



Love Music Safeguarding Policy

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Contents

[Introduction](#)

[Legislative background](#)

[Code of conduct and good practice](#)

[The role of the Safeguarding Officer](#)

[Staff recruitment procedure](#)

[Support and supervision of staff and volunteers](#)

[Definition of adults at risk or adults with care and support needs](#)

[Definition of abuse](#)

[Signs and indicators of abuse](#)

[Handling disclosure of abuse](#)

[Recording disclosure of abuse](#)

[Staff training](#)

Appendices

[Appendix 1 Signs and indicators of abuse](#)

[Appendix 2 Referral procedure](#)

[Appendix 3 Example record of disclosure questions](#)

[Appendix 4 Code of conduct for all staff](#)

[Appendix 5 Guidelines for chaperones of children](#)

[Appendix 6 Confidential reference questions](#)

[Appendix 7 Whistleblowing procedure](#)

Introduction

Participation in the arts is an extremely enriching and rewarding experience for everyone - developing creative skills, encouraging self-expression, promoting open communication and heightening self-esteem. The United Nations Convention on the Rights of the Child recognises this and states that every child has the right to participate freely in cultural life and the arts and we believe that this right also extends to adults.

Love Music provides a variety of opportunities for both adults and children to engage in the arts, including through collaboration with respected partners in the professional music world.

Love Music is committed to ensuring that the environment in which all people, including vulnerable adults and children, participate in projects is secure and safe, enabling them to enjoy their experience of the arts. We recognise that it is the responsibility of all members of the organisation who work with participants to ensure that the following principles underpin their actions:

- The best interests of the individual are always a primary consideration.
- All individuals are treated fairly, with dignity and respect.
- All individuals have the right to express their views on matters that affect them.
- All individuals have the right to protection from all forms of harm, abuse, neglect and exploitation.

Love Music believes that it is always unacceptable for individuals and, in particular, adults at risk to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all adults at risk by a commitment to practice which protects them.

For the purposes of this policy anyone under the age of 18 years is considered a child.



Love Music Safeguarding Policy

A vulnerable adult is anyone over 16 years of age who is unable to safeguard themselves, their property and their rights.

What is Safeguarding?

The definition of safeguarding quoted below applies to adults, however the principles can also be applied to the safeguarding of children.

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.”

Care and Support Statutory Guidance, Department of Health, updated Feb 2017

This Policy incorporates the OSCR “Safeguarding Guidance: Keeping vulnerable beneficiaries safe” to which reference is made to the duties incumbent on Love Music and its Trustees in particular. <https://www.oscr.org.uk/media/3164/2019-01-23-latest-updated-safeguarding-booklet-design-pdf.pdf>

Legislative background

This policy has been drawn up with the intention of complying with the Adult Support and Protection (Scotland) Act 2007 as well as the following maxims laid down in the **United Nations Convention on the Rights of the Child**. Many of the principles below can also be applied as principles for the protection of vulnerable adults / adults at risk.

Article 2: The Convention applies to everyone whatever their race, religion, abilities, whatever they think or say, whatever type of family they come from.

Article 3: All organisations concerned with children should work towards what is best for each child.

Article 12: Children have the right to say what they think should happen when adults are making decisions that affect them and to have their opinions taken into account.

Article 13: Children have the right to get and to share information as long as the information is not damaging to them or to others.

Article 14: Children have the right to think and believe what they want and to practise their religion, as long as they are not stopping other people from enjoying their rights.

Article 16: Children have a right to privacy. The law should protect them from attacks against their way of life, their good name, their families and their homes.

Article 23: Children who have any kind of disability should have special care and support so that they can lead full and independent lives.

Article 29: Education should develop each child’s personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures.

Article 30: Children have a right to learn and use the language and customs of their families, whether these are shared by the majority of people in the country or not.

Article 36: Children should be protected from any activities that could harm their development.



Love Music Safeguarding Policy

Essential principles which underpin this policy are:

- Each child or vulnerable adult has a right to be treated as an individual.
- Each child or vulnerable adult who can form a view on matters affecting themselves has a right to express these views if they so wish.
- Parents should normally be responsible for the upbringing of their children and should share that responsibility.
- Each individual has the right to protection from all forms of abuse, neglect or exploitation.

