



British Music Experience Child Protection Policy & Guidelines

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1. Introduction

British Music Experience is committed to a delivery of service that promotes good practice and protects children from harm. One of the key principles in the child care law is Protection. The principle is that children should be safe and should be protected by intervention if they are in danger.

2. Responsibilities

It is the responsibility of the person providing supervision to look after the children and ensure their safety whilst in our building. The client must inform us who the contact person is and guarantee adequate supervision as laid down in our terms and conditions. (Minimum of one supervising adult for every group of 15 children, or part thereof.)

Primary consideration must be given to the welfare of the children. The clients' nominated staff must remain with the children at all times.

British Music Experience Staff are provided strictly to deliver the learning experience, customer care and for evacuation purposes and are not trained or vetted to have unsupervised access to children.

Client's Child Supervisors must be aged 18 and over. Under 18's can only act as "helpers" and cannot be charged with responsibility for children and young children and cannot be counted in the ratio.

Supervisor/chaperone ratios must be made up of both male and female supervisors. Bus drivers i.e. those employed for the sole purpose of driving should not be considered as supervisory staff.

Supervision can be close or remote;

Close supervision is direct supervision where the group is always within sight and contact of the supervisor,

Remote supervision is where the leaders and group will know of each other's whereabouts but are not necessarily within direct contact or vision. In this type of supervision the supervisor will always have communicated the next rendezvous point clearly and will always remain in the same area of the building and on the same floor as their students. For instance, in the gallery a group doing a self-guided tour will move through the galleries "zone by zone" with the supervisor setting the parameters of how far ahead the students will progress and where they will regroup before progressing

further. At no point, however, will the supervisors leave the area of the gallery that their students are in until the whole group moves on. Also, at all times there must be adult supervisors on the same floor as the students; this is particularly pertinent when the group are accessing the toilets. Adult supervisors must accompany the students when they are using the 3 retail outlets on level 1.

3. Ratios

For working with children under 12 years of age, the Children (NI) Order 1995 requires the following ratios.

On site activities:

England and Wales

- For 0 to 2 years – one adult to every three children (1:3)
- For 2 to 3 years – one adult to every four children (1:4)
- For 3 to 8 years – one adult to every eight children (1:8)
- For over-8s – one for the first 8, then one for every additional 10 children.

There should always be more than one adult for any group and at least one should be female. Helpers under 18 years old count as children and not adults in these ratios. If you have a number of teenage helpers, you will need more adult leaders, not fewer.

Although children over 12 years are not covered within this legislation, British Music Experience requires the following ratios for working with young people and provides free adult places to allow this to be provided. Please note that where larger groups are subdivided, a minimum of 2 supervising adults (ideally one of each gender) per subdivided group is an essential requirement.

Preschool-Nursery 0-2	1:3
Preschool – Nursery 2-3	1:4
KS1 (4-8 year olds)	1:8
KS2 (8-11 year olds)	1:10
Post Primary (11+)	1:10

Increased adult supervision may be required when working with children or young people with disabilities and we are happy to provide advice if required. Additional free supervisor places are available, under our carers' policy, for adults assisting children with a statement of special educational need.

4. Vetting

British Music Experience is eligible to put its staff through a standard DBS check as they are defined as having regulated contact. Regulated contact is defined as 'Regulated activity is contact with a child /children/vulnerable adult that occurs frequently. This is defined as once a week or more often, or 4 or more days in a 30 day period.' However due to the fact that employee will never be left unsupervised and ratios being kept in line with standardised practice only a standard DBS check will be needed.

5. Code of Behaviour on Children for British Music Experience

Introduction

British Music Experience recognises that it is not practical to provide definitive instructions that would apply to all situations at all times whereby staff come into contact with children and to guarantee the protection of children and staff.

However, below are the standards of behaviour required of staff in order to fulfil their roles within British Music Experience. This code should assist in the protection of both children and members of staff.

Staff must:

- Implement the Child Protection Policy and Procedures at all times

Staff must never:

- Engage in rough, physical games including horseplay with children.
- Allow or engage in appropriate touching of any kind. The main principles of touch are:
 1. Touch should always be in response to the child's need
 2. Touch should always be appropriate to the age and stage of development of the child.
 3. Touch should always be with the child's permission
- Do things of a personal nature for children that they can do for themselves or that their parent can do for them.
- Physically restrain a child/young person unless the restraint is to:
Prevent physical injury of the child/other children/visitors of staff/yourself

In all circumstances physical restraint must be appropriate and reasonable, otherwise the action can be defined as assault.

- Make sexually suggestive comments to or within earshot of a child

Staff must not:

- Have children/young people on their own in a vehicle. Where circumstances require the transportation of children/young people in their vehicle, another member of staff/volunteer must travel in the vehicle. Also it is essential that there is adequate insurance for the vehicle to cover transporting children/young people as part of the business of your work
- In extreme emergencies (for medical purposes) where it is required to transport a child/young person on their own, it is essential that another leader and the parent is notified immediately
- Take a child to the toilet unless another adult is present or has been made aware (this may include a parent, group leader)
- Spend time alone with a child on his/her own. If you find you are in a situation where you are alone with a child, make sure that you can be clearly observed by others.

