



# MANCHESTER CAMERATA

## VULNERABLE ADULTS AND CHILD PROTECTION POLICIES FOR IN-PERSON AND REMOTE WORKING

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# VULNERABLE ADULTS PROTECTION POLICY

## Overview and context

In England adult safeguarding is now covered by the Care Act 2014. Adult safeguarding is the activity that is concerned with the protection of a vulnerable adult from significant harm through abuse and neglect.

Legislation outlines that specific adult safeguarding duties apply to any adult who:

- has care and support needs and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs.

Safeguarding duties apply regardless of whether a person's care and support needs are being met, whether by the local authority or anyone else. They also apply to people who pay for their own care and support services.

An adult with care and support needs may be:

- an older person
- a person with a physical disability, a learning difficulty, or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health condition
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.

Adult safeguarding duties apply in whatever setting people live, except for prisons and approved premises such as bail hostels. They apply regardless of whether or not someone has the ability to make specific decisions for themselves at specific times. There may be times when a person has care and support needs and is unable to protect themselves for a short, temporary period – for example, when they are in hospital under anaesthetic.

People with care and support needs are not inherently vulnerable, but they may come to be at risk of abuse or neglect at any point due to:

- physical or mental ill-health
- becoming disabled
- getting older
- not having support networks
- inappropriate accommodation
- financial circumstances or
- being socially isolated.

Abuse is categorised into 4 headings:

## **Physical Abuse**

May involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces, illness to an individual.

## **Emotional Abuse**

Involves the persistent emotional maltreatment of an individual such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to an individual that they are worthless or unloved, inadequate, or valued only because they meet the needs of another person. It may include not giving the individual opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate.

It may involve seeing or hearing the ill treatment of another. It may involve serious bullying (including cyber bullying), causing the individual to frequently feel frightened or in danger, or the exploitation or corruption of the individual.

## **Sexual Abuse**

Involves forcing or enticing an individual to take part in sexual activities, not necessarily involving a high level of violence, whether or not the individual is aware of what is happening.

The activities may involve penetrative and non-penetrative sexual contact with the individual as well as non-contact activities such as involving the individual in looking at, or in the production of, sexual images, watching sexual activities, encouraging an individual to behave in sexually inappropriate ways, or grooming an individual in preparation for abuse, including across the internet.

Sexual abuse can be perpetrated by both adult males and females.

## **Neglect**

This is the persistent failure to meet an individual's basic physical and/or psychological needs, likely to result in the serious impairment of the individual's health or development. Neglect may occur during pregnancy because of maternal substance abuse. It may also include neglect of, or unresponsiveness to an individual's basic emotional needs.

## **Responsibility**

If abuse or neglect takes place in a service such as a care home, home care agency, day centre, hospital, or college, the first responsibility to act lies with the employing organisation as the provider of the service. When the employer or manager is aware of abuse or neglect happening, they should do two things:

- inform the local authority (and the local clinical commissioning group, if the NHS is the commissioner), considering the person's wishes

- take action to protect the adult concerned from further harm (such as by removing the staff or volunteers involved, or by providing them with additional training or supervision).

The employer (a term also used here to cover managers in places where there is no employer, such as in a volunteer-run service) should carry out their own initial investigation of any safeguarding concern. This should happen unless there is a compelling reason why it is thought to be inappropriate or unsafe, for example:

- there is a serious conflict of interest (such as a small, family-run home where a wife might be investigating her husband)
- there is reason to believe that the matter will not be responded to effectively (such as in a small or volunteer-led body where there isn't sufficient expertise or experience) or
- there is a reasonable suspicion that a criminal offence has taken place.

The wellbeing of the person concerned should be of paramount importance.

### **Manchester Camerata Staff & Practitioners**

All staff and practitioners will be informed and aware of the issues relating to adult protection. Staff and practitioners will be asked to confirm in writing that they have read and understood this policy. In return we expect care homes, community groups and other organisations we work with to support us in providing a safe and secure environment in which to operate for the safety and wellbeing of adults.

