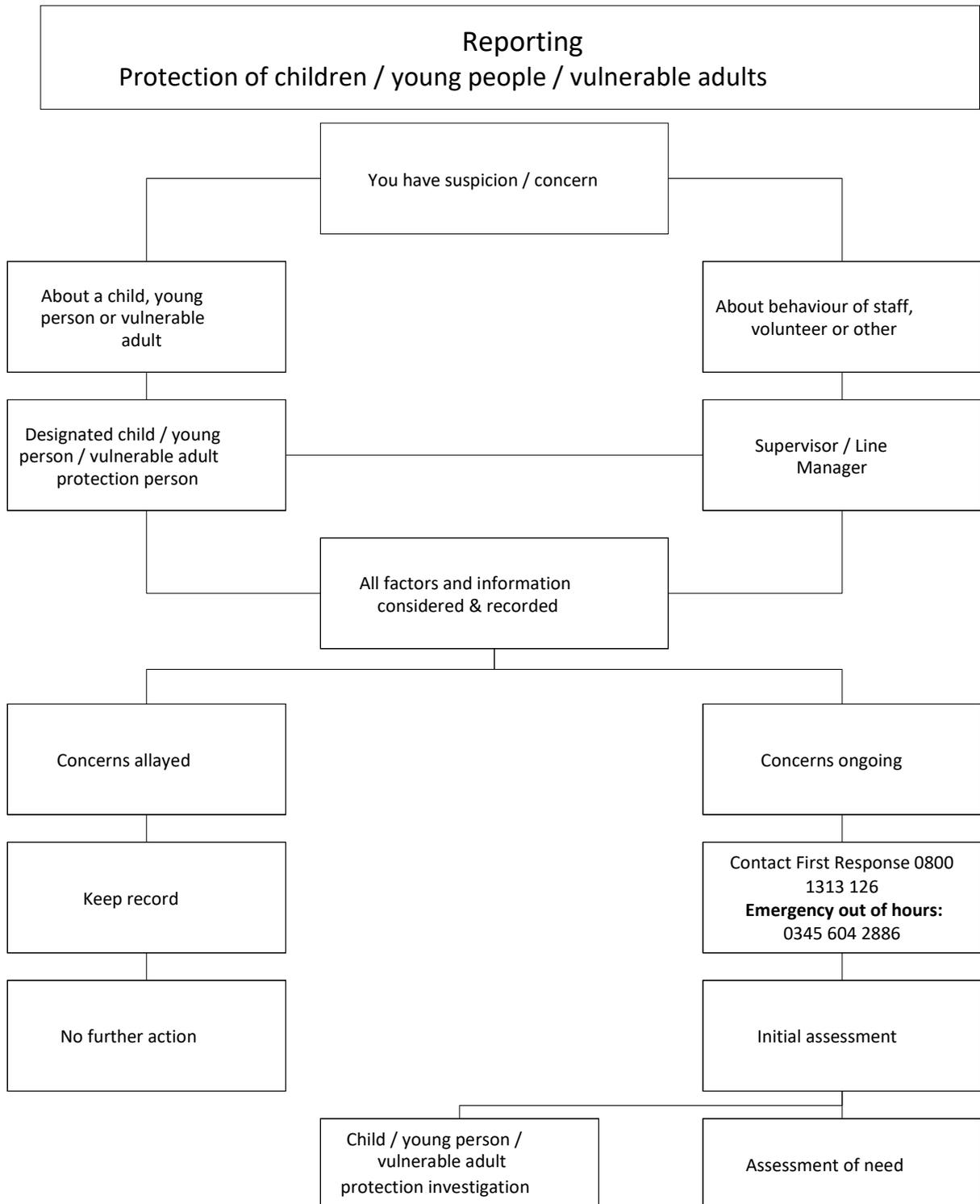
Any complaints made to the police or social services which are made about any member of Make Some Noise staff and that raise child protection or vulnerable adult concerns, will be dealt with under these same procedures.

