

Appendix vi

Music Outreach Safeguarding Procedures

1. General Introduction

This document sets out St Paul's Cathedral Music Outreach safeguarding processes for protecting children and vulnerable adults. These Procedures complement those of St Paul's Cathedral School, the Music Department and the School and Family Learning Department and are an appendix to the St Paul's Cathedral Safeguarding Policy.

In order to ensure that all Music Outreach staff understand safeguarding and the actions required in the event of having a safeguarding concern about a child, all St Paul's Cathedral staff complete the Church of England's Basic Awareness and Foundation Level safeguarding training. The Director of Choral Partnerships completes the Safeguarding Leadership training. All staff have refresher training every three years. Additionally, Music Department staff complete the Cathedral School's education child protection training and sign the confidential declaration. To protect children who attend choir practices online, the Music Outreach Department adheres to the Cathedral's Digital Learning Risk Assessment.

All Music Outreach staff who have unsupervised contact with children are subject to an enhanced DBS with barred list check.

All children who attend Music Outreach events have written permission from their parents or legal guardian (or their Local Authority if subject to an Interim or full Care Order).

2. St Paul's Cathedral Music Outreach activity comprises:

- Workshops in schools by prior arrangement on choral and organ music

- Trips to the Cathedral for services and workshops
- Hackney Children's Choir for eight to 11-year-olds in St Paul's West Hackney
- Hackney Senior Choir for 11 to 18-year-olds in St Paul's West Hackney
- Holiday courses for children and young people

2. Reporting Concerns about a child.

Anyone who has concerns about the welfare of a child should inform the Director of Choral Partnerships as soon as possible. If the Director of Choral Partnerships is unavailable, the staff member should contact the Cathedral Safeguarding Officer, or in their absence the Canon Steward, or Chaplain, for further advice. Once apprised of the concern, the Director of Choral Partnerships should try to make contact with the Designated Safeguarding Lead (DSL) for the child's school, or with Hackney Duty Children's Social Services. If the concern is noted during the weekend or evening, the Director of Choral Partnerships should consider and take advice if necessary as to whether the concern is such that the reporting of it can wait until the next working day. Advice can be sought from the Cathedral Safeguarding Officer, the NSPCC Advice Line, 31:8, or from the City and Hackney Emergency Duty Team. If the concern is noted during the school holidays, the Director of Choral Partnerships should inform the Duty Social Services Dept; if the Director of Choral Partnerships is unsure as to whether the matter constitutes a referral to social services, he may take advice from the Cathedral Safeguarding Officer, the NSPCC advice line, 31:8, or the Diocesan Safeguarding Advisor. Concerns or allegations that *cannot* wait for advice until the next working day are -

- Allegation or report of previous/recent/ongoing sexual assault by parent/carer/another member of the child's household
- a report of female genital mutilation (FGM – see guidance below)
- physical assault that has left a mark (bruise, welt, red mark, hand imprint, finger marks, bite marks, scald or burn marks) NB: Do not ask the child to show any reported marks not on an already visible part of the body
- an assault with an implement (even if it has left no marks)
- a report that a child in the same household has been subject to treatment as described above.
- that a serious health need (serious illness or accident) was not given medical attention

In these situations, the Director of Choral Partnerships should speak to Hackney Duty Social Services, or if after 5pm, to the NSPCC advice line, 31:8, or the City and Hackney Emergency Duty Team.

If the concern is such that there is an immediate threat to life or limb, the Music Outreach worker should not wait to make contact with the Director of Choral Partnerships, but should make contact with the emergency services in the way they would for any other emergency,

Report/concern about the Director of Choral Partnerships

- Do not alert the Director of Choral Partnerships that a report/concern has been made against him
- Ensure that at least one (preferably two if circumstances allow) trusted adult is present before leaving the child/group to report the matter/concern
- Report the matter/concern directly and immediately to the Canon Steward, or in their absence to the Canon in Residence, who should then make a decision about next actions, or in their absence, to the Cathedral Safeguarding Officer.
- Complete a Cathedral safeguarding form when practical to do so within 24hrs; send the form to safeguarding@stpaulscathedral.org.uk

