

UO Safeguarding Policy

UO Safeguarding Statement.....	1
Safeguarding Children & Young People:	1
Safeguarding Adults:	1
Ulster Orchestra’s Safeguarding Policy and Procedures	2
Roles & Responsibilities	3
The Company:	3
The Designated Safeguarding Officers:	3
The Supervising Adult (as outlined above):	4
Participating/partner organisations:	4
Code of Conduct.....	5
Additional Measures for Crescendo Workers	7
Reporting Incidents	7
Reporting Procedures.....	8
What is a Disclosure?.....	8
What may constitute a suspicion or concern?	8
Advice on how to deal with the disclosure of abuse:	8
How to deal with a suspicion or concern about a child:	9
How to deal with a suspicion or concern about a colleague:	9
If you receive an allegation about another adult or about yourself:	9
When an allegation is received.....	10
What happens after I raise a concern?	11
When must an organisation refer to the DBS?.....	11
Whistleblowing:	12

Procedures for reporting.....	13
Sanctions	13
Recruitment and Selection	13
Long-term projects with children, young people and adults:	14
Short-term projects (6 sessions or fewer) with children, young people and adults:	15
Participation Consent Policy	15
Confidentiality Policy	15
Safeguarding Online Activities.....	15
Online Code of Conduct:	15
General Principles:	16
Supervision, support and training.....	17
General safety	18
First aid:.....	18
Accidents & incidents:.....	18
Transport:	18
Insurance:.....	18
Accessibility:	18
Emergencies:	19
Useful contacts	19
Appendix 1: Types of Abuse.....	20

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. We are committed to creating and maintaining the safest possible environment for children, young people and adults across all of our activities. All references to children, young people and adults throughout this document should be taken to refer to 'children, young people under the age of 18 years or adults at risk of harm'. The policies and procedures apply to all Ulster Orchestra activity involving children, young people or adults, both as audience members and participants.

'Relevant parties' as referred to in this document means UO employees, workers, freelancers, artists, volunteers or other associates.

Safeguarding Children & Young People:

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 to enable those children to have optimum life chances and to enter adulthood successfully

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

We believe that the welfare of the child is paramount, and all children without exception have the right to protection from abuse regardless of any protected characteristic.

The Orchestra's Designated Safeguarding Officer is Lucy McCullagh, Head of Community Engagement and Grants, the Deputy Designated Safeguarding Officer is Lisa Kinghan, People & Culture Leader and the Additional Designated Safeguarding Officer is Zoe Coakley, LCE Programme Manager.

Safeguarding Adults:

An "adult at risk of harm" is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances. Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors, and environmental living conditions. (Northern Ireland Adult Safeguarding Partnership: Adult Safeguarding Procedures September 2016).

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 right of adults to live a life free from neglect, exploitation and abuse is protected by the Human Rights Act 1998. Specifically, an adult'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).

The Ulster Orchestra's nominated Adult Safeguarding Champion is Lucy McCullagh, Head of Community Engagement and Grants.

NB. reference to Designated Safeguarding Officer/Adult Safeguarding Champions in this policy refers to the Designated Safeguarding Officer, the Deputy Designated Safeguarding Officer, the Additional Designated Safeguarding Officer and the Adult Safeguarding Champion as outlined above.

Ulster Orchestra's Safeguarding Policy and Procedures

All Ulster Orchestra activity which is delivered directly with children, young people and adults is carried out by musicians who must always be accompanied by a supervising adult, unless other arrangements have been agreed in advance.

The Supervising Adult must be an appropriately vetted volunteer or staff member approved by either the Ulster Orchestra or partner organisation. Supervising adults from partner organisations must adhere to their organisation's Safeguarding Policy which must be shared with the Ulster Orchestra in advance of activity. Activity will range from one-off visits to longer projects and residencies over weeks and months.

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

When an activity involving contact with children, young people and/or adults is confirmed, a partnership agreement is sent to the participating community group, school, or other relevant organisation. This agreement will outline the responsibility of the group to provide the correct ratio of children, young people, and adults to adult supervision, in adherence to their own Safeguarding procedures. The relevant parties are instructed through training and in this Safeguarding Policy not to continue an activity without a supervising adult, if this has been specified within the partnership agreement

All relevant parties are given the Ulster Orchestra Code of Practice to follow, which is included in this Safeguarding Policy. Each relevant party is requested to sign a form (attached) to confirm they have read and agree to comply with the Safeguarding Policy and Procedures.

