



North Music Trust

**Online Learning Safeguarding Policy
and Procedure**

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Version 06

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Version	Update	Date of amendment	Policy Owner	Review date
1	Initial policy written	7 th April 2020		
02	Amended following Martin Narey Comments	27 April 2020		
03	Amended to include recording protocol from Paul Marshall	1 May 2020		
04	Online process flow added	18 May 2020		
05	Amended following Wendy Smith Comments	19 May 2020		
06	DDCPO details amended and some editing throughout	9 June 2020		
07	DCPO and DDCPO details amended and some editing throughout	25 June 2020		

Policy Approval		
3C's	Directorate	Board

1. Online Learning Policy statement

Every child has the right to protection from abuse and exploitation. Safeguarding – and the protection of all children – is everyone’s responsibility. North Music Trust (NMT) believes that it is unacceptable for any child to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children by a commitment to a practice which protects them. This policy must be adhered to in conjunction with NMT’s Child Protection Policy (Appendix 1) and Vulnerable Adult Policy (Appendix 2). This policy focuses on the protection of children, young people (CYP) and vulnerable adults in online settings. For the purpose of this policy a child is defined as anyone under the age of 18.

1.1 Roles and responsibilities

Contacts (Internal and External)

In the event of an online child protection issue, (or the suspicion of abuse) the Designated Child Protection Officer (DCPO) Jo Thornton, must be contacted in the first instance. The DCPO will determine the appropriate action to be taken and notify the local authority if deemed appropriate with relevant issues.

E-mail: Josephine.Thornton@sagegateshead.com Tel. 0191 443 4625 (24 hours)

Where the DCPO cannot be contacted, all issues must be brought to the attention of the DDCPO.

Deputy Designated Child Protection Officer:

Wendy Smith, Director of Creative Learning Wendy.Smith@sagegateshead.com 0191 443 4603

If you cannot contact the DDCPO, then the relevant local authority agencies must be contacted.

Contacts for the Gateshead area: The contact details listed below will re-direct the caller to the correct person if the incident is not in Gateshead.

- Social Care Services (Referral and Assessment team of Gateshead Council)
0191 433 2653 ask for the Duty Social Worker
- Social Work out of hours number - 0191 477 0844 ask for the Emergency Duty Team
- Police – 08456 043 043 tell them it is a child protection matter in (for example, Gateshead)

1.2 Safeguarding Team roles

Members of the Safeguarding Team will:

- Be specifically trained to carry out their roles
- Understand legislation and guidance relating to online safeguarding
- Receive information from staff, volunteers, CYP and vulnerable adults, parents/carers, and others about safeguarding and child protection concerns
- Liaise with parents/carers and other stakeholders when appropriate
- Assess information promptly and take appropriate action within 24 hours
- Maintain secure, confidential records of any child protection or other safeguarding concerns raised, action taken, and follow-up required
- Signpost CYP and vulnerable adults to professional support during and after incidents involving online safeguarding where appropriate
- Provide staff with support during and after incidents involving online safeguarding where appropriate
- Assess the online safeguarding training needs of all staff and coordinate the training
- Promote online safeguarding across the organisation and keep all staff informed on good practice and new legislation and guidance

- Monitor the overall trend of safeguarding concerns, keep records of their disposal and feed back to the organisation on the quality of their online safeguarding work

2. Definition of abuse /online abuse

Child abuse occurs when a child, young person or vulnerable adult has suffered from, or is at significant risk of suffering from, ill-treatment or impairment of development, by any person who knowingly colludes with or fails to prevent the ill-treatment of the child or young person by not ensuring reasonable standards of care and protection.

Child abuse as defined by the World Health Organisation is 'the abuse and neglect that occurs to children under 18 years of age'. It includes all types of physical and/or emotional ill-treatment, sexual abuse, neglect, negligence and commercial or other exploitation, which results in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. Exposure to intimate partner violence is also sometimes included as a form of child maltreatment.