Issue or concern about a Music Outreach Dept staff member or volunteer

- Do not alert the staff member/volunteer against whom the report/concern has been made
- Ensure that at least one other trusted adult (preferably two if circumstances allow) is present with the child/ group before leaving to report concern
- Report the concern directly to the Director of Choral Partnerships, or in their absence to the Canon Steward, or in their absence to the Canon in Residence, or in their absence, to the Cathedral Safeguarding Officer.
- Complete a Cathedral safeguarding form when practical to do so within 24hrs; send the form to safeguarding@stpaulscathedral.org.uk

Issue or concern about a Hackney Choir Volunteer

- Do not alert the volunteer against whom the report/concern has been made
- Ensure that at least one (preferably two if circumstances allow) other trusted adult is present with the child/group before leaving to report the concern
- Report the concern directly to the Director of Choral Partnerships.

Issue or concern about a teacher, social worker or foster carer

- Do not alert the person against whom a concern has been made
- Take advice from duty social services as soon as possible and before the child returns to the care of the person about whom there is a concern; if that is not possible, take advice from the police.

Reporting a concerning incident/interaction between choir members and other visitors at the Cathedral or other venues

Occasionally, there may be unsought interaction between the choir children and unknown members of the public within the Cathedral or at other performance venues; for example, an unknown adult trying to engage one of the choir in conversation. In these situations, the Music Outreach staff member involved should ensure that the contact is appropriately ceased, that the school is apprised of the event and the parent/foster carer; the police should be called if there is a perceived risk or threat. The Music Outreach staff member should then record the incident on a Safeguarding form when practical to do so within 24hrs and send that to safeguarding@stpaulscathedral.org.uk

Mandatory Reporting

Female Genital Mutilation is a mandatory reporting issue for police officers, teachers and regulated health and Social Care staff (Mandatory Reporting of Female Genital Mutilation procedural information – came into force 31st Oct 2015); it is good practice for all professionals to adhere to the mandatory reporting duty. Therefore, if a girl of 17yrs or under discloses that she has been a victim of FGM, or fears that she is about to become a victim of FGM, the Director of Choral Partnerships may report directly to the police; if the report is made by someone else (i.e. not the girl herself), the Director of Choral Partnerships may report to the police or social services, he should then immediately update the DSL at the school if possible. This should be done preferably prior to the girl leaving choir practice, the school, or the Cathedral; if she is leaving prior to reporting ensure that

her details are correctly recorded so that accurate information can be reported, but **be mindful that she should not be put at further risk for disclosing** – if in doubt, consult the Canon Steward, or Safeguarding Officer, the Chaplain, 31:8, the NSPCC advice line, 101, Hackney Duty Social Services, or the Diocesan Safeguarding Team. In addition, the usual safeguarding measures apply as do protocols pertaining to recording and confidentiality.

NB: if a woman of 18yrs or over alleges that she has previously been subjected to FGM, this is not a mandatory reporting issue, but the usual safeguarding rules will apply, as will matters pertaining to recording and confidentiality.

4. How to respond to a child who expresses a concern or reports abuse

It is important to remember that a child may feel more comfortable talking to a stranger about what may be an embarrassing and distressing experience. Therefore, members of the Music Outreach Dept should be aware of how to respond when a child makes comments indicating a concern or when a child makes a specific report/concern.

If a child makes a report/concern of abuse, they must be taken seriously, even if the report/concern seems improbable. Sometimes children will tell an adult they trust that they are being abused but will ask that no-one else be told. In such a situation, it is important to explain to the child that the information will be kept confidential but there are a few grown-ups who have to be told when a child has been hurt, or is scared of being hurt, for example a Social Worker or a police officer, but that no other grown-ups will be told unless it is to keep a child safe. The child should be reassured that they have done the right thing. Do not leave the child alone in order to make the report, ask another adult to join you, introduce that child to the second adult and explain that you are briefly leaving to think about what the child has said and the best way to keep them safe, but that you will be back to tell them what is happening.

Staff should only try to gather as much information as needed to discuss their concerns with statutory services. Use open-ended questions, for example 'how?' or 'who?' - 'when was the last time it happened?' and avoid questions that will automatically elicit a yes/no response, for example, 'did it hurt?', 'was it yesterday?'