All complaints, allegations and the subsequent decisions and actions taken by the Safeguarding Office shall be recorded and kept on file using the current Recording of Disclosures Form. Irrespective of any investigation by social workers or the Police, Make Some Noise disciplinary procedures will be followed. This means in each individual case a decision will be made on the extent to which each individual can continue their current role.

Ex Staff and historical allegations

Allegations against a member of staff who is no longer under contract to Make Some Noise should be referred to the police. Historical allegations of abuse should also be referred to the police.

APPENDIX 3a: REPORTING PROCEDURE



APPENDIX 3b: DEFINITIONS OF ABUSE AND NEGLECT

What is abuse?

Abuse: a form of maltreatment of a person. Somebody may cause abuse or neglect by inflicting harm or by failing to act to prevent harm. Abuse may occur 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 another adult or adults or another child or children.

The government guidance, *Working Together to Safeguard Children*, categorises abuse as:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

These categories are expanded upon in the definitions below, which are largely taken from the NSPCC document, *Firstcheck*. Remember that in all forms of abuse there are elements of emotional abuse and that it is possible to be subjected to abuse in more than one way at a time. These four categorisations and the definitions below do not minimise other forms of maltreatment.

The NSPCC notes that there are other sources of stress for children and families such as, domestic violence, the mental illness of a parent or carer, or drug or alcohol misuse. All these may have a negative impact on a child's health and development and may be noticed by an organisation caring for a child. If it is felt that a child's well being is being damaged by any of these areas, the same procedures as for abuse should be followed.

Vulnerable adults may also be subject to other types of abuse as well as to the four types of abuse listed above. They may be manipulated financially or discriminated against because of a disability or other factor that makes them vulnerable. Further information is in the Department of Health and Home Office guidance on protecting vulnerable adults *No Secrets*.

What is physical abuse?

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of or deliberately causes ill health to a child whom they are looking after.

What is emotional abuse?

Emotional abuse is the persistent emotional ill treatment of a person such as to cause severe and persistent adverse effects on that person's emotional development. It may involve making the individual feel or believe that they are worthless or unloved, inadequate. It may

also involve causing the person to feel often frightened or in danger. It may involve exploitation or corruption.

What is sexual abuse?

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts or non-penetrative acts. Sexual abuse also includes non-contact activities, such as involving children or young people in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways.

Sexual abuse of vulnerable adults can be rape and sexual assault or sexual acts to which the person does not consent or cannot consent or is pressured into consenting.

Sexual abuse may be same-sex or opposite sex, may be by other children, young people or adults. People from all walks of life may be sexual abusers.

What is neglect?

Neglect is the persistent failure to meet a child's, young person's or vulnerable adult's basic physical and/or psychological needs, likely to result in the severe impairment of the person's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failure to protect a child, young person or vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.

It may also include neglect of a child's, young person's or vulnerable adult's basic emotional needs.

SECTION 4: GOOD PRACTICE AND PERSONAL CONDUCT POLICY

Ratification of this policy and its subsequent revisions shall be recorded as including this Section and appendices.

Freelance Musicians and Co-ordinators should read this policy in conjunction with guidance to be found in the Freelance Handbook.

All projects co-ordinated by Make Some Noise will involve a partner organisation with responsibility for recruitment and supervision of the participants (host partner). In the interest of good practice and proper supervision at least one member of staff from the 'host partner' should always be present during activity. Partnership Agreements state whether a member of staff is required to be available or in the room at all times, depending on level of risk.

All children, young people and vulnerable adults involved in Make Some Noise projects will be treated equally and with respect and dignity. Where unacceptable behaviour is present adults will not shout or use physical punishment or threatening behaviour.

Any behaviour problems will be handled in a developmentally appropriate manner by the 'host partner'. The welfare of all participants will be put first allowing the development of mutual trust and respect and enabling a genuinely enjoyable and creative atmosphere.

