

**ULSTER YOUTH ORCHESTRA**  
**SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS**  
**AT RISK POLICY**

Date of Policy Review – November 2019.

Due for review – November 2022.

This policy will be approved, implemented and reviewed by the General Manager and the Board of Directors.

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## SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK POLICY

### Introduction

The Ulster Youth Orchestra was established to enable children and young adults aged 14-23 from throughout Northern Ireland to achieve their musical potential through the provision of the highest quality of professional tuition. The Orchestra provides a creative, nurturing and inclusive environment in which talented young musicians enhance their personal and musical development by receiving internationally excellent musical tuition, orchestral experience, and performance opportunities, thereby enriching the social and cultural life of Northern Ireland.

As a registered charity working with children, young people and Adults at Risk, the Ulster Youth Orchestra, through its directors, employees, tutors and volunteers, is committed to practices that aim to protect children, young people and Adults at Risk from harm, in particular;

- to establish and maintain an environment in which the welfare of the child, young person or Adult at Risk is paramount;
- to ensure that its policies and procedures protect children, young people and Adults at Risk from harm regardless of their gender, ethnicity, disability, sexuality or beliefs; and
- to ensure that all concerns and allegations of abuse will be taken seriously and responded to appropriately.

\* A child is defined as a person under the age of 18 (Children, young people and Adults at Risk (NI) Order 1995). The use of the term "young person" throughout this policy includes not only a child but all members of the UYO whether they are under the age of 18 or not.

The purposes of this policy are:

- To set out how the UYO will safeguard and provide protection for children, young people and Adults at Risk.
- To give guidance to Directors, employees, tutors and volunteers about what procedures they should adopt in the event they suspect a young person or adult at risk may be experiencing or is at risk of harm.

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### **Safeguarding principles**

The UYO will seek to safeguard children, young people and Adults at Risk by:

- Valuing, listening to and respecting children, young people and Adults at Risk;
- Adopting child protection guidelines through procedures and a code of conduct for directors, employees, tutors and volunteers;
- Recruiting directors, employees, tutors and volunteers safely ensuring all necessary checks are made;
- Sharing information about child protection and good practice with directors, employees, tutors and volunteers;
- Providing appropriate support to directors, employees, tutors and volunteers through supervision and training;
- Assessing risk in relation to all its activities, focusing on prevention and minimising risk.

### **Good practice**

In line with these principles the UYO is committed to the following good practice:

- Ensuring that all UYO directors, employees, tutors and volunteers are aware of this Policy and comply with it.
- To secure consent from the person with parental responsibility, in writing, for the General Manager or Head of the Welfare Team` to act in loco parentis; to administer emergency first aid and/or medical treatment; to permit directors, employees and volunteers to transport children, young people and Adults at Risk in their cars, if necessary.
- To risk assess all situations, activities, buildings and trips in accordance with the UYO Health and Safety Policy to ensure all potential dangers have been identified and risk minimised.
- To have a Designated Officer and a Deputy Designated Officer, currently Paula Klein and David McCann, with responsibility for ensuring the UYO operates within the legislative framework and to co-ordinate action within the organisation and liaise with other agencies in relation to safeguarding.

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- To have an Adult Safeguarding Champion, currently Paula Klein.
- For the General Manager to submit an annual report to the Board of Directors in relation to the implementation and observance of this policy including that the required training was undertaken.
- The General Manager and Head of Welfare will attend one training relevant session each year and share good practice.
- Ensuring that before any director, employee, tutor or volunteer commences their engagement with the UYO, that appropriate checks as to their suitability to work with children, young people and Adults at Risk have been carried out and are satisfactory. No person shall be engaged if they are deemed a risk to children, young people and Adults at Risk.
- To provide information for children, young people, Adults at Risk and persons with parental responsibility when membership is offered, including UYO Members' Behaviour Guidelines. These guidelines must be accepted, with a form returned to the office signed by the young person if over 18 or a person with parental responsibility if they are under 18, before the young person attends a course/concert.
- To provide persons with parental responsibility with access to UYO's **Safeguarding Children, Young People and Adults at Risk Policy**, and the fact that this may require circumstances to be referred to investigative agencies in the interest of the person.
- To ensure that all UYO activities are adequately and properly supported by the Welfare Team, meeting legal ratios adult / young person.

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**Recruitment Policy**

Application Packs will be available and will contain information such as:

- Clear job descriptions for staff and role description for volunteers, and personnel/volunteer specification outlining key skills and abilities required.
- The job or role description will indicate whether the post constitutes regulated activity under the Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012. If a post falls within the scope of regulated activity, an individual barred from working with children, young people and Adults at Risk by the Disclosure and Barring Service, is prohibited by law from applying for the job or role. The Ulster Youth Orchestra is prohibited from involving a barred person in regulated activity. All applicants will be asked to sign a declaration form which gives the opportunity to disclose criminal history, in line with legal requirements.
- A personnel/volunteer specification will identify what skills and abilities will be required of the person to fill the post and what qualifications, and experience, if any, are required. These are available on request.
- An application form is to be completed and submitted.

