

Music Relief Foundation Volunteer Handbook: Policies & Procedures

This handbook has been designed to outline the MRF policies and to serve as a guide to the ethos and procedures under which we operate. Please take time to acquaint yourself with this booklet. The full text of all our policies as well as a copy of this text are available on our website (www.music-relief.org).

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Useful information

MRF OFFICE & CONTACT NAMES

Thornton Heath Leisure Centre
 100 High Street
 Croydon CR7 8LF
 020 3633 0560

MRF Contacts

Magdalene Adenaike, Founder/CEO,
 Olga Shaumyan

020 3633 0560

Jonathan Bob-Amara, Chair, Board of trustees

07828 687 590

Emergencies (fire, police, medical etc.): **999** (for any emergency; works from any mobile, including a locked mobile; all emergency numbers are free)

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| <p>999 Emergency</p> | <p>111 national non-emergency medical number</p> |
| <p>112 Emergency number. 112 will work on any mobile phone anywhere in the world.</p> | <p>101 non-emergency number for the police</p> |

Office hours and closures

The office is open Monday to Friday 9:00 am - 5:00 pm

In the event of closure due to snow or other circumstance, you will be notified by 7am on the day of the closure.

- | | |
|-----------------------|-------------|
| New Year's Day | January 1 |
| Christmas Day | December 25 |
| Boxing Day | December 26 |
| Easter Bank Holidays | |
| May Day Bank Holidays | |

PARKING

Free street parking is available in the surrounding area. There's 1-hour free parking on the high street in front of the leisure centre and 3 hours free parking in the Tesco superstore 5 minutes' walk away from the centre.

PERSONAL BELONGINGS

You may store your personal belongings in the office while you volunteer. However, volunteers are cautioned not to bring valuables into the building. MRF cannot be responsible for loss of personal property.

Introduction & welcome

MRF HISTORY AND MISSION

MRF strives to help young people reach their potential and unlock their creative side.

MRF was founded by Magdalene Adenaike in 2011 as a grassroots organisation to support teenage parents. This came from Magdalene's personal experience of being a teenage mother. Support and counselling were grounded in the therapeutic and transformational power of music. With time, it became increasingly apparent that we could reach out to more young people if we expanded our services. Over the years MRF has established itself as a leading local voluntary youth organisation, delivering high-quality youth work to young people in our community.

MRF continues to offer young people aged 11-25 a safe, unique and dedicated space for them to participate in diverse positive and creative activities, to engage in a dialogue relating to youth issues (e.g. mental health, lockdown strategies, child exploitation awareness, youth empowerment etc.), to achieve nationally recognised accreditation or qualifications and to access a range of youth services. MRF also provides a place for young people to meet and socialise with their peers and engage with professionally trained youth workers, who are focused on delivering a range of informal education, as well as with inspirational and knowledgeable invited speakers.

In 2019, MRF was officially registered as a charity.

OUR VOLUNTEERS

At the moment MRF is entirely run by volunteers. MRF is its volunteers. Let your talents, enthusiasm and good will serve a shining example to the young people we serve!

We offer the following volunteering opportunities:

- youth worker
- administrative duties
- digital publicity and information dissemination
- fundraising

as well as one-off opportunities:

- Childcare: if you provide childcare to a volunteer during his or her shift, at no cost, both of you may claim the volunteer discount. See the next section (Communication)
- MRF can be contacted by email, phone or post. In the first instance, contact Project Co-ordinator Magdalene Adenaike or Administrator Olga Shaumyan on the e-mail office@musicrelief.org or on the phone 020 3633 0560.

The manager will regularly circulate via email information to staff.

For most teams, a large amount of information is communicated informally. The effectiveness of the communication systems in place depends on the people who use them. It is everyone's responsibility to ensure good communication and information sharing exists within the team.

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Team meetings. These will be held on a regular basis for a specific project or at least 4 times a year, and all staff should attend these meetings if possible. The manager will set an agenda for the meeting although staff may contribute to this if they want. These meetings will incorporate session review, targets, general updates and supervision dates.

- Reimbursed expenses) or talk to our volunteer coordinator for details.
- Bookkeeper: only one shift per month required.
- Special projects and events help, as needed.

MRF encourages maximum involvement of citizen volunteers with its programmes, activities, community and corporate involvement and operations. If you have an idea, let us know!

MRF welcomes you as a volunteer member. We hope that our association proves mutually satisfying and will enjoy your experience of working with young people in the context of a charitable organisation.

AGE LIMITATION

The minimum age for volunteers is generally 18 years. If you're aged 16-18, you must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labour. Please let the supervisor know to see if our current insurance covers this.

COMMUNICATION

MRF can be contacted by email, phone or post. In the first instance, contact Project Co-ordinator Magdalene Adenaike or Administrator Olga Shaumyan on the e-mail office@musicrelief.org or on the phone 020 3633 0560.

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REIMBURSED EXPENSES

Currently, MRF will reimburse your travel expenses to and from the venue on production of receipts.

If you are engaged for over 4 hours, MRF will pay for your meal up to £3 a day.

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BENEFITS OF VOLUNTEERING WITH MRF AND WORK REFERENCES

Fringe benefits of volunteering with MRF include a subscription to the MRF newsletter, attendance of MRF-organised events, volunteer-appreciation luncheons – not to forget coffee and tea or a small soft drink while on duty.

Also, you may claim the volunteer discount. There are several schemes for this, such as:

- www.charityworkerdiscounts.com/
- www.dotdotdotproperty.com/
- www.valueyou.org/

You must fill out a volunteer application. Talk to our volunteer coordinator for details.

Many employers recognise volunteer work as valid job experience. Your volunteer employment also provides you with current personal references regarding your skills. This can be very useful in obtaining paid employment. References will be given to prospective employers upon request. It is not a standard practice of MRF to provide written letters of recommendation for terminated volunteers.

Volunteer rights & responsibilities

Volunteers have the right to be given meaningful assignments, to be treated as equal co-workers, to receive effective supervision, to be afforded full involvement and participation, and to be accorded recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the organisation and uphold its policies and procedures.

VOLUNTEER RIGHTS

Volunteers are entitled:

- to receive induction, orientation, training, support, supervision, and evaluation.
- to have a clear understanding of the position's duties, responsibilities, supervision structure and time commitment.
- to have regular evaluation of their volunteer performance.
- to be apprised of the organisation's policies.
- to be informed of out-of-pocket expenses, insurance coverage, allowable tax deductions and the like, as appropriate.
- to be appropriately recognised for their efforts.
- to be treated as a co-worker and not just free help.
- to have volunteer time used wisely; to be given tasks that use and develop the volunteer's aptitudes.
- to be trusted and respected by all staff and co-workers and be regarded as a person who can make unique contributions.
- to be kept informed about the organisation's activities and be allowed to take part in the planning.
- to be recognised through promotion and awards.
- to be offered further training to perform the job.

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- to have risks explained.
- to work in proper working conditions.
- to be able to freely discuss problems, ask questions, or make suggestions, and to receive prompt response to enquiries and concerns.
- to have appropriate time, place and materials allocated to specific tasks.
- to be informed in good time of any cancellations.

VOLUNTEER RESPONSIBILITIES

As a volunteer, you are free to agree your work schedule with MRF, but having agreed it, you must be prepared to stand by this commitment. Also, in your role you will be representing MRF and so are expected to behave with decorum.

As a volunteer, you will be expected:

- to be open and honest regarding intent, goals and skills.
- to accept only realistic assignments and have a clear understanding of the job.
- to carry out duties promptly and reliably.
- to accept the guidance and direction of the supervisor and other more experienced people.
- to be willing to learn and to participate in any orientation or training required by MRF.
- to respect confidentiality.
- to be alert, sober and drug-free while volunteering.
- to dress appropriately to the position and the task.
- to act decorously, professionally and respectfully to MRF members and its clients.
- to discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the supervisor of volunteers.
- to be punctual and notify your supervisor of unavoidable absences as much in advance as possible.
- to notify your supervisor if it is not possible to meet your commitment or to complete your assignment as planned.
- to raise problems and concerns so that they may be discussed and resolved; be sure to ask questions about things you don't understand.
- to offer constructive suggestions about matters involving your assignment.
- to cooperate with the other volunteers and staff.
- to know MRF policies and procedures.
- to complete all assignments.
- to participate in staff and programme evaluations.
- to be willing to use and teach new ideas.

PROFESSIONAL BOUNDARIES

Telephone. You must not give young people your personal number; if young people or parent/guardians need to contact workers give them the office number or the work mobile number.

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Dress Code. Please ensure you dress appropriately for work with young people.

Internet. It is not permitted to have young people connected with MRF as your friend on social media sites like Facebook. If a young person requests, please decline and explain to them why.

Relationships with young people. Working with young people puts you in a position of trust and power. In your role as youth worker or volunteer, it is your responsibility to always maintain a professional manner. On no occasion should the young people you work with be or become your personal friends or move into your personal life. If you ever feel like a young person is overstepping the boundaries and you are not sure what to do, then please talk to your line manager.

ABSENTEEISM AND PUNCTUALITY

- Be on time and arrive when expected. If you are unable to arrive for your appointed time, please let us know as soon as possible.
- Be punctual and conscientious in the fulfilment of duties assigned and accept supervision from the staff and the experienced volunteers.
- Volunteers must inform their supervisor 24 hours before any absence other than illness or emergency. Please inform your supervisor of an emergency or illness as soon as possible. Continued absenteeism with or without notice may lead to reassignment or termination.

VOLUNTEER PROGRAMME EVALUATION

The volunteer programme will be evaluated annually by the volunteer coordinator, taking into account the number of volunteers used in the programme and the quality of services rendered. This will be presented in the form of an annual report to the MRF CEO for their approval. The report may be presented to the board at their request.

RESIGNATION

If you plan to stop volunteering, we would like the chance to talk with you before your departure. Please give a minimum of two weeks' notice to your supervisor. This will give us time to fill your position following your departure.

Code of conduct for staff and volunteers

GENERAL GUIDELINES

- Safety of participants and employees/volunteers is always of prime consideration. All accidents involving anyone should be recorded as soon as practicably possible. Employees/volunteers are responsible for familiarising themselves with building/venue safety issues, such as, fire procedures, location of emergency exits, location of emergency telephones and first aid equipment.
- Risk assessment should be undertaken prior to any offsite visits or new types of activities.

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- Employees/volunteers working with children should feel qualified to ensure the safe provision of services, use of equipment, activities undertaken, etc.
- Employees/volunteers working with children should carefully plan activity sessions with the care and safety of children as their main concern including the use of activities at an appropriate age/ability level.
- Employees/volunteers should ensure that their activities start and end on time. Employees/volunteers are expected to promote, demonstrate and incorporate the values of fair play, trust and ethics throughout their activities.
- Wherever possible, we will encourage an 'open environment' e.g. avoiding private or unobserved situations and discouraging the keeping of secrets. This especially means that employees/volunteers should not be alone with a child at any time. When this is unavoidable, it should be done with the full knowledge and consent of someone in charge of the organisation and/or the children's parents/carers.
- Employees/volunteers must treat all children/young people with respect.
- Employees/volunteers must not make racist, sexist or any other remarks which upset or humiliate.
- Employees/volunteers must take care to avoid showing any favouritism.
- Employees/volunteers should avoid smoking in front of people we work with.
- It is the responsibility of employees/volunteers to prevent the abuse of younger or weaker children by older or stronger children through bullying, cruelty or any other forms of humiliation.
- Arrangements for parents/carers to drop off and collect children from activities/trips need to be clearly stated and agreed by parents/carers, children and employees/volunteers.
- Employees/volunteers are responsible for reporting suspected cases of child abuse to the appropriate individuals and/or agencies.
- Employees/volunteers will be expected to keep an attendance register for all organised sessions.
- Employees/volunteers will have access to parents' consent and emergency contact forms for all children taking part in activities they lead (this information is confidential).
- External employees/volunteers should be adequately insured, to protect against claims of negligence, through their organisation or their own personal insurance if acting as a self-employed agent.