All Make Some Noise staff recognise that they are prohibited by law from administering any form of corporal punishment to a child or young person. This includes any form of hitting, slapping, shaking or other degrading treatment. If it is necessary to use physical restraint to protect a child from harming themselves or others, this must be the minimum necessary in the situation. All such incidents must be reported immediately to the relevant line manager and a written record kept. Parents/carers must be immediately informed of any incident by the line manager, in writing.

Staff should rarely be in a one-to-one situation with children or young people as 'host partner' staff should always be present. However staff must keep their personal contact with children under constant review and seek to minimise any situation arising that may lead to misunderstanding. Where at times staff need to physically touch a pupil in order to demonstrate (drum technique for example) pupils should be asked: "Is it alright if I move your hand into the correct position on the drum?" etc – before any physical contact takes place. Where possible – demonstrate by using your own instrument.

Where staff are working with children or young people known to have a history of disruption, challenging behaviour or violence, they should discuss the matter with the 'host partner' and/or their line manager if they have any concerns.

Staff should avoid situations where they are alone and unobserved with individual children and all activity, as far as possible, should be publicly observed. Where possible a male and female

worker should supervise mixed activities and staffing ratios should be appropriate to the age and specific needs of the children or young people involved.

Mobile phones, email and social networking

Members of Make Some Noise staff should only possess mobile phone numbers and/or email addresses for children and young people with the knowledge and permission of the parent/carers.

Should it be necessary to contact a pupil on their own personal mobile or by email, then this should be only for professional purposes e.g. – to make a single call to inform a participant that their workshop time the next day has been changed by half an hour is acceptable.

It is NOT acceptable to make multiple calls or send numerous messages to pupils or to make calls/send emails that are unconnected with professional duties. Similarly, members of staff should only give their phone numbers/email addresses to children and young people with the knowledge and permission of the pupil's parent/carers. Any necessary contact in respect of making arrangements (for workshops, performances etc) should normally be with the parent/carers.

It is understood that the establishing of any social media platforms to publicise, document, celebrate and administer a project may be beneficial. It is however expressly forbidden for a member of staff to exchange private messages with children and young people via social networking sites, or internet messaging services such as MSN or Yahoo. Where a child or young person initiates such contact the member of staff must inform them that they are prohibited from corresponding privately. All communication with children and young people must be open to multiple members of Make Some Noise staff.

For the purpose of transparency, accountability and personal safety any use of social networking in support of a project must be authorised by the Safeguarding Officer and such authorisation must be documented.

All Make Some Noise staff should be aware that the new offence of "grooming" has been in force since 1 May 2004.

Giving children and young people a lift by car

Staff should recognise that this is a sensitive area and that in normal circumstances staff should not offer a lift in their car to participants.

There are occasions, however, when a responsible member of staff may feel it to be in the interest of the safety of the child/young person to give them a lift rather than to leave them alone in a vulnerable situation. In this circumstance, every effort must be made to contact the person with parental responsibility to seek their approval. If this is not possible, then the participant should be taken directly to their destination and the parent/carers contacted as soon as reasonably possible to report the situation.

Transporting a number of children or young people by car

On occasion, it may be necessary for a member of staff to transport a number of participants by car – for example, from a school to a performance/rehearsal. In these circumstances, written permission must be sought from the parent/carers beforehand and the journey should be made with the full knowledge of the 'host partner'. Staff are reminded that they must have business use and comprehensive car insurance and ensure that the children/young people are wearing seat belts.

Conduct with participants

Remember that you are an ambassador for Make Some Noise and a role model for the children – everything you do should reflect this

