



Safeguarding Children and Adults at Risk Policy

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For further details contact the Learning and Community Engagement department on:

02890 239900

www.ulsterorchestra.com

Safeguarding Policy and Procedures

This policy will be reviewed annually and/or whenever necessary to ensure both its continued effectiveness and that it is updated as required to comply with current legislation or changed circumstances.

Safeguarding Policy and Procedures

Safeguarding Children:

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health and development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

(Source: Paragraph 1.18, Working Together to Safeguard Children 2006)

The Ulster Orchestra Society believes that the welfare of the child is paramount and all children without exception have the right to protection from abuse regardless of gender, ethnicity, religion, disability, sexuality or beliefs.

Safeguarding Adults at Risk:

An adult at risk is any person aged 18 years or over who is, or may be, unable to take care of him or herself or who is unable to protect him or herself against significant harm, or exploitation. This may be because he or she has a mental health problem, a disability, a sensory impairment, is old and frail, or has some form of illness ('Adult Abuse – Guidance for Staff, published by the Northern Ireland Office and Department of Health, Social Services and Public Safety in 2009).

The Ulster Orchestra acknowledges that all adults have the right to live a life free from abuse and exploitation. We are committed to upholding that right and have a 'zero tolerance' of abuse wherever it occurs.

The rights of adults at risk to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, an adult at risk's right to life is protected (under Article 2); their right to be protected from inhuman and degrading treatment (under Article 3); and their right to liberty and security (under Article 5).

UO Safeguarding Statement

The Ulster Orchestra Society Limited, founded in 1966 and based in Belfast, is Northern Ireland's only professional symphony orchestra. It employs 63 full-time musicians, has a passion and commitment to musical excellence, and is a cornerstone of cultural life in the region.

The Ulster Orchestra enriches lives across the community through an innovative education and outreach programme which breaks down barriers and opens up the exciting world of music to everyone. A commitment to cultivating homegrown talent and developing the audiences of the future is at the core of the Ulster Orchestra's learning and community engagement programmes. Activity is delivered in a wide range of settings, including schools, community venues, arts centres and public venues.

This policy also applies to Ulster Orchestra activity in non-Learning and Community Engagement settings, to include concerts and other activity at which children and/ or adults at risk are present.

The safeguarding responsibilities of participating venues are agreed in advance, to include measures such as provision of additional staff, separate toilet facilities for children and adults and appropriate seating of any participants who are not permitted to be photographed.

The Ulster Orchestra Society has an ethos of inclusion and openness and is committed to creating and maintaining the safest possible environment for children and adults at risk in any of its learning and community engagement activities. All references to children and adults at risk throughout this Policy and Guidelines should be taken to refer to 'children, young people under the age of 18 years or adults at risk.'

Ulster Orchestra learning and community engagement activity is carried out by players who should be accompanied by a member of teaching staff, community leader or supervisor at all times. Activity will range from one-off visits to longer projects and residencies over weeks and months.

When a learning and community engagement activity is confirmed, a partnership agreement is sent to the participating community group, school or other organisation. This agreement will outline the responsibility of the group to provide the correct ratio of children: adult supervision, in adherence to their own Safeguarding procedures. Ulster Orchestra players are advised in training and in this Safeguarding Policy not to continue an activity if a supervising adult is not present in workshops with children and/ or adults at risk.

Each player is given the Ulster Orchestra Code of Practice to follow, which is included in this Safeguarding Policy and is circulated among all players, staff and volunteers. Each player signs a form (attached) to confirm they have read and agreed the Safeguarding Policy and Procedures.

The Ulster Orchestra Safeguarding Policy is given to all members of administrative staff, players, visiting conductors, composers and anyone who may be involved in learning and community engagement or other activity involving children and/ or adults at risk. This includes event presenters, external facilitators, Associates who deliver activity on behalf of the orchestra and venues hosting activity. A copy of the policy is also sent to each of the Orchestra's funding bodies and partner organisations.