WORKING WITH YOUNG PEOPLE

MRF and its agents work with young people. It is our aim to ensure the safety and wellbeing of all young people and to support the volunteers in providing a safe, caring environment. Volunteers will work under the direct supervision of an established staff member.

Youth volunteers should set examples of appropriate behaviour, as young people learn by example. Volunteers should avoid using sarcasm, direct criticism, labelling and unnecessary competition or comparison.

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- Good behaviour should be positively encouraged.
- Volunteers should not physically punish any young person.
- Volunteers should not deprive any child of food or drink, nor force a child to consume.
- Volunteers should not humiliate or frighten any young person.
- Volunteers should avoid situations in which they put themselves or the young person at risk. This includes being alone with a young person unnecessarily.
- Volunteers should always respect a young person and be sensitive to their feelings.

Employees/volunteers should NEVER:

- engage in rough physical activities, even when playing;
- engage in sexually proactive activities (e.g. allow or engage in inappropriate touching of any form; make sexually suggestive comments about or to a child);
- allow children use inappropriate language;
- let a child's allegation go unanswered; each allegation must be recorded;
- reduce a child to tears as a form of control;
- engage children in tasks for which they feel inadequately trained or feel apprehensive about.

Employees/volunteers should normally not do things of a personal nature for a child. If you do have to do things of a personal nature for a child, e.g. take them to the toilet, support, lift, etc., particularly if they are very young or a child with additional needs, then ensure MRF has the full consent of their parents or obtain permission from the person you are answerable to. In an emergency which requires this type of help, parents and your line manager should be fully informed as soon as practicable.

ADULT TO CHILD SUPERVISION RATIOS

MRF will aspire to adhere to the NSPCC-recommended adult to child supervision ratios:

- 1 adult to 8 children aged 9-12 years;
- 1 adult to 10 young people aged 13-18 years.

A minimum of 2 staff are required for running groups and detached work.

In the situation of the ongoing Covid-19 pandemic, it is recommended that activity groups should not be more than 15, counting both children and adults.

ANTI-BULLYING

MRF aims:

- to prevent bullying from happening between children and young people who are a part of our organisation or take part in our activities;
- to make sure bullying is stopped as soon as possible if it does happen, and that those involved receive the support they need to provide information to all staff,

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volunteers, children and their families about what we should all do to prevent and deal with bullying.

Bullying includes a range of abusive behaviours that are **repeated** and **intended to hurt someone either physically or emotionally**. Types of bullying include:

- physical, such as hitting, kicking, taking belongings;
- verbal, such as name-calling, insulting, unkind remarks, including remarks about race/colour, religion, gender, age, sexual orientation and physical appearance;
- social, such as spreading vicious rumours or excluding someone from social groups.

Bullying causes distress and is corrosive for the group morale. MRF will not tolerate bullying. All incidents should be reported to a senior staff member.

For more detail, see Anti-Bullying in the MRF Safeguarding & Child Protection Policy on www.music-relief.org.

PETTY CASH

Any money raised from subs, trip contributions etc. must be banked before it is spent.

Any subs, petty cash should be left in a brown envelope in administrator's in-tray, with a clear note of where the income is from.

If you require petty cash, please fill out a petty cash slip making sure you put in as much detail as possible and leave in the administrator's tray **at least one week before** you need it.

Requests for larger amounts over £50 will need to be submitted **at least 2 weeks before** needed.

Once it has been authorised and processed you will be given petty cash once you have signed for it and are responsible for the money, gaining and submitting receipts.

All receipts and change must be handed in **within 4 weeks** of receiving any petty cash.

PHOTOGRAPHY AND IMAGE SHARING GUIDANCE

Formal permission from parent/carer should be obtained before taking photographs, videos, etc. using the form below. No consent means no photography. (See Appendix 3: Photography/videoing consent form, p. 51.)

MEDIA POLICY

This policy applies to the MRF website, social media pages as well as dealing with the media.

MRF website and social media pages

Only approved employees and volunteers will be allowed to post on the MRF website or social media pages.

Only approved employees/volunteers will be allowed to send/receive messages on social media and official web page.

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All employees who admin for MRF have a duty to monitor MRF social media accounts, remove any offensive posts and report to the manager.

Approved employees/volunteers are responsible for content they post and must not upload any abusive, pornographic, discriminatory or derogatory content.

Complaints received on social media will be referred to the senior management and will be responded to **within 21 days**.

Employees should not add, use personal accounts to message or communicate with young people attending MRF activities. It is good practice for all employees to have their personal accounts set to private.

Dealing with the media

To continue to promote the reputable image of MRF, all communications with the media should first be approved by the management. If any staff member/volunteer is approached by the media in regard to MRF please refer them to the senior manager.

YOUTH WORK

Monitoring and evaluation

All lead youth workers must complete a (6-week) plan for each youth work session they deliver. This will include any resources needed and cost incurred. This must then be passed onto the manager to make sure the money is made available.

For every youth work session, a planning sheet along with an evaluation and attendance names must be completed and handed in to the office. Always complete even if no young people turn up.

Offsite visits

All trips and activities should be first authorised by the Project coordinator. Any offsite visit needs to be properly planned and risk assessed.

Risk assessment. A risk-assessment form needs to be completed and submitted to the manager **5** weeks prior to the visit. It must be signed off by 2 members of the management before offsite visit can go ahead.

Parental consent form. Each individual young person needs to have a parental consent form completed and returned to MRF prior to any visit. Please complete the visit details in the appropriate places and distribute to young people. No young person can go on a trip without a completed and signed consent form.

All consent forms need to be filed away in the lockable cabinet after each activity.

Emergency contact. All offsite visits must have a named emergency contact. This person must be contactable for the duration of the trip and have a copy of the young people's emergency contacts.

Independent time on an offsite visit. Sometimes it is reasonable and essential that young people are allowed some independent time whilst on an offsite visit. Examples of this are Duke of Edinburgh's Award expeditions, or at a theme park or shopping trip.

However, these points must be followed:

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- The parents' consent form needs to explain that the young people will have some independent time.
- The independent time is only given if safe to do so, taking into consideration the venue and hazards, young person's age and ability.
- Young people are to stay in groups of at least 3.
- Young people must have clear instructions for meeting times and points and be able to contact staff at all times.
- All young people must be given cards with emergency contact details on.

For guidance on lone and detached work, see Youth Work Guidance on the MRF website.

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Music Relief Foundation

MRF Policies & Procedures Overview

You must thoroughly acquaint yourself and observe MRF policies and procedure. By agreeing to be part of MRF, you automatically subscribe to the MRF code of conduct. Intentional or persistent breaches will lead to dismissal.

This handbook contains an overview of the MRF policy packet. Complete policies, procedures, forms etc. are to be found on our website www.music-relief.org/policies/.

Safeguarding & Child Protection Policy & procedures

Keeping children safe from significant harm is the responsibility of all adults especially those working with children. The development of appropriate procedures and the monitoring of good practice are the responsibilities of the local Croydon Safeguarding Children Board (CSCB), which is the partnership of several agencies who work with children and families across the borough. MRF is committed to respond in accordance with London Child Protection Procedures followed by CSCB and partner agencies in all cases where there is a concern about significant harm.

We believe that:

- Children and young people should never experience abuse of any kind.
- The welfare of a child or young person will always be paramount.
- The rights, wishes and feelings of children and young people will be respected and listened to.
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take;
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse;
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

DESIGNATED SAFEGUARDING & CHILD PROTECTION OFFICERS:

Nominated safeguarding/child protection lead: Magdalene Adenaike

Phone/email: 020 3633 0560, magdalene@music-relief.org

Deputy safeguarding/child protection lead: Olga Shaumyan

Phone/email: 020 3633 0560, office@music-relief.org

Trustee/Senior lead for safeguarding/child protection: Jonathan Bob-Amara, Chair

Phone/email: 020 3633 0560, jonathan@music-relief.org

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ROLE DESCRIPTION FOR THE DESIGNATED SAFEGUARDING OFFICER

See Safer Recruitment in Safeguarding Policy on www.music-relief.org.

VOLUNTEER INDUCTION

All staff and volunteers are responsible for helping to make a safer culture and should speak out if they have concerns. Child protection is a key part of our induction for new staff and volunteers.

All new staff/volunteers will be given an induction programme and a handbook, which will clearly identify MRF's policies and procedures, including MRF's Safeguarding & Child Protection Policy (and other policies), and make clear the expectation and codes of conduct which will govern how employees carry out their roles and responsibilities.

New staff/volunteers will start off on a probationary/trial basis. A mentoring and supervision process is in place for them. This will allow concerns on either side to be raised and responded to appropriately.

New staff/volunteers will have a designated person (supervisor) who will ensure that a proper induction takes place. The supervisor will provide regular support and supervision to the new member of staff and volunteer in all areas of their work including child protection. All new staff and volunteers will read and understand this policy as part of their induction process. Staff and volunteers will be able to identify the signs of abuse and will be confident about the steps to take and who to report any concerns.

All staff and volunteers will attend external training on child protection provided by accredited providers. Until such time, child protection training will be cascaded by supervisors/managers at the MRF.

Staff and volunteers will keep a check on visitors and guests, whether their visit is by invitation or unsolicited.

For more detail, see Safer Recruitment in Safeguarding Policy on www.music-relief.org.

CHILD AND YOUNG PERSON ADMISSION PROCEDURES

Parental consent & contact details

A parent/carer leaving their child in the care of MRF will sign a consent form confirming this (Appendix 5: Sample Parental Consent Form, p. 53). A register of names, addresses, next of kin and contact addresses and telephone numbers for emergencies will be kept. Parents/carers, and where appropriate older children, will be given a copy of a written statement which specifies the action to be taken in the event of a child becoming ill or being injured. The form will also indicate that any information which suggests that a child has been abused will be passed on to the Social Services Department and/or the police.

Designated person

There will be a named designated person and a deputy designated person for child protection. In the event of any concerns regarding a child, the designated person or

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deputy will be informed at the earliest available opportunity. If necessary, they will inform the relevant Social Services Department and the management. The designated person will also ensure that the child protection procedures are kept up to date and reviewed.

Photography, video, etc.:

Formal consent from parent/carers should be obtained before taking photographs, videos (Appendix 3: Photography/videoing consent form, p. 51), etc.

DEALING WITH DISCLOSURES AND CONCERNS ABOUT A CHILD/YOUNG PERSON

For full text, see Safeguarding Policy on www.music-relief.org.

