



NORFOLK MUSIC SERVICE SAFEGUARDING POLICY INCORPORATING CHILD PROTECTION

1ST SEPTEMBER 2026

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SUMMARY OF CHANGES

JULY 2026

The policy has been revised to reflect these changes to the statutory guidance as outlined below.

Section	Changes
Throughout	All references to Keeping Children Safe in Education (2025) have been removed and replaced with Keeping Children Safe in Education (2026) .
Throughout	References to Early Help reviewed and updated where appropriate to reflect Family Help terminology and arrangements.
2.8	Updated to reflect revised KCSIE guidance on when children may require Family Help and targeted support.
3.5	Definition of safeguarding expanded to reflect revised wording regarding abuse, exploitation, child-on-child abuse and support for children displaying harmful behaviours.
5.1	Updated local referral pathway references to reflect Family Help arrangements and Norfolk safeguarding procedures where applicable.
6.8	Updated guidance on child criminal exploitation (CCE), child sexual exploitation (CSE) and modern slavery in line with KCSIE 2026.
6.9	Expanded references to online safety risks, including AI-generated content, deepfakes, nudification tools, misinformation and disinformation.
6.10	Updated wording relating to child-on-child abuse to emphasise prevention, early intervention and support for both victims and alleged perpetrators.
6.13	Updated to reflect strengthened expectations regarding filtering and monitoring systems and annual reviews of effectiveness.
6.15	Updated guidance regarding sharing of nude and semi-nude images, including reference to AI-generated images and digitally altered content.
6.20	New section added regarding safeguarding considerations for children who are questioning their gender, reflecting KCSIE 2026 guidance.
6.26	Mental health and wellbeing section updated to reflect expanded KCSIE guidance regarding safeguarding and mental health concerns.
6.32	Updated online safety section to include additional references to generative AI, cyber security and emerging technologies.
7.4	Staff training and induction requirements updated to reflect the removal of Annex A. All staff are now required to read Part One of KCSIE.
7.8	Governor and proprietor responsibilities updated to reflect strengthened oversight of filtering and monitoring arrangements.
8.6	Safer recruitment and DBS checking procedures updated in line with revised guidance regarding regulated activity and volunteers.
Appendix 3	Updated links and references to Family Help, local safeguarding arrangements and KCSIE 2026 resources.

POLICY CONSULTATION & REVIEW

This policy is available on our website: **Safeguarding - Norfolk & Suffolk Music Hub**.

We also inform schools, partners and service users about this policy through our Services for Schools Brochure.

We recognise the expertise our staff build by undertaking safeguarding training and managing safeguarding concerns on a daily basis with staff contributing to and shaping this policy and associated safeguarding arrangements on a regular basis.

The policy is provided to all staff at the start of every Academic Year alongside our Staff Handbook, NCC code of conduct and behaviour policy. In addition, all staff are provided with Part One of the statutory guidance **'Keeping Children Safe in Education'**, DfE (2026).

This policy will be reviewed in full by Norfolk County Council on an annual basis. This policy is due for review on 1st September 2027.

Tim Eyres

Assistant Director Commissioning and Partnerships



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1. PURPOSE & AIMS

- 1.1 The purpose of Norfolk Music Service's safeguarding policy is to ensure every child who we work with is safe and protected from harm. This means we will always strive to:
- ▶ Provide help and support to meet the needs of children and young people as soon as problems emerge
 - ▶ Protect children from maltreatment, whether that is within or outside the home, including online
 - ▶ Prevent impairment of our children and young people's mental and physical health or development
 - ▶ Ensure that children and young people we serve grow up in circumstances consistent with the provision of safe and effective care
 - ▶ Undertake that role to enable the children and young people we work with to have the best outcomes
- 1.2 This policy will give clear direction to all staff members including business support, volunteers, schools and families about expected behaviour and our responsibility to safeguard and promote the welfare of all children we work with.
- 1.3 We fully recognise the contribution we can make to protect children from harm and supporting and promoting the welfare of all children who access our services. The elements of our policy are prevention, protection and support.
- 1.4 We recognise that our safeguarding responsibilities are clearly linked to our responsibilities for ensuring that appropriate safeguarding responses are in place for children who are absent from school or who go missing from education, particularly for prolonged periods and/or on repeat occasions. Our Designated Safeguarding Lead will regularly liaise with schools to discuss any instances of persistently absent pupils and those who go missing to identify the risk of abuse and neglect including sexual abuse or exploitation and to ensure that appropriate safeguarding responses have been put in place to reduce the risk of future harm.
- 1.5 This policy applies to all staff, pupils, families, volunteers, business support team members and partners carrying out work on our behalf.

2. MUSIC SERVICE ETHOS

- 2.1 Children and young people's welfare is of paramount importance. Within our team we will establish and maintain an ethos where children feel secure, are encouraged to talk, are listened to and are safe. The young people we work with will be able to talk freely to any member of our team if they are worried or concerned about something. All staff will reassure victims that they are being taken seriously and that they will be supported and kept safe. Victims will never be given the impression that they are creating a problem by reporting abuse, sexual violence or sexual harassment.
- 2.2 Everyone who comes into contact with schools, children or their families has a role to play in safeguarding children. We recognise that staff in our service play a particularly important role as they are in a position to identify concerns early and provide help for children to prevent concerns from escalating. All staff are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a child, staff members must always act in the best interests of the child, in consultation with their individual settings and our Designated Safeguarding Lead.
- 2.3 At Norfolk Music Service we ensure that safeguarding and child protection is at the forefront and underpins all relevant aspects of process and policy development. We operate with the best interests of the child at heart.
- 2.4 Where there is a safeguarding concern, the child's wishes and feelings are taken into account when determining what action to take and what services to provide. The systems we have in place are well promoted, easily understood and easily accessible for children to confidently report abuse, knowing their concerns will be treated seriously and knowing they can safely express their views and give feedback. All concerns are handled with sensitivity in collaboration with the young person's educational setting (if applicable) and our Designated Safeguarding Lead.
- 2.5 All staff will, through ongoing training and induction, know how to recognise indicators of concern, how to respond to a disclosure from a child and how to record and report this information. We will not make promises to any child, and we will not keep secrets. Every child will know what the adult will have to do with any information they have chosen to disclose. All staff will be trained to recognise that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected and/or they may not recognise their experiences as harmful.

- 2.6 At all times we will work in partnership and endeavour to establish effective working relationships with schools, families and colleagues from other agencies in line with **Working Together to Safeguard Children** (2026) and the **Norfolk Multi Agency Safeguarding Partnership arrangements**.

For 0-25 children and young people and young adults with SEND please refer to following regarding safeguarding practice: Children - **Overview of the People working with children page | NSCP | PWWC**

Adults - **Protecting adults | Norfolk Safeguarding Adults Board**

- 2.7 As part of our responsibilities for safeguarding and promoting the welfare of children and young adults, we will provide a co-ordinated offer of early help when additional needs of children are identified through our bespoke musical offer in conjunction with the wider Safeguarding, Partnerships and Opportunity Directorate colleagues and partners. These may include if a child:
- ▶ is disabled or has certain health conditions and has specific additional needs
 - ▶ has special educational needs (whether or not they have a statutory education, health and care plan)
 - ▶ has a mental health need
 - ▶ is a young carer
 - ▶ is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines
 - ▶ is frequently missing/goes missing from education, care or from home
 - ▶ has experienced multiple suspensions, is at risk of being permanently excluded from schools, colleges and in Alternative Provision or a Pupil Referral Unit
 - ▶ is at risk of modern slavery, trafficking or sexual and/or criminal exploitation
 - ▶ is at risk of being radicalised or exploited
 - ▶ has a parent or carer in custody, or is affected by parental offending
 - ▶ is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
 - ▶ is misusing drugs or alcohol themselves
 - ▶ is at risk of 'honour'-based abuse such as Female Genital Mutilation or Forced Marriage
 - ▶ is a privately fostered child

2.8 At Norfolk Music Service we understand the importance of working in a way that adheres to the following legislation:

- ▶ The Human Rights Act 1998
- ▶ Equality Act 2010
- ▶ Public Sector Equality Duty
- ▶ Data Protection Act 2018 and UK GDPR

This means we do not unlawfully discriminate against pupils because of their sex, race, disability, religion or belief, gender reassignment, pregnancy and maternity, or sexual orientation (protected characteristics).



3. ROLES AND RESPONSIBILITIES

Role	Name	Contact details
Designated Safeguarding Lead (DSL)	Krista Ribbons	krista.ribbons@norfolk.gov.uk 01603 303350
Deputy DSL and Mental Health First Aid Champion	David Stowell	david.stowell@norfolk.gov.uk 01603 365798
Named Hub Board Safeguarding Lead	Philip Beck	philip.beck@norfolk.gov.uk 01493 448313
Nominated Senior Leader (in the absence of a DSL)	Tim Eyres	tim.eyres@norfolk.gov.uk 01603 989729

- 3.1 It is the responsibility of every member of staff, volunteer and partner carrying out work on our behalf to ensure that they carry out the requirements of this policy at all times working in a way that will safeguard and promote the welfare of all pupils. This includes the responsibility to work in a safe environment where all children can learn.

NORFOLK COUNTY COUNCIL

- 3.2 Norfolk County Council is accountable for ensuring the overall effectiveness of this policy and our compliance with it. Although there is also a collective responsibility to safeguard and promote the welfare of our young people through Norfolk & Suffolk Music Hub. Therefore, we also have a named board member who champions safeguarding within the wider area.