The Ulster Orchestra Society is committed to practice which protects children and adults at risk from harm. Staff, volunteers and artists in this organisation accept and recognize their responsibilities under the Children (NI) Order 1995, Co-operating to Safeguard Children DHSSP 2003 and Safeguarding Vulnerable Adults - A Shared Responsibility 2010 and will endeavour to carry these out by:

- Having an awareness of the issues which cause children harm;
- Adopting child protection guidelines for staff, leaders, volunteers and artists;
- Providing information about safeguarding and good practice with children, parents, staff, volunteers and artists;
- Sharing information about concerns with children, parents and others who need to know; following carefully the procedures and recruitment and selection of helpers (staff, volunteers, artists) and the management of the group;
- Undertaking appropriate training;
- Following carefully the procedures for safe recruitment, selection and vetting of staff, artists and volunteers;
- Keeping the Safeguarding policy under review; and
- Providing information as required to management committees/funders.

Designated Officer:

The role of the Designated and Deputy Designated Officers is to:

- Establish contact with the Designated Officer in the HSC Trust and the Police Liaison Officer in the PSNI responsible for vulnerable adult protection in the organisation's catchment area
- Provide information and advice on safeguarding vulnerable adults within the organisation
- Ensure that the organisation's safeguarding adults at risk policy and procedures are followed and particularly to inform the Designated Officer within the appropriate HSC Trust or PSNI of safeguarding concerns about individual adults
- Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing, under confidential cover
- Liaise with the HSC Trust, PSNI and other agencies, as appropriate
- Keep relevant people within the organisation, particularly the Head of the organisation, informed about any action taken and any further action required
- Ensure that an individual case record is maintained of concerns about abuse and the action taken by the organisation, the liaison with other agencies and the outcome
- Advise the organisation of safeguarding vulnerable adult training needs

Ulster Orchestra Designated Officer: Lucy McCullagh, Director of Learning and Community Engagement;
Deputy Designated Officer: Auveen Sands, Director of Finance and Business Management.

Code of practice

All Ulster Orchestra learning and community engagement activity takes place in a supervised environment. **At no time throughout a workshop, performance or demonstration must an Ulster Orchestra musician be left alone to supervise a group of children or adults at risk.** All Ulster Orchestra musicians are advised not to continue with the activity if a teacher or member of staff is not available.

Players, staff and volunteers must:

- Treat all children and adults at risk with respect.
- Take all reasonable steps to ensure the health, safety and welfare of any children and adults at risk participating in Ulster Orchestra activities.
- Demonstrate good conduct you wish others to follow.
- Prevent any other Ulster Orchestra employee from putting any child or adult at risk in a situation in which there is a significant risk to their health and safety.
- Ensure that there is always more than one adult present during the organisation's activities with children or adults at risk. Even in a workshop situation you should not spend excessive amounts of time alone with participants away from others. Players are advised to discontinue activity if the supervising adult is not present.
- Respect a child/ adult at risk's right to personal privacy.
- Encourage children and adults at risk to feel comfortable enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret your actions, no matter how well-intentioned.
- Avoid rough play or using physical restraint. Similarly, some children display physical affection which should be managed in a polite but firm way – kneel down to their level and bring other children into the exchange.
- Swearing and having conversations of an adult nature with adults or children is not appropriate when children are present.
- Avoid conversations that draw you into making personal comments about appearances or show favouritism. Never ridicule, insult or make little of any child or adult during an Ulster Orchestra activity.
- No one from the Ulster Orchestra is responsible for the personal hygiene needs of workshop participants.
- Players and staff should avoid physical contact with children on Ulster Orchestra activity unless absolutely necessary. If you have to touch a child or adult at risk, ask their permission or ask the supervising adult instead.
- Be aware that even caring physical contact with a child may be misinterpreted, and any contact initiated by a child or vulnerable adult (such as hugs or hand-holding) should be diverted in a friendly manner.
- Should any physical contact be necessary as part of a demonstration, ensure that the child or adult at risk is both aware of the need for, and is comfortable with, the contact by informing them of any actions that need to be taken during the course of the demonstration, and by seeking the permission in advance of their responsible adult or partner organisation representative.
- Recognise that special caution is required in moments when you are discussing sensitive issues with children or adults at risk – always involve the supervising adult in any sensitive exchanges.
- If you suspect that any child/ adult at risk is being bullied emotionally or physically you should speak to the teacher/leader in charge.
- Operate within the Ulster Orchestra's guidelines and procedures, including the Anti-Bullying and Harassment Policy.