All Manchester Camerata staff and practitioners involved in Camerata in the Community activities with adults who would be recognised under the Care Act 2014 have a personal responsibility to ensure that every adult is able to take part in project activity in an enjoyable and safe environment, protected from abuse. To achieve this, we:

- ensure that staff and practitioners who are in contact with vulnerable adults through their role either undertake a DBS check with Manchester Camerata through Disclosure Services ([www.disclosureservices.com](http://www.disclosureservices.com)) or provide evidence that they have received a DBS check through another organisation. Practitioners must have been checked in the last three years, and these checks will be reviewed on a three-yearly basis. Manchester Camerata reserve the right to withdraw employment should an individual be deemed unfit to work with vulnerable adults
- ensure that each employee will be given the opportunity to self-disclose, at the time of DBS application, in accordance with the Policy of Rehabilitation of Offenders
- ensure that all Manchester Camerata staff and practitioners complete a safeguarding training course through Manchester Safeguarding Adults Board titled 'Safeguarding Everyone – Protecting Children, Young People and Adults at Risk'. This training must be completed by practitioners before delivering any activity and by staff members within one month of being employed with the organisation
- provide a named person as a point of contact for practitioners and organisations who will deal with issues that arise
- ensure that care homes, community groups and other organisations are aware of the project and/or workshop content

- only proceed with sessions if carers are present in a supervisory capacity; Manchester Camerata staff cannot operate in loco parentis for participants at any time
- ensure that staff do not work unsupervised in one to one sessions with an adult at any time
- ensure that staff follow the respect guidelines outlined below

### **Respect Guidelines**

- Treat all participants with equal respect and dignity; listen to and respect all adults
- Use positive language
- Never work unsupervised or one to one with a vulnerable adult and do not take sole responsibility for a vulnerable adult
- Do not single participants out for negative purposes and avoid favouritism
- Avoid cultural and gender stereotypes; treat all adults fairly without prejudice or discrimination
- Avoid language that could be misinterpreted; behave appropriately and use appropriate language
- Never give out your personal contact details or passwords
- If you feel anyone is behaving inappropriately report your concern to the following person:

The Responsible Officer (Lizzie Hoskin, Head of Camerata in the Community) is the first point of contact for staff, partners and organisations who need to raise an issue relating to adult protection. The Responsible Officer also processes DBS applications.

### **Photographs, Audio and Video**

- Manchester Camerata will only take and publish photographs, video or audio of vulnerable adults taking part in activity with prior written permission from the individual or their carer, dependent on whether the individual is deemed to have capacity to give permission
- All photos, video and audio are exclusively owned by Manchester Camerata and named partners, and must not be used in any third-party productions
- These photographs, video and audio will be held by Manchester Camerata in a secure file for a maximum of five years. After this time, the photographs, video, and audio will be destroyed
- The photographer / videographer / editor will provide Manchester Camerata with all the original material and not store photos or video on their own hard drives, USB drives, tapes or printed media. All original media must be returned to Manchester Camerata and stored on Camerata's server with all other copies destroyed
- Staff and practitioners are forbidden from taking photographs, audio, and video of participants with their own personal cameras including phones

For more information on the protection of personal data, please see Manchester Camerata's data protection policy.

## **What to do if a Participant discloses sensitive information to you (as a staff member or practitioner)**

- Remain calm and controlled
- Listen to what is being said – ask questions only for clarification, do not ask probing or leading questions
- Tell the participant that you are taking what they are saying seriously
- Do not promise to keep it a secret – be clear that you will only tell the people that need to know
- Tell the Manager of the participant's care setting as soon as is practical. Do not leave the premises without telling someone. If the individual does not live in a care setting, tell their carer or closest family member
- Tell the participant that when you have spoken to someone, they will be told what is going to happen next
- Make an accurate written record, using the person's own words as much as possible. Sign and date the record
- Inform Manchester Camerata as soon as is practical. Manchester Camerata will then pick up the enquiry and make the decision (alongside the Manager of the care setting or carer of the individual) whether to inform the local authority and ensure that action is taken to protect the individual concerned from further harm.