3.3 Norfolk County Council will ensure that:

- ▶ The safeguarding policy is in place, is reviewed annually, is available publicly via our website and has been written in line with Local Authority guidance and the requirements of the Norfolk Safeguarding Children Partnership policies and procedures
- ▶ Norfolk Music Service contributes to inter-agency working in line with Working Together to Safeguard Children (2026)
- ▶ A senior member of staff from our leadership team is designated to take the lead responsibility for safeguarding and child protection and that there is at least one deputy DSL who is appropriately trained to deal with any issues in the absence of the Designated Safeguarding Lead (DSL). There will always be cover for this role. The role will be evidenced explicitly in the role holder's job description.
- ▶ All staff receive a safeguarding induction and are provided with a copy of this policy, the staff handbook, NCC code of conduct, the behaviour policy and our safeguarding response for those pupils who are absent from education as detailed in section 6 of this policy
- ▶ All staff undertake appropriate child protection training that is updated annually and online safety training
- ▶ Procedures are in place for dealing with allegations against members of staff and volunteers in line with statutory guidance
- ▶ Safer recruitment practices are followed in accordance with the requirements of **'Keeping Children Safe in Education'** DfE (2026)
- ▶ They remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention

3.4 Norfolk & Suffolk Music Hub Board will receive a safeguarding report at each meeting that will record the training that has taken place, the number of staff attending and any outstanding training requirements. It will also record all safeguarding activity that has taken place, for example, meetings attended, reports written, training or induction given. It will not identify individual pupils.



NOMINATED SENIOR LEADER

3.5 The Nominated Senior Leader is responsible for:

- ▶ Identifying a senior member of staff from leadership team to be the Designated Safeguarding Lead (DSL)
- ▶ Identifying alternate members of staff to act as the Designated Safeguarding Lead (DSL) in their absence to ensure there is always cover for the role
- ▶ Ensuring that the policies and procedures outlined by Norfolk County Council are followed by all staff
- ▶ Ensuring that all staff, volunteers and partners feel able to raise concerns about poor or unsafe practice and such concerns are addressed sensitively in accordance with agreed whistle-blowing procedures
- ▶ Liaise with the LADO in the event of an allegation of abuse being made against a member of staff or volunteer

THE DESIGNATED SAFEGUARDING LEAD (DSL)

3.6 The Designated Safeguarding Lead is a senior member of staff from the leadership team who takes lead responsibility for safeguarding and child protection for the Music Service. The DSL will carry out their role in accordance with the responsibilities outlined in Annex C of **'Keeping Children Safe in Education'**.

3.7 The DSL will provide advice and support to other staff on child welfare and child protection matters. Any concern for a child's safety or welfare will be recorded in writing and given to the DSL.

3.8 During term time the designated safeguarding lead or a deputy will always be available (during working hours) for staff to discuss any safeguarding concerns. If in exceptional circumstances, a DSL is not available, the Nominated Senior Lead has out of hours availability and is DSL trained.

3.9 The DSL will represent Norfolk Music Service at child protection conferences and core group meetings as required. Through appropriate training, knowledge and experience our DSL will liaise with agencies where necessary and make referrals of suspected abuse to Children's Services, take part in strategy discussions and other interagency meetings and contribute to the assessment of children.

3.10 The DSL will maintain records and child protection files ensuring that they are kept confidential and stored securely (see section 7 for more information)

- 3.11 The DSL is responsible for ensuring that all staff members, volunteers and partners are aware of our policy and the procedure they need to follow. They will ensure that all staff, volunteers and partners undertaking work on our behalf have received appropriate child protection information during induction and have been trained within the agreed safeguarding training package provided by Norfolk County Council
- 3.12 The DSL will obtain details of the Local Authority Personal Advisor appointed to guide and support a child who is a care leaver. If you are not sure if a child or young person has an allocated Children's Services worker e.g. Social Worker, then please contact 0344 8008020 and select option 1.
- 3.13 The DSL(s) will work with senior leaders ins schools, taking lead responsibility for promoting educational outcomes by knowing the welfare, safeguarding and child protection issues that children in need are experiencing, or have experienced
- 3.14 We recognise that a child's experiences of adversity and trauma can leave them vulnerable to further harm, as well as educationally disadvantaged in facing barriers to attendance, learning, behaviour and mental health. The DSL will work with individual settings to support decisions in the best interests of the child's safety, welfare and help promote educational outcomes
- 3.15 In considering possible risk of harm and safeguarding concerns for children and young people please also refer to **Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC**



4. TRAINING & INDUCTION

- 4.1 When new staff join the Music Service they will be informed of the safeguarding arrangements in place. They will be given a copy of our safeguarding policy along with the staff handbook, NCC's code of conduct, Part one and Annex A of '*Keeping Children Safe in Education*' and told who our Designated Safeguarding Lead (DSL) and Deputy DSLs are. All staff are expected to read these key documents. They will also be provided with information about how to record and report safeguarding concerns – these concerns will be reported electronically to both the DSL and the safeguarding lead in the young person's setting, if applicable.
- 4.2 The identified Senior Manager and DSL will check the single central record regularly and keep a record of this check with the actions clearly identified. For this exercise the Single Central Record Checklist for Practice and Monitoring Form is used as recommended by NCC Safeguarding Team.

Identified Senior Manager: Tim Eyres

Email: tim.eyres@norfolk.gov.uk

Telephone: 01603 989729

- 4.3 Every new member of staff or volunteer will receive safeguarding training during their induction period before being able to undertake any work on our behalf. This programme will include information relating to signs and symptoms of abuse, how to manage a disclosure from a child (including reassuring victims that they are being taken seriously and that they will be supported and kept safe), how to record, the processes for referral to Children's Services and the statutory assessments under Section 17 and Section 47 as well as the remit of the role of the Designated Safeguarding Lead (DSL). The training will also include information about whistleblowing in respect of concerns about another adult's behaviour and suitability to work with children. Staff will also receive online safety training, including understanding the expectations, applicable roles and responsibilities in relation to filtering and monitoring as this is part of the overarching safeguarding approach of Norfolk Music Service.

- 4.4 In addition to the safeguarding induction, we will ensure that mechanisms are in place to assist staff to understand and discharge their role and responsibilities as set out in Part one of *'Keeping Children Safe in Education'*. In order to achieve this, we will ensure that:
- ▶ all members of staff will undertake appropriate safeguarding training on an annual basis and we will evaluate the impact of this training regularly
 - ▶ all staff members receive regular safeguarding and child protection updates as required, but at least annually, to provide them with relevant skills and knowledge to safeguard children effectively
 - ▶ all staff members will sign to confirm that they will abide by the code of conduct as outlined in the staff handbook on an annual basis
- 4.5 The DSL, the alternate designated members of staff and any other senior member of staff who may be in a position of making referrals or attending child protection conferences or core groups will attend one of the multi-agency training courses organised by Norfolk Safeguarding Children's Partnership at least once every three years. The DSL and alternates will attend Designated Safeguarding Lead (DSL) training provided by the NSPCC every two years. In addition to formal training, DSLs will ensure that they update their knowledge and skills at regular intervals, but at least annually, to keep up with any developments relevant to their role
- 4.6 Norfolk & Suffolk Executive Board will also undertake appropriate training to equip them with the knowledge to provide strategic challenge to test and assure themselves that the safeguarding policies and procedures in place are effective and support the delivery of a robust approach to safeguarding
- 4.7 We actively encourage all our staff to keep up to date with the most recent local and national safeguarding advice and guidance, Annex B of *'Keeping Children Safe in Education'* (2026) provides links to guidance on specific safeguarding issues such as Child Exploitation and Female Genital Mutilation. In addition, local guidance can be accessed via Norfolk Safeguarding Children Partnership