Online child abuse encompasses all the characteristics of the wider definition of child abuse. The term 'online' refers to actions that take place through the internet. Online child abuse has many characteristics, e.g. bullying and more serious offences such as creating and downloading images of sexually abused children or approaching children to engage in sexual conduct either online or offline. This is known as grooming under The Sexual Offences Act 2003.

Online abuse can happen across any device that is connected to the web, like computers, tablets, and mobile phones. It can happen anywhere online, including, social media, text messages, messaging apps, online chats, and live-streaming sites.

3. Online Learning Communications

When leading lessons/ sessions online all staff need to plan and prepare responsibly. Consideration needs to be given to personal arrangements (e.g. childcare, ICT facilities, location of remote working) in order to maximise the effectiveness of the learning activity.

All online lessons/ sessions will be accessed through NMTs IT facilities with students/ participants invited onto those platforms. Teaching and engagement must not take place via any other platforms. Platforms will be secure, and students/ participants will be invited to log in. Music Leaders will only use NMT email addresses and not personal email addresses.

4. Code of Conduct

4.1 Music Leaders

- Must not share any personal information, such as personal telephone numbers or email addresses
- Must not in any circumstances befriend any CYP and vulnerable adult involved in NMTs programmes, either through NMT platforms or other platforms such as Facebook
- Must only use NMT agreed online learning platform
- Must not allow CYP and vulnerable adults to access personal information about the Music Leader or colleagues
- Must have permission through the standard consent form before a lesson/ session takes place
- Must behave professionally, as if working face to face in both dress and manner. Clothes must be worn that are suitable for public spaces
- Must stop the lesson/ session if they identify that the setting is not appropriate

- The Music Leader must always uphold appropriate professionalism in online lesson/ sessions with children and young people and vulnerable adults
- A verbal assault can be as damaging to a child, young person, or vulnerable adult as a physical one. The Music Leader must praise positive behaviour and any criticism must always be constructive
- Music Leaders must not make sexually suggestive comments, even if the Music Leader believes these comments are said in fun, it is not appropriate
- A child or young person may display inappropriate behaviour during a lesson/ session online, this behaviour could include sexual behaviour. Inappropriate behaviour can be addressed by the Music Leader responding in a way, which is clearly discouraging without being insensitive
- Where there has been an instance of inappropriate behaviour from a child or young person or vulnerable adult in a lesson/ session, the Music Leader must report this to the DCPO immediately after the lesson/ session. The details of the incident will be recorded by the DCPO in the standard incident form and stored confidentially in the safeguarding folder
- Support will be offered by the DCPO in these circumstances
- The DCPO will discuss the incident, where appropriate, with the child, young person or vulnerable adult and/or their parent/carer

4.2 Parents and Carers

- Permission will be received from the parent/ carer for the child or young person to attend the lesson/ session through the standard consent form
- The parent/carer will be made aware of how the teaching will take place and the safeguarding process that will be followed
- The log in details for the online learning platform must not be shared with anyone else
- The parent/ carer must be given the opportunity to identify any concerns and any additional support that might be needed

4.3 Children and young people

- It is recommended that lessons/ sessions take place in a room with an open door
- A parent/carer must be on the same premises while the online lesson/ session takes place
- The child or young person can keep a record of log in details for the online learning platform
- It is recommended that log in details for the online learning platform are shared with the parent/ carer and must not be shared with anyone else
- Students/ participants can record or take photographs during the lesson/ session if agreed in writing by the parent/ carer through the standard consent form
- The child or young person must dress appropriately. Clothes must be worn that are suitable for public spaces

4.4 Working with Partners

- Partners must be provided with NMTs Online Safeguarding Policy and Procedures, so they are fully aware of safeguarding matters relating to online lessons/ sessions and know how to escalate concerns

4.5 Music Leaders Recording lessons/ sessions

- If you want to record a lesson/ session, you must have permission via the standard consent form
- A lesson/ session must not be recorded without the knowledge of the child or young person
- Any recordings may only be accessed by those NMT staff who are charged with that responsibility and have DBS checks in place.
- Any recordings made must only be used for tuition purposes only
- The Music Leader must explain why the recording is being made

- The Music Leader must let the parent/carer know how long the recording will be kept for and that it will only be shared with the parent/ carer and the child or young person
- The Music Leader must let the parent/ carer know where the recording will be saved and how the recording will be deleted
- The parent/ carer can withdraw their consent at any time, then the recording must be deleted
- If the parent/carer wants to record the lesson/ session, the Music Leader must seek consent via the standard consent form, that they will not share, or post to social media any recordings, and that they will securely delete and dispose of any of recordings of teaching as soon as possible on request.