**Interview/meeting**

- An interview or meeting with applicants either formally or informally and with appropriate representatives from the organisation will take place where at least two representatives from the organisation will explore the kinds of qualities and skills needed for the job or role against the candidates' application form to determine suitability. References will be sought.

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**Induction/Effective Management**

- A probationary period is set for the staff within the employment contract and will be reviewed by the board of Directors at the end of the designated period.
- All appointments of staff and volunteers is conditional on a satisfactory period of work, this will be a probationary period for staff and a trial period for volunteers. A minimum period should be established at the time of employment/involvement and this may be for example three to six months, depending on the nature of the work.
- During this time the organisation will pay particular attention to the work of the individual, attitude to and aptitude for working with others including children, young people and Adults at Risk. A record will be made of any matters arising during the probationary/trial period and any training needs identified.
- At the end of the probationary/trial period it is good practice to have a review of the staff member's/volunteer's performance in the job/role. In cases where there are concerns about the performance of staff member or volunteer, it may be necessary to extend their probationary/trial period, to offer additional or specific training, or to terminate their services altogether. In the case of a volunteer, they could be signposted to alternative volunteering opportunities that would better suit their needs.
- Any decision made at this stage should not come as a surprise if regular support and supervision has been carried out with the member of staff/volunteer.
- The probationary/trial period is an ideal opportunity to identify future training needs additional to those provided at induction.
- All employees are required to sign a contract of employment, of which Clause 5 reads: "No relationships of a sexual nature are acceptable with any member of the Ulster Youth Orchestra even though such members may be over the age of consent."

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### Support and supervision

Designated volunteers are have a clear pathway of support.



Volunteers have regular meetings with the Head of Welfare and General Manager and are asked for their feedback after the residential course, their main activity.

Staff have a clear pathway of support.



Staff members are monitored at regular board meetings. The General Manager will consistently monitor and support the Administrator and discuss any concerns with the Board.

### Training

- Staff will have training relevant to their role. All new staff will be required to attend induction training which covers safeguarding, fire safety training and a comprehensive introduction and overview of the roles and responsibilities of the staff member. Training is given on the Ulster Youth Orchestra's own safeguarding policies, procedures and guidelines.
- Designated volunteers will have training relevant to their role. All volunteers will be required to attend induction training which covers safeguarding, fire safety training and a comprehensive introduction and overview of the roles and responsibilities of the volunteer. Training is given on the Ulster Youth Orchestra's own safeguarding policies, procedures and guidelines.
- All directors, employees and volunteers should have access to appropriate training on an annual basis.

### Review

This policy will be reviewed on a regular basis and no less frequently than every 3 years and updated where appropriate.

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### Types of Abuse

#### Children and Young People

Harm can be suffered by a child or young person by acts of abuse perpetrated upon them by others. Abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health, or if they live in a home where domestic abuse happens. Abuse can also occur outside of the family environment. Evidence shows that babies and children with disabilities can be more vulnerable to suffering abuse.

Although the harm from the abuse might take a long time to be recognisable in the child or young person, professionals may be in a position to observe its indicators earlier, for example, in the way that a parent interacts with their child. Effective and ongoing information sharing is key between professionals.

Harm from abuse is not always straightforward to identify and a child or young person may experience more than one type of harm or significant harm. Harm can be caused by:

- Physical abuse;
- Sexual abuse;
- Emotional abuse;
- Neglect; and
- Exploitation.

**Physical Abuse** is deliberately physically hurting a child. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

**Sexual Abuse** occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration or non-penetrative acts. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

**Emotional Abuse** is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

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**Neglect** is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

**Exploitation** is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

### **Adults at Risk**

An adult at risk is any person aged 18 or over who is, or may be, unable to take care of him or herself or who is unable to protect him/herself against significant harm or exploitation. This may be because of a mental health problem, a disability, a sensory impairment, is old and frail or has some form of illness.

Adult abuse can take many forms:

**Physical Abuse** could include hitting, slapping, pushing, kicking, burning, misuse of medication, inappropriate restraint or disciplining a person in an inappropriate way.

**Psychological Abuse** includes emotional or verbal abuse, humiliation, bullying or use of threats.

**Financial or Material Abuse** could include theft, fraud, exploitation, pressure in connection with wills, property or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Sexual Abuse** covers direct or indirect sexual activity where the adult at risk cannot or does not give his/her consent.

**Neglect or acts of omission** is withdrawing or not giving the help that an adult at risk needs, so causing them to suffer.

**Discriminatory Abuse** is abusing a person because of their ethnic origin, religion, language, age, sexuality, gender or disability.

**Institutional Abuse** is abuse or mistreatment by a regime or by an individual within any building where care is provided.

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### **Procedures for referral**

The following procedures apply to all directors, employees, tutors and volunteers and the use of 'you' refers to each category of person.

### **When to be concerned**

All directors, employees, tutors and volunteers should be concerned about a young person or adult at risk if he or she;

- shows changes in behaviour and failure to develop through the contact that they have with children, young people and Adults at Risk on residential courses.
- has an injury which is not typical of a young person or Adult at Risk's bumps and scrapes, regularly has unexplained injuries, or frequently has injuries and/or gives confused or conflicting explanations of how injuries were sustained.
- exhibits significant changes in behaviour, performance or attitude.
- indulges in sexualised behaviour which is unusually explicit / inappropriate for their age.
- discloses an experience in which he/she may have been harmed.