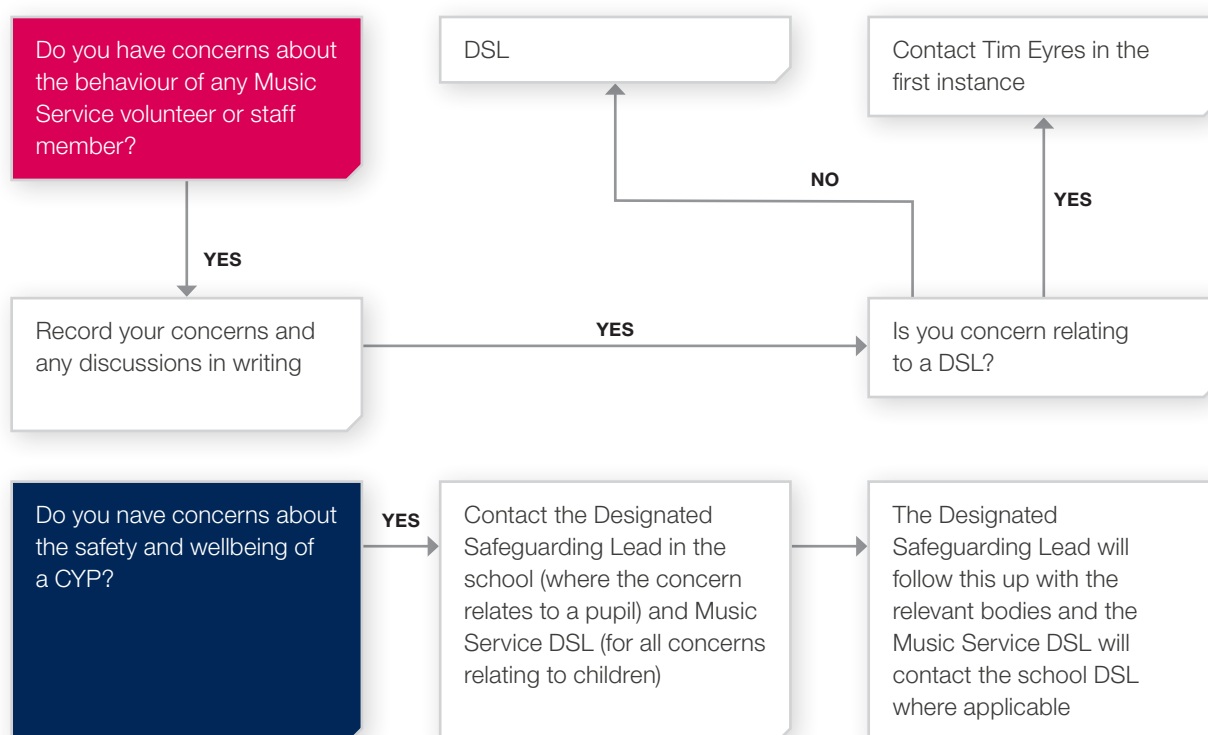


5. PROCEDURES FOR MANAGING CONCERNS

- 5.1 Norfolk Music Service adheres to child protection procedures that have been agreed locally through the Norfolk Safeguarding Children Partnership
- 5.2 Every member of staff including volunteers working with children are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a child, staff members should always act in the interests of the child and have a responsibility to take action as outlined in this policy
- 5.3 All staff are encouraged to report any concerns that they have and not see these as insignificant. On occasions, a referral is justified by a single incident such as an injury or disclosure of abuse. More often however, concerns accumulate over a period of time and are evidenced by building up a picture of harm over time; this is particularly true in cases of emotional abuse and neglect. In these circumstances, it is crucial that staff record and pass on concerns in accordance with this policy immediately to allow the DSL to build up a picture and access support for the child, in consultation with their setting, at the earliest opportunity. A reliance on memory without accurate and contemporaneous records of concern could lead to a failure to protect
- 5.4 It is *not* the responsibility of Music Service staff to investigate welfare concerns or determine the truth of any disclosure or allegation. All staff, however, have a duty to recognise concerns and pass the information on in accordance with the procedures outlined in this policy
- 5.5 The Designated Safeguarding Lead (DSL) should be used as a first point of contact for concerns and queries regarding any safeguarding concern which arises with service users. Any member of staff who receives a disclosure of abuse or suspects that a child is at risk of harm must report it immediately to the DSL or, if unavailable, to the alternate designated person. If applicable, the DSL in the setting of the young person concerned should also be informed. In the absence of either of the above, the matter should be brought to the attention of the Identified Senior Manager.

- 5.6 All concerns about a child or young person should be reported without delay and recorded in writing using the agreed form. Records should include:
- ▶ a clear and comprehensive summary of the concern
 - ▶ details of how the concern was followed up and resolved
 - ▶ a note of any action taken, decisions reached and the outcome
- 5.7 Following receipt of any information raising concern, the DSL will consider what action to take and seek advice from the Norfolk Children's Advice & Duty Service (CADS) as required. All information and actions taken, including the reasons for any decisions made, will be fully documented.
- 5.8 All referrals will be made in line with Norfolk Children's Services procedures as outlined in **Appendix 3**.
- 5.9 If, at any point, there is a risk of immediate serious harm to a child a referral should be made to Norfolk CADS immediately. Anybody can make a referral in these circumstances. If the child's situation does not appear to be improving the staff member with concerns should press for re-consideration by raising concerns again with the DSL and/or the Head of Service. Concerns should always lead to help for the child at some point
- 5.10 Staff should always follow the reporting procedures outlined in this policy in the first instance. However, they may also share information directly with Norfolk CADS, or the police if:
- ▶ the situation is an emergency and the designated senior person, their alternate and the Identified Senior Manager are all unavailable
 - ▶ they are convinced that a direct report is the only way to ensure the pupil's safety
- 5.11 Any member of staff who does not feel that concerns about a child have been responded to appropriately and in accordance with the procedures outlined in this policy should raise their concerns with the Identified Senior Manager.

All Music Service staff including Designated Safeguarding Leads will deal with concerns using the following flowcharts for concerns detailing how a concern is to be reported and escalated:



6. SPECIFIC SAFEGUARDING ISSUES

CONTEXTUAL SAFEGUARDING

- 6.1 Norfolk Music Service recognises that safeguarding incidents and/or behaviours can be associated with factors outside of the school environment and can occur between children outside of the school. This is known as contextual safeguarding. It is key that all staff understand the definition of contextual safeguarding and consider whether children are at risk of abuse or exploitation in situations outside their families. Through training we will ensure that staff and volunteers are aware that extra-familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual exploitation, criminal exploitation and serious youth violence. When reporting concerns, staff should include as much information and background detail as possible as this will allow any assessment to consider all the available evidence and the full context of any abuse
- 6.2 We recognise that children with special educational needs and/or disabilities (SEND) can face additional safeguarding challenges and these are discussed in staff training. These additional barriers can include:
- ▶ assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration
 - ▶ children with SEN and disabilities can be disproportionately impacted by things like bullying- without outwardly showing any signs
 - ▶ communication barriers and difficulties in overcoming these barriers
- 6.3 We recognise that a previously looked after child/care experienced young person potentially remains vulnerable and all staff should have the skills, knowledge and understanding to keep children safe. When dealing with children in care and care experienced young people, it is important that all agencies work together and prompt action is taken when necessary to safeguard these children, who are a particularly vulnerable group

CHILD SEXUAL EXPLOITATION (CSE), CHILD CRIMINAL EXPLOITATION (CCE): COUNTY LINES AND SERIOUS VIOLENCE

- 6.4 Norfolk Music Service train staff to recognise that both CSE and CCE are forms of abuse and both occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into sexual or criminal activity. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, sexual identity, cognitive ability, physical strength, status and access to economic or other resources. Victims can be exploited even when activity appears consensual and it should be noted exploitation as well as being physical can be facilitated and/or take place online
- 6.5 We recognise that Child Sexual Exploitation is a form of child sexual abuse and this imbalance of power coerces, manipulates or deceives a child or young person into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator. Child sexual exploitation does not always include physical contact; it can also occur through the use of technology. We understand that some children may not realise they are being exploited e.g. they may believe they are in a genuine romantic relationship
- 6.6 We understand that criminal exploitation of children is a geographically widespread form of harm that is a typical feature of county lines criminal activity. Drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns. Key to identifying potential involvement in county lines are missing episodes, when the victim may have been trafficked for the purpose of transporting drugs
- 6.7 We understand that children can become trapped by this type of exploitation as perpetrators can threaten victims (and their families) with violence or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. We will treat these children as victims understanding that they have been criminally exploited even if the activity appears to be something they have agreed or consented to. We recognise the experience of girls who are criminally exploited can be very different to that of boys and that both boys and girls being criminally exploited may be at higher risk of sexual exploitation
- 6.8 Music Service staff are aware of the indicators and risk factors which may signal a child is vulnerable to or involved with serious violent crime. We make reference to the Home Office's **Preventing youth violence and gang involvement, Criminal exploitation of children and vulnerable adults: county lines** and the **Children's Society Preventing Child Sexual Exploitation** guidance for more information

- 6.9 If a child is suspected to be at risk exploitation or involvement in county lines, in collaboration with the young person's setting, a referral to the Children's Advice and Duty Service (CADS) will be made alongside consideration of availability of local services/third sector providers who offer support to victims of county lines exploitation

SO-CALLED 'HONOUR-BASED ABUSE (INCLUDING FEMALE GENITAL MUTILATION AND FORCED MARRIAGE)

- 6.10 We recognise that our staff are well placed to identify concerns and take action to prevent children from becoming victims of Female Genital Mutilation (FGM) and other forms of so-called 'honour-based' abuse (HBA) and provide guidance on these issues through our safeguarding training. If staff have a concern regarding a child that might be at risk of HBA, they should inform the DSL who will activate **local safeguarding procedures**, using existing national and local protocols for multiagency liaison with police and children's social care
- 6.11 Where FGM has taken place, since 31 October 2015 there has been a mandatory reporting duty placed on teachers. **Section 5B of the Female Genital Mutilation Act 2003** (as inserted by section 74 of the Serious Crime Act 2015) places a statutory duty upon teachers in England and Wales, to report to the police where they discover (either through disclosure by the victim or visual evidence) that FGM appears to have been carried out on a girl under 18. Those failing to report such cases will face disciplinary sanctions. We will provide guidance and support to our staff on this requirement and further information on when and how to make a report can be found in the following Home Office guidance: **Mandatory Reporting of Female Genital Mutilation-procedural information** Home Office (January 2020)
- 6.12 We recognise that forcing a person into a marriage is a crime in England and Wales. A forced marriage is one entered into without the full and free consent of one or both parties where violence, threats or any other form of coercion is used to cause a person to enter into a marriage. Threats can be physical or emotional and psychological. Since February 2023 it has also been a crime to carry out any conduct whose purpose is to cause a child to marry before their eighteenth birthday, even if violence, threats or another form of coercion are not used. The Forced Marriage Unit has **statutory guidance** and **Multi-agency guidelines** and can be contacted for advice or more information: Contact 020 7008 0151 or email **fmu@fco.gov.uk**

PREVENTING RADICALISATION AND EXTREMISM

6.13 We recognise that safeguarding against radicalisation and extremism is no different to safeguarding against any other vulnerability in today's society. At Norfolk Music Service, we will ensure that:

- ▶ Through training, staff, volunteers and partners undertaking work on our behalf have an understanding of what radicalisation and extremism is, why we need to be vigilant and how to respond when concerns arise
- ▶ There are systems in place for keeping pupils safe from extremist material by using effective filtering and monitoring policies in relation to online content
- ▶ All staff members have received Prevent training with the DSL acting as the point of contact within the service for any concerns relating to radicalisation and extremism
- ▶ The DSL will make referrals in accordance with **Norfolk Channel Procedures** and will represent our service at Channel meetings as required

CHILD ON CHILD SEXUAL VIOLENCE AND SEXUAL HARASSMENT

6.14 Norfolk Music Service staff are trained so that they are aware that safeguarding issues can manifest themselves via child-on-child abuse. This is most likely to include, but may not be limited to:

- ▶ bullying (including cyberbullying)
- ▶ physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- ▶ sexual violence and sexual harassment
- ▶ upskirting
- ▶ sexting (also known as youth produced sexual imagery)
- ▶ initiation/hazing type violence and rituals

6.15 We recognise that children are vulnerable to physical, sexual and emotional abuse by other children or siblings. Abuse perpetrated by children can be just as harmful as that perpetrated by an adult, so it is important that all staff and volunteers remember the impact on both the victim of the abuse as well as to focus on the support for the child or young person exhibiting the harmful behaviour. We understand that abuse can occur in intimate personal relationships between children; and that consensual and non-consensual sharing of nudes and semi-nude images and or videos (also known as sexting or youth produced sexual imagery) is a form of child-on-child abuse.