# CHILD PROTECTION POLICY

## Overview and context

In England, the current child protection system is built upon the Children Act 1989 (amended under the Adoption and Children Act 2002) which introduced the principle of the best interests of the child being paramount, parental responsibility and significant harm (the threshold at which compulsory intervention into family life by Local Authorities is possible).

Child protection is the activity that is concerned with the protection of a child from significant harm through abuse.

Abuse is categorised into 4 headings:

### Physical Abuse

May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness to a child.

### Emotional Abuse

Involves the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only because they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or making fun of what they say or how they communicate.

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

It may involve seeing or hearing the ill treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a height level of violence, whether or not the child is aware of that is happening.



The activities may involve penetrative and non-penetrative sexual contact with a child as well as non-contact activities such as involving children in looking at, or in the production of , sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse, including across the internet.

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

## **Neglect**

This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy because of maternal substance abuse. It may also include neglect of, or unresponsiveness to a child's basic emotional needs. Once the child is born neglect may involve a parent or carer failing to

- provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care givers)
- ensure access to appropriate medical care or treatment
- 

## **Manchester Camerata Staff & Practitioners**

All staff and practitioners will be informed and aware of the issues relating to child protection. Staff and practitioners will be asked to confirm in writing that they have read and understood this policy. In return we expect schools, community groups and organisations we work with to support us in providing a safe and secure environment in which to operate for the safety and wellbeing of children and young people.

All Manchester Camerata staff and practitioners involved in Camerata in the Community activities with children and young people have a personal responsibility to ensure that every child and young person is able to take part in project activity in an enjoyable and safe environment, protected from abuse.

It is our responsibility to protect children and young people from physical, emotional, sexual harm and neglect. To achieve this, we:

- ensure that staff and practitioners who are in contact with children and young people through their role either undertake a DBS check with Manchester Camerata through Disclosure Services ([www.disclosureservices.com](http://www.disclosureservices.com)) or provide evidence that they have received a DBS check through another organisation. Practitioners must have been checked in the last three years, and these checks will be reviewed on a three-yearly basis. Manchester Camerata reserve the right to withdraw employment should an individual be deemed unfit to work with children and young people
- ensure that each employee will be given the opportunity to self-disclose, at the time of DBS application, in accordance with the Policy of Rehabilitation of Offenders
- ensure that all staff and practitioners complete a safeguarding training course through Manchester Safeguarding Children Board titled 'Safeguarding Everyone – Protecting Children, Young People and Adults at Risk'. This

training must be completed by practitioners before delivering any activity and by staff members within one month of being employed with the organisation

- provide a named person as a point of contact for practitioners and organisations who will deal with issues that arise
- ensure that schools, community groups and organisations are aware of the project and/or workshop content
- only proceed with sessions if teachers are present in a supervisory capacity; Manchester Camerata staff cannot operate in loco parentis for participants at any time
- ensure that staff do not work unsupervised in one to one sessions with a child or young person at any time
- Ensure that staff follow the respect guidelines outlined below

### **Respect Guidelines**

- Treat all participants with equal respect and dignity; listen to and respect children and young people
- Use positive language
- Never work unsupervised or one to one with a child or young person and do not take sole responsibility for a child or young person
- Do not single participants out for negative purposes and avoid favouritism
- Avoid cultural and gender stereotypes; treat all children and young people fairly without prejudice or discrimination
- Avoid language that could be misinterpreted; behave appropriately and use appropriate language
- Never give out your personal contact details, passwords and do not 'friend' or 'follow' children and young people you are working with on social media
- If you feel anyone is behaving inappropriately report your concern to the following person:

The Responsible Officer (Lizzie Hoskin, Head of Camerata in the Community) is the first point of contact for staff, partners and organisations who need to raise an issue relating to child protection. The Responsible Officer also processes DBS applications.