YOU MUST NOT ...

- Have inappropriate physical or verbal contact with children or adults at risk.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour.
- Make suggestive/derogatory remarks or gestures in front of children.
- Jump to conclusions about others without checking facts.
- Exaggerate or trivialise child abuse issues.
- Show favouritism to any individual.
- Rely on your good name or that of the Ulster Orchestra to protect you.
- Believe *'it could never happen to me'*.
- Take a chance when common sense, policy and practice suggest another more prudent approach.
- Ignore the Ulster Orchestra's child protection guidelines and procedures.
- Take photographs/ videos of any kind (including mobile phone footage) during workshops, except when the relevant Ulster Orchestra staff member has confirmed that release forms have been signed and photography/ filming agreed with the partner organisation. Players should not upload images of children/ adults at risk on their own personal social media accounts.
- Connect with children or adults at risk on social media, including accepting friend requests and following on Twitter.
- Share your personal information (including email/ mobile phone number/ business cards) with children or adults at risk, or accept theirs.
- Connect online or share personal information with the parents/ carers of participating children or adults at risk.
- Take children or adults at risk on car journeys, however short. Any issues must be referred immediately to the partner organisation representative and the relevant Ulster Orchestra staff member.
- Any incidents or accidents must be reported immediately to the responsible adult and recorded in both the partner organisation's incident book, and the Ulster Orchestra's incident book, which is located in the UO office in the Marketing room (2nd floor).

Reporting information

Reporting information often follows a disclosure directly from an individual. A disclosure is when a child or adult at risk tells a worker that they have been or are being harmed or abused in some way. This may constitute physical, sexual or emotional abuse, or neglect of bullying. However, employees should always be aware that there may be other signs of harm/abuse.

Suspicion or concern could be raised in a number of ways:

- The conduct of a member of staff
- A child or adult at risk disclosing abuse
- Bruising or evidence of physical hurt
- Unusual behaviour by a child/adult at risk

What may constitute a concern about a child or adult at risk?

A concern relates to the possibility of a child or adult at risk suffering harm or abuse. Indicators of this may include:

- Sudden, unexplained or worrying changes in behaviour
- Physical signs or symptoms that may be indicative of abuse
- Worrying remarks made by a child or adult at risk
- A situation where a child or adult at risk has been exposed to potential risk of harm

Advice to Ulster Orchestra employees on how to deal with the disclosure of abuse:

- Listen to the child or adult at risk, rather than question him or her directly. Offer him/her reassurance without making promises, and take what the child/ adult at risk says seriously.
- Never stop a child/ adult at risk who is freely recalling significant events. Do not overreact or promise to keep what they are disclosing a secret.
- Advise the child/ adult at risk that you must pass on the information.
- Explain what you have to do and whom you have to tell.
- Do not question or interrogate the child/ adult at risk.
- Record the discussion accurately, as soon as possible after the event, even if it is information you do not fully understand, or like writing down. It is important not to record the information as the child/ adult at risk is disclosing it as this can intimidate and/or discourage them.
- Contact the designated person within your organisation for advice/guidance as soon as possible. The designated person may then discuss the concern/suspicion with Social Services, and, if appropriate, make a direct referral or keep a full record of the concerns.
- Record within 24 hours any discussion or action taken.

If you receive an allegation about an adult or about yourself:

- You must contact the Designated Officer, Deputy Designated Officer or a member of the Senior Management Team as soon as possible for advice and guidance.
- Try to ensure that no-one is placed in a position which could cause further compromise.