- 6.16 We understand, that even if there are no reports directly through our staff members it does not mean it is not happening, it may be the case that it is just not being reported. We recognise that pupils may not find it easy to tell staff about their abuse and can show signs or act in ways that they hope adults will notice and react to. In some cases, the victim may not make a direct report, and this may come from a friend or a conversation that is overheard. Such abuse will always be taken as seriously as abuse perpetrated by an adult and the same safeguarding children procedures will apply in respect of any child who is suffering or likely to suffer significant harm. Staff must never tolerate or dismiss concerns relating to child-on-child abuse and they will always challenge this. It must never be tolerated or passed off as 'banter', 'just having a laugh' or 'part of growing up'. Doing this can lead to a culture of unacceptable behaviours, an unsafe environment for children and in worst case scenarios a culture that normalises abuse leading to children accepting it as normal and not coming forward to report it.
- 6.17 Norfolk Music Service regularly review decisions and actions and relevant policies are updated to reflect any lessons learnt. We look out for potential patterns of concerning, problematic or inappropriate behaviour. Where a pattern is identified, we decide upon an appropriate course of action.
- 6.18 All Music Service staff will reassure victims that they are being taken seriously and that they will be supported and kept safe. Victims will never be given the impression that they are creating a problem by reporting abuse, sexual violence or sexual harassment. Nor will a victim ever be made to feel ashamed for making a report. We will also offer appropriate support to the perpetrator, the setting where the young person is in attendance (if applicable) and any other children involved.
- 6.19 All staff will understand that they should follow our safeguarding procedures for reporting a concern if they are worried about child-on-child abuse. The DSL will respond to any concerns related to child-on-child abuse in line with guidance outlined in Part Five of 'Keeping Children Safe in Education.' We will ensure that all concerns, discussions and decisions reached are clearly recorded and any identified actions are followed up.
- 6.20 We will work with other agencies including the police and Children's Social Care, as required, to respond to concerns about sexual violence and harassment. We will seek consultations where there are concerns or worries about developmentally inappropriate or harmful sexual behaviour from the Harmful Sexual Behaviour (HSB) Team as required so that we ensure we are offering the right support to the young person and setting concerned.

6.21 Support will depend on the circumstances of each case and will be carried out in consultation with the substantive setting of the young person concerned. This may include completion of risk assessments to support children to remain in school whilst safeguarding other children and the victim, delivery of early intervention in respect of HSB and/or referral to **The Harbour Centre Sexual Assault Referral Centre** (SARC) where a pupil discloses a rape, an attempted rape or a serious sexual assault whether this has happened recently or in the past. The assault does not have to have taken place in Norfolk but the victim must live in Norfolk to access support. The SARC also has a 24/7 helpline 01603 276381 if pupils or staff need to speak to a Crisis Worker for help & advice. The DSL, in consultation with the young person's setting will always contact the police in cases of rape and serious sexual assault as per the guidance **When to call the Police: a guide for schools and colleges, National Police Chiefs Council**.

MODERN SLAVERY

6.22 Norfolk Music Service staff understand that modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour. Exploitation can take many forms, including sexual exploitation, forced labour, slavery, servitude, forced criminality and the removal of organs. We refer to the DfE guidance **Modern slavery: how to identify and support victims** for concerns of this nature.



SAFEGUARDING RESPONSES TO CHILDREN WHO ARE ABSENT FROM EDUCATION

- 6.23 At Norfolk Music Service we adhere to the '**Working Together to Improve School Attendance**' (2026) guidance. All staff, in consultation with substantive settings, should be aware of their safeguarding responsibilities for children who are absent from education, particularly on repeat occasions, or for prolonged periods, to help identify the risk of abuse and neglect, including sexual abuse or exploitation and to help prevent the risks of them going missing in future.
- 6.24 We adhere to the following procedures and processes to ensure there is an appropriate safeguarding response to children who are absent from education in collaboration with their substantive setting:
- ▶ An attendance register is taken at the start of each lesson or session
 - ▶ We make every effort to ensure the setting makes contact with parents and carers and follow up with the emergency contacts held
 - ▶ We hold at least two emergency contact numbers for each of the pupils on our roll in the case of ensemble or out of hours provision
 - ▶ Staff will alert DSLs to any concerns raised regarding children who are absent from school
 - ▶ We understand we remain responsible for the safeguarding of all pupils who are placed in our care

MENTAL HEALTH

- 6.25 At Norfolk Music Service all staff are made aware, through training, that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Our staff are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.
- 6.26 We understand that where children have suffered abuse, neglect or exploitation, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. Therefore, through training, staff are aware of how children's experiences can impact on their mental health, behaviour and education. All staff are aware that if they have a mental health concern about a child that is *also* a safeguarding concern, they should take immediate action by passing the information on to the Designated Safeguarding Lead both within the Music Service and the school setting where the young person is on roll.

- 6.27 At Norfolk Music Service we have a named Mental Health Champion. There are clear systems and processes in place for identifying possible mental health problems and work with other agencies as required to respond to these concerns. Designated Safeguarding Leads make reference to the '**Mental Health and Behaviour in Schools**' DfE guidance for further support.

ONLINE SAFETY

- 6.28 At Norfolk Music Service all staff are aware that technology is a significant component in many safeguarding and wellbeing issues. Children are at risk of abuse online as well as face to face. We understand that in many cases abuse will take place concurrently via online channels and in daily life. We know that children can also abuse other children online, this can take the form of abusive, harassing and misogynistic messages, the non-consensual sharing of indecent images, especially around chat groups, and the sharing of abusive images and pornography.

The Music Service have reviewed and updated our filtering and monitoring procedures in relation to online safety when young people are utilising devices as part of their learning journey. If young people are utilising devices in Music Lessons this must be cleared with each individual school and setting to ensure that young people are not accessing any inappropriate content or material. The DSL has the lead role in managing online safety, ensuring we have clear procedures to address any safeguarding concerns and uphold our prevent duty obligations. If any staff members have any concerns in relation to keeping young people safe whilst utilising online teaching methods then this should be addressed with both the school/setting and the Music Service DSL in the first instance.

Music Service staff will not engage in any social media based interaction with the young people they teach. If there is any lack of clarity about online safety, staff members should consult with the Designated Safeguarding Leads.

- 6.29 As part of the requirement for staff to undergo regular updated safeguarding training, online safety training is also delivered.
- 6.30 At Norfolk Music Service we recognise that technology and risks and harms related to the internet evolve and change rapidly. Therefore, we carry out an annual review of our approach to online safety.

DIGITAL INTERACTION WITH CHILDREN & YOUNG PEOPLE

- 6.31 Any communication between Music Service staff with CYP shall be professional in tone, content and intention. Staff are encouraged to think about how their personal social media networking affects the reputation of the Service. All staff members must use appropriate security and privacy settings on any personal Social Media account. Staff members will seek advice from the Designated Safeguarding Leads if they receive or notice postings of a sensitive nature.
- 6.32 The Music Service will ensure frequent moderation of shared digital content of children and young people. All appropriate permissions will be sought before disclosing any information either digitally or otherwise about a project, programme or rehearsal.

To take or use images/videos of CYP participating in Music Service projects the Music Service will first gain the permission of families. In schools, the Music Service will ask the Headteacher to sign a form to declare that the Music Service has obtained the correct permissions.

- ▶ The Music Service will not use names in image/video captions. If a nametag is visible in the image/video, the Music Service will not use the image/video
- ▶ The Music Service will only use images of CYP in suitable clothing to reduce the risk of inappropriate use
- ▶ The Music Service will not use images accompanied by personal information as it could be used to learn more about a child prior to grooming them for abuse
- ▶ The Music Service will provide written expectations to photographers/press
- ▶ The Music Service will not allow photographers unsupervised access to CYP
- ▶ The Music Service will not approve photography sessions outside of a Music Service event
- ▶ The Music Service will store images/recordings of CYP securely

When requesting permission for use of an image/video the Music Service will indicate what purpose(s) they are to be used for and will state that the Music Service intends to use any image(s)/video(s) on file for future publications with the Music Service. If the Music Service seeks permission for anything other than single use, the Music Service will ensure that an Image Consent Form specifies the variety of different media to be used, for example, printed publications, presentations, banners, social media and other marketing materials. In accepting schools' declarations that they have sought and gained permission, the Music Service will be aware that a school cannot grant usage that contradicts that which they have gained from parents and carers. If the Music Service wishes to use the images/videos in ways that are not covered by the school's original consent form, the Headteacher will need to acquire further permission from parents and carers before granting this usage.