### **Photographs, Audio and Video**

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- These photographs, video and audio will be held by Manchester Camerata in a secure file for a maximum of five years. After this time, the photographs, video and audio will be destroyed
- The photographer / videographer / editor will provide Manchester Camerata with all the original material and not store photos or video on their own hard drives, USB drives, tapes or printed media. All original media must be returned to Manchester Camerata and stored on Camerata's server with all other copies destroyed

- Staff and practitioners are forbidden from taking photographs, audio and video of participants with their own personal cameras including phones

For more information on the protection of personal data, please see Manchester Camerata's data protection policy.

**What to do if a Participant discloses sensitive information to you (as a staff member or practitioner):**

- Remain calm and in control
- Listen to what is being said – ask questions only for clarification, do not ask probing or leading questions
- Tell the participant that you are taking what they are saying seriously
- Do not promise to keep it a secret – be clear that you will only tell the people that need to know
- Tell the participant that when you have spoken to someone they will be told what is going to happen next
- Tell the Headteacher as soon as is practical. Do not leave the premises without telling someone.
- Make an accurate written record, using the person's own words as much as possible. Sign and date the record
- Inform Manchester Camerata as soon as is practical. Manchester Camerata will then pick up the enquiry and make the decision (alongside the Headteacher or parent/guardian of the individual) whether to inform the local authority and ensure that action is taken to protect the individual concerned from further harm.

# ONLINE & REMOTE DELIVERY – GENERAL GUIDANCE

## Online and Remote Delivery

Online and digital technologies enable us to meet and work with groups of people when we cannot connect 'face to face'. These options present us with ways to adapt our delivery approach and work remotely. While this is not Camerata's primary method of delivering work, our understanding of online and remote delivery includes, but is not limited to:

- Meeting as a group 'in real time' through an online video chat platform
- Broadcasting activities and videos 'in real time' on social media platforms
- Broadcasting pre-recorded activities and videos on social media platforms and the Camerata website
- Connecting with individuals and groups through online messaging software

## Potential risks

Online platforms enable us to deliver work when it may not otherwise be possible, but ultimately present new risks and challenges. The follow guidance is Camerata's response to online and remote delivery.

- The opportunity for grooming/sexual exploitation
- Sharing of personal contact details of between vulnerable adults and workers
- Inappropriate conversations between vulnerable adults and workers
- Potential allegations against workers
- Potential for 'Zoom bombing' (platform hijacked by external hackers)

NB: Communicating with children and young people online, whether via messaging or video, is the equivalent of meeting them 'face to face' in a room, and therefore the same duty of care and appropriate behaviour detailed throughout the Children and Young People Protection Policy should be adopted. In addition to this and to mitigate against specific online and remote delivery potential risks, the following steps should be taken:

## Video call set up and admin

Manchester Camerata (MC) will use Zoom as the main online video conferencing platform for all online activity. Zoom has been selected as an appropriate platform for these activities for its security and usability, through MC core staff testing and recommendations from the Incorporated Society of Musicians and other national and regional music organisations delivering activity online.

To enable hosting of multiple sessions simultaneously, practitioners will use their own Zoom accounts to set up sectional sessions. They will then share the meeting

link with MC core staff team who will pass this to young people and their parents. The MC core staff team will be able to access the meetings throughout.

All online teaching and other activity will take place within a pre-agreed timetable coordinated by members of MC core staff team and practitioners. Zoom meeting links will not be accessed by participants outside of the pre-agreed timetable.