Sanctions for staff/volunteers/children/ adults at risk:

- Staff and volunteers will be expected to comply by the Ulster Orchestra standard disciplinary procedures. If a problem or situation is deemed inappropriate a verbal warning will be given, and then a written warning followed by an interview. At this stage a decision will be made regarding the future employment of the particular person/persons.
- Partner organisation staff and parents/ carers are responsible for arrangements relating to children and adults at risk while an allegation is being investigated
- All Ulster Orchestra staff should be made aware of the grievance procedure policy, which is included in the staff handbook and in player's contract appendices

Procedure for referral to the Disclosure and Barring Service and a Professional Regulatory Body, where appropriate:

All staff and volunteers are made aware of the procedure for reporting concerns and an outline of the process if there is an allegation against them. This is covered at induction stage and through ongoing safeguarding training. All staff and volunteers are made aware of the name of and contact details for the Designated Officer, which are outlined in this policy.

Initially, all details of the incident should be recorded fully by the Designated Officer who will pass it on (depending on how the organisation is constituted) to the line manager of the individual against whom the allegation has been made or the head of the organisation. The individual's line manager/ head of the organisation should take the actions outlined below. It is possible that the actions outlined will occur virtually simultaneously and not necessarily sequentially:

- Through your organisation's Designated Officer, consult with the HSC Trust and/or PSNI to ensure that any subsequent action taken by you does not prejudice the HSC Trust or PSNI investigation.
- Following the above consultation, inform the staff member/volunteer that an allegation has been made against him/her and provide them with an opportunity to respond to the allegation. His/her response should be recorded fully.
- Through your organisation's Designated Officer, refer to the Designated Officer in the HSC Trust, who will liaise with the Police Liaison Officer in the PSNI to agree the most appropriate way forward.
- Take protective measures, which may include suspending the staff member/volunteer or moving him or her to alternative duties. It should be noted that suspension is a neutral act to allow the investigation to proceed and to remove the employee/volunteer from the possibility of any further allegation. Where suspension is considered necessary, it should be dealt with as quickly and sensitively as possible.

All actions taken should be in accordance with your organisation's disciplinary procedure, and have due regard to guidance from the HSC Trust or PSNI so as not to prejudice any HSC Trust or PSNI investigation. It is recommended that the Designated Officer is not the person who carries out the disciplinary investigation.

Whistleblowing Policy:

Whistleblowing occurs when a staff member/volunteer raises a concern about misconduct, illegal or underhand practices by individuals and/or an organisation; or about the way care and support is being provided, such as practices that cause harm or the risk of harm to others or are abusive, discriminatory or exploitative. This will include situations where a staff member's/volunteer's concerns are not acted upon by the Line manager, the Designated Officer or Head of the organisation. The Ulster Orchestra's whistleblowing procedures are outlined in its Whistleblowing Policy which is included in the Staff Handbook and player's contract appendices.