CYBERCRIME

- 6.33 We understand that cybercrime is criminal activity committed using computers and/or the internet. It is broadly categorised as either 'cyber-enabled' (crimes that can happen off-line but are enabled at scale and at speed on-line) or 'cyber dependent' (crimes that can be committed only by using a computer). We are aware of the **Cyber security standards for schools and colleges** and the guidance from **the National Education Network**.
- 6.34 If there are concerns about a child in this area, the Designated Safeguarding Lead, in consultation with the young persons setting, will consider a referral to the **Cyber Choices programme** which aims to intervene where young people are at risk of committing, or being drawn into, low level cyber-dependent offences and divert them to a more positive use of their skills and interests.

DOMESTIC ABUSE

- 6.35 At Norfolk Music Service all staff are aware that domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. We understand that children can be victims of domestic abuse. Where they see, hear or experience the effects this can have a detrimental and long-term impact on their health, well-being, development, and ability to learn. We are aware of the **Norfolk Integrated Domestic Abuse Service (NIDAS)** and signpost victims to the service in consultation with their settings. **Norfolk and Suffolk Victim Care** are available to offer support where threshold for NIDAS support has not been met.



CHILDREN WITH SPECIAL EDUCATIONAL NEEDS AND DISABILITIES OR PHYSICAL HEALTH ISSUES

6.36 At Norfolk Music Service we recognise that children with special educational needs or disabilities (SEND) or certain health conditions can face additional safeguarding challenges such as:

- ▶ assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's condition without further exploration
- ▶ these children being more prone to peer group isolation or bullying (including prejudice-based bullying) than other children
- ▶ the potential for children with SEND or certain medical conditions being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs
- ▶ communication barriers and difficulties in managing or reporting these challenges.

6.37 We work to address these additional challenges and consider extra support for these children working alongside their individual settings.

6.38 At Norfolk Music Service we also recognise that pupils who attend Alternative Provision will often have complex needs and due to this we are aware of the additional risk of harm these children may be vulnerable to.



CHILDREN WHO ARE LESBIAN, GAY, BISEXUAL OR QUESTIONING THEIR GENDER

6.39 The fact that a child or a young person may be lesbian, gay, bisexual or questioning their gender is not in itself an inherent risk factor for harm. However, in line with 'Keeping Children Safe in Education', we recognise that these children and in some cases children who are perceived by other children to be lesbian, gay or bisexual can be just as vulnerable as children who are. Therefore, we work to reduce any additional barriers faced and provide a safe space for these children to speak out or share their concerns with our members of staff.



7. RECORDS AND INFORMATION SHARING

- 7.1 If staff are concerned about the welfare or safety of any child they are working with, they will record their concern either on the agreed reporting form (Appendix 1) or via electronic means. Any concerns should be passed to the DSL without delay alongside following the safeguarding reporting procedures in the setting where they are working. The DSL will then pick up the concern with the setting directly to ensure that prompt attention is given.
- 7.2 Any information recorded will be kept in a separately named electronic file. These files will be the responsibility of the DSL. Child protection information will only be shared within the Service on the basis of 'need to know in the child's interests' and on the understanding that it remains strictly confidential.
- 7.3 Child protection information will be kept up to date. Each concern logged will include:
- ▶ a clear and comprehensive summary of the concern
 - ▶ details of how the concern was followed up and resolved
 - ▶ a note of any action taken, decisions reached and the outcome

At Norfolk Music Service we will keep detailed, accurate, secure written records of all concerns, discussions and decisions made including the rationale for those decisions. This includes instances where referrals were or were not made to another agency such as the Children's Advice and Duty Service or the Prevent programme. Invitations to child protection conferences, core groups and all other multi-agency meetings and minutes taken at these will be stored in the file electronically. All our safeguarding records will include a chronology, contents front cover and will be shared with the settings concerned.

- 7.4 We will retain evidence to demonstrate how the file has been shared with the setting; this may be in the form of a written confirmation of receipt from the receiving setting.

8. WORKING WITH PARENTS & CARERS

- 8.1 Norfolk Music Service is committed to working in partnership with parents/carers to safeguard and promote the welfare of children and to support them to understand our statutory responsibilities in this area.
- 8.2 When new pupils join Music Service activity, parents and carers will be informed that we have a safeguarding policy. A copy will be provided to parents on request and is available on our website. Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to contact Norfolk Children's Advice & Duty Service.
- 8.3 We are committed to working with parents positively, openly and honestly. We ensure that all parents are treated with respect, dignity and courtesy. We respect parents' rights to privacy and confidentiality and will not share sensitive information unless we have permission, or it is necessary to do so in order to safeguard a child from harm.
- 8.4 We will seek to share with parents any concerns we may have about their child *unless* to do so may place a child at increased risk of harm. A lack of parental engagement or agreement regarding the concerns we have about a child will not prevent the DSL making a referral to Norfolk CADS in those circumstances where it is appropriate to do so.
- 8.5 In order to keep children safe and provide appropriate care for them, we requires parents to provide accurate and up to date information regarding:
- ▶ Full names and contact details of all adults with whom the child normally lives
 - ▶ Full names and contact details of all persons with parental responsibility (if different from above)
 - ▶ Emergency contact details (if different from above)
 - ▶ Full details of any other adult authorised by the parent to collect the child from activity (if different from the above)

We will retain this information on the pupil file in the case of ensemble provision or after school programmes. The Music Service will only share information about pupils with adults who have parental responsibility for a pupil or where a parent has given permission and we have been supplied with the adult's full details in writing.

9. CHILD PROTECTION CONFERENCES

- 9.1 Children's Services will convene a Child Protection conference once a child protection enquiry under Section 47 of the Children Act 1989 has been undertaken and the child is judged to be at continuing risk of significant harm. A review conference will take place once a child has been made the subject of a Child Protection Plan in order to monitor the safety of the child and the required reduction in risk.
- 9.2 Staff members may be asked to attend a child protection conference or core group meetings on behalf of the Music Service in respect of individual children. Usually, the person representing the school at these meetings will be the Identified Senior Manager or DSL. In any event, the person attending will need to have as much relevant up to date information about the child as possible; any member of staff may be required to contribute to this process.
- 9.3 All reports for child protection conferences will be prepared in advance using the **guidance** and **template report** provided by the Norfolk Safeguarding Children Partnership. The information contained in the report will be shared with parents before the conference as appropriate and will include information relating to the child's physical, emotional and intellectual development, the child's presentation at school and information about school attendance. To complete such reports, all relevant information will be sought from staff working with the child both inside and outside of settings.
- 9.4 Clearly child protection conferences can be upsetting for parents. We recognise that we are likely to have a little more contact with parents than other professionals involved. We will work in an open and honest way with any parent whose child has been referred to Children's Services or whose child is subject to a child protection plan. Our responsibility is to promote the protection and welfare of all children, and our aim is to achieve this in partnership with our parents, schools and families.

10. SAFER RECRUITMENT

- 10.1 We will ensure that the Identified Senior Manager and at least one member of the Senior Leadership Team have completed appropriate safer recruitment training. At all times the Head of Service will ensure that safer recruitment practices are followed in accordance with the requirements of *'Keeping Children Safe in Education'*, DfE (2026). At least one person involved in conducting an interview will have received safer recruitment training.
- 10.2 At Norfolk Music Service we will use the recruitment and selection process to deter and prevent people who are unsuitable to work with children from applying for or securing employment, or volunteering opportunities.
- 10.3 We require details of a candidate's present (or last) employment and reason for leaving; full employment history, (since leaving school, including education, employment and voluntary work) including reasons for any gaps in employment and evidence of original academic certificates. We do not accept testimonials and insist on taking up references. We will question the contents of application forms if we are unclear about them and shortlisted candidates will be asked to complete a self-declaration of their criminal record or information that would make them unsuitable to work with children.
- 10.4 At Norfolk Music Service we use a range of selection techniques to identify the most suitable person for the post. Structured competency-based questions are agreed by the interview panel and any potential areas of concern are explored to determine the applicant's suitability to work with children.
- 10.5 We will undertake enhanced Disclosure and Barring Service checks and other pre-employment checks as outlined in *'Keeping Children Safe in Education'* to ensure we are recruiting and selecting the most suitable people to work with our children.
- 10.6 We will maintain a Single Central Record (SCR) of all safer recruitment checks carried out even though this is not a mandatory requirement. A senior member of staff will check the SCR on a monthly basis to ensure that it meets requirements.
- 10.7 At Norfolk Music Service we recognise that safer recruitment is not just about carrying out the right DBS checks and is not limited to recruitment procedures. Therefore, we understand the importance of continuous vigilance, maintaining an environment that deters and prevents abuse and challenges inappropriate behaviour. Further information about all of these processes can be found in NCC's Recruitment and Selection policy.

10.8 The Music Service now incorporates online searches of shortlisted candidates into the recruitment process from a safer recruitment perspective. This search is carried out on publicly accessible social media platforms, blogs, or professional networks. We have developed a standard protocol for online due diligence checks to ensure that the process is consistent and fair for all candidates and the recruitment team will communicate clearly to shortlisted candidates about the potential of online searches as part of the recruitment process.



11. SAFER WORKING PRACTICE

- 11.1 All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.
- 11.2 All staff will be provided with a copy of our staff handbook and NCC's code of conduct at induction and then annually. They will be expected to know our policies and carry out their duties in accordance with this advice. There will be occasion when some form of physical contact is inevitable, for example if a child has an accident or is hurt or is in a situation of danger to themselves or others around them. However, at all times the agreed policy for safe restraint must be adhered to. A list of staff that have accessed Norfolk Steps training will be kept by the Head of Service.

All Music Service staff should demonstrate best practice when working with or around children and young people.