### **Incidents that must be reported immediately to the DO or DDO.**

- If you have had to restrain a young person or adult at risk
- If you accidentally hurt a child, young person or adult at risk
- If he/she seems distressed in any manner.
- If a child, young person or adult at risk appears to be sexually aroused by your actions.
- If a child, young person or adult at risk misunderstands or misinterprets something you have done.

### **Dealing with a disclosure**

Take any and all allegations, suspicions or concerns about abuse seriously, including matters raised by employees, tutors, volunteers, members, parents/guardians of members, etc, and report them as a matter of urgency to the DO or DDO.

Do not promise **confidentiality**. Re-assure the child, young person or adult at risk that the matter will only be discussed with people who need to know about it. Confidentiality is

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crucial to all our relationships - but the welfare of the person is paramount. The law does not allow anyone to keep concerns relating to child abuse to themselves. Any person making a disclosure must first be informed that the information will be disclosed to the DO or DDO. Confidentiality will not be maintained if the withholding of information would prejudice the welfare of the child.

- Listen to what is said without displaying shock or disbelief. Do not ask direct questions.
  - Accept what is being said.
  - Allow the child, young person or adult at risk to talk freely.
  - Re-assure the young person but do not make promises.
  - Re-assure that what has happened was not the fault of the young person.
  - Stress that it was the right thing to tell.
  - Explain what has to happen next and who has to be told.
  - Make a written record, with time and date, place and note non-verbal behaviour, and the words. Draw a diagram of injury. Record facts and statements.
- 
- Pass information, including the notes made on to the DO and DDO without delay. It is not your role to investigate the allegations. DO and DDO will ensure that the employee, tutor, volunteer, member of staff, UYO member, parent/guardian of member etc, raising the matter, is made aware that the matter is being treated seriously.
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- The DO and DDO will liaise with **Board/Trust Area Gateway** social work teams, or the most relevant local authority within 24 hours, in the area in which the disclosure is made, and if advised to do so by these professionals, will transfer appropriate records to the young person's school in a secure manner.
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- The following details will be recorded by the Head of Welfare or General Manager – names of people involved / names of any witness / reason the incident took place / how the incident began, progressed / young person's behaviour, what was said, non-verbal actions / young person's response / injury or damage.

**Relevant contact phone numbers and useful websites are included at the end of this policy document.**

### **Whistleblowing Policy & Procedures**

#### **Defining whistleblowing**

'Whistleblowing' is a term used to refer to the internal or external disclosure of malpractice as well as illegal acts, or omissions, at work. Whistleblowing occurs when a member of staff or volunteer raises a concern about misconduct, illegal or underhand practices where such practices have or could cause harm or risk of harm. This includes situations where a staff member or volunteer's concerns are not acted upon by the Designated Officer/Adult Safeguarding Champion or Head of the Organisation.

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### **Protecting individuals using this policy**

The Public Interest Disclosure Act 1998 amended the Employment Rights Act 1996 and it provides protection for individuals who raise legitimate concerns about specified matters, outlined below. These are called qualifying disclosures.

A qualifying disclosure is one made in good faith by an individual who has a reasonable belief that:

- a criminal offence (including fraudulent and corrupt behaviour, eg theft, fraud or malpractice)
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation, or
- concealment of any of the above.

### **Whistleblowing Policy**

It is not necessary for you to have proof that such an act is being, has been, or is likely to be, committed. You do, however, need to hold a reasonable belief of such an action having been, being or likely to be carried out. If you make such a protected disclosure, you have the right not to be dismissed, subjected to any other detriment, or victimised. This is the case even were it to materialise that you were genuinely mistaken. The UYO will not tolerate any individual being subjected to a detriment as a result of their making a disclosure in good faith.

### **Malicious disclosures**

It is a disciplinary matter to both victimise a bona fide whistleblower and for someone to maliciously make a false allegation. If it is found that you have maliciously raised a matter which you know to be untrue or you are involved in any way in the malpractice, wrongdoing or illegal acts or omissions, your behaviour may be addressed through a different policy eg safeguarding and safeguarding and child protection, bullying and harassment, disciplinary or grievance.

There may be situations in which concerns or allegations turn out to be unfounded. It is important that everyone in the organisation knows that if they raise a concern which, through the process of investigation, is not validated, they have not in any way been wrong in their initial action.

The Ulster Youth Orchestra is committed to the highest possible standards of conduct, openness, honesty and accountability and takes poor practice or malpractice seriously.

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### **Aim of the policy**

The aims of this policy are to:

- provide an effective way for you to raise serious concerns
- ensure that you receive feedback on any action undertaken by us as a result of you raising serious concerns
- ensure that you will be protected from reprisals or victimisation for having raised your concern in good faith
- signpost you to further options available to you if you are dissatisfied with our response, or if internal investigation is not appropriate
- allow UYO to take action against any employee who makes allegations in bad faith and/or publicly discloses information when it is unreasonable for them to do so.

This policy applies to everyone who works for and volunteers with the UYO.