Try to write down exactly what the child said and make a careful note of any visible marks on the child's body; if the child points out a mark and offers an explanation for how it happened, note this and acknowledge receipt of the information, for example, 'thank you for telling me about that'; however, do not ask the child about specific marks, just note them.

If a child says something to a Music Outreach staff member that raises suspicion that the child may be at risk, but there is no specific report of concern, the staff member should not ask the child about that, but rather record as soon as possible what has been said. If the comments are about a household member/family/friend, discuss with the school DSL, or Duty Social Services; if the matter is reported during an evening or weekend event, take into account the advice noted above. Report the concern, agree actions to be taken and follow-up with an email, confirming the details of the conversation, the actions agreed and by whom and the timeframe.

An older child may ask that what they have said remains confidential. In such a situation, the Music Outreach Dept staff member needs to bear in mind that the 'welfare of the child is paramount' (Children Act '89) and that in UK law, anyone of 17yrs and under is a child.

Additionally, Government guidance about information-sharing advises that confidentiality can be broken in the event of child protection concerns and that confidentiality should not be a barrier to safeguarding. See the Rules about Information Sharing, below. It is therefore permissible to report the concerns despite the objections of an older child.

Notwithstanding this, the Music Outreach Dept staff member needs to reassure the young person that their information will be handled confidentially and sensitively and explain that any information shared will be for safeguarding purposes only, that nothing will happen without their knowledge and, if possible, consent.

5. Post Choir Contact

It is not appropriate for members of the Cathedral Music Department to seek contact with former Choristers of St Paul's (including those in Outreach Choirs) for social interaction, nor to respond to such requests from former Choristers themselves. Requests from former Choristers, or their parents, for advice about academic careers, music study, university or college entrance or professional advice is regarded as acceptable, but any response should be sent from a St Paul's email address or via St Paul's online platform and not from personal emails or personal social media. This applies to all former choristers aged 18years and below.

6. Contacts

St Paul's Cathedral Music Outreach Key Contacts

Mr William Bruce,
Director of Choral Partnerships
wbruce@stpaulscathedral.org.uk

The Reverend Neil Evans
Canon Steward and Safeguarding Lead, St Paul's Cathedral
nevans@stpaulscathedral.org.uk

Ms Lucy Pieroni
Music Outreach Administrator, St Paul's Cathedral
lpieroni@stpaulscathedral.org.uk

Ms Louise Wilcox
Cathedral Safeguarding Office
lwilcox@stpaulscathedral.org.uk

External organisations

- In an emergency situation call 999
- NSPCC Child Protection Helpline: 0808 800 5000 (lines free and open 24 hours) Phone if you are worried about a child.
- Child-line: 0800 1111 (lines free and open 24 hours) Helpline for children or young people
- City of London Children & Families Team 020 7332 3621
For out of hours (5pm – 9am and weekends and bank holidays), please contact the City and Hackney Emergency Duty Team
020 8356 2710
- NSPCC Exploitation Helpline 0808 800 5000

7. Code of Conduct

Code of Conduct for Staff and volunteers

This Code of Conduct is to guide staff and volunteers in behaving professionally in their dealings with children. Good practice guidelines and sensible precautions are designed to protect all parties.

- Avoid being alone with a child, particularly in a closed room. If you do need to speak to a child alone, try to do so in an open area where you are in the line of vision of other people. If there is no choice but to be in a separate room, leave the door to the room open and do not position yourself in such a way that the child feels intimidated or threatened, do not block the exit and do not position yourself in the room in such a way that you are out of sight of the open door. If you plan to be alone with a child, you should notify another

member of staff and volunteers as to the reason and duration of the time alone with the child, and explain this in your report.

- Always act in a way that is appropriate to the person's needs.
- Avoid having a 'favourite' child or group of children.
- Avoid unnecessary, informal touching.
- NEVER touch in the genital area, including the bottom, the chest, the thighs and upper legs.
- Be sensitive to touch if you are dealing with a child who is distressed.
- Do not invade the privacy of children when they are using the toilet.
- Restrain a child only to prevent the child from hurting themselves or others and restrain them only in a way which is within the law.
- Do not allow unknown adults access to children under any circumstances.
- Alert the Safeguarding Officer if you consider the actions, language or attitude of your colleagues to be inappropriate or open to misinterpretation.
- Be aware of the importance of maintaining appropriate boundaries of behaviour with children.
- Always treat a child with respect.
- If using social media to make notifications of events, for example, the change of a rehearsal time, only use Cathedral social media accounts, never personal ones.