All MC online and remote work will be administrated by a member of the Camerata in the Community team to ensure they have full control over:

- Invites and participants
- File sharing permissions (where applicable)
- Screen sharing (where applicable)
- Messaging permissions (where applicable)
- Mute/unmute and stop video functions

When delivering 'live' online and remote work on video chat platforms, there will be at least two DBS-checked members of staff and freelance practitioners present (all online activity will be conducted with the project manager or one of Manchester Camerata in the Community staff on duty).

### **Profiles, devices and on-screen etiquette (for workers)**

Freelance staff facilitating online activities will acknowledge that they have read and understood the Online Safeguarding guidelines in addition to adhering to the general Safeguarding policy and DBS checks that are carried out on all MC staff, as outlined in the general MC Safeguarding policy.

Freelance staff facilitating will be sent a list of participants due to attend their session; any attendees who are not on the list will not be permitted entry to the session.

Where possible, workers should not use a personal device or profile to join an online platform – organisational devices should be adopted whenever possible. The following online and remote delivery etiquette should be adopted:

- Use full name in profile - no nicknames or pseudonyms
- Display an appropriate image as a profile photo
- Present yourself as professionally and business like (in person and in manner) as you would in a 'fact to face' workshop or meeting
- Ensure your camera angle is in an optimal position for the type of session being delivered
- Work against a neutral background away from personal items, or enable a 'blur background' function, in a communal space (e.g. living room, dining room)

### **Participants**

The CitC team and practitioners should always promote best practise from participants to safeguard them against potential risks. This includes, but is not limited to ensuring participants:

- have received guidelines as to how online and remote delivery will take place and our expectations
- where possible, take part from a communal space with a door open, not their bedroom
- wear appropriate attire
- conduct themselves in the same manner as they would when taking part in a 'live' or in-person session
- take part in online or remote sessions and workshops as a group – whether from the same or multiple locations

In situations where these guidelines cannot reasonably be met, MC staff have the right to remove individuals from the video call/online session.

### **Online broadcasting**

In addition to the guidance notes above, when taking part in any 'live' or pre-recorded online broadcasts, ensure that:

- no personal information is shared about individual participants
- you do not disclose any information about the online platform you are working from (e.g. passwords, meeting ID)

### **Record keeping**

It is the responsibility of all staff and freelance practitioners to ensure a record is kept of all one to one video calls held and the content covered in each scenario.

Permission will be sought in advance to record all sessions for content quality and safeguarding purposes. All recordings will be stored securely in line with MC safeguarding protocols and GDPR guidelines.

Some elements of recordings may be used for marketing and fundraising purposes. Participants are welcome to request the recordings from these MC workshops for reference. The content must not be shared externally, including on social media.

### **Regular Review**

All guidelines relating to remote delivery are subject to regular review to ensure practitioners and participants are kept safe online.

### **References**

These guidelines have been produced with reference to the following online sources, which provide additional information that may be useful for staff, parents and young people:

- BBC Own It - <https://www.bbc.com/ownit>
- Incorporated Society of Musicians (ISM) – <https://www.ism.org/advice/safeguarding-forremote-lessons>
- Music Mark - <https://www.musicmark.org.uk/resources/online-music-teaching-and-safeguarding/>

- Musicians Union (MU) – <https://www.musiciansunion.org.uk/Home/Advice/covid-19/musicteaching/online>
- NYMAZ – <http://www.nymaz.org.uk/connectresound/resources>

# ONLINE AND REMOTE DELIVERY – CHILDREN AND YOUNG PEOPLE GUIDANCE FOR TEACHERS

## **Participants**

Teachers/music hub representatives will ensure participants:

- have parental permission must be granted before link to online workshop activity is given.
- take part while a parent/guardian is on the same premises
- should ensure that no identifying objects, documents or items of clothing such as school uniforms or contact details are visible
- should follow the rules and instructions of the host tutor, for example, muting their sound or raising a hand to contribute

In situations where these guidelines cannot reasonably be met, MC staff have the right to remove individuals from the video call/online session.