### **Raising a concern**

You should raise your whistleblowing concern as soon as possible. This will make it easier to act and to enable any problems to be resolved or reported quickly. You can make your disclosure orally but written disclosures are preferable as these will make the process more efficient and effective.

In your disclosure, you should:

- provide any relevant context and background, including relevant dates, venues, names etc
- state clearly the reason why the situation causes for concern.

You must say that you are raising your concern using the whistleblowing policy and whether you wish your identity to be kept confidential. While we will make every effort to deal with your case confidentially, depending on the circumstances of the case this may not always be possible. Where this is the case, you will be informed of this and the reasons why it was not possible. We will consider anonymous disclosures, but we do not encourage them as anonymity often makes it difficult to properly investigate concerns, protect employees or give feedback on outcomes.

### **Who should I raise it with?**

You should always look to raise the matter with the General Manager in the first instance. Where this is not appropriate because they may be involved in the alleged malpractice, wrongdoing or illegal acts or omissions in some way, raise your concern with the Board of Directors.

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### **What happens after I raise a concern?**

Your disclosure will always be acknowledged and will be investigated by the General Manager or Board Member that you raise your concern to. They will arrange to meet you as soon as possible to enable you to explain your concern.

You will be told either at the meeting or as soon as possible afterwards, what action will be taken to address the concern you have raised. Where action is not taken, you will be informed and given an explanation.

### **Raising a concern externally**

We strongly encourage you to exhaust the internal processes set out above in the first instances. In exceptional or urgent circumstances, however, or where, having made a disclosure, you are unhappy with the outcome, you have a legal right to make a disclosure to prescribed bodies.

These include but are not limited to:

- HM Revenue & Customs;
- the Health and Safety Executive;
- the Financial Services Authority;
- the Charity Commission for Northern Ireland

### **Making a disclosure to the press**

Disclosures to the press will not be considered reasonable and may constitute misconduct. As such, the matter might be treated as a disciplinary matter in accordance with our disciplinary and grievance policy and procedure.

### **Further help and assistance**

If, at any stage in the procedure, you are unsure about what to do and would like independent advice, you can discuss your concern with someone at Public Concern at Work. This body is an independent charity staffed by lawyers, which offers confidential free legal and practical advice on how people can raise concerns about malpractice at work. They can also provide advice about what legal protection may be available to you.

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### **Risk Assessments**

Risk assessment checks are completed as and when necessary to fulfil our obligations and all staff, volunteers and members have access to a named or appointed first aid person for each activity. All staff, volunteers and members will be made aware of relevant issues to ensure general safety and effective management of activities.

### **Incident Forms**

The Ulster Youth Orchestra records any accidents/illness/incidents on an accident/illness/incident report form and records all relevant details and is signed and dated and reported to the board and any other organisation as is deemed appropriate.

### **Complaints Policy**

A complaint may arise from parents, children, young people, Adults at Risk, volunteers or external agencies.

The first point of contact for the complaint is the General Manager.

If the General Manager is unavailable or is the subject of the complaint then the complaint should be directed to the Chair of the Board of Directors.

Complaints will be dealt with promptly and acknowledgment of the complaint should be received within three working days.

The first stage in any procedure should aim to resolve the issue informally through dialogue with the parties involved, if that is appropriate.

Everyone involved, the complainant and the subject(s) of the complaint, should be given the opportunity to represent their side of the case. This may be a child, young person, staff member, volunteer or parent.

All concerned should be very clear about:

- The nature of the complaint;
- Any previous incidents in relation to this child, staff member or volunteer;
- Any remedial action to be taken, e.g. an apology;
- Any new behaviour expected;
- What will happen if the agreed arrangements are not adhered to.

Clear and accurate records of discussions and information shared at each stage of the complaints procedure should be made.

All information relating to the complaint should be treated as confidential and stored in a secure location.

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If there is a complaint in relation to a particularly serious incident, where abuse is suspected, then the reporting procedure takes precedence over the complaints procedure and it may ultimately be necessary to make a referral to statutory agencies.

In the case of staff, a grievance procedure is shared with them at induction, outlining the steps to be taken if they feel their complaint is not taken seriously.

All staff should feel confident and supported in bringing forward a grievance within the organisation. This also links into the reporting and whistleblowing procedures.

### **Allegations involving UYO staff**

#### **Procedure in the case of an allegation made against member of Staff.**

Any such allegations must be taken seriously. The person to whom the allegation is made must take it seriously and immediately inform the General Manager.

If you have reason to suspect that a director, employee, tutor or volunteer may have abused a young person or Adult at Risk at UYO or elsewhere, you must inform the General Manager immediately. You should make a record of the concerns, including a note of anyone else who witnessed/has information about the incident or alleged incident.

If the concerns are about the General Manager, or if you feel that policies are not being observed or enforced, you should contact the Chair of the Directors.

The General Manager will not investigate but will assess (with the Head of Welfare and with the assistance and input of the staff directly associated with the member/employee) whether it is necessary to refer to the Area Gateway Team/PSNI. The General Manager will discuss the situation with the Chair of the Directors. If a referral is made, the staff member against whom the allegation has been made should not be informed of the allegation until action is agreed with the Gateway Team.