Guidance on Body Language and Presentation

- Staff should always be aware of their own body language and consider how children and young people may perceive it.
- They should always be aware of the body language of others and the messages this may give.
- They must not invade a child/young person's personal space.
- They should consider the exit from a room.
- They should be aware of how the child is feeling.
- They should be aware of sex and race issues.
- They should be aware of the safety of themselves and others.

8. The care and supervision of children

- **Supervision** There should not be a time when children are unsupervised. In the unlikely event that a DBS-checked adult is left alone with a child/group of children, it is their responsibility to ensure that another adult has been notified of this.
- **Illness** If a child is taken ill at a Music Outreach event, their parent or guardian should be notified as soon as possible. All parents' contact details are held on a central database which can be accessed during rehearsals and trips, in order that contact can be made. Qualified first aiders may attend them, and the incident should be logged in the appropriate manner. If a child is taken ill during a school visit to the Cathedral, the visiting school's procedures should be used.
- **Toilet Arrangements** Children may use toilet facilities at any time. Children understand that they are encouraged to prepare themselves for a rehearsal

or activity before it begins by visiting the toilet, but that if they need to use the toilet during a rehearsal, they may do so.

- **Behaviour Management** The use of physical punishment or practices which humiliate or frighten children is prohibited. It is the responsibility of the group leaders to ensure that children in their care behave appropriately. If necessary, the support of parents or other teachers from a child's school should be sought.
- **Travel arrangements** For Music-Outreach-led events, when groups of children are required to travel they will be accompanied by chaperones at the recommended ratio of one adult to every eight children.
- **Drop off/collection of children at venues**
For events run in conjunction with a school, the lead teacher remains responsible for children taking part in Music Outreach activities. This includes journeys to and from events, as well as during any activities. For non-school events (such as Hackney Choral) it is the responsibility of the parent or guardian to ensure the child enters the venue into the care of staff and volunteers.

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Updated January 2023

Updated March 2024

Updated May 2024

Form for reporting a safeguarding incident/concern:

Safeguarding Cause for Concern/Incident Report

If there is immediate danger call the Emergency Services (999) and contact a member of the Security Control Room. This form will help you to remember important information. Fill in as much as you can and send it within 24 hours to safeguarding@stpaulscathedral.org.uk

About you (the person reporting)			
Name			
Job Title			
About the individual involved			
Full name			
Address			
Email			
Telephone			
If the individual is part of a group - name of group or organisation and organiser's name and contact details			
About the incident			
Date of incident		Time of incident	
Place of incident			
Type of incident (tick any/all that apply)	Adult		Child/Young Person
	Service/worship related		Age if known
	Security incident		Education event
	Tourist Visit		Other
Name and contact details of witness 1			
Name and contact details of witness 2			
Name and contact details of witness 3			
Name and contact details of any person of concern: Address, Age & Description			
Details of emergency services in attendance incl any crime number			

Description of incident and action taken

This form should be used to capture any Safeguarding Incident, Cause for Concern or “uh-oh” moment. Please include as much detail about people, location and any reports or conversations you have had with the person involved or person of concern. Avoid making assumptions. *(Continue on a separate sheet if needed)*

Action taken - who has been involved (e.g. Chaplain, your line manager etc.)

Signed

Reported By Signature		Date	
Date sent to the safeguarding			

Appendix B

Child Protection Legislation and Guidance

- The Children Act 1989, section 87
- The Children Act 2004
- Education Act 2002 s157 and s175.
- Keeping Children Safe in Education (2023)
- HM Government Guidance 'Working Together to Safeguard Children' (December 2023)
- London Safeguarding Procedures (September 2023)
- The Prevent Duty: Departmental advice for schools and childminders (June 2011)
- Protecting All God's Children, 4th Edition, 2010