

# HILLINGDON MUSIC HUB

## CHILD PROTECTION PROCEDURES

### Guidelines for Staff and Volunteers

Hillingdon Music Service (HMS) fully recognises its responsibility for child protection. The guidelines below apply to all staff and volunteers working with young people.

Below are practical guidelines and procedures which staff and volunteers (henceforth referred to as HMS staff) are required to adopt in relation to Child Protection.

#### 1. Physical contact

- a. Direct physical contact with a pupil should be avoided. This will remove all risks relating to HMS staff being accused of misconduct or placing a pupil in an uncomfortable situation.
- b. In occasional circumstances, **and as a last resort**, where it is necessary for the tutor to touch a pupil's arms or hands, verbal permission must first be sought from the pupil - and the reason why this is necessary explained - before contact is made. Other parts of the body should be avoided.
- c. Never lean over or stand behind a pupil (this may be intimidating for the pupil).
- d. Physical restraint must not be used except in exceptional circumstances where reasonable restraint may be used to avoid a pupil causing harm to you, themselves, or other pupils. Please familiarise yourself with each school's policy on handling disruptive pupils.

#### 2. Professionalism

- a. HMS staff should maintain a professional relationship with pupils at all times.
- b. Avoid developing 'special' relationships or 'over familiarity'.
- c. Never initiate social contact with pupils outside the teaching situation.
- d. Never give out personal contact details to pupils or befriend them on social networking sites. Any necessary contact should be made via the parent or carer.

#### 3. Teaching venue

- a. The teaching room should be viewable from the outside, especially when teaching individual pupils. If a window is not part of the structure of the room, it is recommended that a door is left open. If this is not possible HMS staff should raise this matter with a senior member of school staff and the Manager of Hillingdon Music Service.

#### 4. Transport

- a. Lifts should not be given to pupils in HMS staff cars unless there is reason to believe that there would be a serious safeguarding risk to the child without this. In the latter case, this should be done only with the express permission of a senior member of school staff and the child's parent or carer, and ideally accompanied by another responsible adult. Consent to drive for business use must be in place.

#### 5. Communication

- a. Calls to pupils should be avoided other than in an emergency.

- b. When making contact by 'phone, HMS staff should always ask to speak to the parent/carer and never the pupil.
- c. Contact by email and text is discouraged. Where this is necessary, permission must always be obtained from the parent or carer. If a pupil is sent an email, the parent/carer/HMS office must be copied in. We would advise teachers to keep copies of any texts or emails sent to pupils in case any complaint is made.
- d. Use appropriate language at all times. Do not use pet names in texts or emails.

**6. What to do if you suspect a pupil has been abused or is at risk of being abused**

- a. **You have a legal duty to report any suspicion of abuse.** In the first instance you should inform the Designated Safeguarding Lead (DSL) of the school (if the teaching is during the school day). If the DSL is unavailable for whatever reason, or if the list of Child Protection Officers has become out of date, inform the Head Teacher.
- b. In either case, you **must** report that there has been a child protection issue to Catherine Handley, the Music Service Manager, on the same day. Alternatively you may contact Robert Workman, Elizabeth Swain or Rosalind Porter. If the suspicion of abuse is raised during an 'after school' activity you must inform the Music Service Manager and/or the Police on 999 who will redirect you to the right person. The Music Service Manager must be contacted by phone on the same day or the next day at the very latest. In the absence of the Manager, contact a Music Co-ordinator who will relay your concerns to the Music Service Manager and Hillingdon Council's Local Authority Designated Officer (LADO) on 01895 250111. Any incident or concern, however minor it may seem, should be reported.

**7. What to do if a pupil confides in you about abuse or a risk of being abused**

- a. Reassure the pupil that you will take what is said seriously.
- b. Keep calm and listen to the allegations. Make notes including any names, dates and times, as soon as possible.
- c. Do not prejudice anything by asking leading questions.
- d. Tell the pupil that you will need to pass his/her comments to someone else. Do not promise confidentiality.
- e. Be aware that the pupil may have been threatened, intimidated or made to promise secrecy. You can refer the child to Childline (0800 1111) if you feel he or she needs further confidential advice but you must also report the incident to the school or the Music Service.
- f. Never encourage the pupil to disclose more information than has been freely given.
- g. Refer the case to the correct person immediately - see point 6)
- h. Do not discuss the case with anyone else apart from the designated Child Protection Teacher in the school, your line manager and the designated safeguarding lead..

All reports and cause for concern should be reported immediately to the Music Service Manager on 01895 558108 or 07720 204518