The Ulster Orchestra Safeguarding Policy is also given to all relevant parties who may be involved in any UO activity involving children, young people, and/or adults. This includes event presenters and venues hosting activity. A copy of the policy is also sent to each of the Orchestra's funding bodies and partner organisations.

All UO staff members will be identifiable at public events by their UO-branded lanyards.

Roles & Responsibilities

The Company:

The Ulster Orchestra Society is committed to practice which protects children, young people, and adults from harm. We accept and recognise our responsibilities under the Children (NI) Order 1995, Co-operating to Safeguard Children and Young People in NI (DHSSPS 2024) and Adult Safeguarding: Prevention to Protection in Partnership Policy (DHSSPS 2015) and will endeavour to carry these out by:

- Having an awareness of the issues which cause children, young people, and adults of harm;
- Adopting safeguarding guidelines for all relevant parties as detailed in this policy document;
- Providing information about safeguarding and good practice with all relevant parties
- Sharing information about concerns with all relevant parties;
- Undertaking appropriate training;
- Carefully following the procedures for safe recruitment, selection and vetting of relevant parties;
- Keeping the Safeguarding Policy under review (regularly and at least every 3 years); and
- Providing information as required to management committees/funders.

The Designated Safeguarding Officers:

The role of the Designated Safeguarding Officers is to:

- Maintain up-to-date contact details for the Designated Officer in the Gateway Services teams for Children's Social Work/Adult Protection Gateway Team at the Health and Social Care (HSC) Trust and the Police Liaison Officer in the PSNI responsible for children, young people and adult protection in the organisation's catchment area
- Provide information and advice on safeguarding children, young people and adults within the Company
- Ensure that the Company's Safeguarding 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, i.e. to be received and read by only the intended recipient
- Liaise with the HSC Trust, PSNI and other agencies, as appropriate
- Keep relevant people within the Ulster Orchestra Society ('the Company'), particularly the Chair of the UO Board and the CEO, 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 Company, the liaison with other agencies and the outcome
- Advise the Company of safeguarding children, young people and adults training needs

The Supervising Adult (as outlined above):

The role of the Supervising Adult is to accompany relevant parties as required to any UO activities. The Supervising Adult(s) will normally be appointed by the partner organisation and confirmed with the relevant UO staff member in advance, and they will be expected to:

- Be actively engaged in the specified formal or informal learning programme in schools, care home settings, concert venues and community spaces
- Maintain a presence in the room throughout the duration of the activity and/or arrange cover if they need to leave the room for any reason
- Always ensure the safety and wellbeing of the children, young people and adults
- Deal with anything unexpected that arises as asked by person leading the activity
- Talk to parents/carers and/or supervisors and report any concerns to the UO Designated Safeguarding Officer
- Ensure that the ratio of Supervising Adults to participants adheres to their organisation's Safeguarding Policy and procedures

Participating/partner organisations:

These include any groups, schools, venues or other organisations involved in Ulster Orchestra activity involving children, young people or adults.

We expect all participating organisations to comply with the responsibilities above.

Activity involving children, young people and/or adults

Below are examples of Ulster Orchestra activities which involve contact with children, young people and/or adults. Most, **but not all**, of this activity is delivered under the Orchestra's LCE 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 and in and around UO @ Townsend Street; 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, young people and adults 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, young people and adults, 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.

Activity also includes online workshops and events with participants and audiences and can include pre-recorded content and live activity depending on the needs and resources of partner organisations and participants. Online arrangements are agreed by Ulster Orchestra staff with partner organisations, and

relevant platforms and security measures are agreed in advance. When groups are using pre-recorded content on the Ulster Orchestra's You Tube channel, it is the responsibility of partner organisations/parents/carers to ensure that videos are not followed by links to inappropriate content.