It is not the responsibility of employees/volunteers to deal with suspected abuse, but it is their responsibility to report concerns to the designated safeguarding lead or other appropriate person. It is important that all employees/volunteers should be aware of their responsibilities if child abuse is suspected.

Immediate action to ensure safety may be necessary at any stage in involvement with children and families.

- If emergency medical attention is required, this can be secured by calling an ambulance (dial 999) or taking a child to the nearest Accident & Emergency Department.
- If a child is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via Police Protection Order.

Always report any concerns to the designated safeguarding lead or the MRF office.

Recognition of abuse or neglect

Abuse or neglect of a child is caused by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or more rarely by a stranger.

If you notice any social changes in the behaviour of a child, worrying marks or bruises or hear a child or children talking about things which give cause for concern, then your first responsibility is to the child. It is not safe to assume that someone else will act. As an adult you have a duty to take appropriate action. Recognising and coping with child abuse is very stressful and the person reporting the concern will not have to cope alone.

The signs summarised below do not necessarily mean that a child is being abused. Similarly, there may not be any signs; you may just feel something is wrong. If you are worried report it to the designated person. It is not your responsibility to decide if it is abuse. But it is your responsibility to act on your concerns and do something about it by reporting.

Physical abuse

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 feigns the symptoms of, or

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deliberately causes ill health to a child whom they are looking after. A person might do this because they seek the attention they get by having a sick child. This situation is commonly described using terms such as, fabricated illness by proxy or Munchausen syndrome by proxy.

Physical abuse, as well as being a result of an act of commission, can also be caused through omission – or the failure to act to protect.

Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve 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 ill treatment of a child though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of or consents to what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex; or non-penetrative acts such as fondling. They may include non-contact activities, such as involving children in looking at or in the production of pornographic material, or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Neglect

Neglect 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. It may involve a parent or carer failing to provide adequate food, shelter and clothing; failing to protect a child from physical harm or danger; or failing to ensure access to appropriate medical care or treatment. It may also include neglect of or unresponsiveness to a child's basic emotional needs.

Harm also includes the impairment of a child's health or development as a result of witnessing the ill treatment of another person.

Possible signs of abuse or neglect:

- unexplained or suspicious injuries such as bruising cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury does not seem right;
- the child discloses abuse, or describes what appears to be an abusive act;
- someone else (child or adult) expresses concern about the welfare of another child;

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- unexplained change in behaviour such as withdrawal or sudden outbursts of temper;
- inappropriate sexual awareness or sexually explicit behaviour;
- distrust of adults, particularly those with whom a close relationship would normally be expected;
- difficulty in making friends;
- eating disorders, depression, self-harm or suicide attempts.

This is not an exhaustive list and these signs do not necessarily indicate that a child is being abused.

Individuals within the organisation need to be alert to the potential abuse of children both within their families, as well as from others, including abuse by members of the organisation.

What to do if children talk to you about abuse or neglect

It is recognised that a child may seek you out to share information about abuse or neglect; or talk spontaneously to you or in groups when you are present. In these situations you must:

- Listen carefully to the young person. DO NOT directly question the young person.
- Give the young person time and attention.
- Stay calm – ensure the child feels safe.
- Allow the young person to give a spontaneous account; do not stop them from freely recalling significant events.
- Accept what you have been told (this is not the same as believing or disbelieving).
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present, the young person's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the young person's own words where possible.
- Tell the child that you will offer support, but that you cannot promise not to speak to authorities about the information they have shared.
- Reassure the young person that:
 - o you are glad they have told you;
 - o they have not done anything wrong;
 - o what you are going to do next.
- Explain that you will need to get help to keep the young person safe.
- DO NOT ask the young person to repeat his or her account of events to anyone.
- Do not approach or contact the alleged abuser(s).

Reporting concerns about a child's wellbeing

(See Appendix 1: Reporting procedure for suspected cases of child abuse (decision flowchart) p. 48.)

If you think a child is in immediate danger, contact the police on **101** or **999**.

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If you're worried about a child but they are not in immediate danger, you should share your concerns.

You may become concerned about a young person who has not spoken to you, because of your observations of, or information about that young person. It is good practice to ask a young person why they are upset or how a cut or bruise was caused, or respond to a young person wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action.

If you are concerned about a young person you must pass your concerns onto the designated safeguarding / child protection lead (contact details below).

- Record the concern or incident using the Incident Report Form (Appendix 2: Incident Report Form, p. 49), including, date and time of what has occurred and the time the disclosure was made. Record the names of the people involved and what was said and done by whom and any action taken.
- Inform the designated safeguarding/child protection lead or another senior member of staff or deputy immediately (see contacts below). Remember that confidentiality is of the utmost importance. The senior staff member will contact the appropriate authorities including the Duty Social Worker in the area where the child lives as soon as possible.
- If the matter is urgent and none of the above can be contacted, then contact social services or the police: Croydon Safeguarding Children Board **0208 604 7275**, police **101**, or the NSPCC helpline on **0808 800 5000**.

Social services will risk-assess the situation and take action to protect the child as appropriate either through statutory involvement or other support. This may include making a referral to the local authority.

A referral involves giving social services or the police information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency followed by any necessary action. A referral should normally be made by the designated safeguarding / child protection lead. However, ALL staff can refer their concerns directly to Croydon Safeguarding Children Board **0208 604 7275**, police **101**, or the NSPCC helpline on **0808 800 5000**.

Concerns would normally be shared with parents/carers as soon as possible. However, there could be circumstances when this could put the child at greater risk or there may be concerns that parents/carers will not respond appropriately.

Every effort will be made by social services to respect the anonymity, if requested, of the person reporting the abuse. However, if allegations result in court proceedings, this may not be possible.

If an allegation of abuse is made against a member of staff or volunteer, Social Services will follow the same procedure as they do to investigate allegations of abuse in a family.

Information to include in your report

Be prepared to give as much of the following information as possible (in emergency situations all this information may not be available). Unavailability of some information should not stop you making a referral. (See Appendix 2: Incident Report Form, p. 49.)

The information to provide:

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- your name, telephone number, position and request the same of the person to whom you are speaking;
- full name and address, telephone number of family, date of birth of child and siblings;
- gender, ethnicity, first language, any special needs;
- names, dates of birth and relationship of household members and any significant others;
- the names of professionals known to be involved with the child/family, e.g. GP, health visitor, school;
- the nature of the concern, and the basis for it;
- an opinion on whether the child may need urgent action to make them safe;
- your view of what appears to be the needs of the child and family;
- whether the consent of a parent or a person with parental responsibility has been given to the referral being made.

Confidentiality

MRF should ensure that any records made in relation to a referral should be kept confidentially and in a secure place. Information in relation to child protection concerns should be shared on a 'need to know' basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child's need for protection. Please see Confidentiality: guidelines for youth work, p. 27 for more information.

MANAGING ALLEGATIONS AGAINST STAFF AND VOLUNTEERS

Reporting abuse

MRF takes any concerns raised about staff or volunteers seriously, regardless of who the person is or how long they've been involved with the organisation.

MRF designated safeguarding officer will not attempt to investigate the matter but will gather the facts of the case and keep written records.

If an allegation is made that a staff member or volunteer has:

- behaved in a way that has harmed, or may have harmed a child,
- committed a criminal offence against, or related to, a child,
- behaved towards a child or children in a way that indicates they are unsuitable to work with children,

the allegation will be reported immediately to the relevant agencies (Croydon Safeguarding Children Board **0208 604 7275**, police **101**, or the NSPCC helpline on **0800 800 5000**).

Resignations and 'settlement agreements'

If someone resigns from their post or refuses to cooperate with the process, this must not prevent an allegation being followed up.

'Settlement agreements' (where a person agrees to resign, and the employer agrees not to pursue disciplinary action) must not be used in cases of alleged abuse.

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Confidentiality and support

We will make every effort to maintain the confidentiality of all parties while an allegation or concern is being investigated. We will make sure everyone involved in the investigation understands this.

We will endeavour to support the children involved, their parents or carers, and individuals who have had an allegation made against them by:

- telling parents or carers and the employee or volunteer concerned about the allegation as soon as possible (as long as this does not place any children at further risk of harm);
- telling them how the allegation is being managed;
- keeping everyone informed about the progress and outcomes of the case.

Referral to authorities

If MRF removes a member of staff or volunteer from working with children because they pose a risk of harm (or if MRF would have but the person has resigned or left), we will inform the relevant barring agency (DBS). Failure to do this is a criminal offence.

The matter will also be reported to the appropriate regulatory bodies:

- the Charity Commission for England and Wales;
- Croydon Safeguarding Children Board (0208 604 7275);
- volunteer/staff recruitment agency; et al.

The final report is to be analysed for lessons to be learnt.

MANAGING ALLEGATIONS AGAINST A CHILD (PEER ABUSE)

Type of allegations

There are many ways that a child may be abusive towards others. A child who is displaying abusive behaviour may not realise they are doing so.

When a child abuses another child, it is sometimes called 'peer on peer abuse' or 'peer abuse' (Department for Education, 2018; Department of Health, 2017).

Allegations may involve:

- bullying or cyberbullying,
- emotional abuse,
- online abuse,
- physical abuse,
- sexting,
- harmful sexual behaviour,
- sexual abuse.

Identifying concerns

There is a range of ways concerns might be raised.

- A child or adult might make a direct allegation of abuse by a child or young person.

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- A child or adult might tell you they're uncomfortable with a child or young person's behaviour. They may not realise the behaviour is abusive.
- A member of staff or volunteer might observe behaviour that gives cause for concern and make a report following the MRF safeguarding procedures.
- MRF may be informed that a child or young person is the subject of an investigation.
- A child or young person might tell you they have harmed someone else or are at risk of doing so.
- Sexting used to blackmail or abuse.

Responding to concerns

When responding to an allegation of abuse made against a child, it's important to consider the needs of everyone involved.

Talking to a child who tells you they have behaved abusively

Sometimes a child may tell you directly that they have behaved abusively towards someone else. If this happens:

- Reassure the child that they've done the right thing by telling you about it.
- Listen carefully to the child and let them tell their whole story. Don't try to investigate or quiz the child, but make sure you understand what they're saying.
- Use non-judgemental language.
- Remember that a child who is telling you they've abused someone else is a child in need of support.
- Tell them that you now have to do what you can to keep them and the other children involved safe.
- Explain what you are going to do next and that you will need to speak to other people who can help.
- Reassure the child that they can get help to change their behaviour and move forward with their life.
- You may want to suggest the child contacts Childline or NSPCC for support. Never promise to keep what a child tells you a secret. Explain that you need to talk to other people who can help keep them and the other children involved safe.

Talking to a child who may be behaving abusively

If allegations have been made against a child you should speak to your nominated child protection lead, who can advise you on the best way to proceed. If you confront the child about the allegations before taking advice, it may make the situation worse.

For more advice about speaking to a child who may be behaving abusively, contact the NSPCC Helpline on **0808 800 5000** or by emailing help@nspcc.org.uk.

Sometimes you may have noticed a child behaving inappropriately and you may need to talk to them about this immediately, in order to manage the behaviour. Remember that they may not realise their behaviour is unacceptable. Talk to them calmly and explain why their behaviour is unsuitable and what they can do to improve it. Refer the young person to the code of conduct which everyone in MRF agrees to.