The introduction of the Adult Support and Protection (Scotland) Act 2007 provides a clear legal framework for how agencies work in partnership with other services to protect adults at risk. This places adult safeguarding on the same statutory footing as child safeguarding. The Act defines an individual as an adult at risk, and states that specific adult safeguarding duties apply, to any adult who:

- is unable to safeguard their own wellbeing, property, rights or other interests
- and is at risk of harm
- and because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

Code of Conduct and Good Practice

Love Music is committed to providing high quality and rewarding music outreach experiences. It is our hope that all participants in projects with which Love Music is associated enjoy the experience and feel that they are in a safe and supportive environment. **As such, Love Music expects all of its staff, workers and volunteers to treat others with dignity and respect and will not tolerate any bullying or discrimination at any time.**

Everyone engaged by Love Music in any capacity who comes into contact with children or vulnerable adults is required to adhere to the Code of Conduct and Good Practice as detailed in Appendix 4. It is your responsibility as a member of staff to foster a positive and open ethos and to adhere to the following:

- Lead by example in terms of behaviour, use of language, professional conduct and interaction with others.
- Ensure that the working space is safe and free of any hazards.
- Ensure there are always 2 people working with groups of children or adults at risk.
- Never put yourself in the situation where you are alone with a child or adult at risk unless it is unavoidable. In this situation, another member of staff should know where you are and the activity you are undertaking. If suitable, doors should be left open or rooms with unobstructed windows used.
- Ensure that you are familiar with all health and safety procedures.
- Familiarise yourself with the Safeguarding Policy including any specific Child Protection Appendices and all related procedures.
- Use appropriate language at all times.
- Never offer a child a lift home unless written consent has been given by their guardians/carers.

Remember: the health, safety and wellbeing of all individuals is our priority at all times.

The role of the Safeguarding Officer

The role of the Safeguarding Officer is to provide advice and support to staff on all safeguarding matters and to liaise with the appropriate statutory organisations. It is their responsibility to pass information of a disclosure or suspicion of abuse on to the appropriate authorities and to consult with them on any immediate action that should be taken to ensure the safety of the individual concerned. **It is not the responsibility of the Safeguarding Officer, or any other member of staff, to carry out an investigation themselves.**

The Safeguarding Officer will:

- maintain good relations with relevant individuals in the statutory organisations;
- keep up to date with developments in safeguarding training and guidance issues;
- help provide basic training to all staff in the organisation;
- provide support and guidance to staff with safeguarding concerns;
- report immediately to the relevant statutory organisation any disclosure or suspicion of abuse or risk of abuse;
- be responsible for the secure storage and appropriate sharing of recorded information.

If you have concerns about any person at risk you should discuss these immediately with the designated Safeguarding Officer. The designated person in Love Music is Ruth Davie.

Staff recruitment procedure

All staff and volunteers who apply for a post with Love Music which involves working directly with individuals at risk will go through the following recruitment procedure:

1. **Clear job description:** All staff will be given a clear job description outlining their roles and responsibilities in full so that they are confident about what is expected of them.
2. **Application form / CV:** All applicants will be required to complete an application which provides the following information:
 - Previous experience of working with individuals at risk;
 - Names and contact details of two referees – ideally one of whom should have knowledge of the applicant's previous work with individuals at risk;
 - A declaration of any past convictions or criminal charges pending.
3. **Disclosure check:** All applicants will be made aware that their employment is subject to the completion of a Disclosure Scotland Protection of Vulnerable Groups scheme check.
4. **Interview:** All applicants will undergo an interview. The purpose will be to explore the applicant's suitability compared to the job description and particularly their previous experience. Topics to be covered in the interview will include:
 - Their motivation for applying;
 - Their understanding of safeguarding;
 - Their understanding of abuse and protection of individuals at risk;
 - The manner in which they claim to relate to children or adults at risk.
5. **References:** If the applicant is considered to be suitable, their referees will be asked for a written reference. Referees will always be asked to confirm that they have no concerns about the applicant working with individuals at risk. *Reference forms can be found at Appendix 6.*



Love Music Safeguarding Policy

6. Trial / probation period: If an applicant is successful, they will be asked to go through a trial period before the appointment is confirmed.

Support and supervision of staff and volunteers

It is vital that all staff, project workers and volunteers working with individuals at risk have adequate support, supervision and training. They should feel able to discuss any issues or concerns with their supervisor and be provided with clear opportunities to do so. A good supervision system should also provide an opportunity:

- To satisfy that those who work with individuals at risk are doing so safely;
- For the staff and volunteers to raise any issues about which they have concerns;
- To identify the training and support needs of staff, project workers and volunteers.

Definition of adults at risk or adults with care and support needs

While not an exhaustive list, an adult with care and support needs may be:

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

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

- Physical or mental ill-health
- Becoming disabled
- Getting older
- Not having support networks
- Inappropriate accommodation
- Financial circumstances, or
- Being socially isolated.

Definition of abuse

Abuse is categorised into types, as outlined below. Abuse may be disclosed by the victim or another individual or an organisation or be evident individually or in combination with other factors. Abuse may be repetitive or may be an isolated case. The majority of abuse is committed by people who have a close, trusting relationship with an individual, for example: spouse, parents, relatives, friends, a paid care worker, a volunteer, another service user. Abuse by strangers accounts for a very small percentage of cases.