Code of Conduct

All Ulster Orchestra activity involving children, young people and adults takes place in a supervised environment. **At no time throughout a workshop, performance or demonstration will you be left alone to supervise a group of children, young people or adults.**

YOU MUST:

- Treat all children, young people and adults with respect.
- Take all reasonable steps to ensure the health, safety and welfare of any children, young people and adults participating in Ulster Orchestra activities.
- Demonstrate good conduct you wish others to follow.
- Prevent any other relevant party from putting any child, young person or adult in a situation in which there is a significant risk to their health and safety.
- Ensure that there is always one or more supervising adults present during the Company's activities with children, young people or adults. Even in a workshop situation you should not spend excessive amounts of time alone with participants away from others. You are advised to discontinue activity if the supervising adult is not present (unless otherwise specified in partnership agreement).
- Respect a child, young person or adult's right to personal privacy.
- Encourage children, young people and adults 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.
- Avoid displays of physical affection from children, young people or adults, which should be managed in a polite but firm way.
- Avoid physical contact with children, young people or adults unless necessary, and always ask their permission or ask the supervising adult/partner representative, before making unavoidable physical contact.
- Ensure that the child, young person or adult is both aware of the need for and agrees to any necessary contact by informing them of any actions that need to be taken during the instrumental demonstration.
- Avoid conversations that draw you into making personal comments about appearances or show favouritism.
- Be aware that even caring physical contact with a child, young person or adult can be misinterpreted, and any contact initiated by a child, young person or adult (such as hugs or handholding) should be diverted in a friendly but firm manner.
- Recognise that special caution is required in moments when you are discussing sensitive issues with children, young people or adults, e.g. a disclosure they have made – always involve the supervising adult in any sensitive exchanges.

- Speak to the supervising adult in charge if you suspect that any child, young person or adult is at risk of harm in any way.
- Report any incidents or accidents immediately to the supervising adult and record it in both the partner organisation's incident book, and the Ulster Orchestra's incident book which is located on the People HR system (for employees) and by email to the Designated Safeguarding Officer (freelancers/volunteers). For incidents relating to online activity please inform the supervising adult and relevant Ulster Orchestra staff member for recording in the appropriate format.
- Refer any issues or concerns to a relevant Ulster Orchestra staff member and/or follow the complaints procedure as appropriate.

YOU MUST NOT:

- Have inappropriate physical or verbal contact with children, young people or adults.
- Be drawn into inappropriate attention-seeking behaviour.
- Make suggestive/derogatory remarks or gestures in front of children, young people or adults.
- Swear and/or have conversations of an adult nature in the presence of children, young people or adults.
- Ridicule, insult or make little of any child, young person or adult during any UO activity.
- Jump to conclusions about others without checking facts.
- Exaggerate or trivialise abuse issues.
- Show favouritism to any individual.
- Rely on your good name or that of the UO to protect you.
- Believe *'it could never happen to me'*.
- Take a chance or unnecessary risk when common sense, policy and practice suggest another more prudent approach.
- Ignore the UO's safeguarding guidelines and procedures.
- Assume responsibility for the personal hygiene needs of workshop participants.
- Take photographs/videos of any kind (including mobile phone footage) during workshops except when the relevant UO staff member has confirmed that release forms have been signed and photography/filming has been agreed with the partner organisation.
- Upload images of children, young people and adults on your personal social media accounts.
- Connect with children, young people or adults on social media, including accepting friend requests and following on social media platforms.
- Socialise with children, young people or adults outside of any organised group activity; NB. attending a social aspect of any activity must be approved in advance by management.
- Share personal information (including email/mobile phone number/postal address/business cards) with children, young people or adults, or accept theirs.
- Connect or share personal information with the parents/carers of participating children, young people or adults, unless they are a close friend or family member.
- Take children, young people or adults on car journeys, however short (unless parent/carer approval given).
- Allow concerns or allegations to go unreported.

- Smoke, vape, consume alcohol or use illegal substances before or during activity, or permit a child, young person or adult to do so.
- Have on your possession any material which could be perceived as pornographic material or provide this to children, young people or adults.
- Develop inappropriate relationships with children, young people or adults.
- Make inappropriate promises to children, young people or adults.
- Engage in behaviour that is in any way abusive, including having any form of sexual contact with a child, young person or adult.
- Act in a way that can be perceived as threatening or intrusive.
- Patronise or belittle children, young people or adults or make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children, young people or adults.

Please note that these lists are not exhaustive.

Additional Measures for Crescendo Workers

Crescendo instrumental tuition is delivered by tutors to small groups of pupils in designated rooms and spaces throughout participating schools, during the school day. These workshops are the only UO context where a supervising adult from a partner organisation is not required to be present. The following measures include:

- Keeping door ajar and/or ensuring lesson is in sight of window in door (if applicable);
- Phoning school or UO SG officer immediately with any concerns
- If the school has advised that a pupil must be accompanied by a classroom assistant, contact the school office to advise them if no classroom assistant is present; you are advised not to teach unaccompanied in these circumstances.