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Be aware that a child who displays challenging behaviour may be doing so because they have experienced abuse or neglect. If you think this may be the case, follow the MRF safeguarding procedures.

Making notes

It's important to keep accurate and detailed notes on any concerns you have about a child. You will need to share this record with your nominated child protection lead. Include:

- the child's details (name, age, address)
- what the child said or did that gave you cause for concern (if the child made a verbal disclosure, write down their exact words)
- the details of any other children involved or impacted.

Deciding if a concern is a child protection issue

When a child or young person behaves inappropriately towards another child, a decision needs to be made about whether there may be a child protection concern.

Refer the case to the MRF nominated child protection lead to make this decision in consultation with:

- the volunteer or staff member who is responsible for the supervision/pastoral care of the children involved,
- the senior manager or trustee responsible for safeguarding,
- any other agencies you know are working with the child,
- the local child protection services if necessary.

An allegation becomes a child protection concern when:

- The behaviour involves sexual assault or physical assault.
- The child who has experienced the abusive behaviour has suffered significant harm.
- The behaviour forms part of a pattern of concerning behaviour by the child or young person who is being abusive.
- The child carrying out the abuse is displaying harmful sexual behaviour.
- You are concerned that the child carrying out the abuse may be doing so because they have experienced abuse or other upsetting experiences themselves.

It is also a child protection concern when there's a significant difference of power between the child who is displaying abusive behaviour and the person being abused, for example when:

- there's an age difference of more than two years;
- there's a significant difference in terms of size or level of ability;
- the child displaying abusive behaviour holds a position of power (such as being a helper, volunteer or informal leader);
- the child being abused is significantly more vulnerable than the other child or young person.

When in doubt, contact the MRF Office or the NSPCC Helpline on **0808 800 5000** or by emailing help@nspcc.org.uk. They are trained to talk through your concerns, give expert advice and take action to protect the child as appropriate. This may include

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making a referral to the local authority. Or discuss the matter with your local authority child protection services.

Telling parents that their child may have abused someone else

The child's parents or carers should be told what has happened, as long as it doesn't increase the risk to the child.

Ask the child how they would like their parents/carers to be told. You could suggest:

- talking to parents first without the child there, then summarising everything with the child present
- helping the child tell their parents in their own words, with you present for support.

It's important for parents and children to talk about what's happened and begin to come to terms with it as a family.

When talking to parents or carers, remember that the news their child has behaved abusively may be a shock. Reassure them that support is available to help their child change their behaviour and move forward.

Support for parents

Signpost parents/carers to appropriate support. Some organisations that may be helpful for parents/carers include:

- Family Lives (<https://www.familylives.org.uk/>), which helps parents/carers to deal with a range of challenges
- The Lucy Faithfull Foundation (<https://www.lucyfaithfull.org.uk/>), which provides support around child sexual abuse/harmful sexual behaviour.

Taking action to keep all children and young people safe

Depending on the nature of the allegation or concern, you may need to take action to protect and support children who have experienced peer abuse.

You should also consider how best to support the child against whom the allegation was made.

Sanctions

Refer a young person to the behaviour code which explains how MRF expects people to behave and sets out what sanctions will apply to anybody who chooses not to behave appropriately.

Emotional support

If peer abuse has taken place, this may have an emotional impact on everyone in the group. Make sure children, young people and adult supervisors have access to the emotional support they need and know who they can talk to if they are worried about anything.

Childline provides confidential help and advice for children and young people. Calls to **0800 1111** are free and children can also contact Childline online. One can download or order Childline posters and wallet cards.

Risk assessment

Conduct a risk assessment and develop a risk management plan to make sure you are doing everything you can to keep all your children and young people safe. Things to consider include:

- any relevant information from other agencies, such as care plans or multi-agency assessments;
- making sure the child who is alleged to have carried out the abuse is separated from the children who experienced the abuse;
- separating the child who is alleged to have carried out the abuse from other children where there is a risk of further abuse;
- whether the children who experienced the abuse are at risk of bullying or victimisation from others and what prevention measures are needed;
- whether the child who is alleged to have carried out the abuse is at risk of any retaliation and what action can be taken to keep them safe.

Multi-agency working

If statutory agencies are investigating and assessing the situation you should stay in contact with them and share all relevant information with multi-agency partners.

RECORDING CONCERNS AND INFORMATION SHARING**Recording concerns about children's safety & wellbeing**

If anyone in MRF has concerns about a child's or young person's welfare or safety, all relevant details are recorded. This will be done regardless of whether the concerns are shared with the police or children's social care. We will keep an accurate factual record of:

- the date and time of the incident/disclosure,
- the date and time of the report,
- the name and role of the person to whom the concern was originally reported and their contact details,
- the name and role of the person making the report (if this is different to the above) and their contact details,
- the names of all parties who were involved in the incident, including any witnesses,
- the name, age and any other relevant information about the child who is the subject of the concern (including information about their parents or carers and any siblings),
- what was said or done and by whom,
- any action taken to look into the matter,
- any further action taken (such as a referral being made),
- the reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant).

The record will be signed and dated by the person making the report (see Appendix 2: Incident Report Form, p. 49). All disclosures are confidential and will be kept securely. It will be kept until shared with an appropriate government agency.

Information sharing guidelines

MRF will follow '7 Golden Rules' of information sharing as outlined by the Government guidance, Information sharing advice for safeguarding practitioners (July 2018):

1. **Remember that the Data Protection Act 2018 and human rights law are not barriers** to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately.
2. **Be open and honest with the individual** (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. **Seek advice from other practitioners** if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. **Share with informed consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk.
5. **Consider safety and well-being:** Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, adequate, accurate, timely and secure:** Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
7. **Keep a record of your decision and the reasons for it** – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

MRF may share information with the following services and individuals:

- Statutory organisations, such as the police and/or children's services, must be informed about child protection concerns; designated officers should be consulted where there are concerns about someone in a position of trust.
- Disclosure & Barring Service must be informed of any concerns about someone in regulated activity who is suspended or expelled from the organisation.
- Other clubs and youth organisations: informing other organisations needs to be considered according to the 'Golden Rules' (above) in order that they can safeguard children in their care who may be at risk of harm.
- Individuals within the organisation: this will be decided on the basis of who needs to know what information in order to keep children safe according to the principles below.

CONFIDENTIALITY: GUIDELINES FOR YOUTH WORK

MRF upholds the rights of young people using the service to receive a professional and respectful response to their needs and believes that a policy of confidentiality is integral to this. Youth workers have always been aware of the unique relationship they have with young people they work with. Young people will discuss problems or pass on information about others trusting that the information will go no further. The special relationship that exists between youth worker and young person depends a great deal on such trust.

In a youth work setting, confidentiality extends to cases when a young person makes any attempt to restrict the environment or the audience by, for example, asking to talk in private, moving you away from others before talking, and/or talking in a whisper. Even if a confidence may seem trivial, it does not mean it should be treated with any less discretion. It is not for youth workers to judge what personal information is.

Legal aspects

The concept of a 'confidential relationship' is recognised by law. Certain professions have an obligation of confidentiality, by the nature of the relationship that exists between the worker and the client. There can be little doubt that the youth worker is included in this group. A young person therefore has the right to have their confidence respected, and the youth worker has an obligation to maintain and respect that right.

Exceptional circumstances where confidentiality cannot be maintained and a young person's wishes must be overridden:

- The young person is in a life-threatening situation (including self-harm).
- Inaction might place them or someone else in a life-threatening situation
- If a young person is threatened by an abuser
- The young person discloses that a sexual offence has taken place
- Where the rights of other young people who have not been consulted would be infringed
- Where someone else could be harmed

This does not include disclosure about a young person's

- drug use,
- illegal activity,
- sexual activity (including sexting) except where it meets the exceptional circumstances above.

Dealing with requests for information from other agencies

Youth workers may from time to time be asked to disclose confidential information about a young person to another professional, service or agency. Such information should generally only be released with the consent of the young person or where it is necessary for the protection of the young person or a third party.

Disclosure of information to others

To avoid losing the trust and confidence of a young person by having to break their confidence, youth workers should, wherever possible try and pre-empt disclosure of, for example, abuse, and inform the young person that if they do decide to reveal information the youth worker will have no choice but to act on it.

What should I do if I have to disclose confidential information?

When a decision is taken to disclose confidential information the following procedure must be followed:

- The youth worker must inform their immediate line manager, who will then pass the information on. Speed is of essence, especially in cases where exceptional circumstances apply.
- An action plan will be agreed with the Head of Service, which will include an agreement as to who informs Social Services. In these circumstances Youth workers have a statutory duty to inform Social Services of 'suspected or identified abuse', whether sexual or physical, which would include information disclosed about another young person.
- Whenever possible this should be done with permission of the young person, who may need a lot of in-depth support from the youth worker to be able to make this decision. However, with or without the permission of the young person involved, the information must be passed on to Social Services.
- Confidential 'file notes' need to record the incident as soon after as possible, and actions taken.

DATA PROTECTION

For full text, see Safeguarding Policy on www.music-relief.org.

Information about young people

- Young people should be informed of exactly who will have access to the information and what the information will be used for. All personal information such as C-card (<https://youngandfree.org.uk/join-the-c-card-scheme/>), consent forms and medical information should be stored in a locked cabinet in the office.
- Young people have the right to access information about themselves at any time.
- Records should be kept in a secure locked place and be protected from unsupervised access. Information on computer should be stored on disk, not on hard drive, and the disk kept secure.
- Records should be kept no longer than necessary.
- Any correspondence that is carried out which names the individual, should be done with the knowledge and consent of that individual; copies of letters and correspondence should be kept secure.
- Information imparted as confidential must remain confidential even when there is no longer any contact with the young person.

Information about youth workers

- All staff members should receive a list of all youth workers' names with their contact numbers/addresses, unless there is a reasonable request not to do so.
- A youth worker's address/telephone number should be passed on to other relevant individuals or organisations only with the individual's consent.
- Relevant medical information about workers should be shared with a staff team only with the individual's consent.
- Personal information about staff members should not be given to young people without the individual's permission.
- As with young people, all records/information should be kept secure.

Complaints & Compliments Policy

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Who can complain?

Anyone who is: receiving a service from MRF, caring for someone who has a complaint; volunteering for MRF; employed by MRF.

Deadline for complaints

MRF will only consider complaints within **6 months** of the incident.

How to complain

MRF would like to sort out any complaint as soon as possible. The complaint must be submitted within **6 months** of the date of the incident.

Many complaints can be solved informally. If you make contact in person at one of the groups, events or training sessions etc. or by phone with a volunteer or member of staff, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well. You can contact MRF and, if you feel able, speak to the CEO or a member of staff who will attempt to resolve the issues to the satisfaction of all concerned. If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

The Formal Complaint Procedure is discussed in detail in the MRF Complaints & Compliments Policy on our website.

Whistleblowing

Whistleblowing is when someone reports wrongdoing on the basis that it is in the public interest for the wrongdoing to be brought to light. This is usually something they've seen at work but not always. The wrongdoing might have happened in the past, be happening now, or be something the whistle-blower is concerned may happen in the near future. Staff and volunteers must feel confident about challenging the behaviour of others and voicing concerns.