- **Physical abuse:** this covers a wide range of physical violence including assault by hitting, slapping or pushing, female genital mutilation, misuse of medication, restraint or inappropriate physical sanctions.
- **Sexual abuse:** including rape and sexual assault, sexual acts to which an individual has not consented or was pressured into participating in, involvement of dependent, developmentally immature children or adolescents in sexual activity they do not fully comprehend and to which they are unable to give informed consent.
- **Emotional abuse:** threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks. For children, emotional abuse can include being harmed by consistent lack of love and affection, shouting, and negative criticism.



Love Music Safeguarding Policy

- **Neglect:** including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, clothing and heating, failure to ensure that a child or vulnerable adult is appropriately supervised.
- **Modern slavery:** being brought into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will. People can be trafficked for many different forms of exploitation such as forced prostitution, forced labour, forced begging, and forced criminality, domestic servitude, forced marriage, forced organ removal.
- **Financial or material abuse:** including theft, fraud, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Self-neglect:** this covers a wide range of behaviours in neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It is important to consider capacity when self-neglect is suspected. Also consider how this may impact on other family members and whether this gives rise to a safeguarding concern.
- **Domestic violence:** any incident of threatening behaviours, violence or abuse between adults who are or have been in a relationship, or between family members, regardless of gender or sexuality.
- **Discriminatory abuse:** including discrimination on the grounds of race, gender and gender identity, disability, sexual orientation, religion and faith, and other forms of harassment, slurs or similar treatment.
- **Organisational abuse:** Including neglect, poor care practice or ill-treatment within an institution or specific care setting such as a hospital or care home for example. This might be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Signs and indicators of abuse

Being aware of signs and indicators of abuse is essential if we are serious about seeking to protect individuals from harm. However, in many cases the signs will not be clear and decisions about what action to take can, therefore, be difficult. The following is a list of things to look for that may indicate that something is wrong (for a fuller list, see Appendix 1):

- Sudden withdrawal from others
- Suspicious bruises with unsatisfactory explanations (eg. marks made by hands or fingers, bruising on the face, neck or lower back)
- Extreme anger or sadness
- Fear of strangers
- Aggressive behaviour
- Attention-seeking behaviour
- Inappropriate sexual behaviour
- Lack of self esteem
- Self-injury
- Depression

These indicators do not conclusively mean that an individual is being abused. However, we do know that individuals who have been abused may sometimes react in some or all of these ways.

If you are concerned about someone then discuss your observations with the designated Safeguarding Officer. Trust your intuition and don't keep things to yourself. Remember it is

Love Music Safeguarding Policy



not your role to determine whether or not abuse has taken place but it is YOUR RESPONSIBILITY to follow through on any concerns.

IF IN DOUBT, FOLLOW THE REFERRAL PROCEDURE - see Appendix 2.

Handling disclosure of abuse

Hearing an individual disclose abuse can be very difficult for the listener and can trigger all kinds of responses and make us want to react in ways that will not necessarily help the individual or the situation. We should always aim to ensure that our feelings, thoughts and actions are measured. Most of us would not want to accept that a person we know could cause harm to another person, but it can and does happen. There are things that we can do to help people feel safe and comfortable should they disclose abuse to us.

Here are some guidelines to help you handle a disclosure of abuse in a sensitive way.

Do not attempt to investigate - Investigation into the disclosure of abuse is the responsibility of the police and/or social work services.

Never promise confidentiality - Don't ever promise to keep a secret until you know what the secret is – there are good and bad secrets. If the individual asks you not to tell anyone what they have told you, explain that, in concern for their wellbeing, you have to pass this information on but that it will be to as few people as possible. Tell the individual who the information will be passed to and, to the best of your knowledge, explain to them what will happen next.

Listen - Allow the individual to tell their story. Don't intervene or feel you have to fill in any gaps. The golden rule is to listen and keep questions to a minimum. You don't have to be a trained counsellor to be a good listener but most of us are not good at being silent and listening to the stories of other people. Show that you are listening by being fully attentive and, for a few minutes, forgetting about yourself and your needs.

Don't ask closed or leading questions - Closed or leading questions can lead to individuals agreeing to or saying things that they think we want to hear. Closed questions are defined as those that can only be answered with a single word, a short phrase, a yes/no answer or from a limited set of responses, and leading questions are defined as those that prompt or encourage the answer wanted. Using these could lead to the information an individual has given us being deemed to be 'contaminated' evidence. Open questions (who? how? why? when? where?) ensure that we don't put words into an individual's mouth. You only need to establish the basics of what happened and what (if any) risk the individual is currently at.