Reporting Incidents

The following incidents must be reported immediately to the Designated Safeguarding Officer or Adult Safeguarding Champion:

- If you have had to restrain a child, young person or adult.
- If you accidentally hurt a child, young person or adult.
- If a child, young person or adult seems distressed in any manner.
- If a child, young person or adult misunderstands or misinterprets something you have done.

Reporting Procedures

Reporting information often follows a disclosure directly from an individual, or from a 3rd party on behalf of the individual. It may be made formally or informally and may be anonymous.

What is a Disclosure?

A disclosure is when a child, young person or adult tells you that they have been or are being harmed or abused in some way, or if this information is passed to you by a 3rd party. This may constitute physical, sexual or emotional abuse, or neglect or bullying.

Disclosures may not always be made, and you should always be aware that there may be other signs of harm/abuse.

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

- The conduct of another party
- A child, young person or adult disclosing abuse
- Bruising or evidence of physical hurt
- Unusual behaviour by a child, young person or adult

What may constitute a suspicion or concern?

A suspicion or concern relates to the possibility of a child, young person or adult 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, young person or adult
- A situation where a child, young person or adult has been exposed to potential risk of harm

Advice on how to deal with the disclosure of abuse:

Listen to the child, young person or adult, rather than question them directly. Offer them reassurance without making promises and take what the child, young person or adult says seriously.

- Never stop a child, young person or adult who is freely recalling significant events.
- Do not overreact or promise to keep what they are disclosing a secret.
- Advise the child, young person or adult 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, young person or adult.
- Record the discussion accurately, as soon as possible after the event (within 24 hours), even if it is information you do not fully understand or like writing it down. It is important not to record the information as the child, young person or adult is disclosing it as this can intimidate and/or discourage them.
- Contact the Designated Safeguarding Officer/Adult Safeguarding Champion at the UO or at the partner organisation where relevant, e.g. Crescendo schools, as soon as possible to report the disclosure. NB. You may decide that, given the nature of the disclosure, the details should only be shared with the school or partner organisation with a direct duty of care to the child, young person or adult. You must update the school or partner organisation on this course of action and update the UO only on the fact that a disclosure has been made and any subsequent actions.

- The designated person at the UO or at the partner organisation where relevant, e.g. Crescendo schools, may then discuss the suspicion or concern with Social Services, and, if appropriate, make a direct referral or keep a full record of the concerns.
- Keep a record of any discussion or action taken.

How to deal with a suspicion or concern about a child:

Inform the relevant partner organisation or school immediately. In the case of Ulster Orchestra events open to the public, report to the Designated Safeguarding Officer/Adult Safeguarding Champion.

How to deal with a suspicion or concern about a colleague:

If you have any suspicions or concerns about the actions of a colleague, you should immediately speak to the Orchestra Manager, your Line Manager (admin staff) or the Designated Safeguarding Officer/Adult Safeguarding Champion. Under no circumstances should you discuss the suspicions or concerns with anyone else, and/or attempt to investigate yourself. After you have reported your concerns, the Designated Safeguarding Officer/Adult Safeguarding Champion will follow the UO process as detailed in this policy. While you may ask for an update in relation to your concerns, please bear in mind that these processes are sensitive and confidential, and information will only be shared on a need-to-know basis. We appreciate that these situations can be upsetting. If you need any advice or support you can contact the Orchestra Manager, your Line Manager, a Mental Health First Aider or the People & Culture Leader. Employees are also reminded about the Employee Assistance Programme which you can access through Sovereign.

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

- You must contact a Designated Safeguarding Officer or the Adult Safeguarding Champion as soon as possible for advice and guidance.
- Try to ensure that no-one is placed in a position which could cause further compromise.

Subject to legal advice, where relevant and at the earliest opportunity, the Designated Safeguarding Officer or Adult Safeguarding Champion will inform any partner organisation which may be affected. Each situation will be considered carefully and with advice from relevant legal and HR advisers.

NB. Allegations of a historical nature may also be made, or allegations which concern incidents outside the activities of the Ulster Orchestra but involving relevant parties, and it's important to report these as above.

The Ulster Orchestra will consider each situation carefully based on the circumstances and take whatever action it feels appropriate and in the best interests of the public, taking into account all information available to them and the level of perceived risk.