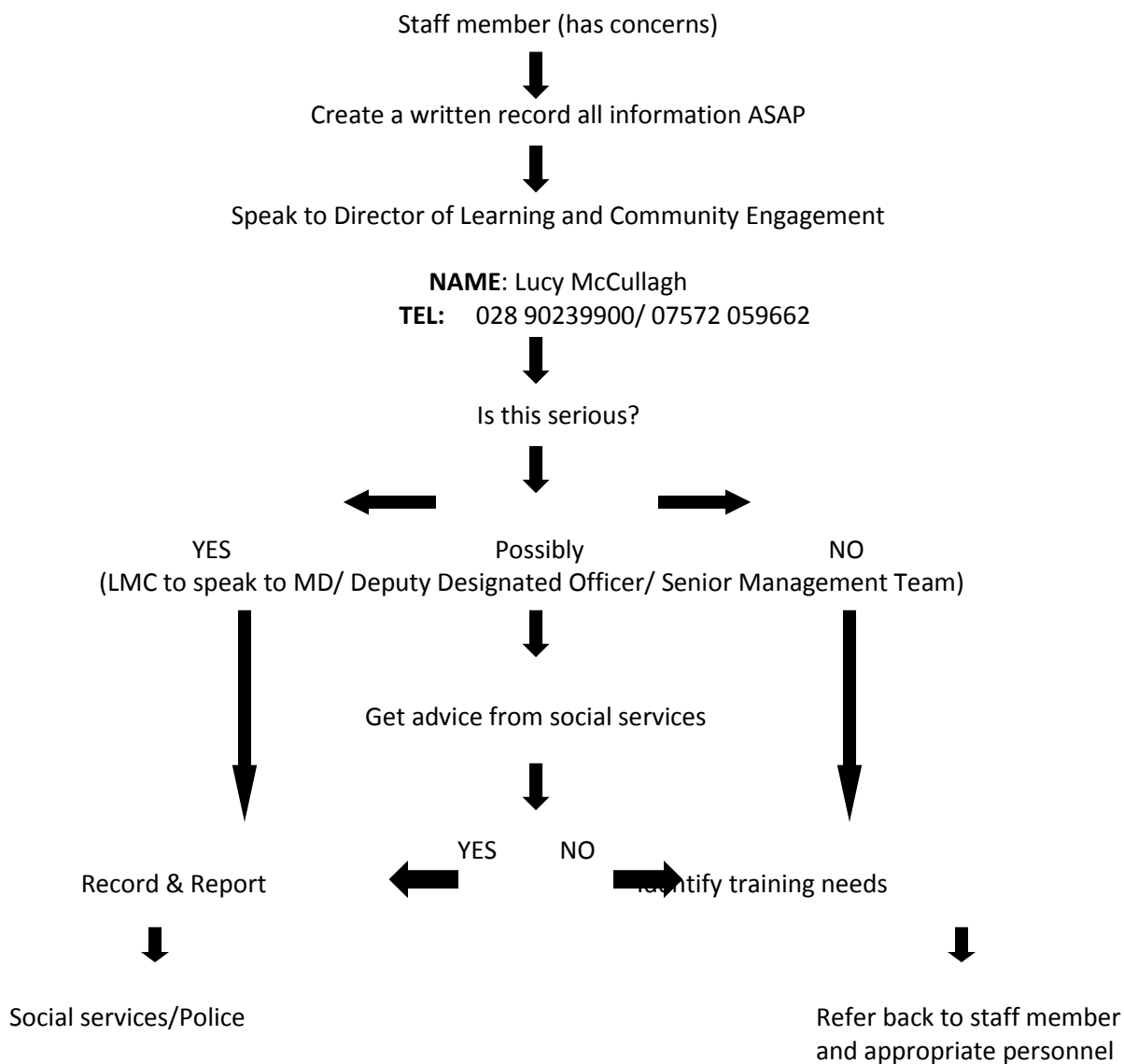
Procedures in place for carers, advocates and vulnerable adults to share concerns they may have or to make complaints about the organisation.

The complaints procedure for staff and volunteers is outlined in the Staff Handbook and player's contract appendices.

The complaints procedure for members of the public, partner organisations and other individuals and groups involved in Ulster Orchestra activity is available on our website. This is made clear in the Partnership Agreement signed by all partner organisations.



Procedures for reporting



**Remember: you must refer.
You must not investigate.**

Recruitment and Selection - Ulster Orchestra Society Ltd.

Any offer of employment to staff and players is subject to a satisfactory police check through Access NI for posts which involve contact with children and/ or adults at risk. This disclosure will be requested to assist with the decision-making process. A copy of the Access NI Code of Practice, the UO Recruitment of Ex-Offenders Policy and the Policy on the Handling, Storage and Disposal of Disclosure Information are included in the staff handbook and player's contract appendices.

Recruitment and Selection process

Roles are clearly defined and identify what skills are required to perform tasks, what kind of person is required to fill the post and whether the post constitutes regulated activity. A clear personnel specification and, as and when required, a person specification of any role will be produced to ensure that the most suitable appointee can be identified.

Publicity: accurate and detailed recruitment material will be drawn up outlining the role of the organisation and the particular responsibilities and requirements expected of staff and volunteers. This is circulated as widely as possible to ensure equality of opportunity.

Application forms will be supplied with a clear job/role description and information about the organisation including a copy of the Ulster Orchestra's Safeguarding policy statement. The form will allow applicants to provide all relevant details and includes a written assurance that all information received will be dealt with in confidence.

Declaration: where relevant, applicants are asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children or adults at risk. In particular, applicants are required to declare any past (including spent) criminal convictions and cases pending against them. Information will be dealt with in a confidential manner and in accordance with the UO Recruitment of Ex-Offenders and Handling, Storage and Disposal of Disclosure Information policies and will not be used to discriminate against applicants unfairly.