Working Together to Safeguard Children: A Guide to inter-agency working to Safeguard and Promote the Welfare of Young Children: March 2015 is designed to significantly enhance the protection of children and vulnerable adults. For more information please visit

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

6. General guidelines for children and adults whilst in British Music Experience

Children must behave at all times in an appropriate manner whilst on the premises

- Where a school has a school uniform we strongly advise that it be worn during their visit to British Music Experience. This will have the additional benefit of making students more visible/identifiable to both their supervising adults and British Music Experience.
- Engage in verbal and or physical or use threatening or violent behaviour
- Engage in rough, physical games including horseplay
- Noise levels must be kept low as there are always other events in building
- Use inappropriate language - Staff language and conversation will be appropriate when talking to or within hearing distance of children and young adults. Likewise, all participants will be actively encouraged to maintain the same standards in language and conversation, both with staff, other guests and each other.
- Must not consume alcohol
- Vandalise British Music Experience Property

- Do not bring valuables/money/personal belongings NB: British Music Experience is not liable for any damages or thefts
- Must comply with in house policy and procedures and instructions from British Music Experience staff re: health & safety related issues, fire evacuation procedures and any other instruction which may affect your personal safety and security

7. Anyone in contact with children/young people

- Treat all children equally, without favouritism or prejudice
- Adopt appropriate behaviour and language e.g.
 1. not smoking whilst working with children
 2. not using swear words or language that would be seen as discriminatory
- Encourage and promote positive behaviour
- Protect from harm

8. First Aid / Accident reporting

- British Music Experience crew must contact British Music Experience security personnel (control team) and/or Duty Manager for any first aid requirements
- British Music Experience crew and British Music Experience security personnel should ensure that any accidents are reported and recorded by the management following British Music Experience procedures.

9. Evacuation

- Education guests must follow the staff's instruction in the event of an emergency evacuation
- Staff will assist education groups in an evacuation

10. Photography

- Through the visiting school, the parents of any children being photographed must grant permission for photographic and recorded images to be used for publicity purposes
- A strictly "no photography of education guests by anyone other than their school appointed adult supervisors" house policy is strictly enforced during their time at British Music Experience.
- Photographs, films or web based materials of children or young adults participating in any project will only be taken with the consent of the parents through the visiting school and in consultation with the children and young adults involved.

- We will support confidentiality in line with the Data Protection Act 1998 and will not hand out any information about education guests.

11.Guidance on Disclosure of Abuse and How to Deal With It

Introduction

The following information is a guide as to some of the do's and don'ts on how to react when a disclosure of abuse has been made as recommended by the NSPCC.

If a child discloses abuse

If you're in a situation where a child discloses abuse to you, there are a number of steps you can take.

- **Listen carefully to the child.** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the child to 'shut down', retract or stop talking
- **Let them know they've done the right thing.** Reassurance can make a big impact to the child who may have been keeping the abuse secret
- **Tell them it's not their fault.** Abuse is never the child's fault and they need to know this
- **Say you believe them.** A child could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the child's told you could make the situation a lot worse for the child
- **Explain what you'll do next.** If age appropriate, explain to the child you'll need to report the abuse to someone who will be able to help
- **Don't delay reporting the abuse.** The sooner the abuse is reported after the child discloses the better. Report as soon as possible so details are fresh in your mind and action can be taken quickly.

Remember - how you react may mean the child/young person telling or not telling his/her story. It may be the beginning of the healing journey for the child/young person.

12.Reporting

Workers have a duty to protect children from harm. They should be aware of signs of child abuse and the procedures for reporting such abuse. If a worker suspects abuse, she/he has a duty to report it to the appropriate person in the interest of the child. The child's welfare must be seen as paramount.

13.Procedure in case of abuse - Action points

Duty Manager	Record & Report your concerns to;
Key Worker	Provide copy of report form Retain original in a safe place Do not investigate this yourself or inform parents. Key worker and relevant staff members to meet.
Designated Officer	Designated Officer/Key Worker informs Line Manager and Head of Service Designated Officer makes Referral to Social Services. Social services will advise and act accordingly

Should you need any further information contact Anna Richards: British Music Experience Education Officer on (0)151 519 0915 Or Jo Cester on

CHILD PROTECTION CONTACTS

Children's Social Care (name and contact details for team that receives referrals in relation to children)

Careline – 24 hrs
Email: CarelineChildrensServices@liverpooldirectlimited.co.uk
Tel: 0151 233 3700 Careline (Children)
Fax: 0151 225 2275

Children and Young People with Disabilities Team (name and contact details for team that provides services to disabled children)

Disabled Childrens Service
Brougham Terrace
West Derby Road,
Liverpool
Email: disabledchildrensservice@liverpool.gov.uk
Tel: 07793 721 039

Children's Rights Service (name and contact details for providing Advocacy for Looked After Children)

Childrens Participation Officer (for Child Protection & Looked After Children)

Kirsty Molyneux

Liverpool City Council
Municipal Buildings
Dale Street
Liverpool
L2 2DH

Email: kirsty.molyneux@liverpool.gov.uk

Tel: 0151 225 8112

Children in Care Council

Julie Cashin

Email: Julie.cashin@liverpool.gov.uk

Tel: 07709398583

Gill Thornton

Email: gillian.thornton@liverpool.gov.uk

Tel: 0773 9225 953

Complaints

Children's Social Care Complaints Manager,
Municipal Buildings,
Dale Street,
L2 2DH

Email: childrensservices.complaints@liverpool.gov.uk

Tel: 233 8274 or 233 8261

Or

Contact Liverpool Direct and register your complaint 24/7/365 through the icasework system.

Designated Allegations Manager (Adoption) (name and contact details for person who liaises with the LADO where allegations against adopters are made)

Nicky Urding

Service Manager Corporate Parenting

Tel: 0151 233 7408

Email: nicky.urdning@liverpool.gov.uk

Designated Allegations Manager (Fostering) (name and contact details for person who liaises with the LADO where allegations against foster carers are made)

Nicky Urding

Service Manager Corporate Parenting

Tel: 0151 233 7408

Email: nicky.urdning@liverpool.gov.uk