Don't be judgemental - Remember that the individual may be telling you about something that is frightening for them and your **calm, neutral and supportive reaction** is important. It is worth remembering that when an individual has been abused by someone they know, they may have complicated or conflicted feelings about that person and may not want to hear them condemned by someone else.

Reassure - Keep in mind that the individual may have been told not to tell anyone about what has happened. Sometimes people who abuse will threaten further harm to the victim, or to someone they care about, if they tell anyone. Reassure them that they have done the right thing in telling you, that they have done nothing wrong and that you and others will help them.

Recording of disclosure or concerns of abuse

Please see Appendix 3 for a form to be used when recording a disclosure.

Love Music Safeguarding Policy



Write down what you have been told

As soon as possible after a disclosure or the receipt of a report of concerns about abuse, you should write it down exactly as the victim, or the individual making the report has told you. Use the exact phrases used. Do not try to write it down while they are telling you as this may frighten them and lead to a lack of further disclosure, and may prevent you from giving them your full attention.

Report the disclosure to your designated Safeguarding Officer

It is the responsibility of this person to pass the information on to the appropriate authorities and to consult with them on any immediate action that should be taken to ensure the safety of the individual.

Fear of defamation

“Concerned adults are sometimes reluctant to report suspicions of abuse for fear that the person suspected will sue them for defamation if the allegation turns out to be unfounded.

To be defamatory, a statement must first of all be untrue. Even if subsequently shown to be untrue, the statement will be protected by ‘qualified privilege’ if it is made to the appropriate authority ‘in response to a duty, whether legal, moral or social or in the protection of an interest’. Unjustified repetition of the allegations to other people will not be protected by privilege.

The qualification on privilege refers to statements motivated by malice. If a statement, even to the appropriate authority, can be shown to be not only untrue, but motivated by malice, then an act of defamation could be successful.”

(Source: Guidelines on Child Protection prepared for the independent schools in Scotland by Kathleen Marshall)

If you are still concerned about defamation you are advised to seek legal advice from the appropriate Trustee (as advised by the Safeguarding Officer).

Staff training

In order to promote good practice it is essential that all staff are made aware of their responsibilities with regard to maintaining the best interests of people at risk coming into contact with the organisation. All members of staff will be given a copy of this policy to read, and it will be incorporated into the general induction process for new members of staff. An explanation of the main points enshrined in the policy will also be incorporated into general staff training sessions.

In particular, staff must be aware of the basic rights of everyone to be treated with dignity, respect and impartiality. They will be asked to become familiar with the Staff Code of Conduct (*Appendix 4*) and also be given basic training to give them an ability to understand the circumstances which suggest that an individual has been abused or is at risk of abuse, how to handle disclosure, and the reporting procedure.

Whistleblowing

It is essential that you report any concerns which come within the scope of the Whistleblowing Procedure (included at *Appendix 7*) in terms of the process set out therein.

APPENDIX 1: SIGNS AND INDICATORS OF ABUSE

Possible signs and indicators of physical abuse

- No explanation for injuries or inconsistency in the accounts of what has happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of clumps of hair
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek or fear of medical treatment or frequent changes of GP
- Arms and legs kept covered in hot weather
- Withdrawal from physical contact
- Physical aggression towards others or self
- Admission of punishment which seems excessive (children)

Possible signs and indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a female who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Children between the ages of five and twelve may:

- Hint about secrets they cannot tell or ask if you will keep a secret if they tell you something
- Say that a friend has a problem
- Seem to be keeping secret something which is worrying them
- Begin lying, stealing, or blatantly cheating in the hope of being caught
- Have unexplained sums of money
- Exhibit sudden inexplicable changes in behaviour, such as becoming aggressive or withdrawn or regressing to younger behaviour patterns
- Stop enjoying previously liked activities such as music, sports, art, scouts, guides
- Have terrifying dreams
- Act in a sexual way, inappropriate to their age
- Draw sexually explicit pictures depicting some act of abuse
- Start wetting themselves
- Have urinary infection, bleeding or soreness in the genital or anal areas
- Have soreness or bleeding in the throat

Love Music Safeguarding Policy

Children from the age of twelve onwards may:

- Be fearful about certain people like relatives of friends
- Assume the role of parents in the house to such an extent that they are taking care of everyone's needs except their own
- Not to be allowed to go out on dates or have friends round
- Find excuses not to go home or to a particular place
- Chronic running away
- Have unexplained sums of money
- Have recurring nightmares/be afraid of the dark
- Exhibit a sudden change in school/work habits, begin to truant
- Be fearful of undressing for games/gym
- Become withdrawn, isolated or excessively worried
- Have outbursts of anger or irritability
- Be chronically depressed
- Be suicidal
- Use drugs or drink to excess
- Self-harm
- Develop eating disorders
- Exhibit inappropriate sexual/seductive behaviour
- Have recurrent genital/urinary/anal infections/bleeding
- Have chronic ailments such as stomach pains and headaches
- Become pregnant
- Say they have a friend who has a problem and then tell about the abuse of the friend
- Sexually abuse a child, sibling or friend

Possible signs and indicators of emotional abuse

- A refusal or unwillingness to speak when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative or aggressive behaviour
- A change of appetite or weight loss/gain
- Signs of distress, tearfulness or anger
- Apparent false claims by someone involved with the person to attract unnecessary treatment

Specifically in children:

- Fear of parents being contacted
- Admission of punishment which seems excessive
- Physical, intellectual and emotional development lags
- Significant decline in concentration
- Sudden speech disorders
- Over-reaction to mistakes
- Continual self-deprecation
- Fear of new situations
- Inappropriate emotional responses to painful situations
- Neurotic behaviour
- Self-harm
- Extremes of passivity or aggression
- Drug/solvent abuse



Love Music Safeguarding Policy

- Chronic running away
- Compulsive stealing/scavenging
- Indiscriminate friendliness
- Socio-emotional immaturity

Possible signs and indicators of neglect

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Constant tiredness or hunger
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing
- Compulsive scavenging or stealing (children)

Possible signs and indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seemingly under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and/or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Possible signs and indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain their previous lifestyle
- Unexplained withdrawal of funds from accounts
- Welfare Power of Attorney or Continuing Power of Attorney being obtained after the person has ceased to have mental capacity
- Failure to register a Power of Attorney after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person assigned to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by an Attorney
- Recent changes in the title deeds to the individual's property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the individual

Possible signs and indicators of self-neglect

- Poor personal hygiene
- Unkempt appearance



Love Music Safeguarding Policy

- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or social care services
- Inability or unwillingness to take medication or to treat illness or injury

Possible signs and indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation as evidenced by not seeing friends and family
- Limited access to money

Possible signs and indicators of discriminatory abuse

- The individual appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- Supports offered don't take account of the person's individual needs in terms of a protected characteristic

Possible signs and indicators of organisational abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- Individuals being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Domestic abuse, alcohol and substance abuse

Domestic, alcohol and substance abuse can have serious and long term effects on children.

It is now recognised that there is a strong link between domestic abuse and child abuse and also between cruelty to animals and child abuse.



APPENDIX 2: REFERRAL PROCEDURE

Individual discloses abuse/member of staff suspects abuse	
Staff member reports disclosure/concerns to the designated person for safeguarding	
Staff member records the nature of the disclosure/concerns using the pro-forma in Appendix 3	
Designated person makes referral to social work/police or other relevant agency and seeks advice on how to manage the immediate situation	
Having obtained guidance from the statutory agencies, appropriate and sensitive support is offered to the individual and, where appropriate, their guardians/carers.	

REMEMBER – NO INVESTIGATION BY ANY MEMBER OF STAFF

APPENDIX 3: EXAMPLE RECORD OF DISCLOSURE

Name of individual:
Age / Date of birth:
Address:
Telephone number:
Name of guardian(s)/carer(s) (if known):
Any special circumstances relating to the person (eg. additional needs, health/welfare issues):
What is the nature of the concern (eg. could be a disclosure by the individual or a suspicion of abuse reported by a concerned person)?
If an individual has disclosed an incidence of abuse, give the name of the person they spoke to, together with the place and time of the disclosure.
If an individual has disclosed an incidence of abuse, record as quickly as possible what the individual said. Remember that this needs to be as accurate as possible – use exact language.



If concerns have been expressed as to the safety of an individual, is the person reporting expressing their own concerns or passing on those of someone else? Record the concerns and ask them to confirm that the details are correct.
If the concern is about an incident of abuse, have any possible signs or indicators been identified? Who identified these?
If known, record the name(s) of the person or people implicated in the abuse.
Record when the referral to social work, police or Reporter was made and the name of the person who received your call and the advice given.
What advice was given about liaising with the individual's guardians/carers?

Signed Print Name

Designated person's signature Date

The disclosure form must be kept in a confidential file. Information given in this form must only be disclosed to relevant people (eg. social work department, police) on a need to know basis.