- 11.3 If staff, volunteers or partners undertaking work on our behalf are working with children alone they will, wherever possible, be visible to other members of staff. They will be expected to inform another member of staff of their whereabouts, who they are with and for how long. Doors, ideally, should have a clear glass panel in them and be left open.
- 11.4 Guidance about acceptable conduct and safe practice will be given to all staff and volunteers during induction. These are sensible steps that every adult should take in their daily professional conduct with children. This advice can be found in **'Guidance for Safer Working Practices for Adults who work with Children and Young People in Education Settings'** (February 2022). All staff and volunteers are expected to carry out their work in accordance with this guidance and will be made aware that failure to do so could lead to disciplinary action.

The Music Service is committed to ensuring that participants have an enriching, positive and beneficial experience through engagement facilitated by the Service. The Music Service believes that all participants have a right to feel safe while taking part in Music Service-facilitated projects, programmes and activities.

The Music Service will:

- ▶ Ensure that all Music Service staff are aware of responsibilities, roles and expectations
- ▶ Always put young people's needs first
- ▶ Treat all CYP fairly – tutors will not have favourites
- ▶ Ensure learning is interesting and creative
- ▶ Take steps to ensure activities are as safe as possible
- ▶ Not tolerate bullying in any shape or form
- ▶ Ensure that partners and CYP are clear in their responsibilities, roles and expectations
- ▶ Ensure that its staff do not promise secrecy under any circumstances - Tutors cannot ensure confidentiality even if the disclosure is found to be innocent
- ▶ Listen to what young people disclose
- ▶ Ask permission if physical contact is required:

If it becomes essential to touch a pupil (e.g. to change a pupil's stance or place hands in a correct position) staff must:

- ▶ Ask the pupil for permission
- ▶ Announce their intention very clearly
- ▶ Involve other pupils to watch

It is never acceptable to touch the chest, waist, diaphragm or ribs of a pupil under any circumstances

It is never acceptable for staff to ask pupils to touch their body

It is never acceptable for staff to ask pupils to touch each other

It is never acceptable to tap out a rhythm on a pupil's body

- 11.5 Pupils will not be transported in staff cars except in exceptional circumstances and only when permission from the parent, Headteacher and Identified Senior Manager has been granted. In such an instance, wherever possible and practicable, it is advisable that transport is undertaken with at least one additional adult to the driver. Staff must ensure their vehicle is appropriately insured for Business use and that the car is fitted with age-appropriate car seats if necessary. In these instances, staff members must telephone the Instrument and Event's Co-ordinator to confirm departure and arrival.

11.6 If a child safeguarding issue arises whilst delivering work at a school, the Music Service will defer to the school's safeguarding policy. The incident/s should be reported to the organisation's/school's named/designated safeguarding person in addition to the Music Service Designated Safeguarding Leads. Under no circumstances should any staff member of the Music Service make private arrangements to teach pupils outside of a school setting. Pupils should not be taught in any residential setting at any time regardless of the situation (e.g. extra exam preparation etc.) If pupils are unable to have lessons during school hours, staff members must:

- ▶ Inform their Line Manager well in advance of the session so that an appropriate risk assessment can be created
- ▶ Have written consent from the parent/guardian of the young person
- ▶ Have access to means of calling for help in the event of emergencies
- ▶ If a child or young person is at immediate risk of harm then the worker needs to call 999 and contact your nominated DSL (including out of hours). The numbers that can be included are: 0344 800 8020 – CADS and EDT. Speech impairments is 18001. In an emergency call 999.



12. MANAGING ALLEGATIONS AGAINST STAFF & VOLUNTEERS

ALLEGATIONS THAT MAY MEET THE HARMS THRESHOLD

- 12.1 Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children we work with. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.
- 12.2 Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children. We work to the thresholds for harm as set out in **'Working Together to Safeguard Children'** (2026) and **'Keeping Children Safe in Education'**, DfE (2026) below. An allegation may relate to a person who works / volunteers with children who has:
- ▶ behaved in a way that has harmed a child or may have harmed a child and/or
 - ▶ possibly committed a criminal offence against or related to a child and/or
 - ▶ behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children and/or
 - ▶ behaved or may have behaved in a way that indicates they may not be suitable to work with children

The 4th bullet point above recognises circumstances where a member of staff or volunteer is involved in an incident outside of school/college which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.

- 12.3 At Norfolk Music Service we recognise our responsibility to report / refer allegations or behaviours of concern and/or harm to children by adults in positions of trust to the LADO service directly at lado@norfolk.gov.uk

- 12.4 We will take all possible steps to safeguard children and to ensure that the adults in our service are safe to work with children. When concerns arise, we will always ensure that the procedures outlined in the local protocol **Allegations Against Persons who Work with Children** and Part 4 of '**Keeping Children Safe in Education**', DfE (2026) are adhered to and will seek appropriate advice. The first point of contact regarding concerns and/or allegation issues is via the Local Authority Education Duty Desk on 01603 307797. A Duty Advisor (not a LADO) will give advice and guidance on next steps. If the advice is to make a referral to the LADO service then the **LADO referral form** will be completed. The completed LADO referral form is then sent via e-mail to: **lado@norfolk.gov.uk**. See Appendix 4 for further details.
- 12.5 If an allegation is made or information is received about any adult who works/ volunteers for our service which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information should inform the Head of Service immediately. This includes concerns relating to staff, partner organisations and volunteers.
- Should an allegation be made against the Head of Service this should be reported to the DSL in the first instance.
- 12.6 The DSL will seek advice from the LADO within one working day.
No member of staff will undertake further investigations before receiving advice from the LADO.
- 12.7 When using a partner organisation undertaking work on our behalf, we inform the organisation of our process for managing allegations against staff and keep them up to date with any policy developments. Where concerns are raised about an individual and the Music Service is not their employer, we recognise that we still have responsibility to ensure allegations are dealt with properly. In order to achieve this, we will liaise with relevant parties including the LADO to determine a suitable outcome. Whilst the partner organisation should be fully involved and co-operate with any enquiries from the LADO, police and/or children's services, we recognise that the Music Service will usually take the lead in conducting an investigation as we have direct access to any affected children and staff within individual settings to collect the facts.
- 12.8 Any member of staff or volunteer who does not feel confident to raise their concerns with the DSL should contact the LADO directly via email to **lado@norfolk.gov.uk**.

- 12.9 Further **information and guidance documents in relation to the LADO process**, forms, leaflets and the Allegations against Persons who Work/Volunteer with Children Procedures are found on the Norfolk Safeguarding Children Partnership website. Further national guidance can be found at: **Advice on whistleblowing**. Norfolk County Council operates a Whistleblowing Hotline: 01603 224433. The **NSPCC whistleblowing helpline** is also available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 – the line is available from 8:00am to 8:00pm, Monday to Friday or via e-mail: **help@nspcc.org.uk**.
- 12.10 The Service has a legal duty to refer to the Disclosure and Barring Service anyone who has harmed, or poses a risk of harm, to a child or if there is reason to believe the member of staff has committed one of a number of listed offences and who has been removed from working (paid or unpaid) in regulated activity or would have been removed had they not left. The DBS will consider whether to bar the person. If these circumstances arise in relation to a member of staff within the service, a referral will be made as soon as possible after the resignation or removal of the individual in accordance with advice from the LADO and/or HR. The school must also consider whether to refer the case to the Secretary of State (via the Teaching Regulation Agency) if a teacher is dismissed or the service ceases to use the services of a teacher because of serious misconduct or might have dismissed them or ceased to use their services had they not left first.

CONCERNS THAT DO NOT MEET THE HARM THRESHOLD

- 12.11 The term ‘low-level’ concern does not mean that it is insignificant, it means that the behaviour towards a child does not meet the thresholds as stated above. In Norfolk the ‘low level’ concern process is to consult with the Local Authority Education Duty Desk on 01603 307797. At Norfolk Music Service we recognise a low-level concern to be something which is:
- ▶ inconsistent with the staff code of conduct, including inappropriate conduct outside of work
 - ▶ does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the LADO
- 12.12 At Norfolk Music Service we promote an open and transparent culture in which all concerns about all adults working in or on behalf of the service are dealt with promptly and appropriately. Through training, staff are made aware of what low level concerns are and understand the importance of reporting and these types of concerns in writing.
- 12.13 At Norfolk Music Service staff report all low-level concerns to the Head of Service. The Head of Service will always be the ultimate decision maker in respect of all low-level concerns.

- 12.14 Through training and induction, we ensure that all staff understand the importance of self-referring, where, for example, they have found themselves in a situation which could be misinterpreted, might appear compromising to others and/or on reflection they believe they have behaved in such a way that they consider falls below the expected professional standards.
- 12.15 At Norfolk Music Service we understand the importance of recording low-level concerns and the actions taken in light of these being reported. The records are kept confidential and stored securely. We will review the records we hold to identify potential patterns and take action. Please note, where a school, setting, child, parent/carer or staff member makes an allegation of harm, this will not be considered as a 'low level' concern without consultation with the LADO service directly.
- 12.16 We recognise that low level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example, misconduct or poor performance. However, where a low-level concern (or group of concerns) has met the threshold for referral to the LADO and found to be substantiated, it should be referred to in a reference.