Supervising adults from partner or other non-Ulster Orchestra organisations must adhere to their organisation's Safeguarding Policy and procedures.

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

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.

When an allegation is received

All relevant parties are made aware of the procedure for reporting concerns and an outline of the process if there is an allegation against them or any others. This includes concerns raised by 3rd parties and/or anonymous allegations. This will include the name and contact details for the Designated Safeguarding Officers and Adult Safeguarding Champions, which are outlined at the end of this policy.

Initially, all details of the incident should be recorded fully by the Designated Safeguarding Officers who will pass it on (depending on how the organisation is constituted) to the Line Manager of the individual against whom the allegation (or in the case of Ulster Orchestra musicians, the Orchestra Manager) has been made or the Chair or CEO of the Company.

The individual's Line Manager/the Chair or CEO of the Company should take the actions outlined below. It is possible that the actions outlined will occur simultaneously and not necessarily sequentially:

- Through the organisation's Designated Safeguarding Officer, consult with the Gateway teams at the HSC Trust and/or PSNI to ensure that any subsequent action taken does not prejudice the HSC Trust or PSNI investigation
- Following the above consultation, inform the relevant party that an allegation has been made against them, and an investigation will be instigated which will provide them with an opportunity to respond to the allegation.
- Their response should be recorded fully within the parameters of an investigation. The CEO or Chair will decide who undertakes an investigation.
- Through the organisation's Designated Safeguarding Officer, refer to the Designated Officer in the Gateway Teams at the HSC Trust and/or the Police Liaison Officer in the PSNI to agree the most appropriate way forward. It may also be necessary to make a referral to the Disclosure and Barring Service and a Professional Regulatory Body.
- Take protective measures, which may include suspending the relevant party or moving them to alternative duties. Suspension may be paid depending on circumstances and will be assessed on a case-by-case basis. It should be noted that suspension is a neutral act to allow an investigation to proceed and to remove the employee/volunteer from the possibility of any further allegation. Suspension does not constitute disciplinary action and does not imply any assumption of guilt. Where suspension is considered necessary, it should be dealt with as quickly and sensitively as possible.
- In the event of an investigation, where necessary we will engage a safeguarding specialist to advise on the situation.

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

What happens after I raise a concern?

Your disclosure will always be acknowledged and will be investigated by the relevant Designated Safeguarding Officer/Adult Safeguarding Champion to whom you raise your concern. They will arrange to meet you as soon as possible to enable you to explain your concern.

You will be told either at the meeting or as soon as possible afterwards what action will be taken to address the concern you have raised. Where action is not taken, you will be informed and given an explanation.

When must an organisation refer to the DBS?

When two main conditions have been met:

One: You withdraw permission to engage in regulated activity due to the person being:

- Dismissed
- Redeployed
- Retired
- Redundant
- Resigned

Two: You think the person has either

- Engaged in relevant conduct
- Satisfied the harm test; or
- Received a caution for, or a conviction for or been convicted for a relevant offence

Information on referring to a Professional Regulatory Body can be found here:

<https://www.safeguardingni.org/>

Whistleblowing:

The Ulster Orchestra is committed to the highest possible standards of conduct, openness, honesty and accountability and takes poor practice or malpractice seriously.

Whistleblowing occurs when someone 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 the concerns are not acted upon by the Line/Orchestra Manager, the Designated Safeguarding Officer, Adult Safeguarding Champion, CEO or Chair of the Company. The Ulster Orchestra's whistleblowing procedures are outlined in its Whistleblowing Policy and can be made available upon request.

Raising a concern externally: We strongly encourage you to exhaust the internal processes set out above in the first instance. In exceptional or urgent circumstances, however, or where, having made a disclosure, you are unhappy with the outcome, you have a legal right to make a disclosure to prescribed bodies.