APPENDIX 4: CODE OF CONDUCT FOR ALL STAFF

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It is your responsibility as a member of staff to foster a positive and open ethos and to adhere to the following:

- Lead by example in terms of behaviour, use of language, professional conduct and interaction with others.
- Ensure that the working space is safe and free of any hazards.
- Ensure there are always 2 people working with groups of children or adults at risk.
- Never put yourself in the situation where you are alone with a child or adult at risk unless it is unavoidable. In this situation, another member of staff should know where

Love Music Safeguarding Policy



you are and the activity you are undertaking. If suitable, doors should be left open or rooms with unobstructed windows used.

- Ensure that you are familiar with all health and safety procedures.
- Familiarise yourself with the Safeguarding Policy including any specific Child Protection Appendices and all related procedures.
- Use appropriate language at all times.
- Never offer a child a lift home unless written consent has been given by their guardians/carers.

Remember: the health, safety and wellbeing of all individuals is our priority at all times.

You should:

- Treat all individuals with dignity and respect.
- Respect a person's right to personal privacy.
- As a responsible adult, be a good role model.
- Encourage the development of an ethos which embraces difference and diversity and where the rights of all people are upheld.
- Actively encourage individuals to be involved in any decisions which affect them.
- Be aware of the 'double' vulnerability of certain groups of people at risk to abuse and harm (eg. those with mobility and/or communication disabilities; with limited English language skills, etc).
- Encourage people to say when they are being asked to do things which create fear or discomfort (socially, emotionally and/or physically).
- Ensure that whenever possible there is more than one person present during activities involving individuals at risk or that you are at least within sight or hearing of others. Where one-to-one contact is unavoidable, it should be planned, intimated to colleagues in advance, and recorded.
- Develop skills which will enable you to listen sensitively and carefully to the views and ideas of all individuals.
- Report immediately any suspicion that an individual could be at risk of harm or abuse.
- Listen carefully to a person who discloses abuse and follow this immediately by taking action in line with the safeguarding policy and procedures.
- Carry out proper health and safety risk assessments for any activity involving individuals at risk.
- Share essential information necessary to ensure the safety of individuals at risk with workers involved with them (eg. name, address, contact telephone numbers, special medication requirements and/or medical condition where applicable).
- Written parental/guardian consent should be obtained for participation in specified activities.
- Seek to build effective and equal partnerships with parents/carers.
- Reflect constantly on your own values and attitudes.

You should not:

- Have inappropriate physical, verbal or online contact with any person. This includes not speaking to them in a manner unsuitable for their age or mental capacity, or touching a person when it is not entirely necessary and without their permission. It also includes not accepting friend requests on social media or sharing inappropriate material publicly online under your own name if there is a chance a participant may choose to search for you on the internet.
- Exaggerate or trivialise abuse issues.
- Jump to conclusions about others without checking the facts.

Love Music Safeguarding Policy



- Permit abusive peer activities (eg. initiation ceremonies, bullying, ridiculing).
- Show favouritism to any individual.
- Make suggestive or derogatory remarks or gestures in front of any person.
- Display images of a sexual, violent or abusive nature in areas where any person might see them, unless they form a necessary part of a structured education project.
- Take or share photographs or films of any person participating in Love Music projects without prior written consent from the individual or their parent/guardian. Additionally, you must not permit other participants or their parents/guardians to take photographs or films of other participants.
- Accept someone's personal assurances that someone is safe to work with individuals at risk.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour such as tantrums or crushes.
- Rely on just your good name to protect you.
- Believe that abuse does not take place in your local community.

It must always be borne in mind that incidents of abuse or mistreatment of vulnerable beneficiaries are Notifiable Events which must be reported to the Scottish Charity Regulator, OSCR. More information in relation to this duty is contained in OSCR's Guidance on Notifiable Events, with examples set out in Section 13 of this.

The Act Against Harm website provides a number of resources and information on who to contact if you know or believe someone may be at risk of harm. This can be accessed on the following link: <http://www.actagainstharm.org/>

APPENDIX 5: GUIDELINES FOR CHAPERONES OF CHILDREN

You will be responsible to the Project Manager and must report any relevant concerns to them so that they may take any appropriate action.

Under the terms of the Children and Young Person's Act 1968, you must be competent to exercise proper care and control of the child with a view to securing their health, comfort, kind treatment and moral welfare.

You will be in charge of the child at all times while they are engaged on activities directly relating to Love Music projects.

You will not be required to be in charge of more than ten children at any one time.

You will report for duty 45 minutes before the start of sessions unless otherwise agreed, and not leave until after the last child has been collected by a guardian. Children should be signed in and out each time they enter a building being used for a project.

If a child is deemed old enough by their guardian to travel to and from the premises alone, advance written acceptance of responsibility for this should be obtained from the guardian.

You will not allow the child to leave the premises with anyone other than their known parent/guardian unless you have previously received written authorisation from the parent/guardian, or verbal permission from the main contact in an emergency situation.