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MRF will be responsible for ensuring that appropriate personal support is offered both to an employee raising a concern and to any employee against whom allegations have been made under this procedure.

An employee has certain common-law confidentiality obligations to their employer. However, in a limited set of circumstances whistleblowing may override these obligations if an employee reveals information about their employment or the work on the project. This guidance sets out the circumstances under which these disclosures may lawfully be made.

A concern must relate to something which:

- is a breach of MRF policies; or
- falls below established standards or practice; or
- amounts to improper conduct, including something that may be
 - o a breach of the law or a failure to comply with a legal obligation,
 - o a possible miscarriage of justice,
 - o a Health & Safety risk,
 - o damaging the environment,
 - o misuse of public money,
 - o corruption or unethical conduct,
 - o abuse of children, young people or other users,
 - o deliberate concealment of any of these matters,
 - o any other substantial and relevant concern.

Again, these issues could have arisen in the past, be currently happening or likely to happen in the future. The law does not protect an employee who would be breaking the law in making the disclosure.

The full procedure for raising a whistleblowing concern is discussed in detail in the MRF Complaints & Compliments Policy on our website.

Health & Safety Policy

HEALTH AND SAFETY POLICY STATEMENT

As an organization, MRF has a 'Duty of Care' towards those that come into contact with us. This means MRF has a duty to take reasonable care to avoid causing harm to service users, volunteers and members of the public. In practice this means providing suitable equipment, safe environment and training and/or supervision based on a risk assessment of the activity, event or work being undertaken. Similarly, MRF youth workers have a duty of care towards the young people and can be seen as acting 'in loco parentis' when they lead in activities.

DESIGNATED HEALTH & SAFETY LEADS

Health & safety lead

Magdalene Adenaike
020 3633 0560, magdalene@music-relief.org

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Trustee/Senior lead for safeguarding and child protection

Jonathan Bob-Amara, Board Chair
020 3633 0560, jonathan@music-relief.org

INSURANCE

Liability and accident insurance is provided for all volunteers engaged with MRF. Specific information regarding such insurance is available from the volunteer coordinator. MRF insurance is in excess of your personal insurance.

FIRE PLAN

Your supervisor will show you where the fire evacuation plan is for your work area. Be sure you know your nearest exit in case of fire. In case of fire, call **999**.

Responsibility for fire safety

The Regulatory Reform (Fire Safety) Order 2005 puts the onus of responsibility on employers to ensure a fire safety plan and precautions are in place. Failure to do so could lead to prosecution. The law requires fire risk assessments for all areas in places of work and a nominated competent person to oversee all.

MRF leases its premises from the Croydon Council at the Thornton Heath Leisure Centre (THLC). The THLC has a detailed fire strategy and are additionally advised by the Croydon branch of the London Fire Brigade. The THLC has an appointed fire marshal to react to any situations involving an outbreak of fire. Its employees are trained to respond in the event of a fire and are made aware of the procedures in place via information on display and/or welcome talks. MRF staff will participate in the THLC-led drills and training.

The MRF-nominated person responsible for fire is the Managing Director, who liaises with the THLC fire-safety team and appraises all staff of fire-safety procedures.

All doors display what immediate action is to be taken in the event of a fire.

Fire evacuation procedure

In the event of a fire (however small), the most important actions are:

- Raise the alarm. There are call points by all exit routes.
- Call 999 from a safe position.
- Evacuate the building.

Each member of staff will have responsibility for the above actions, with the lead person for the session having direct responsibility to call the fire brigade and call the register upon evacuation.

The preservation of life should override all other considerations, such as saving property and extinguishing the fire.

- Upon discovering a fire or hearing the fire alarm, please leave the building by the nearest fire exit (all are clearly signed). DO NOT use lifts. Escort young people towards the exit. Help others, if possible. Do not stop to pick up personal possessions on the way out.

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- The meeting point in the event of the fire is at the front of the building, by the bike stand.
- At the meeting point, make a roll call for workers and young people present that day.
- Do not enter smoke filled rooms and never let a fire or smoke get between you and the exit. Make sure all doors are closed.
- Only tackle small fires yourself using the appropriate fire appliances where there is no risk to yourself. Only tackle fires using the correct fire extinguisher if you have been trained and feel confident enough and without taking any personal risks (there are extinguishers by exit points). You must NOT attempt firefighting if you feel that a fire is becoming out of control – get out and leave it to the fire brigade, you are more important than the property.
- DO NOT re-enter the building until given the go-ahead by the fire marshal or fire brigade.

NB: In case of a terrorist attack, stay inside and meet at the gym hall (this is per instructions from the Thornton Heath Leisure Centre).

Fire extinguishers

More information is available on www.music-relief.org, Health & Safety Policy or from THLC.

Fire precautions

You should make sure that your work areas observe good fire precautions such as:

- Do not accumulate waste or rubbish – clear it promptly & don't assume someone else will do it.
- Safely store potential hazardous materials or flammable liquids.
- All electrical equipment should be safely connected to the appropriate mains supply and mains or higher voltage equipment switched off when not in use.
- Staff with physical disabilities are encouraged to take part in all practice fire drills and ensure that there are arrangements for their evacuation in an emergency.
- Remember that faulty equipment and any fire hazard or condition that could be a potential fire hazard should be brought to the attention of your manager.

Practice alarms are sounded for most groups with young visitors. You should be familiar with the sound and react to a practice as you would in a real situation.

General fire safety checks

Weekly and daily fire checks, including escape routes, extinguishers, notices, drills etc. are managed by the THLC. Compulsory Maintenance Equipment Checks, lights, alarms, detectors, annual external maintenance check etc. are also managed by the THLC.

No-smoking policy

Please note there is a no smoking in any MRF/THLC premises or any premises where MRF holds its activities, as well as transport used on behalf of MRF. It is the

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duty of staff to ensure everyone, including visitors and contractors, adheres to these regulations. All smoking should only take place in designated smoking areas.

All staff are requested not to smoke when in view of young people or visitors and, where applicable, to use designated smoking areas.

OFFICE SAFETY

Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Your supervisor will go over common hazards and ways to avoid them.

Some hazards in the work environment arise from lack of regular maintenance and servicing. Volunteers should report any work conditions that present potential safety hazards.

Good housekeeping

A basic requirement for ensuring the health and safety of all people is an organised, tidy workplace. It is every employee's responsibility to ensure good housekeeping.

Hazards can be reduced if you keep floors, passages and stairs clear of goods, obstructions and trailing leads. A litter bin, for example, should not be allowed to obstruct an area as it is a potential source of injury and can impede evacuation in the event of a fire.

Everyone should make sure that wastepaper is thrown into a recycle bin. All rubbish must be cleared away regularly. Broken glass or other sharp objects must be disposed of carefully and never left exposed in a wastepaper bin. Particular attention must also be paid to the storage of paper and other combustible materials in the workplace.

You should never overload top drawers of filing cabinets and desk drawers or open more than one drawer at a time as this may cause the cabinet or drawer to tip over. Bottom drawers of filing cabinets and desk drawers should not be left open as this creates a tripping hazard. You should also ensure that there are no trailing cables and leads from a computer or telephone – for example, which could cause a tripping accident.

Furniture which is broken or in some other way unsafe must immediately be taken out of use or effectively repaired.

To gain access to high shelves, you should use kick stools or secure step ladders and never climb on boxes or chairs.

Spilt liquids can cause many accidents. So always clear up spills immediately and use a 'wet floor' sign to inform users of the area.

Vision panels in doors should never be obscured as when walking through the door, you could collide with someone coming the other way if you cannot see them.

If the windowsills in your building have ventilation ducts mounted in them, do not cover them over because this action will interfere with the balance of the heating and ventilation systems.

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If you notice anything which you think is a potential hazard, you should not assume that someone else is dealing with the problem. Take action by reporting it to your line manager.

Common areas

Corridors, stairs and access routes: when moving around buildings everyone should always remember to look where they are going and be alert for moving items such as trolleys. On stairways it is important to walk in single file, keeping to the left. Whatever the urgency, no one should ever run along corridors.

Make sure that fire exits are not blocked and that fire doors are not wedged open.

If you see worn stair treads, missing or damaged handrails, damaged floor coverings or inadequate lighting levels, you must report it to your line manager.

Lifts

Everyone must obey the cautionary notices displayed in lifts, especially concerning the maximum load level of the lift. You should never obstruct the doors. Nor should you interfere with an out-of-service lift. Always be aware of floor level differences when entering or leaving a lift.

In the event of lift failure use the lift alarm if you are inside it. Do not attempt to leave the lift car until instructed to do so by the lift engineer or fire brigade. If there are lift problems, inform a senior manager, who will contact the fire brigade/service company depending on the problem e.g. if someone is trapped.

Lift maintenance is the responsibility of the Thornton Heath Leisure Centre.

Until the lift has been fully checked over after an incident, it must not be used by anyone. Do not use lifts if the fire alarm is sounding.

Working environment

Lighting, noise, temperature and humidity are factors which contribute to a safe working environment. An imbalance in any one of these can reduce people's comfort and lower standards of safety.

Lighting. Incorrect levels of lighting at work may result in eyestrain, fatigue and headaches. The natural or artificial lighting provided must be suitable and sufficient for safe operation. You must inform your line manager if you are concerned lighting is inadequate.

Noise. Noise is any unwanted sound. Excessive noise can be produced from machinery, traffic, building works, people talking, whistling, singing and any manner of work activity. However, the effect of it will largely depend upon its loudness and duration. Low levels can cause annoyance and distraction but prolonged exposure to high levels, usually from machinery, may result in temporary or permanent hearing loss. Work colleagues may disturb your concentration by making excess noise.

There are many ways of reducing the effects of noise at work such as isolating, insulating or silencing the source; buying less noisy machines or wearing suitable ear protection. Polite reminders to work colleagues if they are the source may help! If you have a noise concern, please discuss with your line manager.

Temperature. MRF has a responsibility to ensure that a reasonable temperature is maintained in all its premises. What temperature is considered reasonable will vary

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between individuals. It will also be affected by other considerations such as time of year, work activity, background heating, air circulation and clothing. As a general guide, the temperature of buildings is governed by the Workplace (Health & Safety Welfare) Regulations 1992. The temperature should not be less than 16 degrees centigrade, but the upper limit is not defined. The policy is to inform your line manager to take appropriate action if the workplace is uncomfortable.

Office and general machinery

All new computing, office and general equipment should have been passed as safe for use on the MRF site by the relevant manager. If you are unsure of how to operate any item of machinery, you must not attempt to use it until trained. Seek assistance from your line manager.

When machinery has moving parts, ensure that loose clothing and jewellery does not become entangled.

If you discover a broken item of equipment, you should not attempt to mend it yourself. Report it to your line manager so arrangements can be made for it to be repaired or replaced. Put an 'out of order' sign on the equipment.

By law, dangerous moving parts must be guarded. In no circumstances should machines be operated if the guards have been removed or tampered with. You should report such an occurrence to your line manager.

Some machinery, even if portable, can be very heavy. No one should attempt to lift any item which is too heavy for them as it could lead to a serious back injury. When you need to move a heavy item always seek assistance.