5. Safeguarding in the online environment

5.1 Cyber Bullying:

Cyber bullying can happen at any time, either in a lesson/ session or outside of it.

Any type of bullying that occurs online. It is unique and extremely dangerous because unlike bullying that takes place offline, online bullying can follow the child wherever they go, and it can sometimes feel like there is no escape or safe space.

Most children and young people and vulnerable adults who engage online will experience cyber bullying or see it at some time.

The Music Leader must report any suspicion or disclosure of cyber bullying to the DCPO and ask the child or young person or vulnerable adult making the disclosure not to reply to any emails or posts and to save the evidence of emails, posts or messages they receive.

5.2 Emotional Abuse: The continual emotional or psychological mistreatment of a child that can include deliberately trying to scare, humiliate, isolate, or ignore a child or young person. Emotional abuse can lead to lack of confidence, struggle to control emotions and difficulty making or maintaining relationships.

5.3 Grooming: This occurs when someone builds a relationship with a child so they can sexually abuse, exploit, or traffic them.

5.4 Sexting: This occurs when someone shares sexual, naked, or semi-naked images or videos of themselves and/or others or sends sexual messages. It is online abuse if a child or young person is pressured or coerced into creating or sending these types of images.

5.6 Sexual Abuse: This occurs when a child or young person is forced or tricked into sexual activities. Sexual abuse can happen online, for example, a child could be forced to make, view, or share child abuse images and/or videos online.

5.7 Sexual Exploitation: This occurs online when a child is persuaded or forced to create sexually explicit photos or videos that make a personal gain or profit for an adult or group of adults. It is the abuse of power or trust by an adult and the vulnerability of a young person for sexual purposes.

5.8 Contact online:

- Consideration must be given to how the Music Leader begins and ends a lesson/ session
- The Music Leader must initiate the call and the child must not be allowed access to the online room until the allotted time

- At the end of the lesson/ session, the Music Leader is responsible for closing the link and logging out of any services or hardware
- The Music Leader is responsible for making sure the system is not left open for others to misuse or for contact to be made outside of the scheduled lesson/ session

5.9 Social Networking:

- The Music Leader cannot befriend or interact with any child or young person who participates in NMT programmes, whether face to face or through online platforms. This is to make sure employees are protected and children and young people and vulnerable adults are safeguarded
- You must not exploit your teaching relationship to develop an inappropriate friendship with a child

5.10 Live Streaming:

- Live streaming is the broadcasting of live events as they happen over the internet, to a potentially unlimited audience. Typically, mobile phones are used to live stream due to their portability and built-in cameras, webcams connected to laptops or computers can also be used
- Children and young people and vulnerable adults can still be at risk online. It is important to remember when online it is easy to develop a false sense of security
- People may attempt to trick, blackmail, or coerce children and young people and vulnerable adults while online when their defences are down, and this may lead to risk taking behaviour
- In cases of online grooming, predators have targeted children and young people and vulnerable adults using trickery and grooming techniques to get them to perform acts of a sexual nature in front of the camera. This is classified as a 'non-contact' abuse offence and is sexual abuse

If activity involves live streaming it is important to adhere to the following guidelines:

- A risk assessment is carried out in advance of live streaming
- During live streaming that involves children and young people or vulnerable adults a Music Leader, parent/ carer or professional support staff from an external organisation must be present
- Make sure that children and young people and vulnerable adults understand that the activity is 'live' and can be viewed by many people
- Be aware that some people viewing live streamed events may pretend to be somebody they are not. For example, an adult may pose as a younger person
- When a live stream involves children or young people or vulnerable adults performing to an open audience make sure that there is no interaction with the audience
- A live stream can be made accessible for a closed group of children or young people and vulnerable adults who are invited to the event and are identified as participants or members of the group
- Children and young people and vulnerable adults must be advised not to disclose personal information
- Children and young people and vulnerable adults must be made aware that what is live streamed online can be saved and shared by others
- Children and young people and vulnerable adults must be advised not to respond to or feel under pressure to respond to donation requests online
- Children, young people, and vulnerable adults must be made aware that they can talk to the Music Leader and ask for help if they find the live streaming, content, or activity to be upsetting or overwhelming

6. Recognising signs of abuse:

The following behaviours must raise concern over a young person's online activity:

- Spending a lot more or a lot less time than usual online, texting, gaming, or using social media
- Is very distant, upset, or angry after using the internet or texting
- Is very secretive about who they are talking to and what they are doing online or on their mobile phone
- Suddenly having lots of new phone numbers, texts or email addresses on their mobile phone, laptop, or tablet

7. Key elements to safeguarding

7.1 Safer Recruitment:

- A Music Leader teaching/ leading online will go through the NMT recruitment procedures as outlined in NMT Recruitment policy. This includes pre-employment checks and holding an enhanced DBS check certificate that has been checked within the last three years
- Freelance musicians should provide DBS certificate and allow NMT access to information held on it

7.2 Training:

- All NMT employees and freelance staff working directly with young people or having access to confidential and sensitive information with regards to children and young people or vulnerable adults must receive online safeguarding training, which includes guidance on working with children and young people online. This will be delivered by the DCPO

7.3 Identifying Risks:

- Risk assessments will be carried out to identify areas of potential hazard and the steps that need to be put in place to reduce the risk when working online

8. Vulnerability to Third parties

- It is important to remember that studies have shown that children and young people and adults who are vulnerable in the real world will also be vulnerable and susceptible to coercion when online
- Children and young people and adults belonging to identified vulnerable groups are likely to be less resilient to online and offline risks
- Those who encounter risks offline are likely to encounter them online, and those who encounter one risk online are also likely to encounter other risks
- Groomers deliberately target children and young people and adults perceived to be vulnerable
- Vulnerable children and young people and adults are more likely to use passive coping strategies in response to online risks
- There is evidence that children gain digital skills and coping strategies as they grow older, adding to their digital resilience. There is little evidence, however, that children's digital skills and resilience are improving over time

9. What to do if you have a safeguarding concern about a child

9.1 Reporting Abuse

The Music Leader can report to the DCPO through a phone call, a conversation in person or through an email. The DCPO will request an incident report in the standard incident report form.

Please refer to the flow chart on page 15.

9.2 Responding to a Disclosure

- A disclosure may be made by a child or young person to a Music Leader because that person is seen as a trusted adult. They may disclose that online abuse is happening to them, a friend, or a family member
- The child or young person disclosing abuse may feel more comfortable making the disclosure in a 1:1 online environment, which while still being confidential is not quite the same as talking face to face

Any disclosure of online abuse must be treated as a potential child protection concern.

- Listen: let the child, young person or vulnerable adult explain what they are feeling. Do not comment on what is being said or suggest alternative explanations
- Do not pass judgement as it could result in the child or young person questioning their own judgement and experience
- The child, young person or vulnerable adult must feel they are being believed
- It is important to remember that making a disclosure can be very difficult for a child, young person or vulnerable adult and it may have taken them some time to find the courage to come forward
- Stay calm: you must not display any signs of disbelief, anger, or disgust. Let them know that they have done the right thing in telling you
- It is important to differentiate between the person who carried out the abuse and the act of abuse itself. The child may love or strongly like the alleged abuser, while also disliking what was done to them.
- Let them know they are not to blame
- Do not pressurise or rush the child, young person, or vulnerable adult. Allow them to disclose at their own pace and in their own time using language they are comfortable with. They need to feel able to express themselves
- Do not ask leading questions i.e. questions that need a 'yes' or 'no' answer. Ask open questions to establish exactly what was done and who did it, for example 'what happened next?'
- NMT and its employees are legally obliged to inform the relevant authorities if they are aware of any abuse towards a child, young person, or vulnerable adult
- Do not promise a specific course of action as you cannot promise confidentiality to any child or young person who may disclose abuse to them
- Inform the child, young person, or vulnerable adult that you have a legal responsibility to inform the DCPO who has experience of dealing with similar cases