Interview: at least two representatives of the Ulster Orchestra will conduct interviews at which information contained in the application form is explored against the kinds of qualities and skills needed for the post. For example, any previous experience of working or contact with children would be of particular relevance. The Safeguarding policy is also focused on at interview to ensure that the applicant has the ability and commitment to meet the standards required to put the policy into practice.

Identification: where a post involves contact with children/ adults at risk successful applicants are asked to provide appropriate identification for the relevant Access NI check

References: are taken up with at least two people who are not family members and, ideally, one of whom should have first-hand knowledge of the applicant's previous work or contact with children/ adults at risk. References are taken up in writing, and followed up with a phone call if appropriate. Referees are asked to confirm that they have no concerns about the applicant working with children or adults at risk.

Access NI check: if the post meets the criteria for regulated activity, then an Access NI check is carried out on the preferred candidate. This is the final step in the recruitment and selection procedure.

Written records are secured, stored and disposed of in line with the orchestra's Data Protection Policy

Examples of activities with children that are regulated activity (not the full list) include:

- teaching and training (for example teachers, football coaches)
- care and supervision (for example probation officers, childminders)
- advice or guidance (for example careers advisors, Childline advisors)
- health care (for example doctors, nurses)
- personal care (for example assisting with dressing or washing)

- transportation (for example school bus drivers, ambulance drivers)

You may also be in regulated activity if you work or volunteer in certain places, including:

- schools
- childcare premises (for example nurseries, playgroups)
- children's homes
- children's hospitals
- children's detention centres

Regulated activity with adults

Regulated activity with adults refers to treatment or care for an adult which makes them vulnerable at that time, for example you are considered vulnerable when you are receiving dental treatment.

You work in regulated activity with adults when you:

- give healthcare as a GP, pharmacist, nurse, dentist, surgeon or specialist
- give personal care such as dressing or washing
- provide social work
- help with general household matters such as handling cash, shopping or paying bills
- help manage personal affairs such as legal papers
- convey an adult in a vehicle to receive personal care, healthcare or social care

Below are examples of the work undertaken by Ulster Orchestra musicians and staff which involves contact with children and adults at risk. Most, but not all, of this activity is delivered under the orchestra's Learning and Community Engagement programme:

- Delivery of workshops for people of all ages, ranging from one off sessions to long term residencies in schools, community centres and healthcare settings. Activity involves a range of approaches including facilitation, mentoring, coaching, demonstrations and performing and can include cross art form delivery with other arts and cultural organisations
- Interaction with children and adults at risk at open rehearsals which are targeted at schools and community groups and encourage participants to interact with players during breaks
- Performing at schools, family and community concerts where interaction with musicians is encouraged and which can include instrument demonstrations before and after concerts
- Rehearsing and performing with children and adults at risk, for example at school and community choir concerts
- Activity can be delivered by individual players, small to medium sized teams of players and in full orchestra settings



Participation Consent Policy

Participating community groups, schools and other organisations sign an Ulster Orchestra Partnership Agreement at the outset of activity. The Agreement confirms the partner organisation's consent to participate on behalf of its participants or their parents/ carers and outlines each partner's responsibilities regarding health and safety, safeguarding and other issues which may arise during activity. A Release Form is also signed by the partner organisation representative to indicate that they have received signed consent from parents/

carers for participants' images to be recorded, and details of any participants for whom consent has not been received are forwarded to the Ulster Orchestra.

Confidentiality Policy

The Ulster Orchestra society has a confidentiality policy in terms of any confidential information that affects children and appropriate adults. This policy includes, but is not exclusive to, privacy surrounding health issues of participants, additional needs of participants, behavior and a child's musical development.

Supervision, support and training

All members of Ulster Orchestra staff are given a copy of the Ulster Orchestra Safeguarding Policy and asked to fill in and sign a declaration form to confirm that they have read it and will comply fully with the policy.

All new members of staff, conductors, soloists, extra instrumentalists, composers and volunteers will be given a copy of this Safeguarding Policy along with their contract of employment. It must be read before a contract of employment has been signed. In signing that contract of employment and the staff declaration form, all new members of staff, etc., will be confirming that they will comply with the Ulster Orchestra Safeguarding Policy. An induction process to all new members of staff and all new policies will be circulated via email.