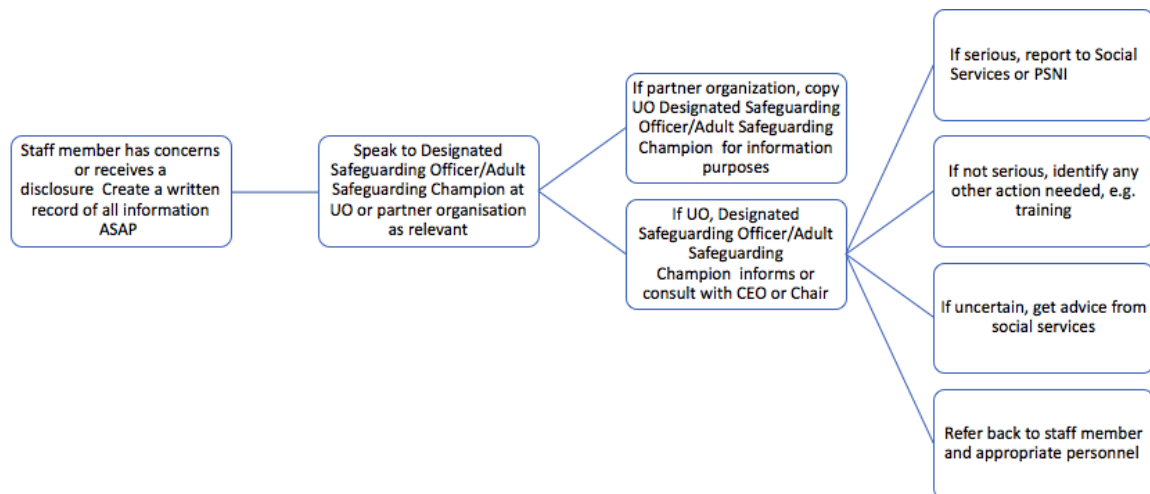
These include but are not limited to:

- the Health and Safety Executive;
- the Charity Commission for Northern Ireland

Making a disclosure to the press: Disclosures to the press will not be considered reasonable and for UO employees may constitute misconduct. As such, the matter might be treated as a disciplinary matter in accordance with our Disciplinary Policy and associated procedure.

Further help and assistance: If, at any stage in the procedure, you are unsure about what to do and would like independent advice, you can discuss your concern with someone at Protect (formerly Public Concern at Work): <https://protect-advice.org.uk/>. This body is an independent charity staffed by lawyers, which offers confidential, free legal and practical advice on how people can raise concerns about malpractice at work. They can also provide advice about what legal protection may be available to you.

Procedures for reporting



Remember: you must refer.

You must not investigate.

Sanctions

You are expected to comply with the Ulster Orchestra's Safeguarding Policy at all times. Any UO employee who breaches this policy may be subject, pending investigation, to disciplinary action under the UO's Disciplinary Policy. Where any other party engaged under a contract other than an employment contract breaches this policy, it may result in termination of the engagement, pending investigation. Partner organisation staff and parents/carers are responsible for arrangements relating to children, young people and adults while an allegation is being investigated, in accordance with the partner organisation's own policy and procedures.

Recruitment and Selection

It is the Ulster Orchestra's policy that any offer of employment or engagement is subject to a satisfactory Enhanced Criminal Record Check through Access NI for posts which involve (or could involve) regular contact with children, young people and/or adults. For avoidance of doubt, this includes LCE staff and all players of the Orchestra. It does not include general administrative staff or other support staff or volunteers who are not regularly required to participate in LCE activities. They will, however, be subject to a basic check through Access NI.

These disclosures 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 company handbook.

Having a criminal record will not necessarily debar you from working with the Ulster Orchestra. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the police.

Long-term projects with children, young people and adults:

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 job description 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 Company and the particular responsibilities and requirements expected of staff and volunteers. This is circulated as widely as possible to ensure equity of opportunity.

Applications: clear job/role descriptions and information about the company will be provided to applicants, including **reference to safeguarding requirements**. Applicants will be required to provide all relevant details and 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, young people or adults. 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, young people and adults, 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, young people and/or adults. 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, young people or adults.

Short-term projects (6 sessions or fewer) with children, young people and adults:

A Basic Access Check is carried out prior to engagement and references are taken up with at least two people as outlined above.

This process is carried out for physical activity and online activity involving direct engagement with children, young people and adults. It is not carried out for pre-recorded video activity.

Participation Consent Policy

All participating community groups, schools and other organisations are requested to sign an Ulster Orchestra Partnership Agreement at the outset of activity. The Agreement or [in the absence of the Agreement being signed] participation in an activity 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. Where relevant, 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, young people and adults. This policy includes, but is not exclusive to, privacy surrounding health issues of participants, additional needs of participants, behaviour and a child's musical development.