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**Procedure for how staff and volunteers respond to and report allegations made against staff and volunteers**



Action may include suspension until the matter has been investigated and internal disciplinary action may be taken following the conclusion of such investigation. If a referral is not necessary the General Manager will consider if there needs to be an internal investigation. The General Manager will discuss the situation with the Chair of the Directors, and they may find it necessary to suspend the member of staff at any stage during an investigation. Internal disciplinary action may follow the conclusion of such investigation.

A young person’s parents would be informed of a false allegation as this may be a strong indicator of problems elsewhere.

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### **Consent**

Written consent is sought for all activities from the adult at risk, those with parental responsibility in the case of children, or carer where appropriate.

### **Who has parental responsibility?**

- A child's mother
- A child's father if:
  - He was married to the child's mother at the time in the period beginning with conception and ending with the child's birth
  - He later married the child's mother
  - He has obtained an authorisation from the Court confirming parental responsibility
  - He is unmarried but his name is on the child's birth certificate following 15<sup>th</sup> April 2002.
- A person has obtained a Parental Responsibility Agreement (in the prescribed form and registered)
- A child's legally adoptive parents
- A Senior Manager for Family and Child Care Services if the child is subject of a legal Care Order granted to the Health & Social Care Trust
- A person who has been granted parental responsibility through a Court Order for example a Residence Order or Guardianship Order
- A civil partner may have parental responsibility (the law is complex in relation to this and legal advice should be sought if uncertain)
- Parents do not lose parental responsibility if they divorce]
- Foster parents, step parents or grandmothers will not have parental responsibility unless this has been granted by the courts.

### **Ulster Youth Orchestra Privacy Policy**

The Ulster Youth Orchestra (UYO) values everyone who engages with us by whatever means, and we do all we can fully to protect your privacy and to make sure the personal data you provide us is kept safe.

This Privacy policy is designed to comply with the General Data Protection Regulation (GDPR) and secure storage of data and can be found on the UYO Website via this link: <https://uyo.org.uk/privacy-policy-2/>

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### **The UYO Code of Behaviour for Members**

This behaviour code outlines the conduct the Ulster Youth Orchestra expects from all our children, young people and Adults at Risk who are player members of the Orchestra. The Ulster Youth Orchestra is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

### **Code of behaviour for members**

The Management of the Ulster Youth Orchestra aims to create an environment which is creative and inspirational, where young people have the opportunity to develop their musicianship and social skills. We would encourage everyone on the course to demonstrate respect and tolerance for each other and to act responsibly and respectfully at all times adhering closely to our Code of Behaviour.

The following conduct is severely inappropriate and anyone engaged in such behaviour will be required to leave the course:

- Bullying in any form
- The use or possession of offensive weapons of any kind
- The use or possession of drugs or any illegal substances
- Members should arrive punctually to all rehearsals and performances, arriving 10 minutes before a rehearsal to ensure instruments are fully warmed up and tuned.
- Members are required to remain in rehearsal rooms during the scheduled rehearsal times. Those who are not required while certain passages are being rehearsed must remain in their seats unless advised by the tutor/conductor.
- Members are required to respect all instructions given to them by the welfare team, course tutors, conductors or administration staff. Authority is invested in them to help you to gain the most from your experience of UYO - to enable you to play to the best of your ability, and to ensure that you are safe and happy during the course. Disregard or abuse of instruction or a disrespectful attitude towards the staff may result in disciplinary action.

### **Guidance for young people**

As a member of the Ulster Youth Orchestra, you should feel safe and be able to enjoy yourself. You can't do this if you feel unhappy – this might happen when someone:

- Teases you or calls you names
- Threatens, hits, kicks or punches you
- Offers or encourages you to take drugs of any type
- Makes suggestive remarks or tries to pressurise you
- Damages or steals your belongings
- Does anything that makes you feel uncomfortable, lonely, upset, worried, unsafe, hurt or embarrassed

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If this is happening, try to:

- Be firm and tell the person to stop
- Get away from the situation quickly
- Avoid letting the person see that you are upset
- Tell an adult you trust what has happened as soon as possible
- Keep a note of the time, place, date, what happened, how you felt and the name of anyone who might have seen what happened to you
- If you are aware the same thing has happened to your friends, encourage them to tell someone too.
- Talk to your parents or whoever looks after you, so they can help you to make a formal complaint to an official

Remember:

- If you are being bullied or abused, it is not your fault
- Don't ignore what is happening – always tell a member of staff you trust
- Don't give up until someone helps you to feel safe

### **The UYO Code of Behaviour for Staff and Volunteers**

This behaviour code outlines the conduct the Ulster Youth Orchestra expects from all our staff and volunteers. This includes Directors, employees, tutors and volunteers.

The behaviour code aims to help us protect children, young people and Adults at Risk from abuse and reduce the possibility of unfounded allegations being made.

The Ulster Youth Orchestra is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

### **The following applies to all directors, employees, tutors and volunteers and the use of 'you' refers to each category of person.**

In your role at the Ulster Youth Orchestra you are acting in a position of authority and have a duty of care towards the children, young people and Adults at Risk we work with. You are likely to be seen as a role model and are expected to act appropriately.