13. RELEVANT POLICIES

To underpin the values and ethos of our service and our intent to ensure that young people are appropriately safeguarded the following NCC policies are also included under our safeguarding umbrella:

- ▶ Staff Handbook
- ▶ Code of Conduct
- ▶ Recruitment & Selection which adheres to Part 3 of **Keeping Children Safe in Education**.
- ▶ Whistleblowing Policy
- ▶ Online Safety
- ▶ Health and Safety
- ▶ Harassment and discrimination including racial abuse
- ▶ First Aid Compliance Code
- ▶ Educational visits including overnight stays
- ▶ Risk Assessment Compliance Code
- ▶ Safeguarding Policy
- ▶ Special Educational Needs and Disabilities Code of Practice
- ▶ Personal Safety
- ▶ <https://norfolkscp.org.uk/about/policies-procedures/policy-framework/19-norfolk-continuum-of-need>



14. STATUTORY FRAMEWORK

This policy has been devised in accordance with the following legislation and guidance:

- ▶ **Working Together to Safeguard Children** (March 2026)
- ▶ **Keeping Children Safe in Education** DfE (September 2026)
- ▶ **Working Together to Improve School Attendance, DfE** (2024)
- ▶ **Norfolk Safeguarding Children Partnership procedures** Please also refer to “Norfolk Safeguarding Children Partnership (NSCP) Procedures and Protocols (current online version)” for latest multi-agency safeguarding guidance.
- ▶ **Norfolk Safeguarding Children Partnership Protocol: Allegations Against Persons Who Work with Children**
- ▶ **Guidance for Safer Working Practices for Adults who work with Children and Young People in Education Settings** (Feb 2022)
- ▶ **What to do if you're worried a child is being abused** DfE (March 2015)
- ▶ **Information sharing: advice for practitioners providing safeguarding services** DfE (May 2024)
- ▶ **The Prevent duty: Departmental advice for schools and childcare providers** DfE (September 2023)
- ▶ **The Prevent duty: safeguarding learners vulnerable to radicalisation** (September 2023)
- ▶ **Mandatory Reporting of Female Genital Mutilation- procedural information** Home Office (January 2020)
- ▶ **Multi-agency practice principles for responding to child exploitation and extra-familial harm**
- ▶ **Child sexual exploitation: guide for practitioners DfE** (February 2017)
- ▶ **Teaching online safety in school DfE** (January 2023)
- ▶ **Mental Health and Behaviour in Schools DfE** (November 2018)
- ▶ **Data protection: toolkit for schools DfE** (June 2025)
- ▶ **Promoting the education of children with a social worker** (March 2024)
- ▶ **Preventing youth violence and gang involvement**
- ▶ **Criminal exploitation of children and vulnerable adults: county lines**
- ▶ **Relationships Education, Relationships and Sex Education (RSE) and Health Education**
- ▶ **Domestic Abuse Act 2021 Statutory Guidance** (Home Office April 2023)

APPENDIX 1:

DRAFT RECORDING FORM FOR SAFEGUARDING CONCERNS

Staff, volunteers and partners undertaking work on our behalf are required to complete this form and pass it to the Music Service DSL if they have a safeguarding concern about a child.



Full name of child	Date of Birth	Class/Tutor/ Form group	Your name and position in school

Nature of concern/disclosure

Please include where you were when the child made a disclosure, what you saw, who else was there, what did the child say or do and what you said.

Time & date of incident:

Who are you passing this information to?

Name:

Position:

[Ensure that if there is an injury this is recorded (size and shape) and a body map is completed]

[Make it clear if you have a raised a concern about a similar issue previously]

Your signature:

Time form completed:

Date:

Time form received by DSL:

Action taken by DSL:

Referred to...?

DSL in
Setting

Police

Just One
Norfolk

CADS

PSA

LADO

Other

☐☐☐☐☐☐☐

Date:

Time:

School informed? Yes / No (If No, state reason)

Feedback given to...?

School DSL

Teacher

Child

Person who
recorded disclosure

☐☐☐☐

Further Action Agreed:

Full name:

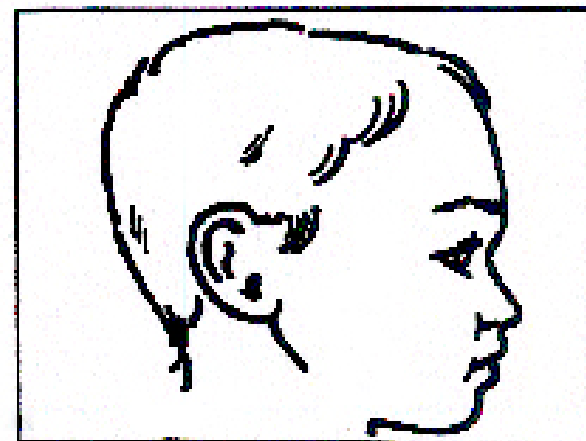
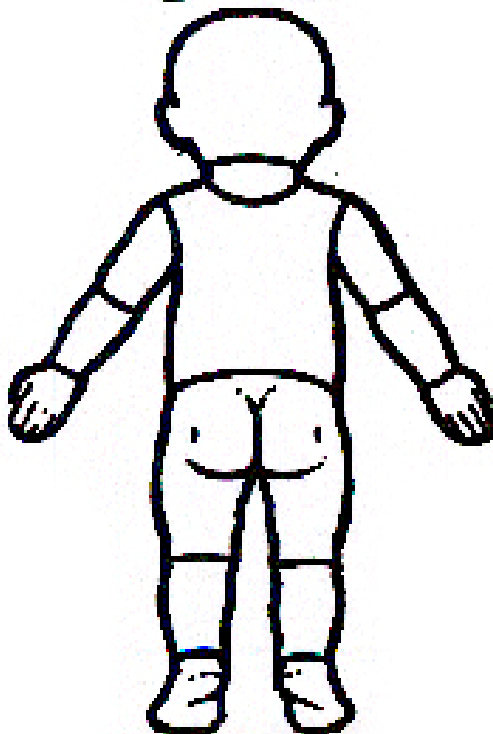
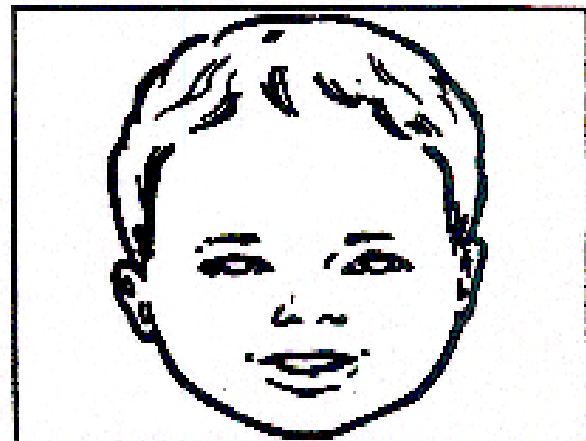
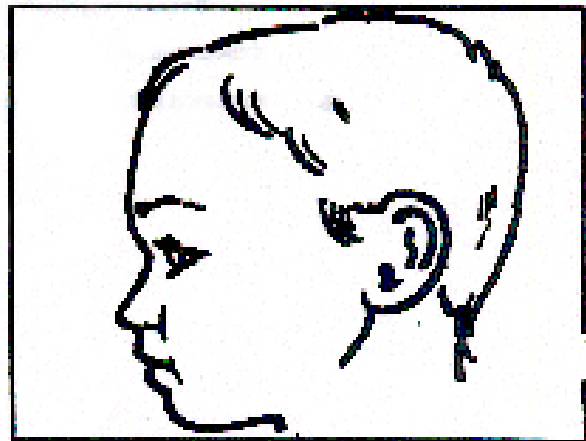
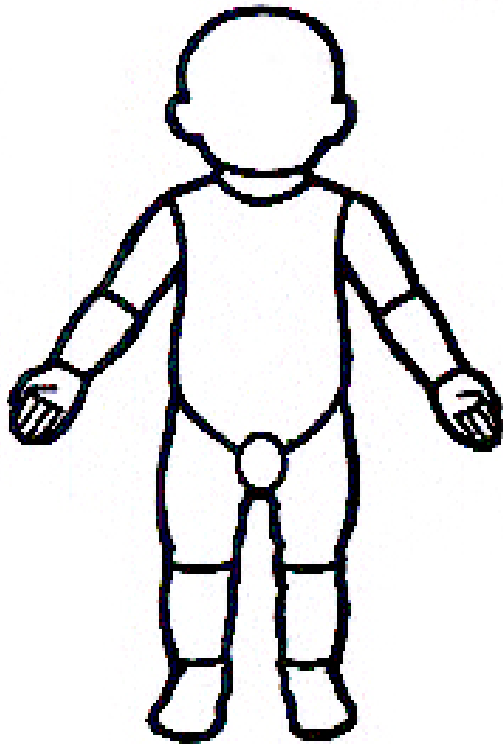
DSL Signature:

Date:

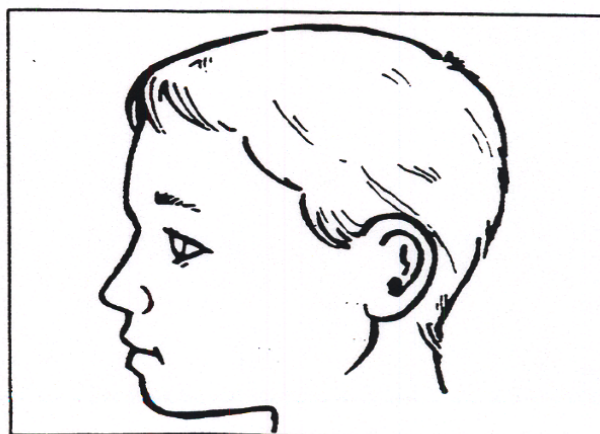
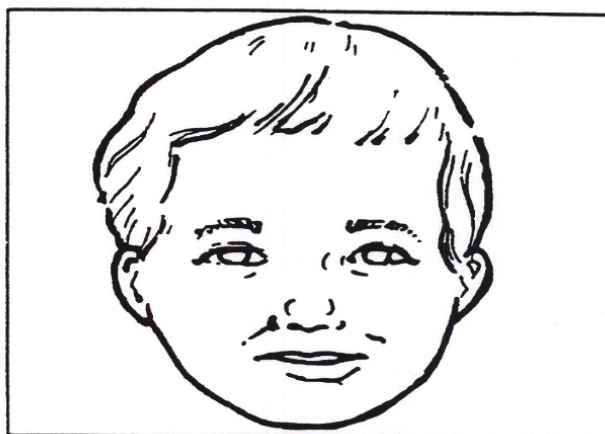
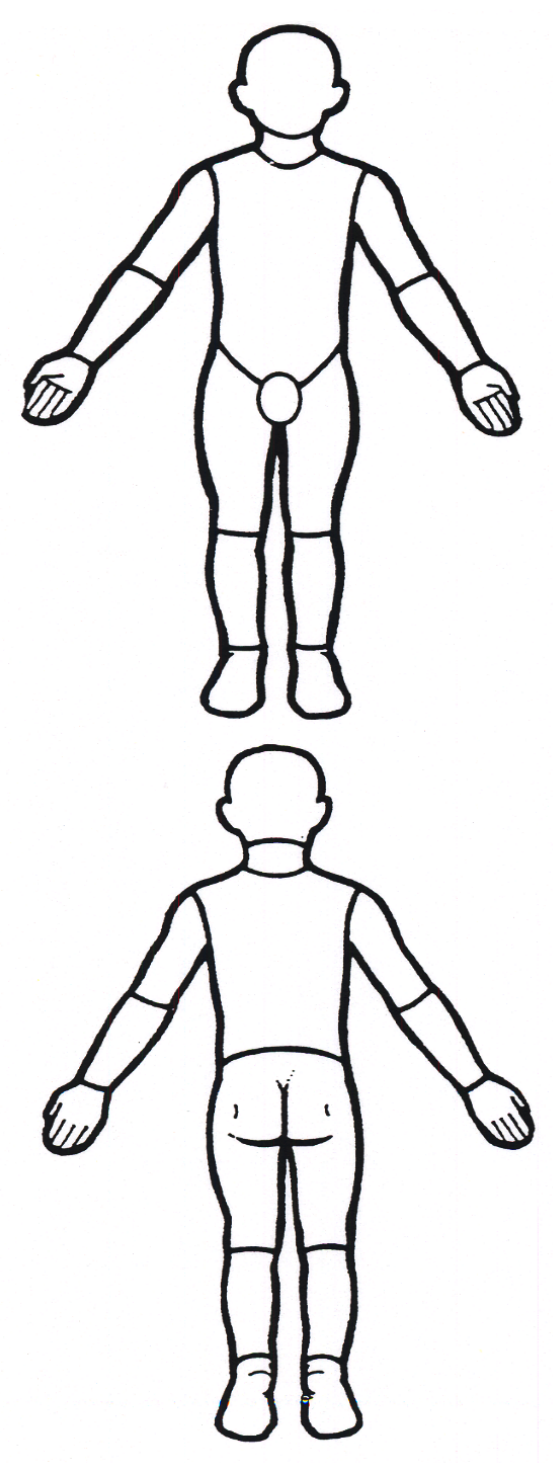
BODY MAP

Indicate clearly where the injury was seen and attach this to the Recording Form

YOUNG CHILD



OLDER CHILD



APPENDIX 2:

SAFEGUARDING INDUCTION SHEET FOR NEW STAFF, VOLUNTEERS AND PARTNERS UNDERTAKING WORK ON OUR BEHALF

We all have a statutory duty to safeguard and promote the welfare of children, and at Norfolk Music Service we take this responsibility seriously.

If you have any concerns about a child or young person you are working with, you must share this information immediately with our Designated Safeguarding Lead (DSL) or one of the alternate post holders.

Do not think that your worry is insignificant if it is about hygiene, appearance or behaviour – we would rather you told us as we would rather know about something that appears small than miss a worrying situation.

If you think the matter is very serious and may be related to child protection, for example, physical, emotional, sexual abuse or neglect, you must find one of the designated professionals detailed below and provide them with a written record of your concern. A copy of the form to complete is attached to this and others can be obtained from music.service@norfolk.gov.uk Please ensure you complete all sections as described.

Any allegation or low-level concern about a member of staff, partner organisation or volunteer should be reported immediately to the Head of Service. If an allegation is made about the Head of Service you should pass this information to Tim Eyres, Assistant Director tim.eyres@norfolk.gov.uk.

Alternatively, you can contact the Local Authority Duty Desk on 01603 307797. **NSPCC whistleblowing helpline** is also available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 – the line is available from 8:00am to 8:00pm, Monday to Friday or via e-mail: help@nspcc.org.uk. Norfolk County Council also operates a Whistleblowing Hotline: 01603 224433

The people you should talk to in the service are:

Designated Safeguarding Lead (DSL): Krista Ribbons

Email: krista.ribbons@norfolk.gov.uk

Contact Number: 01603 303350

Deputy Designated Lead: David Stowell

Email: david.stowell@norfolk.gov.uk

Contact Number: 01603 365798

Identified Senior Manager: Tim Eyres

Contact Number: 01603 989729

At Norfolk Music Service we strive to safeguard and promote the welfare of all our children.

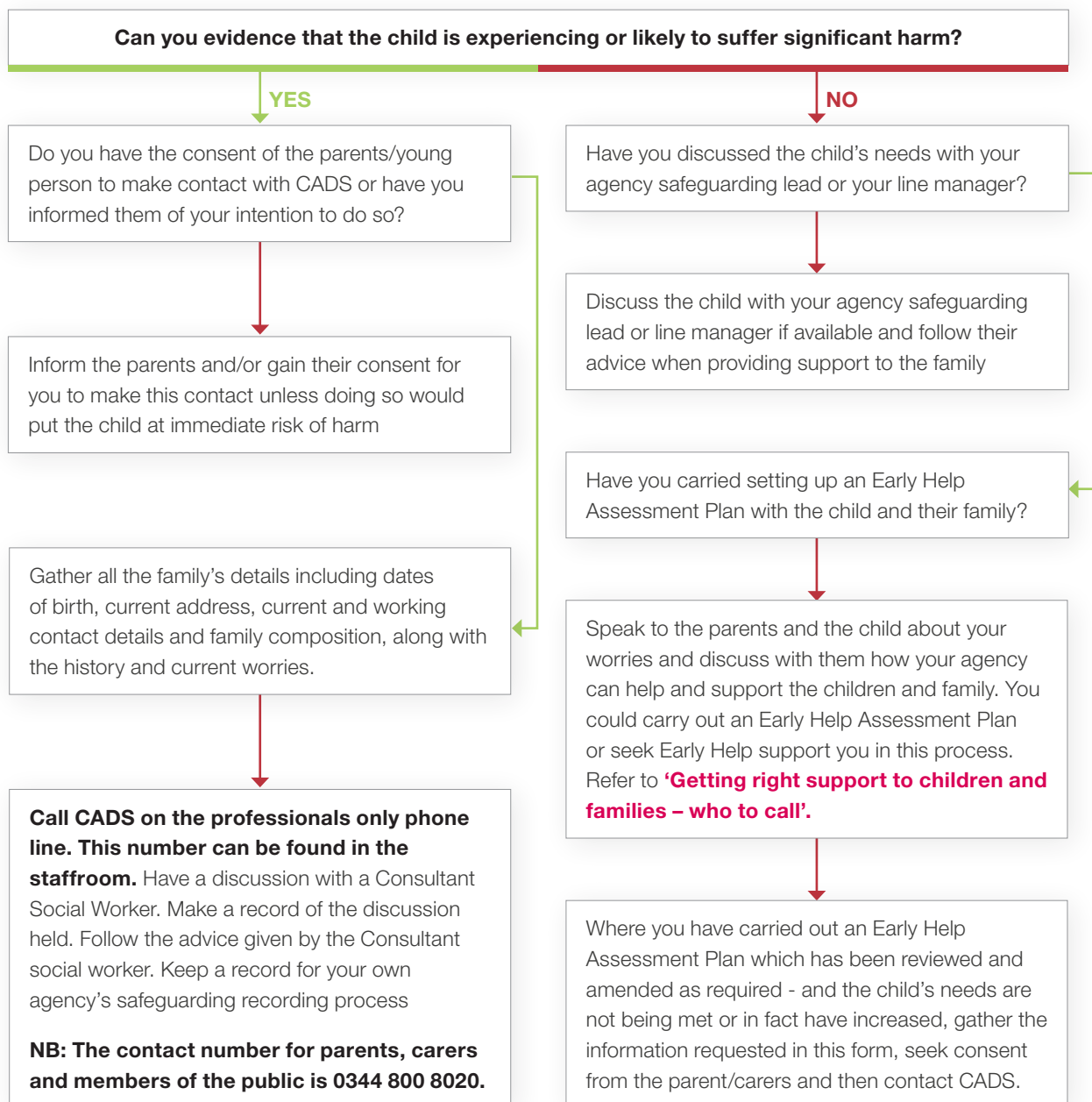


APPENDIX 3:

LOCAL SAFEGUARDING PROCEDURES

CHILDREN'S ADVICE AND DUTY SERVICE- CADS

Before contacting CADS, the Music Service DSL will answer the following questions and follow the advice provided:



APPENDIX 4:

ADVICE FOR SCHOOLS, COLLEGES AND ALTERNATIVE EDUCATION PROVIDERS WHERE THERE ARE CONCERNS ABOUT AN ADULT WHO WORKS WITHIN THE SETTING.



Do you have a safeguarding concern in respect of someone who volunteers or works with children?



Call: **01603 307797**



The Duty Adviser will listen and discuss next steps which may include...

HR Support

LADO Referral