- Avoid being left alone in a setting with a single child except in one to one mentoring. If a setting/school worker needs to leave for a long period of time make it clear that is stated in the Make Some Noise's Safeguarding Policy that for safeguarding purposes workers should not do lone working. Explain that this is also stated in the Partnership Agreement that the setting/school will have signed
- Do not initiate any physical contact with children. It should not be necessary. If the nature of the workshop requires any physical contact this should be discussed with the teachers in advance
- If a child initiates physical contact such as approaching you for a hug, deflect them if possible and say side on to the child
- Do not encourage children to sit on your knee. Sit beside them
- You are not in the school/setting in a disciplinary capacity. Leave that to the teachers
- Avoid getting involved in issues that arise amongst the children. For instance, don't try to break up a fight
- If a child informs you of a problem, tell a teacher. Don't hang around while the teacher deals with the situation
- If a child has an accident the staff are responsible for administering first aid (find out who the designated first aider is and where the first aid box and book are kept)
- If you are exploring sensitive issues, such as bullying or drugs, children could approach you with their problems. Without being dismissive, try to avoid becoming involved. Do not agree to keep the issue secret, and encourage them to tell a teacher or parent.
- If a child tells you something that leads you to suspect that they are being abused, or may cause harm to another person. Let the child/young person know clearly and as gently and as soon as possible that an important part of your job is to ensure the safety of any children and young person and that you have a legal duty to inform the school/setting and to report it to Make Some Noise
- Maintain professional behaviour at all times

Practices never to be allowed

- Engaging in rough, physical or sexually provocative activities, including horseplay
- Allow or engage in any form of inappropriate touching

- Allow children to use inappropriate discriminatory language unchallenged.
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for children that they can do for themselves
- Never take responsibility for a child under any circumstances
- Never give a child/young person your personal contact details (if you need to because of contact for projects, inform a member of the Make Some Noise core team)
- Do not accept requests from young people or invite young people to be your friends on your personal social networking sites.

Good practice guidelines for school/setting premises

Vehicle

- Drive slowly, taking particular care when reversing
- If you do not know where the entrance is, it is better to stop and go in on foot rather than drive around the grounds
- Switch off any music when arriving on school/setting premises
- Never obstruct fire exits when parking – even temporarily
- Check with Reception where you can park – you may be allowed nearer to unload
- Lock the vehicle at all times.

Reception

- Always sign in at reception
- Wear Make Some Noise T-Shirt – where issued
- Make sure you know and follow school/setting procedures and times
- Ask where the staff toilets are – never use the service users' toilets
- Avoid wandering around the school/setting alone.

Conduct around a setting

- Never smoke anywhere on the school/setting premises – including your vehicle
- Alcohol and recreational drugs should never be taken onto school/setting premises under any circumstances
- Alcohol should not be consumed before arriving at a school/setting
- Prescribed drugs should be kept hidden and out of reach – eg in a locked vehicle
- Move around quietly – avoid shouting, loud laughter, slamming doors or any unnecessary noise
- Make sure language and conversation is appropriate
- Be aware of school/setting rules – some do not allow sweets or chewing gum
- Report any accidents or breakages immediately
- Wear your named visitor badge

Section 4: Good Practice and Personal Conduct Policy

- Ensure your room setting is suitable for purpose with windows in the doors so you and the people you are working with can be see
- Our Agreements with Partners specify which of three levels of support is required from the venue at each session. Inform Make Some Noise staff asap if the correct level of support is not provided. These are:
 - * None
 - * Staff on site and available
 - * Present at all times due to nature of session

Data protection

There are a number of simple and sensible precautions that can be taken to ensure that any data obtained during workshops is protected.

- Always log out of any online software/programmes – never just close down
- Never leave mobile phones/computers unlocked and available to participants where they contain participant data
- Where you have paper documentation ensure this is passed to Make Some Noise as soon as possible and is always securely stored
- Where there is a need to take photographs for a programme ensure that Photography Consent has been obtained from the Venue and/or Parent
- Photos should be deleted from a phone, camera or computer as soon as possible and ideally before leaving the venue.

SECTION 5: SOCIAL NETWORKING AND VIDEO SHARING WEBSITE POLICY

Ratification of this policy and its subsequent revisions shall be recorded as including this Section and any appendices.

1. Introduction

1.1 This document outlines the policy around the organisational use of the social networking and video sharing websites such as Facebook, Twitter and YouTube.

2. Background

2.1 MSN is committed to communicating effectively with all communities county and nationwide. It is recognised that social networking and video sharing web sites are widely used by people of all ages. The aim of their corporate use is to support MSN communicating with a variety of groups of people who use this media as their main source of information and are not reachable through other, more traditional channels.