### **Responsibility**

You are responsible for:

- prioritising the welfare of children, young people and Adults at Risk
- providing a safe environment for children, young people and Adults at Risk
- ensuring equipment is used safely and for its intended purpose having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.

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- following our principles, policies and procedures including our policies and procedures for child protection/safeguarding, whistle-blowing and online safety
- staying within the law at all times
- modelling good behaviour for children, young people and Adults at Risk to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the Designated or Deputy Designated Officer.
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures, this includes behaviour being displayed by an adult or child and directed at anybody of any age.

### **Rights**

You should:

- treat children, young people and Adults at Risk fairly and without prejudice or discrimination
- understand that children, young people and Adults at Risk are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

### **Relationships**

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children, young people and Adults at Risk
- ensure your contact with children, young people and Adults at Risk is appropriate and relevant to the work of the project you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children, young people and Adults at Risk
- only take a child, young person or Adult at Risk in your car in exceptional circumstances and if you are accompanied by another member of staff. Ensure that the Head of Welfare or General Manager knows what is happening.
- only enter a young person's room at a residential course in exceptional circumstances and only with the young person's permission and accompanied by another member of welfare staff, unless in the case of emergency.
- if a situation arises where you are alone with a child, young person or Adult at Risk, ensure that you are within sight or hearing of other adults.

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- if a child, young person or Adult at Risk specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the person are.
- only provide personal care in an emergency and make sure there is more than one adult present if possible unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

### **Respect**

You should:

- listen to and respect children, young people and Adults at Risk at all times
- value and take children, young people and Adults at Risks' contributions seriously, actively involving them in planning activities wherever possible
- respect a child, young person or Adult at Risk's right to personal privacy as far as possible.
- if you need to break confidentiality in order to follow safeguarding procedures, it is important to explain this to the child, young person or Adult at Risk at the earliest opportunity.

### **Unacceptable behaviour**

When working with children, young people and Adults at Risk, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children, young people and Adults at Risk
- make inappropriate promises to children, young people and Adults at Risk
- engage in behaviour that is in any way abusive including having any form of sexual contact with a child, young person or Adult at Risk.
- let children, young people and Adults at Risk have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children, young people or Adults at Risk
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children, young people or Adults at Risk.

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### **Upholding this code of behaviour**

Staff and volunteers should understand that:

- If they are unsure of their actions and feel they may have breached the Code, they should consult with their Line Manager;
- Breaching the Code is a serious issue that will be investigated;
- Breaching the Code may result in disciplinary action and ultimately dismissal and if it constitutes harm/risk of harm, referral to the HSC Trust, PSNI, DBS and regulatory bodies, as appropriate.

### **Guidelines**

When working with members, participants, other children, young people and Adults at Risk and other staff members, all directors, employees, tutors and volunteers are required to comply with the following guidelines at all times.

### **Guidelines re Diversity and Additional Care and Support**

The Ulster Youth Orchestra does not discriminate against children, young people or Adults at Risk who have different cultural backgrounds and beliefs.

Staff and volunteers should:

- Be open to and aware of diversity in the beliefs and practices of individuals and their families;
- Ask how an individual's care should be delivered, having regard to the cultural needs of others;
- Be aware of the difficulties posed by language barriers and other communication difficulties;
- Not discriminate against individuals and their families who have different cultural backgrounds and beliefs from their own;
- Ensure that any child, young person or Adult at Risk with additional needs is treated with equity.
- Use the procedures outlined in this document to report any discrimination.

### **Guidelines re Gender**

Ulster Youth Orchestra does not discriminate against children, young people or Adults at Risk based on their gender or sexual orientation. If any child, young person, adult at Risk, staff member or volunteer thinks they have been discriminated against, victimised or harassed because of their sexual orientation or gender preference, they should talk to the DO or DDO. If the matter cannot be resolved informally, the complaints policy outlined in this document should be followed.

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### **Guidelines re sleeping arrangements for residential courses**

Prior to the beginning of the summer course all students are asked to complete a friendship form to state a preference for friends to be roomed near to. Rooms are allocated by age and gender however this form contains a section which asks for any special accommodation requests and these will be considered on a case by case basis.

If a young person should identify as transgender then it may be appropriate to inform other young people or the person(s) with parental responsibility of the sleeping arrangements, with the consent of the transgender young person. Any objections to proposed sleeping arrangements which may come from other people, should be discussed with the individual concerned and where appropriate the person or persons with parental responsibility. They should never be based on other people's prejudice or transphobia. Alternative arrangements agreed on by staff should aim to maximize the young person's ability to participate and socialise with peers while ensuring the young person's safety and comfort, and minimising stigmatization.

### **Guidelines re use of technology including photography**

New technologies, such as social networking websites and mobile phones, can be misused by those who are intent on harming or exploiting children, young people or Adults at Risk.

Staff and volunteers should:

- Not photograph/video a child, young person or adult at risk ,even by mobile phone, without the appropriate consent;
- Ensure that any photographs/videos taken are appropriate;
- Report any inappropriate use of images;
- Report any inappropriate or dangerous behaviour on the internet that involves a child, young person or adult at risk.
- It is important that children, young people or Adults at Risk are made aware of the dangers associated with new technology, such as social networking sites and the internet, and know to tell someone if they encounter anything that makes them feel unsafe or threatened.
- never give their mobile number to children and young people, befriend them on social networking websites or contact them directly through email unless the organisation has prior parental consent to do so;

Consent will be sought from the person with parental responsibility for any images to be used online or for other promotional use.