Safeguarding Online Activities

The Ulster Orchestra will put appropriate safeguarding measures in place to monitor and control any online activities and ensure the safety and wellbeing of children, young people and adults.

This policy relates to both activities delivered online directly with children, young people and adults and activities live-streamed in classrooms/community settings via secure networks approved by partner organisations, or pre-recorded and sent to schools for use in class or for dissemination by schools through their home-schooling networks. It also relates to approved videos taken of children, young people and adults by Ulster Orchestra employees, workers, freelancers and volunteers for examination or other purposes.

Online Code of Conduct:

The Code of Conduct outlined earlier in this Safeguarding Policy applies to all online content, as well as the following additional measures:

All online activity participants and staff must be in safe working spaces, appropriate for online music-making activity. As a courtesy, prior to the activity, participants should inform others in their location of the duration of their participation in a music activity.

Participants' clothing and the physical background visible in the meeting should be appropriate to a professional context, avoiding display of personal details or intimate items, and offensive images and words. Ulster Orchestra facilitators should wear their Learning and Community Engagement T-shirt and/or UO lanyard as they would in any physical activity, and ensure their background is as neutral as possible.

If screen-sharing is necessary for the session, all participants should ensure that only windows relevant to the online activity being facilitated are open and visible.

Participants should ensure that no identifying objects, documents or contact details are visible.

Parents/guardians will be asked to support their young person in meeting these standards of working space, video background and screen windows. Ulster Orchestra and/or partner organisation staff will remove anyone from a meeting who does not meet these standards.

Everyone participating in online activity should follow the rules and instructions of the host tutor, for example, muting their sound or raising a hand to contribute. All participants should follow the same standards of conduct expected at face-to-face activities – and enable video where possible. Host staff will remove from the meeting anyone who is deliberately disrupting the activity.

General Principles:

Risk Management: Risks associated with new methods of delivery will be assessed on a case-by-case basis and relevant measures included in the partnership agreements signed by all partner organisations.

Online Devices: Personal devices and accounts must not be used by any Ulster Orchestra employee, freelancer or volunteer when sharing content with or receiving content involving children, young people or adults from partner organisations/participating groups.

Technological – Privacy Settings and Regulations: No Ulster Orchestra activity will require children, young people or adults to engage directly with Ulster Orchestra employees via social media or other online channels. Online networks used in schools and community group settings will be approved as secure by the partner organisation and this will be included in the partnership agreement, which must be arranged on a case-by-case basis.

Data Protection: Personal data, including personal, school or business email addresses obtained from participants or participant organisations, will be stored securely in line with UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Ulster Orchestra's Data Protection Policy.

Parent/carer consent: Partner organisations will be responsible for ensuring that parental/carer consent is obtained for any direct with participants (or the young person themselves if over 18 years of age).

Safeguarding support and reporting procedures: any concerns regarding online activities should be reported and will be investigated in line with the procedures detailed earlier in this policy.

Direct contact: In general, a situation involving 1-1 activity is unlikely to arise but if it does arise the activity must be agreed in advance with the relevant Ulster Orchestra staff member(s) and partner organisation(s) and must take place in an institution, not in the homes of the relevant party. A chaperone from the Ulster Orchestra, partner organisation must be present throughout activity. Online activity may take place from home but must be agreed in advance as outlined above and chaperoning arrangements must be agreed in advance.

Pre-recorded content for targeted use in particular settings: Unless agreed in advance with the relevant staff member, you must not send content directly to participating groups, and content must never be sent directly to a young person's or adult's personal account.

Pre-recorded content for public distribution: you must not comment personally on participants' (or their families') personal social media channels.

Live Streamed activity: you should connect with an official organisation or school network. If this is not feasible, a group leader or teacher's personal account can be used as long as this is agreed with UO admin in advance.

Recording of activity: Zoom lesson recordings will be stored (with consent) securely in private folders, accessible by parents on a 'read-only' basis. Parents/carers may request for the recordings to be deleted at any time. Otherwise, these recordings will be deleted at the end of each term.

Recording of children, young people and adults for examination or other purposes: Where required by a music examination board or other body, the Ulster Orchestra will seek consent to record children, young people and adults from the partner organisation and will agree all details and requirements in advance with the partner organisation and the relevant parties. All recordings must be made on a school/organisation or Ulster Orchestra device via a school/organisation or Ulster Orchestra log-in and deleted as soon as receipt is confirmed by the relevant body. Ulster Orchestra must confirm with the

relevant body that its Safeguarding and GDPR regulations are in place before any content is submitted, including obtaining confirmation of when the content will be deleted.