Where a child suffers any injury or illness while under your charge, you must notify the Project Manager immediately, who will call a qualified first aider if necessary, and ensure

that the parent/guardian is notified and the incident is reported to the relevant authorities as required.

Where children need to change clothes during the course of their activities and children of both sexes are present, separate dressing rooms will be provided for each sex. It is your responsibility to ensure that they only dress with children of the same sex. No person of the opposite sex should be permitted in the room while the children are changing their clothes.

APPENDIX 6: LOVE MUSIC CONFIDENTIAL REFERENCE QUESTIONS

NAME has expressed an interest in working/volunteering at Love Music in a situation where they will come into close contact with children or vulnerable adults. As an organisation committed to the welfare and protection of vulnerable people, we are keen to know if there is any reason at all to be concerned about this applicant being in contact with children or vulnerable adults.

We would therefore appreciate it if you would complete this reference and return it to us at the earliest opportunity. All the information contained on this form will be treated with due confidentiality and in accordance with relevant legislation. We would appreciate you being candid, open and honest in your evaluation of this person.

1. How long have you known this person / for how long did you know them?
2. In what capacity?
3. Please provide dates of their employment / volunteering with you, and details of their role:
4. What attributes does this person have that, in your opinion, would make them suited to working with children / vulnerable adults?
5. How would you describe their personality?
6. Please rate this person on the following, using the words poor, average, good, very good, excellent, or unsure / N/A:
 - Verbal communication skills -
 - Written communication skills -
 - Ability to follow instructions -
 - Teamwork skills -
 - Responsibility -
 - Maturity -
 - Self-motivation -
 - Can motivate others -
 - Commitment -
 - Energy -



Love Music Safeguarding Policy

Trustworthiness -

Reliability -

Patience & calmness -

Punctuality -

7. Please indicate if you know of any reason at all to be concerned about this applicant being in contact with children or vulnerable adults (delete one answer): YES / NO

8. Please provide details of your role and organisation, and a phone number in case we have follow up questions: Name / Date / Your role + organisation / Email / Phone

APPENDIX 7: WHISTLEBLOWING PROCEDURE

In terms of the Public Interest Disclosure Act 1998, you are protected by law if you decide to report a protected disclosure, otherwise known as whistleblowing. This protection is afforded to employees, trainees and agency workers and if you make such a report/disclosure then you should not be treated unfairly or be at risk of losing your job.

In the course of your employment, you may become aware of serious wrongdoing by someone involved with Love Music. You can raise concerns at any time about an incident that happened in the past, is happening now or, you believe, will happen in the near future. The following outlines the steps you should take to bring serious situations to the attention of Love Music and has been designed to provide guidance to employees on reporting such incidents. It indicates how matters can be expedited thoroughly, discreetly and, so far as possible, in a confidential way if necessary.

The disclosure of information in the public interest involves the reporting of serious concerns about illegal or unethical conduct or behaviour which could be described as serious malpractice in the workplace.

The principles and guidance outlined in this procedure have been developed against the background of Love Music's wish to be open and honest, to encourage high standards of conduct in the workplace, and to develop the statutory protections available to employees.

Any employee who has a concern in respect of what they consider is serious wrongdoing within Love Music may wish to seek support and advice from a trade union, which may be in a position to assist the employee in preparing and making a disclosure report under this procedure.

Most personal concerns at work can be adequately dealt with using other procedures or mechanisms. For instance, if there is an issue about your working conditions which you cannot resolve through other means, you may wish to use the Grievance Procedure. The procedure outlined here is designed to deal with issues of illegality or serious malpractice.

Those we engage with professionally, either in receiving or delivering services, have a right to expect high standards of service. However, there may be occasions when, due to individual acts, omissions or failings, it may be necessary to bring certain matters which give cause for serious concern to the attention of your employer. If you are concerned about an aspect of individual behaviour or practice within Love Music it may fall under one (or more) of the following categories:

- a criminal offence
- a failure to comply with a legal obligation
- a miscarriage of justice
- danger to the health and safety of an individual
- damage to the environment, and
- the deliberate concealment of information tending to show any of the matters above is being deliberately concealed.

Under the terms of this procedure, an employee can report a matter which they reasonably believe to be in the public interest on a confidential basis to their employer regarding any of these six categories. The categories are by no means mutually exclusive. For instance, you may be aware of danger to the health and safety of an individual that is also a criminal offence. If you are not sure whether the concern you wish to raise falls into one of the

Love Music Safeguarding Policy



above categories then you should contact Ruth Davie, Managing Director and Safeguarding Officer.

One of the principles of this procedure is that an employee has the right to report a matter they consider to be in the public interest and the report will be treated on a confidential basis. For the reporting process to have credibility, employees must have confidence that any matter they draw to the attention of their employer will be handled with discretion and tact.