Members of the orchestra will be informed if the official photographer is in attendance at rehearsals or performances. If parents or other spectators are intending to photograph or video at an event they should also be made aware of your expectations and should be asked to register at an event if they wish to use photographic equipment. Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or leader and recorded in the same manner as any other safeguarding concern.

# ULSTER YOUTH ORCHESTRA

## SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK POLICY

### **Alcohol, Drugs and Smoking Policy**

Orchestra members may NOT bring alcoholic beverages onto a residential course or tour accommodation at any time. Any members found to have alcohol in their possession outside of the licensed premises attached to a residential course will face disciplinary action.

Supplying alcohol to under 18s is a criminal offence and will be dealt with by immediate removal from the course.

No employee, volunteer, or member of the Orchestra who is under the age of 18, may visit a public house or consume alcohol during a residential course, or when on tour.

No tutor, or member of the Orchestra who is 18 and over, may consume alcoholic beverages during the scheduled rehearsal day of a residential course or tour.

Members of the Orchestra who are 18 and over may only consume alcohol beverages in licensed premises attached to a residential course or tour accommodation after the rehearsal or work sessions have ended for the day.

Tutors and welfare staff may consume alcohol only when off duty and not in the presence of any UYO member, under or over 18.

Any members, staff or tutors of the Orchestra considered by the Welfare Staff to have drunk excessively on any one occasion will be subject to disciplinary action. A repetition is likely to lead to dismissal.

Smoking is forbidden on the premises of UYO and on any premises at which it undertakes its activities including any residential premises or any concert, performance or other such premises or premises used for outreach activity and in vehicles used for transporting persons such as coaches, private cars and other vehicles howsoever. If there are available designated smoking areas, smoking is permitted in these areas by persons over the legal age of smoking namely 16.

The possession, use or distribution of drugs for non-medical purposes on UYO premises or on any premises at which UYO carries out its activity is strictly forbidden. In this regard the word "drugs" includes not only drugs prescribed by law but also any drugs which may fall within the definition of "legal highs" whether prescribed by law or not. The breach of this policy will result in dismissal.

### **UYO policy on the use of mobile phones and electronic devices**

Mobile/smartphones, i-pads and other electronic devices have become an essential part of everyday life for most people. Mobile phones are a vital form of communication and it would be unreasonable to ban members from bringing them to UYO during the summer activities however UYO acknowledges that:

- They are valuable items that may be stolen
- Their use can cause members and staff to be subject to bullying
- Even when in silent mode, phone usage can undermine rehearsal discipline, distracting not only the person with the phone, but also other people around.
- The use of mobile phones with integrated cameras can lead to child protection and data protection issues, regarding the inappropriate taking and sending of images

# **ULSTER YOUTH ORCHESTRA**

## **SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK POLICY**

The aims of this policy are to:

- Ensure security of equipment
- Acknowledge and support parents' rights to provide their children with a mobile phone and for the young person to carry it while with UYO
- Avoid inappropriate use of equipment
- Ensure that rehearsals focus solely on music
- Safeguard individuals

It is strongly recommended that valuable items of equipment are not brought to UYO. UYO will not accept responsibility or liability for loss of, or damage to valuable items. Members must accept responsibility for their devices and take appropriate measures to prevent loss, damage or theft.

Rules on use of mobile phone/electronic equipment

- Mobile phones/electronic equipment may be used outside, in social areas and in accommodation rooms
- Mobile phones/electronic equipment may not be used on stairs, in rehearsal rooms or concert halls
- Mobile phones can be used in an emergency with the approval of a member of staff
- During rehearsal, phones must be SWITCHED OFF (not on 'silent') and out of sight
- The photographing, videoing or recording of a member of staff, orchestral member or other person, without their permission, is unacceptable, illegal and prohibited
- It is also an offence to distribute the image or recording, to any other person by any means, eg mobile phone, email, media representative, social networking site etc
- Inappropriate material must not be accessed at any time. Inappropriate material which has been accessed before coming to UYO must not be brought to UYO or shared with others. Any member found to have done so will be subject to strong disciplinary action.
- The general rule is that mobile phones will not be confiscated by staff. However, in very unusual circumstances (eg suspicion that inappropriate material has been accessed) it may be necessary for a member of the Welfare Team or the General Manager to confiscate a mobile phone or other item. The item will be held securely until parents/guardians come to collect it.
- As part of an investigation, and with parents'/guardians' permission, it may be necessary to examine the contents of the phone. Where appropriate, the police will be involved

# ULSTER YOUTH ORCHESTRA

## SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK POLICY

### **Cyber-bullying**

- Offences of this nature will be subject to strong disciplinary action and may be reported to the police

### **Anti-bullying Guidelines**

Bullying can take a number of forms and its effects are extremely serious for children, young people and Adults at Risk.

Bullying can cause considerable distress to the extent that it affects health and development and can cause children, young people and Adults at Risk significant harm.