9.3 Reporting a Disclosure

- Once a disclosure has been made to you, make an immediate detailed and careful note of what has been described to you, using the child, young person, or vulnerable adult's words
- Ask yourself the following questions:
 - Is the person being harmed?
 - Are they currently at risk?
 - Is anyone else at risk?
 - Do they need medical attention? This could be physical but perhaps more likely some form of counselling

- What are the overall needs? For example. they may need to immediately leave the environment/accommodation they are currently in
 - What is important to the person making the disclosure?
- Immediately inform the DCPO who will ask you to complete an incident form
 - Once a disclosure has been made and further action is required a Multi-Agency Referral Form (Appendix 5) must be completed within 24 hours and submitted to social services by the DCPO
 - The DCPO will confirm receipt of the Incident Form via email
 - Once you have received confirmation that the DCPO has received the Incident Form you must delete the Incident Form from your emails and folders
 - You must maintain a record of the email that confirms you have made a referral to the DCPO

9.4 Confidentiality

- Any information gained or given to the DCPO will be treated with the strictest of confidence
- During each step of the reporting procedure and where appropriate, the child, young person or vulnerable adult will be consulted and kept informed about what action, if any, is to be taken
- If the child, young person, or vulnerable adult is at risk of serious harm a referral can be made without their consent by the DCPO. In this situation the DCPO will consult and inform the rest of the Safeguarding Team as appropriate
- Any personal information gathered about a child or young person regarding a child protection concern will be stored in a secured and confidential place. Only the DCPO and DDCPOs will have access to this information
- It may be necessary to pass this information on to the relevant Local Authority (LA) and police

10.0 Arrangements for managing an allegation against a staff member

- If an allegation is made against a staff member or other party, we will pay due regard for the rights and interests of the child, young person, vulnerable adult and the staff member or other party against whom the allegation is made
- The investigation will be carried out by a member of NMTs senior team whilst the DCPO will support the child, young person, or vulnerable adult
- It is recognised that staff members may be the subject of malicious allegations and it is therefore important to treat all allegations with sensitivity and confidentiality
- In some instances, it may be necessary to seek legal advice following an allegation against a staff member or other party
- The procedure in the case of an allegation against a staff member or other party is set out in NMTs Child Protection Policy
- In the case of an allegation against a staff member, they will be suspended from all duties. This does not constitute an admission of guilt, it is done for the safety of the child, young person, vulnerable adult, and the person accused.

11. Appendices

Appendix 1: [Child Protection Policy](#)

Appendix 2: [Vulnerable Adult Policy](#)

Appendix 3: [Incident Form](#)

Appendix 4: Consent form

Appendix 5: Risk Assessment form



YMPatHome_Risk_Assessment.xlsx

Appendix 6: [Reporting Process Flow Diagram](#)

Appendix 3

Incident Report Form

Please complete and submit this form ASAP to the Designated Child Protection Officer in the event of any incident taking place. In cases where the Designated Child Protection Officer cannot be contacted, please ensure this information is passed and received by a Deputy Designated Child Protection Officer.

Details of the person making the report

Name	
Today's Date	
Job title/Position:	
Contact telephone number	
Email address	
Address	

Details of the child affected:

Name of the child:	
Date of birth (if known):	
Name of child's parent/guardian:	
Telephone contact details of the child's parent/guardian: Address:	Home: Mobile:
Postcode:	
Relationship to the child:	