2.2 Communicating via these channels should be handled in the same way as existing channels such as design, control, quality and standards.

2.3 Relevant photography/recording consents must be in place before any images are placed on social networking and video sharing websites. See Safeguarding Policy Section 2: Use of participant images for further information.

3. Corporate social networking sites

3.1 All MSN organisational pages on social networking sites will be created, managed the CEO and PDOs

3.2 If colleagues outside the communications team wish to set up a site or page, the CEO or PDOs team need to be made aware in advance and have oversight of this process.

3.3 These pages can be used to:

- Publicise news and provide alerts
- Advertise job vacancies in MSN and other organisations
- Direct viewers to MSN videos
- Display feedback from the public about the site and services of MSN
- Provide messages about events, initiatives and services
- Carry material for public use and download
- Link to pages for more information about MSN
- Appeal for interactivity and involvement
- Promote the work of MSN
- Build the MSN brand and improve accessibility
- Publicise MSN publications
- Promote campaign key messages

Section 5: Social Networking & Video Sharing Website Policy

3.4 The MSN contact for these sites will be set up using a generic email address, so that all e-mail correspondence received via the sites can be monitored.

3.5 Under no circumstances should MSN staff (inc Trustees – freelancers etc) use their own personal social networking pages to communicate with service users and members of the public professionally and on behalf of Make Some Noise. A corporate page, group or event should be created if individuals would like to communicate professionally using social networking sites.

4. Wider MSN use of social networking sites

4.1 To ensure consistency, all social networking pages set up by members and officers within the organisation must do so in consultation with either CEO or PDO.

4.2 All wider social networking pages must use and be opened using one specific email address so that more than one person can access the page – individual email accounts must not be used as they cannot be regularly monitored.

4.3 All social networking pages should link back to the main MSN web page (www.make-some-noise.com) to help provide context and background as well as to help drive traffic onto the main site. It may also be useful to signpost these pages on an area of the MSN website to show external visitors that they can find us communicating on other channels also.

4.4 Original social networking pages can be used to:

- Communicate on a local level / to a specific audience / group
- Promote specific campaigns
- Provide messages about individual services
- Seek the assistance of the neighbourhood in improving local services
- Post videos
- Post photographs of services in the neighbourhood.

5. Video sharing websites

5.1 All use of video sharing websites, such as You Tube should be generally managed centrally by the CEO and PDOs. Should colleagues wish to place a video on a video sharing website, the CEO or PDO should be made aware and be involved in the process. Unless in exceptional cases, most MSN video content will be posted onto the MSN YouTube Channel by CEO or PDO

5.2 Video sharing websites can be used to:

- Promote current campaigns

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- Showcase the positive work of the organisation with the aim of being open and transparent and reassuring the public
- Screen press conferences and appeals for involvement.
- Deliver video messages during large-scale public emergencies or events.
- Demonstrate MSN careers for the purposes of recruitment
- Give an insight into what county councillors can do for the public
- Help to promote local services
- Help people to contact MSN and build the brand
- Stir up interest in a service, event or initiative
- Gain vital feedback and comments from the public

6. Site content management

- 6.1 All social network and video sharing websites must be regularly maintained and updated ensuring out of date content is promptly removed and that a regular flow of new content is maintained as a way of sustaining interest in the site.
- 6.2 All MSN video sharing accounts must use and be opened using one specific email address so that more than one person can access the page – individual email accounts must not be used as they cannot be regularly monitored.
- 6.3 The MSN staff should have access to all sites and be capable of removing inappropriate material, therefore, login account details must not be changed without notifying a CEO or PDO.
- 6.4 The development and maintenance of the MSN sites will be the responsibility of MSN office staff authorised by the CEO. Content on individual member sites or wider departmental sites will be their responsibility. The CEO should be responsible for the overall sign-off of local content.
- 6.5 If negative comments or complaints are posted into a discussion forum or on a wall these must be dealt with in the usual manner and responded to in a timely fashion. If a comment is completely inappropriate, outwardly rude and unconstructive, consideration may be given to removing it and blocking the user if comments of a similar nature persist. The facility to remove comments, content and block users is available on all social networking sites. Users that behave highly inappropriately can also be reported to website administrators.
- 6.6 Depending on the video sharing site no wall posts or comments should appear on the site without approval from CEO or PDO who can assess their impact in terms of the reputation of MSN. In the case of the MSN You Tube channel application settings will be in place so that when a visitor places a comment about some content a member of the MSN team will be notified and the comment will only appear once approved by a communications officer.