Residential Activities: The UO does not organise residential or day trips for children, young people or adults.

Supervision, support and training

All relevant parties 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.

This should be repeated every 3 years, or whenever the Safeguarding Policy is reviewed and updated. In signing that declaration form, all parties will be confirming that they will comply with the Ulster Orchestra Safeguarding Policy.

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

Any relevant party working regularly with children, young people and adults should undertake safeguarding training every 3 years. Support sessions for relevant employees and volunteers are delivered on an ongoing basis to enhance 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 the 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 employees, workers, freelancers and volunteers are not expected to carry out First Aid on partner organisation participants or staff members, and this is outlined in the Partnership Agreement.

Accidents & incidents:

- All accidents and incidents must be reported to the relevant partner organisation and Ulster Orchestra staff member(s) immediately and will be recorded and fully investigated
- All live activities will have risk assessments completed in advance (in line with the Orchestra's Health and Safety Policy) which will be shared with partner organisations

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 public liability 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.

Useful contacts

Designated Safeguarding Officer and Adult Safeguarding Champion: Lucy McCullagh, Head of Community Engagement and Grants: 07572 059662

Deputy Designated Safeguarding Officer and Adult Safeguarding Champion: Lisa Kinghan, People & Culture Leader 07588 489853

Additional Designated Safeguarding Officer: Zoe Coakley, Learning and Community Engagement Programme Manager: 028 9602 6004

Gateway Team, NI Health and Social Care Trust

110 Saintfield Road, Belfast BT8 6HD Tel: 028 9050 7000

Children Belfast HSC Trust Tel: 028 9050 7000; 028 9504 9999 (Out of Hours Number)

Adults Belfast HSC Trust 028 9504 1744; 028 9504 9999 (Out of Hours Number)

Non-emergency PSNI number: 101 (Out of Hours Number)

Stakeholders to be contacted by the CEO/Chair if a Safeguarding incident is brought to their attention:

Charities Commission Northern Ireland

Arts Council of Northern Ireland

Belfast City Council

BBC Northern Ireland

Central Referral Unit, PSNI

Department for Social Security

Volunteer Now: The Skainos Centre, 239 Newtownards Rd, Belfast BT4 1AF Tel: 028 9023 2020
info@volunteernow.co.uk 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

Appendix 1: Types of Abuse

Children and Young People

Harm can be suffered by a child or young person by acts of abuse perpetrated upon them by others. Abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health, or if they live in a home where domestic abuse happens. Abuse can also occur outside of the family environment. Evidence shows that babies and children with disabilities can be more vulnerable to suffering abuse.

Although the harm from the abuse might take a long time to be recognisable in the child or young person, professionals may be in a position to observe its indicators earlier, for example, in the way that a parent interacts with their child. Effective and ongoing information sharing is key between professionals. Harm from abuse is not always straightforward to identify and a child or young person may experience more than one type of harm or significant harm.

Physical Abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Sexual Abuse occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration or non-penetrative acts. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via technology). Sexual abuse can be committed by adult males, females and by other children.

Emotional Abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse, and it can have severe and persistent adverse effects on a child's emotional development. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views,

deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games or mobile phones – by a child's peers. **Neglect** is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Neglect is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Exploitation is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Adults at Risk

An adult at risk is any person aged 18 or over who is, or may be, unable to take care of themselves or who is unable to protect themselves against significant harm or exploitation. This may be because of a mental health problem, a disability, a sensory impairment, is old and frail or has some form of illness.

Physical Abuse could include hitting, slapping, pushing, kicking, burning, misuse of medication, inappropriate restraint or disciplining a person in an inappropriate way.

Psychological Abuse includes emotional or verbal abuse, humiliation, bullying or use of threats.

Financial or Material Abuse could include theft, fraud, exploitation, pressure in connection with wills, property or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Sexual Abuse covers direct or indirect sexual activity where the adult cannot or does not give their consent.

Neglect or acts of omission is withdrawing or not giving the help that an adult needs, so causing them to suffer.

Discriminatory Abuse is abusing a person because of their ethnic origin, religion, language, age, sexuality, gender or disability.

Institutional Abuse is abuse or mistreatment by a regime or by an individual within any building where care is provided.