Computer screens

There are recommended guidelines for the use of Display Screen Equipment / Visual Display Units, i.e. computer screens. A copy of the guidelines is available at <http://www.hse.gov.uk/pubns/indg36.pdf>. Anyone who is likely to use a computer for long periods should take a regular break away from it. That doesn't mean doing nothing but simply doing another task away from the screen. Many perceived health problems are often wrongly blamed on the screens whereas in fact it could be a problem with the working environment (e.g. lighting, humidity etc.), poor posture and ergonomics (see below). These issues should be addressed first if you are a regular computer user. A checklist for you to use to assess your workstation can be obtained from your line manager or via the HSE website.

Ergonomics

In terms of working at a desk/computer, ergonomics involves ensuring that you are seated correctly, and your workstation is efficiently laid out to avoid strains and fatigue. Please follow these guidelines (which will also be covered during staff induction):

Adjust your chair and screen to find the most comfortable position. The chair should support the small of your back and you should sit up straight.

1. Make sure there is enough room under your desk to move your legs freely. Move any obstacles such as boxes or equipment.

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2. Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for small users, may be helpful.
3. Do not sit in the same position for long periods. Make sure you change your posture as often as is practical.
4. Adjust your keyboard and screen to get a good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not typing.
5. Don't bend your hands up at the wrist when typing. Try to keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.
6. Try different layouts of keyboard, screen and possibly document holder, to get the most comfortable position for you.
7. Make sure you have enough workspace for the task you are completing. A document holder may help.
8. Arrange your desk and screen so that bright lights are not reflected in the screen. You shouldn't be directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light. Ensure you have sufficient light in your working area.
9. Make sure the characters on your screen are sharply focused and can be read easily. They shouldn't flicker or move.
10. Make sure there are no layers of dirt, grime or finger marks on the screen.
11. Use the brightness control on the screen to suit the lighting conditions in the room.
12. Plan your work so that there are breaks or changes of activity. You should not use the computer and sit in front of the screen for more than 1 hour without short breaks and doing other work.

Safe use of electrical equipment

The safe use of electrical equipment is vital to prevent the risk of electrical shock or fire. Always ensure you have received adequate training and instruction in the safe use of equipment before attempting to operate it.

When certain types of new electrical equipment are installed it must be properly tested and labelled accordingly before use. After this, it must be regularly tested (once every 1-3 years depending on the particular item) by a qualified person. If any equipment bears an out-of-date test label or no label at all, you must inform your line manager so that the equipment can be taken out of use until a test has been carried out.

Box type multi-way adapters must not be used as there could be a fire risk from over-loaded sockets. If you use strip adapters, make sure they are surge protected if connected to computers. Always place new equipment as near as possible to the electrical source. This reduces the risk of a trailing lead becoming a trip hazard.

During normal use, examine equipment to ensure that obvious defects such as worn or damaged cables or broken switches, plugs or sockets are reported immediately

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so that repairs can be undertaken. Unsafe equipment must be reported to your line manager and taken out of use until it has been repaired.

If electrical equipment develops a fault, never attempt to carry out repairs yourself but report it to your manager who will call in a qualified person.

Where possible, electrical equipment must be switched off after use and the plug removed from the socket.

Never stand containers of liquid on or near electrical items as they could spill over. This could give an electric shock to the person using the equipment. If spills do occur, switch off the equipment immediately at the power socket, clear up the liquid safely and check equipment before further use.

No one is allowed to bring any privately owned electric appliance to their place of work unless checked and given permission by your line manager. All hired equipment must be examined and assessed for safety by the appropriate line manager or member of maintenance staff.

As per legal requirements, building electrical wiring must be fully checked every five years. This will be done by the MRF's landlord, Thornton Heath Leisure Centre.

Lifting & manual handling

Lifting and manually handling any size of object the wrong way can cause serious back injuries and strains. If your job involves lifting you should be trained in the proper lifting techniques. But if you have not received formal training there are guidelines for lifting which you must always follow to prevent injury:

- You should never attempt to lift a weight beyond your capacity. Always take into consideration the size, shape of the load, the height at which you will have to lift and your own physique. Seek help if the load is too heavy or awkward for you to deal with on your own. You must make full and appropriate use of the available lifting and handling aids (e.g. trolleys, sack trucks). Ask your line manager if you are unsure where these are kept.
- Before lifting, you should look for protruding sharp edges, notches, grease or anything that may weaken your grip or injure a hand. If possible, wear appropriate gloves and avoid the difficulties of handling heavy items in a cramped space. Plan your lifts and route to be taken in advance to make sure it is safe to undertake.
- Your feet must be adjusted to a comfortable and well-balanced position to provide a firm base for the lift. You should tilt the object to test its weight and enable you to reach the bottom corner. At the point of lifting always raise your head first, allowing your legs to take the strain. The whole movement should be a smooth continuous action and you must never lift when your spine is twisted.

Protective Clothing & Equipment

Some parts of your job may require you to use personal protective equipment (and clothing), often referred to as PPE (Personal Protective Equipment at Work Regulations 1992, as amended). There are certain tasks where use of this protection is mandatory, and it is imperative that you always use such items when they have been provided.

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Under the current COVID pandemic, wearing face coverings and possibly gloves are recommended.

Your line manager is responsible for providing you with any PPE required to complete your duties. If you have any doubt about how to use this clothing or equipment, contact your line manager.

Trustees, freelancers, contractors, volunteers and guests

MRF has a legal responsibility for the safety of all trustees, contractors, freelancers who are undertaking work for us on or off premises, or for anyone visiting. If you see any of them carrying out their business in a way that endangers themselves, our staff, apprentices or other members of the general public, you should bring this to the attention of your line manager immediately, or if there is an immediate danger, ask them to stop.

Hazardous substances

You are unlikely to encounter hazardous substances whilst at work with MRF. More information is available at www.music-relief.org, Health & Safety Policy.

INJURIES & ACCIDENTS

Reporting

If you or someone else is injured on your volunteer duty, please report the incident to your supervisor immediately. Though a work-related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail to establish a claim, should complications follow. Our volunteers are covered by the Public Liability Insurance. In emergency, call **999** or **101** for non-serious incidents.

If there has been an accident at work (in the MRF offices or offsite), no matter how trivial it seems, you must report it and it must get recorded using the form (see

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Appendix 7: Accident Report Form, p. 55). Records are maintained by MRF and blank forms are available online on www.music-relief.org. If you do not know where the forms are or are unsure how to fill them, ask your line manager. It is a legal requirement for all accidents to be reported and investigated.

You must complete accident reports within 24 hours. If you are unable to do this (e.g. if away from the office) it is acceptable for someone else to complete it on your behalf. On receipt of this form, your line manager will investigate the circumstances of the accident and record any action taken. If an accident is not reported within 24 hours, MRF will note that an incident has taken place but will not necessarily accept liability for injury.

In the case of an accident that requires a visit to the hospital, your line manager will have to fill out a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) form online (<https://www.hse.gov.uk/riddor/report.htm>).

'Near misses' and workplace violence (see Violence to Staff, p. 40) should also be recorded and investigated.

Action in the event of an accident

An 'accident' is defined as an unplanned event that results in personal injury or property damage. An 'incident' is defined as an unplanned event that does not result in personal injury but may result in property damage or is worthy of recording.

1. Inform your line manager or a senior member of staff. The senior member of staff will then take the appropriate action. If required, injuries will be treated by a qualified first-aider.
2. The accident is to be recorded on an accident report form and passed to the management.
3. If the casualty is taken to hospital as a result of an accident, we are required in most instances to report this to the HSE RIDDOR Incident Centre and complete a RIDDOR online form. If unsure ask a senior manager for advice.

Action in the event of an incident

All incidents should also be recorded, and the procedures followed as below:

1. Inform a manager, supervisor or officer. The senior member of staff will then take the appropriate action.
2. The incident is to be recorded on an incident report form (see enclosure 2) and passed to the Director of Operations & AT.
3. The incident will be reviewed by senior management staff to understand cause and mitigate where possible against future reoccurrence

All accidents and incident data are recorded and trends reviewed, and where appropriate action taken to mitigate future occurrence.

Emergency contact numbers

Police, Fire, Ambulance: 999 and 101 for non-serious incidents
Flooding: call Floodline on 0345 988 1188 (24-hour service)
MRF Office: 020 3633 0560
Electricity: 0800 31 63 105 (or 105 from landline or mobile)

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Gas: 0800 111 999 (24-hour service)
Water: Thames Water Leakline on 0800 714 614
NHS Direct: 111
Anti-terrorist hotline: 0800 789 321.

First aid

There is a first aid kit located in the office. It is on the shelf straight ahead of you as you walk into the office. Know the location of the kit. An accident may require the immediate use of its contents. If you are not familiar with basic first-aid procedures, there is a booklet explaining basic first aid in the kit. Another staff person can usually be found who can be of help. Additional kits and help can be obtained from the Thornton Heath Leisure Centre.

Electric shocks

The correct first aid treatment for somebody who is having an electric shock is as follows:

- It is essential that the electrical contact with the casualty is broken before anyone touches them. To break the contact, switch off the power supply, remove the appropriate plug or wrench cables away if safe to do so. If none of these are possible, stand on dry insulating material such as a rubber mat, wood or thick newspaper and use a piece of non-conducting material such as a broom handle, to push the casualty out of contact with the power source.
- Once the casualties are not in contact with the electrical source, check for breathing and circulation and start CPR if necessary. If casualties are unconscious but breathing, place them in the recovery position. Look for signs of shock and for localised burns and check accordingly.

If you are not immediately confident in dealing with the situation, call the emergency services and a qualified first-aider.

Violence to Staff

If you are threatened or attacked by anyone whilst working for the charity, try to keep calm and remember:

- It is best not to retaliate, especially as the law permits only a reasonable amount of force to restrain an attack.
- Always attempt to leave the situation even if this means surrendering cash or equipment. There is certainly no obligation to physically defend MRF property.

If you feel vulnerable in your work, discuss the situation with your line manager so that action can be taken to minimise the threat.

If you are assaulted on duty and the incident results in a legal case, you can sometimes obtain legal assistance via MRF's legal and insurance coverage. Your line manager should have details of this (also available from the CEO or board of trustees).

If you feel anxious, you may want to speak to your GP.

Reporting Violence

You must report any incident where you experience violence. The type of incident will usually fall into the following:

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Physical Violence:

- major assault involving injury;
- minor assault involving pushing, holding or spitting;
- sexual assault or unwanted physical contact;
- attacks from animals.

Non-physical Violence

- verbal abuse, including threats of physical violence and of a racist or sexual nature;
- threatening postures and gestures;
- threatening use of animals.

Preventative action can only be taken when MRF knows about these incidents. So when reporting an incident to your line manager, you will be required to submit a report of the incident.

Equality, Diversity and Inclusion Policy

NON-DISCRIMINATION STATEMENT

MRF firmly upholds the policy of non-discrimination or harassment in all its programmes, activities or employment practices. MRF tolerates zero discrimination based on race, colour, gender, sexual orientation, marital or parental status, religion, national origin, age, or disability.

For full text, see Equality Policy on www.music-relief.org; the appendix contains 'Your rights under the Equality Act 2010'.

GOOD PRACTICE

WE DO:

- Create a positive and nurturing environment where young people and youth workers meet together.
- Respect other people's life experiences.
- Value each person for her or his uniqueness regardless of age.
- Focus on people's ability rather than disability.
- Take the opportunity to experience or explore other people's culture.
- Design our programmes to plan for opportunities to enable young people to explore non-stereotypical activities.
- Consider our own prejudices as such.
- Accept other people's personal choices and are prepared to challenge oppressive behaviour and language.