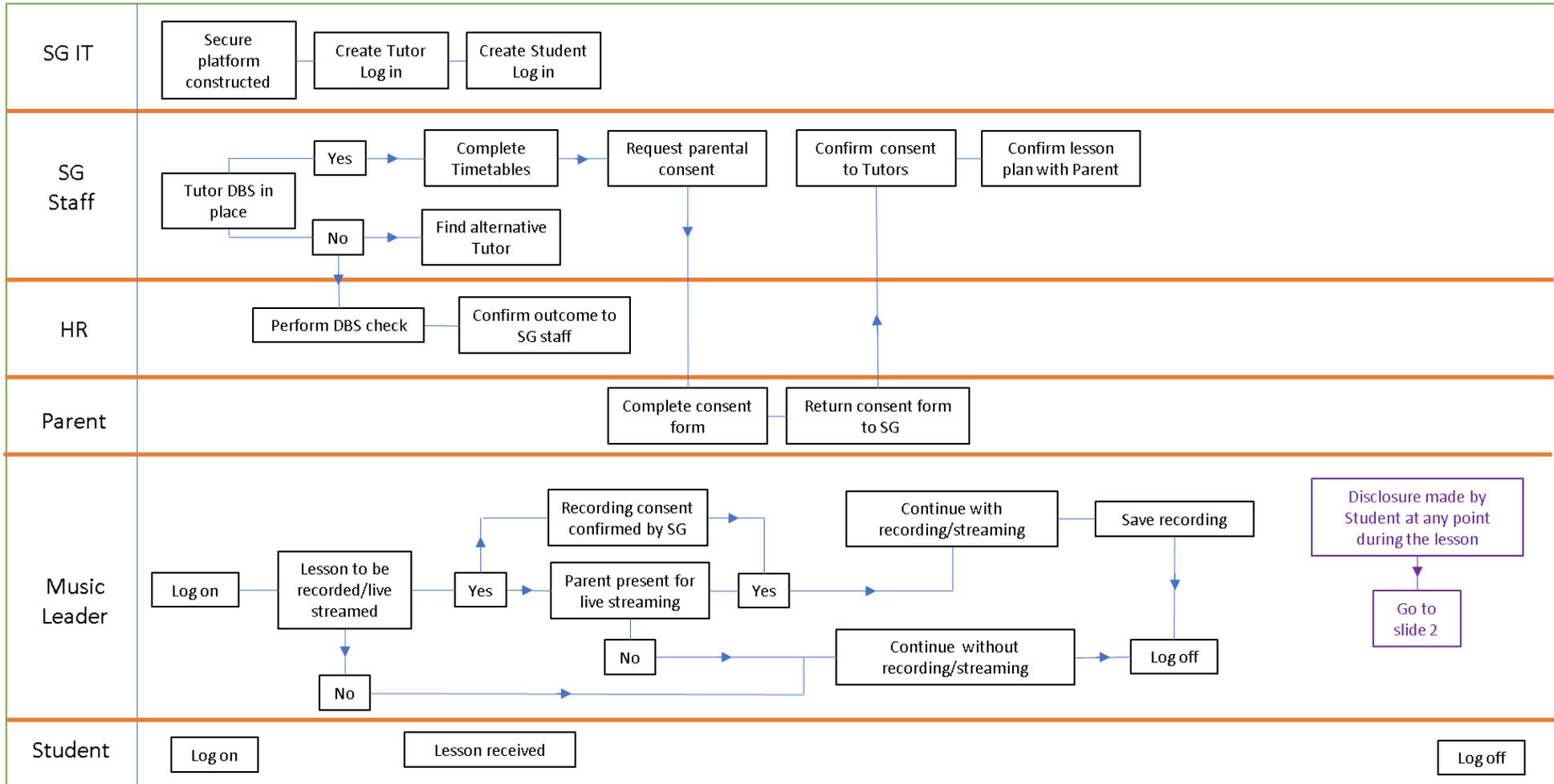
Details of the person concerned (the person whom the complaint/concern is about):

Name:	
Contact details: Address: Postcode:	Home phone: Mobile:
Occupation/role within the organisation (if applicable):	