In the Ulster Orchestra Partnership Agreement, partner organisations are asked to confirm that they will provide a dedicated member(s) of staff/ responsible adult(s) to provide an active role throughout the activity. All Ulster Orchestra musicians are instructed not to continue with an activity if a member of staff is not present.

Players undertake safeguarding training every 3 years, and support sessions are delivered on an ongoing basis to enhance players' work with particular groups, such as people with Special Educational Needs and Disability (SEND), people with Autism Spectrum Disorder (ASD) and people with dementia.

General safety

First aid:

- First aid cover is available at all Ulster Hall and Waterfront Hall events, and is accessed at the Control (Security) Desk at stage door. Any other large events will be covered by the first aid procedure within each venue
- A number of Ulster Orchestra staff will be present at all concert hall events.
- Partner organisations should provide the relevant first aid cover. Ulster Orchestra players are not expected to carry out First Aid on partner organisation participants or staff members, and this is outlined in the Partnership Agreement.
- Miriam Crozier, Marketing and Communications Manager, has been trained in first aid, as have selected players within the orchestra.

Accidents & incidents:

- Any accidents or incidents that take place in the Ulster Orchestra offices will be recorded in the accident book which is located in the UO office in the Marketing room (2nd floor).
- Regular fire drills take place within the Ulster Hall.

Transport:

- Any bus booked by the Ulster Orchestra will be through a reputable company. All schools must ensure their transport to and from events is of an acceptable standard.

Insurance:

- Appropriate insurance cover is maintained and updated annually.
- All electrical equipment etc is checked on a regular basis by qualified personnel.

Accessibility:

- The Ulster Orchestra strives to ensure that all venues used for events are accessible to all members of the public.

Emergencies:

- The UO has a written Health & Safety policy in place. This contains all up to date emergency telephone numbers.

The UO does not organise residential or day trips for children or vulnerable adults.

*Reporting Information
Ulster Orchestra Safeguarding Policy*

CONFIDENTIAL

Name: _____

Your position within the Ulster Orchestra: _____

Name of child/adult at risk : _____

Age, if known: _____

Date of incident: _____

Venue of incident: _____

Details of information disclosed:

Signed: _____ Date: _____

This form must be completed as soon as possible and passed on to the Director of Learning and Community Engagement at the Ulster Orchestra: lucy@ulsterorchestra.com Please keep this private and confidential.

CONFIDENTIAL

- Name of child/ adult at risk: _____
- Age, if known: _____
- Any special factors: _____
- Name of parent/guardian/ carer: _____
- Home/organisation address:

- Home/organisation contact number: _____
- What has prompted the concerns? (dates, times etc.)

- Any physical signs?
- Behavioural signs?
- Indirect signs?
- Has the child been spoken to?

- Has anyone else been contacted?

This information will be kept private and confidential and will be used on a 'need to know' basis only

Useful contacts

Designated Officer: Lucy McCullagh
Director of Learning and Community Engagement
Ulster Orchestra
Seymour House
9 Gloucester Street
Belfast BT1 4LS
Tel: 02890 260484/ 07572 059662

Deputy Designated Officer: Auveen Sands
Director of Finance and Business Development
Ulster Orchestra
Seymour House
9 Gloucester Street
Belfast BT1 4LS
Tel: 02890 260480/ 07894 050070

Gateway Team, NI Health and Social Care Trust:
110 St Field Road
Belfast BT8 6HD
028 9050 7000

Volunteer Now
34 Shaftesbury Square, Belfast BT2 7DB
Tel: 028 9023 2020
E info@volunteernow.co.uk
W www.volunteernow.co.uk

Child Care NI
216 Belmont Road
Belfast BT4 2AT
Tel: 028 9065 2713

NSPCC
Child Protection Helpline
24 Hours, call free
Tel: 0800 800 500

Access Northern Ireland
Brooklyn
65 Knock Road
Belfast BT5 6LE
Tel: 02890 259100

Education Authority
Tel: 02890 564000