WE DON'T:

- Allow racist comments or jokes by workers or young people to go unchallenged.

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- Ignore complaints or warning signs of discrimination on the assumption that the matter is trivial.
- Ignore abuse of power on the basis of age: more years doesn't necessarily mean more wisdom.
- Think about disability as just an issue about physical access.
- Display only posters and other material which reinforce stereotypical role models.
- Stereotype or make assumptions about young people's sexuality.

DISABILITY INCLUSIVITY

MRF welcomes volunteers with disabilities. MRF recognises the disability rights under the Equality Act 2010. Please let your supervisor know of your requirements so that we may accommodate your needs.

MRF will endeavour, as far as is practicable, to ensure that all of the premises it uses have disabled access. When considering new premises, every effort will be made to ensure such premises are fully accessible.

We will never turn down a service user, volunteer or staff member on the grounds of disability. If we are unable to achieve access, the person will be told why in a sensitive and dignified way.

USE OF LANGUAGE

All participants (staff, volunteers and service users) should avoid and challenge the use of language which, in any way, belittles anyone.

Where the language used has a negative personal impact on others, and where it has been made clear to the person concerned that the use of such language is unwelcome and/or offensive, disciplinary action may be taken if they persist with it.

All materials used or developed by MRF will be evaluated in the light of the promotion of equal opportunities, and those considered to be discriminatory will not be used.

SEXUAL HARASSMENT

No volunteer, staff member or service user should be subjected to sexual harassment. Sexual harassment is interpreted as unwanted behaviour of a sexual nature including verbal sexual abuse, physical contact, repeated remarks which an individual finds offensive etc.

If it has been made clear to the person concerned that their behaviour is unwelcome, yet they persist with it, then the initial complaint will be escalated to a formal complaint, potentially leading to a disciplinary action.

COMPLAINTS

Discriminatory behaviour or remarks are unacceptable within MRF. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to

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understand and overcome their prejudices.

MRF is committed to learning and changing to ensure this policy is upheld. Any person who feels that this policy has not been upheld is entitled to make a complaint via our complaints procedure and in line with our anti-bullying and whistle-blowing procedures. MRF will support people who feel they have been harassed or discriminated against and will not victimise or treat them less well because they have raised this.

All complaints of discriminatory behaviour will be treated seriously.

Unfounded allegations, whether mistaken or malicious, will also be treated as serious.

VIOLATION OF EQUALITY POLICY

Persistent wilful breaches of the MRF Equality Policy will be regarded as gross misconduct and could lead to disciplinary proceedings.

An allegation of a breach will be investigated and a verbal warning issued if appropriate, followed by a disciplinary meeting. If behaviour is not corrected, this will lead to dismissal. Serious breach by a trustee will be dealt with through a report to the board by the Chair or the Chief Executive as appropriate.

Our decision can be challenged (see Managing Complaints about the MRF, Disciplinary and Grievance Procedure etc., all available on the MRF website or from the MRF office).

Disciplinary and Grievance Procedures

Complete text of these procedures can be found in the MRF Disciplinary and Grievance Policy on www.music-relief.org along with letter templates to be used.

DISCIPLINARY PROCEDURES

Music Relief Foundation (MRF) will use this Disciplinary Procedure only when necessary and as a last resort. Additional supervisions or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

A staff member can discuss any part of this policy with their union representative or their line manager. They can help clarify a staff member's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

Stepped-up disciplinary measures include:

- suspension,
- additional supervision,
- formal investigation procedure.

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Minor (one-off slip-ups) & gross conduct (persistent policy breaches, criminal or antisocial behaviour) can lead to a tiered system of verbal and written warnings, culminating in dismissal if no resolution is attained.

Examples of misconduct

Minor misconduct:

- Persistent lateness and poor timekeeping.
- Absence from work, including going absent during work, without valid reason, notification or authorisation.
- Conducting personal business during your shift, including excessive personal telephone use.
- Smoking within unauthorised areas.
- Failure to work in accordance with prescribed procedures.
- Unsatisfactory work performance.
- Unreasonable standards of dress or personal hygiene.
- Littering or otherwise creating unsanitary conditions.
- Safety violation.
- Unauthorised operation of equipment.
- Unfriendly or uncooperative attitude in dealing with clients, staff members or volunteers.

Gross misconduct:

- Persistent minor misconduct.
- Falsifying reports, records or expenses.
- Physical or sexual harassment of co-workers or clients
- Negligent or wilful damage of property.
- Theft.
- Persistent breach of MRF policies and procedures, including unlawful discrimination.
- Coming to work under the influence of drugs or alcohol.
- Wilfully endangering the safety of self or others.
- Wilful breach of confidentiality.

GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the organisation. The aggrieved staff member has the right to representation by a Trade Union Representative, a professional organisation, a staff association or a colleague/friend.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the organisation's employees.

Policies for Young People

BEHAVIOUR CODE FOR CHILDREN AND YOUNG PEOPLE

We expect young people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

MRF aims to:

- create an environment where your self-esteem, self-respect and self-confidence will grow;
- provide a great atmosphere where you feel comfortable taking part;
- encourage cooperation, honesty, fairness and respect;
- encourage you to recognise and respect the rights of others;
- encourage you to take responsibility for your own behaviour;

Dos and don'ts

[Print and ensure these are visible at all times.]

You should:

- be friendly;
- listen to youth workers and each other;
- be helpful;
- have good manners;
- treat everyone with respect;
- respect the premises and equipment;
- take responsibility for your own behaviour;
- talk to staff or a youth worker about anything that worries or concerns you;
- follow this code of behaviour and other rules (including the law);
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else;
- bully other people (on- or offline): no name-calling, hitting, excluding others etc.
- behave in a way that could be intimidating;
- be abusive towards anyone;
- do anything illegal.

Sexting

Please note that creating or sharing explicit images of a child is illegal, even if the person doing it is a child. This makes sexting illegal as well as disrespectful. For more information, see <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/sexting/>.

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What happens if I decide not to follow the code of behaviour?

This code of behaviour is part of our process for making sure everyone who takes part in our services receives the support they need.

Minor or first-time incident. If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it. They will give you an opportunity to change your behaviour. This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning. If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity. They will make a record about what happened and inform your parents or carers if this is appropriate. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We may also decide that a sanction is appropriate such as restricting you from taking part in some activities.

Final warning. If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again this will be recorded, and we'll inform your parents or carers as appropriate. At this point, we may need to talk with you and your parents or carers about other services that might be more able to give you the support you need.

Child protection procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests that you may be in need of protection or that you may present a risk of harm to other children and young people, they will follow our child protection procedures. This may involve making a referral to the local authority. If child protection procedures are necessary, we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

The role of parents and carers

We see parents and carers as valuable partners in promoting positive behaviour and will involve them as appropriate. We will always inform and involve your parents or carers if you receive a formal warning about your behaviour, unless doing so would put you in danger.

YOUNG PEOPLE'S CONFIDENTIALITY POLICY

Your right to confidentiality

Youth workers are here for support and if you want a private chat to discuss any issues please come and see us.

We will not pass any information about you to other services (parents, teachers, social workers) or repeat anything you have told us in confidence to anyone outside the project without your knowing about it and agreeing to it.

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The only time this may be different, is if you tell us that you or someone else is in a dangerous situation and our telling someone else might prevent you or them from being harmed. If a worker felt that they had to pass on information without your permission, they would still inform you of what they were going to do.

Young people's complaints procedure

You should expect:

- to be treated with respect,
- for your opinions will be listened to,
- to be treated fairly and without judgement.

If you think you have been treated unfairly or would like to make a complaint, you can speak or write to the senior manager, telling them you want to make an official complaint. To send a letter to the management, contact details are available from the MRF office office@music-relief.org. You will receive a response **within 2 weeks** of your official complaint.

YOUNG PEOPLE'S ANTI-BULLYING POLICY

MRF will not tolerate any form of bullying:

- Physical – like hitting, kicking, taking belongings etc.
- Verbal – like name calling, insulting, unkind remarks, including remarks about race, colour, religion, gender, age, sexual orientation and physical appearance.
- Social – like spreading vicious rumours, excluding someone etc.
- Cyber – sending hate or spiteful messages online etc.

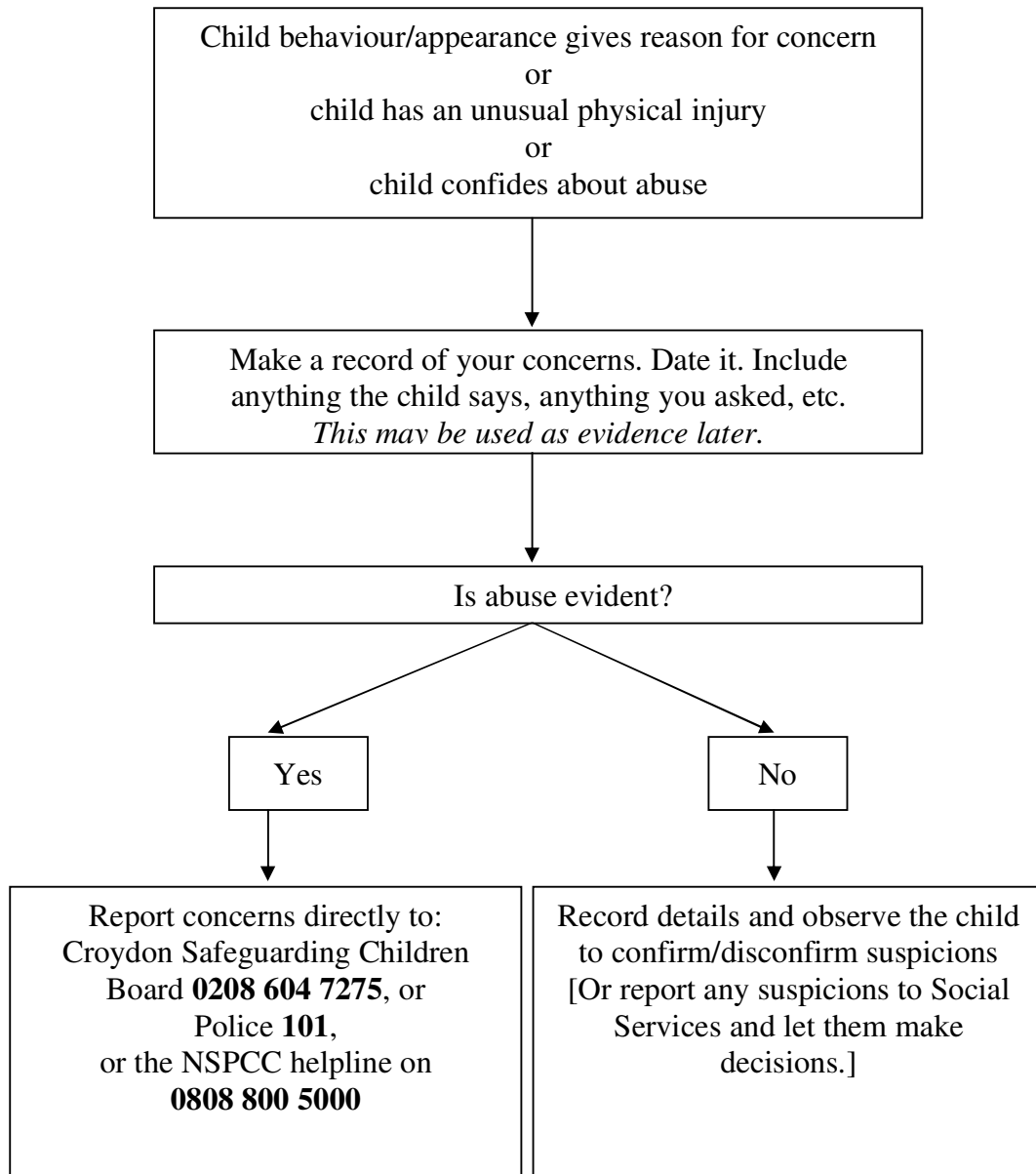
Any of the above will be dealt with and may mean removal from sessions and or activities.