Section 5: Social Networking & Video Sharing Website Policy

- 6.7 Emails, updates, messages, comments or posts requiring action or response should be answered immediately if possible or forwarded to an appropriate member of staff and dealt with in the usual manner. Wherever possible responses should be provided within 24 hours.
- 6.8 Any video footage which is posted should serve an MSN purpose and every opportunity should be used to promote key messages and invite interactivity.
- 6.9 All video footage, comments, text and photographs appearing on the site should reflect the MSN nature of the site. Nothing should be posted on the site that could bring MSN into disrepute or compromise any legal responsibility. All photographs and footage must be approved by CEO or PDO and be compliant with data protection regulations. The copyright for all photographs and footage posted should be owned by MSN. In specific cases in which the public are invited to post their own content onto an MSN site, they will relinquish all rights which will automatically be transferred over to MSN.
- 6.10 Any applications on the site should be organisational or developed by MSN. No applications should be added to the site without prior approval of the CEO or PDO
- 6.11 Where possible links back to the MSN website (www.make-some-noise.com) should be used to help provide context and background as well as to help drive traffic onto the main site. It may also be useful to signpost these pages on an area of the MSN website to show external visitors that they can find us communicating on other channels also.
- 6.12 Success and evaluation of sites will be monitored by the CEO or PDO and will be judged by feedback and take up of users/members/followers.
- 6.13 The following disclaimer must be placed on the MSN website on pages which link to our social networking and video sharing websites. It should also be placed, where appropriate on our corporate social networking and video sharing websites.

“MSN are not responsible for the content of external websites or profiles, linked from within this page. Our acceptance of their profile is not an endorsement of the content.”

7. Personal use of social networking and video sharing sites

- 7.1 While there is no restriction on the private use of social networking or video sharing sites, “staff” are encouraged to use common sense when engaging in such sites. All staff are personally accountable for whatever they put into the public domain and inappropriate use, including not working as they should be during working hours, may leave individuals subject to disciplinary procedures for misconduct. Information Security will monitor monthly usage of social networking sites during working hours
- 7.2 Staff are also able to come forward and voice serious concerns, confidentially, about any aspect of the MSN’s work which they suspect contravenes this guidance. Any staff

Section 5: Social Networking & Video Sharing Website Policy

member wishing to do this, should proceed in accordance with the Whistleblowing Policy

- 7.3 All MSN staff must abide by the following policies when using social networking sites for organisational or private purposes:
- MSN Code of Conduct
 - IT & Internet Policy
 - Safeguarding Policy
 - Bullying & Harassment Policy
 - Whistleblowing Policy
 - Grievance Policy
- 7.4 No use may be made of the logo or general MSN branding without the express permission of the CEO or PDOs and consideration must also be given to any other matters of copyright
- 7.5 “Staff” who contribute to websites of this nature should take into consideration the fact they will be placing personal details into the public domain which may impact on their own privacy, and in particular may compromise their vetting status
- 7.6 Under no circumstances should MSN staff use their own personal social networking pages to communicate with service users or members of the public professionally and on behalf of MSN. This will be deemed a breach of professional standards which may result in formal action being taken in accordance with the policies as detailed in 7.3
- 7.7 Under no circumstances must information, pictures etc of participants be placed on any individual/personal social media site
- 7.8 Password security – as with all MSN systems, staff must ensure they have strong passwords and adhere by the county council’s password policy. The same principles should apply to ensure system security when staff are accessing social networking sites from home.