We are committed to providing a caring, friendly and safe environment for all of our members (which includes staff and directors). Bullying of any kind is unacceptable.

If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. This means that anyone who knows that bullying is happening is expected to tell the Designated or Deputy Designated Officer.

Bullying is the use of aggression with the intention of hurting another person and can be:

- Emotional - being unfriendly, excluding, tormenting (e.g. hiding possessions, threatening gestures);
- Physical - pushing, kicking, hitting, punching or any use of violence;
- Racist - racial taunts, graffiti, gestures;
- Sexual - unwanted physical contact or sexually abusive comments;
- Homophobic - because of, or focusing on the issue of sexuality;
- Verbal - name-calling, sarcasm, spreading rumours, teasing;
- Cyber/online - all areas of internet, such as email and social media misuse, mobile phone threats by text messaging and calls, misuse of associated technology, i.e. camera and video facilities.

### **Possible Signs and Symptoms that should be investigated:**

The person:

- is frightened of attending the group;
- becomes withdrawn anxious, or lacking in confidence;
- attempts or threatens suicide or runs away;
- cries themselves to sleep at night or has nightmares;
- has possessions which are damaged or "go missing".

# ULSTER YOUTH ORCHESTRA

## SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS AT RISK POLICY

### Useful Contacts

#### Designated Officers

##### **Designated Officer**

Paula Klein, General Manager 07921 804428

##### **Deputy Designated Officer**

David McCann, Head of Welfare 07791 287680

##### **Adult Safeguarding Champion**

Paula Klein, General Manager 07921 804428

ACE (Advisory Centre for Education)

[www.ace-ed.org.uk](http://www.ace-ed.org.uk)

Action on Elder Abuse

Helpline 0808 808 8141

Anti-bullying Alliance

[www.antibullyingalliance.org](http://www.antibullyingalliance.org)

[www.bullying.co.uk](http://www.bullying.co.uk)

[www.familylives.org.uk](http://www.familylives.org.uk)

Child Exploitation Online Protection

[www.ceop.gov.uk](http://www.ceop.gov.uk)

Childline Northern Ireland

[www.childline.org.uk](http://www.childline.org.uk)

Helpline 0800 11 11

Children's Law Centre

[www.childrenslawcentre.org](http://www.childrenslawcentre.org)

CHALKY

Helpline 0808 808 5678

Counselling for young people

[www.contactyouth.org](http://www.contactyouth.org)

Domestic Violence

[www.womensaid.org.uk](http://www.womensaid.org.uk)

Domestic Abuse Helpline

0800 917 1414

Drugs and alcohol

[www.contactyouth.org](http://www.contactyouth.org)

Health

[www.kidsallergies.co.uk](http://www.kidsallergies.co.uk)

Health and Social Care Trust Gateway Teams

Belfast HSC Trust Gateway Team

028 90507000

Northern HSC Trust Gateway Team

0300 1234333

South-Eastern HSC Trust Gateway Team

0300 1000300

Southern HSC Trust Gateway Team

0800 7837745

Western HSC Trust Gateway Team

028 71314090

Internet Safety

[www.iwf.org.uk](http://www.iwf.org.uk)

Kidscape

[www.kidscape.org.uk](http://www.kidscape.org.uk)

020 7730 3300

National Children's Bureau

[www.ncb.org.uk](http://www.ncb.org.uk)

NI Anti-Bullying Forum

[www.niabf.org.uk](http://www.niabf.org.uk)

NI Commissioner for Children,

[www.niccy.org](http://www.niccy.org)

NSPCC Child Protection Helpline

[www.nspcc.org.uk](http://www.nspcc.org.uk)

Helpline 0808 800 5000

**ULSTER YOUTH ORCHESTRA**  
**SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS**  
**AT RISK POLICY**

Parentline Plus

[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Freephone 0808 800 2222

Special Education Needs

[www.throughtheroof.org](http://www.throughtheroof.org)

Suicide and self-harm

[www.pips-project.com](http://www.pips-project.com)

[www.samaritansbelfast.org](http://www.samaritansbelfast.org)

NSPCC On line service for 11- 16 year olds

[www.there4me.org.uk](http://www.there4me.org.uk)

Volunteer Development Agency

[www.volunteering-ni.org](http://www.volunteering-ni.org)

**HSC Trusts**

**Normal working hours**

**(9am to 5pm)**

Belfast (028) 9504 1744

Northern (028) 9441 3659

South Eastern (028) 9250 1227

Southern (028) 3756 4423

Western (028) 7161 1366

**Regional**

**Out of hours\***

(028) 9504 9999

(028) 9504 9999

(028) 9504 9999

(028) 9504 9999

(028) 9504 9999

\*NOTE: Out of hours means 5pm to 9am; weekends; and bank or other public holidays.

**PSNI**

Emergency 999

Non-Emergency 0845 600 8000

General Enquiries 0845 600 8000

**RQIA (The Regulation and Quality Improvement Authority)**

**Normal working hours**

**(9am to 5pm)**

Belfast (028) 9051 7500

Omagh (028) 8224 5828

**This policy was written and implemented by Paula Klein, General Manager and is approved by the board of directors and Volunteer Now.**