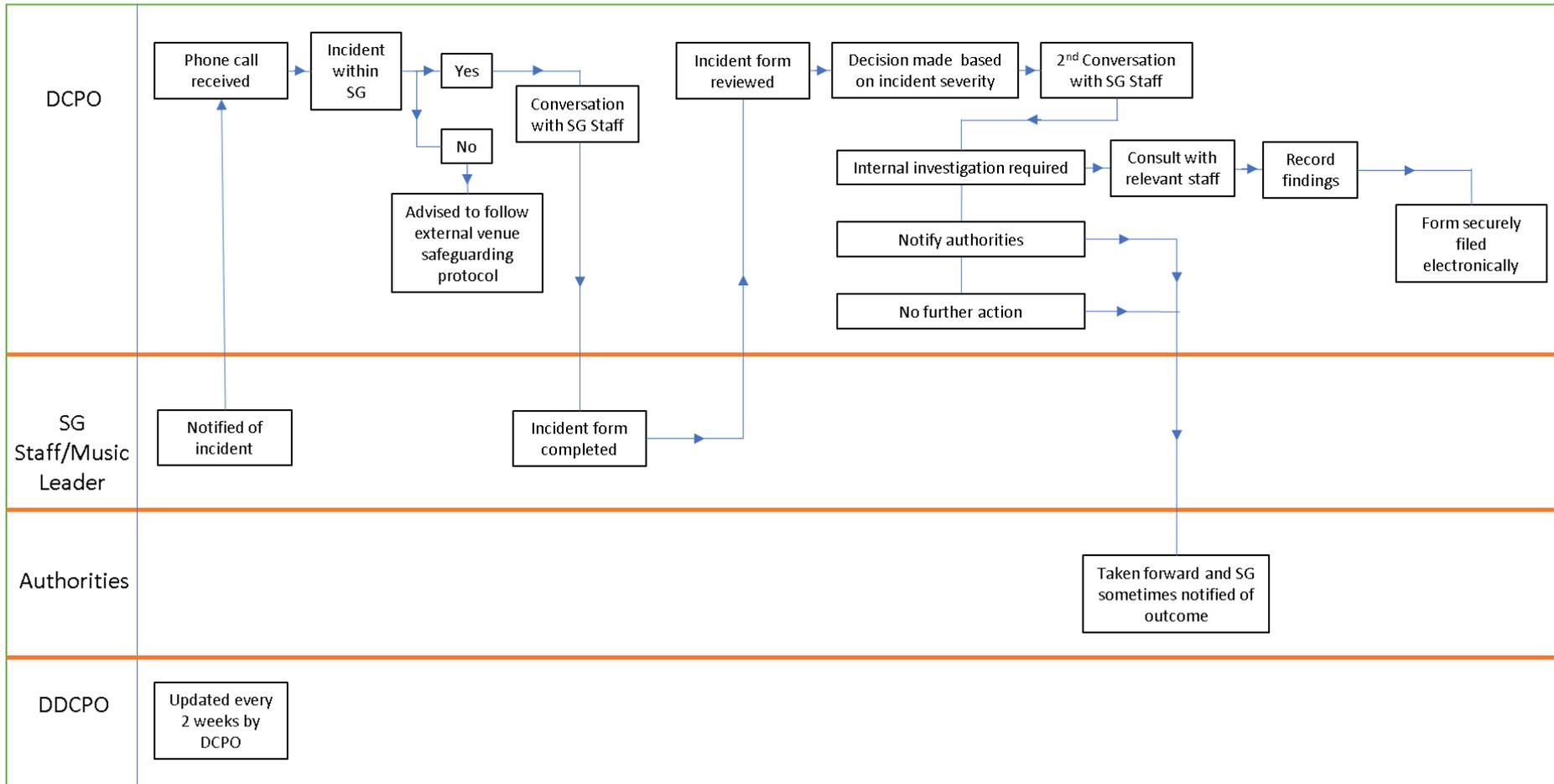
Please provide any further details below regarding the incident in question or behaviour that is of concern. Once complete ensure that this information is then forwarded to the designated child protection officer immediately and keep a note of the date and time that this was done. They will then ensure that the relevant people are contacted in order to resolve any concern.

Appendix 6

Online Lessons Safeguarding Process Flow



'In Hours' Incident Notification Process Flow



'Out of Hours' Incident Notification Process Flow