Love Music hopes that all staff will be able to voice whistleblowing concerns openly under this policy. If an employee wishes to raise their concern confidentially then Love Music will make every effort to ensure the employee's identity is kept a secret. If it is necessary for anyone investigating the employee's concern to know their identity then this will be discussed with the employee.

Love Music does not encourage staff to make disclosures anonymously. Proper investigations may be more difficult or impossible if Love Music can't obtain further information. It's also more difficult to establish whether any allegations are credible. Whistleblowers who are concerned about possible reprisals if their identity is revealed should speak to the Managing Director and appropriate measures can then be taken to preserve confidentiality. If an employee is in any doubt, they can seek advice from Protect (<https://protect-advice.org.uk/>), the independent whistleblowing charity, which offers a confidential helpline.

It has to be recognised, however, that in some cases it may not always be possible to preserve total confidentiality, for instance, if the matter reported has to involve agencies such as the police or the Health and Safety Executive. If, in such a situation, Love Music can no longer preserve total confidentiality, then the employee will be advised of that fact.

An employee wishing to report a matter that is covered by the categories set out in this procedure should contact their line manager. This report should, preferably, be in writing and in order to avoid any doubt, should be described as a "Public Interest Disclosure".

Once a report has been submitted, the appropriate manager will advise you of the next steps and any expected timescale. This will be done within 5 working days.

At this stage of the process, it is important that confidentiality is maintained by both parties where that is required to ensure that the matter can be dealt with in the appropriate way, avoid prejudice and protect individual rights.

The report will then be considered and a decision taken as to whether, and in what way, the matter should proceed.

Should the manager decide not to take any action you will be notified and given the reason(s) for this decision.

If the manager decides that further action is required on the basis of your report, then you will be notified of the decision subject to the appropriate investigation and the likely timescale, if possible to do so.

Once the matter has been concluded and the appropriate action taken in response to your report, you will be notified of the outcome. However, sometimes the need for confidentiality may prevent Love Music from giving you specific details of any disciplinary action taken as a result. You should treat any information about the investigation as confidential.

Love Music Safeguarding Policy



Under the terms of this procedure, you may seek a progress update from the manager regarding the status of your report, although it has to be understood that the response may have to be qualified in order to protect other interests.

While Love Music can't guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this procedure, you can help Love Music achieve this.

If you're not satisfied with the way your report has been dealt with, you can raise this with the Chair of the Love Music Board of Trustees.

Under the terms of this procedure, any employee making a Public Interest Disclosure report is safeguarded against any detriment in the course of their employment, provided that the report is made in the reasonable belief that it is in the public interest.

For the purpose of this procedure, detriment is defined as any act or omission that penalises the employee for submitting the report. For example, dismissal, harassment, victimisation or any other form of punitive sanction which would not have arisen were it not for the report having been made are prohibited under the terms of this procedure. If you believe that you have been subjected to a detriment you should immediately report that to the individual who received your disclosure report. If the matter is not remedied then you should raise it formally with the Managing Director.

An employee must not threaten or retaliate against another employee making a Public Interest Disclosure Report. Any employee involved in such conduct may be subject to Love Music's disciplinary procedure. In addition, if an employee is subjected to such detriment by another employee, then that other employee could be personally liable.

There may be instances when a report is submitted, based on a genuine belief by the employee that something is wrong at a particular time, which is subsequently demonstrated to be false or inaccurate. In such circumstances, employees will be informed of the discrepancy between their report and the facts at hand. Provided that Love Music is satisfied that the employee acted in good faith and had a genuine belief that such a situation should be reported and no personal gain was involved, no further action will be taken against the reporting employee.

If an employee has deliberately submitted a report that they know to be not true or unfounded or with a view to personal gain then they may be subject to the Love Music's disciplinary procedure.

The aim of this procedure is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. It will very rarely if ever be appropriate to alert the media. You are strongly encouraged to seek advice before reporting a concern to anyone external. Protect's confidential helpline is available for this. In addition, Protect has a list of prescribed regulators for reporting certain types of concern. You can access advice from Protect here: <https://protect-advice.org.uk/advice-line/>.



Love Music Safeguarding Policy

The Scottish Charity Regulator, OSCR, also has guidance about Whistleblowing on their website via this link: <https://www.oscr.org.uk/media/4244/2021-08-18-oscr-whistleblowing-guidance.pdf>.

Whistleblowing concerns usually relate to the conduct of our staff, but they may sometimes relate to the actions of a third party, such as a supplier or service provider. In some circumstances the law will protect you if you raise the matter with the third party directly. However, you are encouraged to report such concerns internally first. You should contact the Managing Director for guidance.