If you feel like you are being bullied, please speak to one of the staff or youth workers.

ONLINE SAFETY

MRF activities are not normally involved with the internet, nor do we offer online access, although the internet has become indispensable during the Covid-19 pandemic and we do use social media to promote some of our young people's achievements. Nevertheless, MRF understands the importance of the internet for young people for education and personal development. This includes social media platforms, games and apps. We aim to support children and young people in making constructive use of these resources. MRF recognises that safeguards need to be in place to ensure children and young people are kept safe at all times. We ask our service users to sign an online behaviour code agreement as part of our overarching code of behaviour for children and young people, as well as staff and volunteers. This agreement constitutes our online safety policy (see Appendix 4: Online conduct agreement, p. 52).

Appendix 1: Reporting procedure for suspected cases of child abuse (decision flowchart)



Appendix 2: Incident Report Form

Part 1 to be completed by person receiving the allegation or raising the concern.

Part 2 to be completed by the CEO or trustee dealing with this incident.

Please remember to maintain confidentiality on the 'need to know' basis – do not discuss this incident with anyone other than your manager or those who need to know. Please take advice on this point from your manager if you are uncertain.

| | |
|--|--------------------------|
| PART 1 | |
| Name of a person who has received the allegation: | |
| Role / link to MRF (e.g. volunteer, service user etc.) | |
| Date of notification: | Time of notification: |
| Young person's details: | |
| Name: | Age (enter 18+ if adult) |
| How was this allegation received and how was the safeguarding concern raised (include location, setting, circumstances, etc.): | |
| What was said and/or observed (include the appearance and behaviour of the victim, description of any injuries incl. location, size etc.): | |
| Action(s) taken (e.g. persons consulted, agencies called – specify when): | |
| Signature of person filling in Part 1 of this form: | |
| Date: | |
| Have the parents been informed that contact is going to be made with social services (cross out as appropriate): Yes / No | |
| NB: <i>Parents should always be informed unless doing so could place the child at risk of further harm. Please seek advice of the duty social worker if you are uncertain.</i> | |

For advice, consult Croydon's Single Point of Contact (SPOC): Phone: **020 8255 2888**, Monday to Friday, 9am to 5pm or out of hours: Croydon's Emergency Duty Team: Phone: **0208 726 6400**, Monday to Friday, 5pm to 9am, 24 hours on weekends and bank holidays.

Incident Report Form cont'd: Part 2

Part 1 to be completed by person receiving the allegation or raising the concern.

Part 2 to be completed by the CEO or trustee dealing with this incident.

| | |
|---|--|
| PART 2 | |
| Name of a person who has received the completed form: | |
| Position in MRF: | |
| Date report of allegation was received: | Time report of allegation was received: |
| Action(s) taken (include dates / times): | |
| <input type="checkbox"/> | External referral made (e.g. Children's Social Services): Date: |
| Other comments including outcomes: | |
| Signature of person closing the incident: | |
| Date: | |

Contact numbers for reporting:

If the child is in immediate danger, call **999**

Croydon Social Services: Report your concern to Croydon's Single Point of Contact (SPOC): Phone: **020 8255 2888**, Monday to Friday, 9am to 5pm

Out of hours: if you have any urgent concerns which need an immediate response at night or on the weekend, please contact Croydon's Emergency Duty Team: Phone: **0208 726 6400**, Monday to Friday, 5pm to 9am, 24 hours on weekends and bank holidays

Croydon Safeguarding Children Board: 0208 604 7275

Police **101**

NSPCC helpline **0808 800 5000**

Appendix 3: Photography/videoing consent form

Photography/Video Consent Form

Name of child: _____

Occasionally, we may take photos/videos of the children engaged in the activity provided by Music Relief. We may use these images as a record of the day and as part of Music Relief promotional materials. We may also use them on our website and our social media accounts.

If we use photographs of individual children, we will not use the name of that child in the accompanying text or photo caption. If we name a child in the text, we will not use a photograph of that child to accompany the article. If a child has won an award and the parent would like the name of their child to accompany their picture, we will obtain permission from the parent before using the image.

To comply with the GDPR regulations, we need your permission before we can photograph or make any recordings of your child. Please answer the questions below, then sign, date and return the completed form to Music Relief.

Please circle your answer

| | |
|--|----------|
| I give permission for my child’s photograph to be used in Music Relief promotional and informational materials. | Yes / No |
| I give permission for my child’s image to be used on our website. | Yes / No |
| I give permission for my child’s image to be used on the Music Relief social media sites (e.g. Facebook & Twitter) | Yes / No |
| I give permission for my child to appear in the media. | Yes / No |

Parent’s/guardian’s signature _____ Date: _____

Please print name _____

Conditions of use

This form is valid indefinitely from the date you sign it.

We will not re-use any photographs or recordings a year after your child leaves the activity. Historic photographs will remain on our website and social media feeds.

We will not use the personal details or full names (which means first name and surname) of any child or adult in a photographic image or video on our website, on our social media platforms, in our promotional leaflets (unless requested to do so by the parent or guardian).

If we use photographs of individual children, we will not use the name of that child in the accompanying text or photo caption.

If we name a child in the text, we will not use an individual photograph of that child to accompany the article.

We may use group photographs or footage with very general labels, such as ‘a fencing session’ or ‘museum outing’.

We will only use images of children who are suitably dressed, to reduce the risk of such images being used inappropriately.

Websites and social media platforms can be viewed throughout the world and not just in the United Kingdom where UK law applies.

Appendix 4: Online conduct agreement

MRF activities are not normally involved with the internet, although it has become indispensable during the Covid-19 pandemic. Nevertheless, MRF understands the importance of young people’s being able to use the internet for education and personal development. This includes social media platforms, games and apps. We aim to support young people in making constructive use of these resources. Yet, safeguards need to be in place to ensure young people are kept safe at all times. This agreement is part of our overarching code of behaviour for children and young people, as well as for staff and volunteers, and represents our online safety policy.

ONLINE CONDUCT AGREEMENT

Young person: Please read the following agreement and discuss it with your parents/carers and group leader.

Parents/carers: please read and discuss this agreement with your child and then sign it, ask your child to sign it, and return it to the group leader. If you have any questions or concerns please speak to Magdalene Adenaike, the CEO.

Young person’s agreement:

- I will be responsible for my behaviour when using the internet, including social media.
- This includes the resources I access and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material, I will report it immediately to the group leader.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not give out any personal information online, such as my name, phone number or address.
- I will not reveal my passwords to anyone.
- I will not arrange a face-to-face meeting with someone I meet online unless I have discussed this with my parents and/or group leader and am accompanied by a trusted adult.
- If I am concerned or upset about anything I see on the internet or any messages that I receive, I know I can talk to a MRF representative.

I understand that these rules are designed to keep me safe and that if I choose not to follow them, MRF may contact my parents/carers.

Signatures:

We have discussed this online safety agreement and [child’s name]_agrees to follow the rules set out above.

Parent/carer’s signature Date:

Young person’s signature Date



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Appendix 5: Sample Parental Consent Form

PARENT/GUARDIAN/CARER CONSENT FORM

ACTIVITY: Dates:

All sessions are run in compliance with safeguarding guidelines.

Please complete the following, sign and return to: office@music-relief.com (hard copies could be delivered on arrival) by: [date]

Name of Child

Date of Birth

Age

Parent/ Guardian / Carer.....

Address:

Postcode

Tel (day) Tel (evening)

Mobile e-mail

Does your child suffer from any medical conditions/allergies that MRF should be aware of (including any current medication)?.....

Please provide details of medication that must be administered:

Emergency contact details: (If different from above).....

Name: Telephone no:.....

Relationship to child:

CONSENT (please read carefully)

I agree to my son/daughter taking part in the activities provided Music Relief Foundation.

I confirm to the best of my knowledge that my son/daughter does not suffer from any medical condition other than those listed above.

I consent to my son/daughter travelling by any form of public transport, minibus or motor vehicle driven provided by MRF or any other parent attending, to any event in which the MRF is participating.

I understand that MRF accepts no responsibility for loss, damage or injury caused by or during attendance on any of the activities organised by MRF except where such loss, damage or injury can be shown to result directly from the negligence of MRF.

Signed..... (Parent/Guardian/Carer)

Date:

Appendix 6: Young person's emergency contact form

Please complete this form for every young person that is going to attend an MRF activity.

Email Address

Details of Young Person

This form should be completed by a young person aged 13 or over or by their legal guardian.

Full name of young person.....

Date of birth.....

Sex M / F..... Ethnicity / Nationality (optional).....

Address.....

Emergency Contact Details

These details will be used to keep you safe.

Full name of parent (or person with parental responsibility)

.....

Relationship to young person (e.g. mum, dad, aunty etc.)

.....

Address if different from above:

.....

Emergency phone number:

Mobile Home:.....

Work/Other.....

Health and Wellbeing

If you have any allergies/dietary requirements, ongoing medical requirements, disabilities or impairments please provide details.

.....

.....

.....

.....

Appendix 7: Accident Report Form

This form should be completed by the youth worker on the scene at the time of any accident, and as soon after the event as possible. The report should then be handed to the Health & Safety Lead or Office to complete the subsequent action taken section.

Date, time and location of accident:

.....

Name and role of person completing form:

.....

Name of injured person:.....

Injured person's link to MRF (service user, visitor etc.).....

Age and gender if under 18.....

Address of injured person:

.....

Nature of incident/injury and extent of injury:

.....

.....

.....

Give details of how and precisely where the incident took place:

.....

.....

Give full details of action taken during any first aid treatment and the name(s) of first-aider(s):

.....

.....

.....

Were any of the following contacted or notified? (circle as appropriate)

Parents/carers: Yes/No

Details:.....

Police Yes/No

Details:.....

Ambulance Yes/No

Details:.....

Other.....



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Who was the accident reported to in the group? (e.g. Health & Safety lead, senior manager. Please include date & method.)

.....
.....

What happened to the injured person following the incident/accident?

.....
.....
.....

All of the above facts are a true record of the accident/incident

Signed: Date:.....

Name:

To be filled by the Health & Safety Lead/Office.

Subsequent action taken:

.....
.....

No action taken (please provide reason):

.....

Signed: Date:.....

Name:.....

Appendix 8: MRF management structure

