

# **Sound and Music Safeguarding Information for Parents and Carers**

## **Our commitment to your child's safety**

At Sound and Music, the safety, wellbeing and dignity of every young person we work with is our highest priority. We want parents and carers to feel confident that their child is taking part in our programmes in an environment that is carefully planned, well supervised and rooted in strong safeguarding practice.

This page explains the safeguards, processes and standards we have in place to protect children and young people. It is a summary of our full Policy and Procedure for the Protection of Children and Adults at Risk, which you can read [here](#) reviewed annually.

## **A safe and inclusive environment**

We are committed to creating spaces where all children and young people feel:

- **Safe** – physically, emotionally and online
- **Respected** – regardless of background, identity or personal circumstances
- **Supported** – with their individual needs taken seriously

We recognise that some children may have additional vulnerabilities, and we work carefully to ensure reasonable adjustments and appropriate support are in place wherever possible, including offering individual access plans for any young person who needs one.

## **Clear safeguarding leadership**

Safeguarding at Sound and Music is overseen by trained senior staff and trustees. This means there is always clear responsibility and accountability.

- A **Designated Safeguarding Officer (DSO)** holds overall responsibility for safeguarding
- A **Deputy Designated Safeguarding Officer (DDSO)** is in place if the DSO is unavailable
- A **Lead Trustee for Safeguarding** ensures safeguarding is embedded at board level

- On each project, a trained **Designated Person** may also be appointed as a first point of contact

All safeguarding leads have received appropriate training from reputable organisations including the NSPCC, and regularly refresh their knowledge to reflect best practice and current guidance.

## **Carefully recruited and trained staff**

Your child will only be supported by adults who are experienced, trained in safeguarding and child protection, and aware of their responsibilities to ensure the safety and wellbeing of young people.

We ensure that:

- All staff and freelancers working directly with children or young people hold clear **Enhanced DBS checks**, renewed annually
- All staff are expected to take responsibility for young people's safety and wellbeing, and this is written into all contracts
- Staff receive **safeguarding and child protection training** before working on any programme
- Everyone follows a clear **Code of Practice** covering professional boundaries, behaviour and communication

All in-person settings will have an adult present who has received up-to-date training in First Aid and Mental Health First Aid

Staff are trained to behave in a friendly, supportive and professional way at all times, while maintaining clear and appropriate boundaries.

## **Clear behaviour expectations for young people**

All participants are asked to follow a **Code of Conduct** that sets out clear expectations around behaviour, respect and safety.

We take a zero-tolerance approach to:

- Bullying or harassment (including online)
- Discrimination of any kind
- Violence, abuse or intimidation
- Alcohol, drugs or other illegal activity

Where serious incidents occur, we act quickly and fairly, always prioritising the safety and wellbeing of everyone involved. All participants and parents will receive a copy of the Code of Conduct as well as procedures in the event of a breach of this code.

## **What happens if there is a safeguarding concern?**

We take all concerns seriously.

If a safeguarding issue arises:

- Staff listen carefully and sensitively to the child or young person
- Concerns are reported immediately to the appropriate safeguarding lead
- Information is shared **only** with those who need to know
- We keep clear, secure records of concerns and actions taken
- In the case of a serious incident or disclosure, we will follow statutory guidance and refer the case to the relevant authorities

## **Keeping parents and carers informed**

Unless doing so would place a child at further risk, parents and carers will be:

- Contacted by phone and email on the day of an incident
- Provided with clear information about what has happened and what action is being taken
- Offered the opportunity to speak with senior staff or visit in-person if appropriate

## **Health, welfare and supervision**

We plan our programmes carefully to ensure your child is well supported.

This includes:

- Appropriate staff-to-participant ratios
- Trained First Aiders and Mental Health First Aiders present during activities
- Individual Access Plans are offered to any young person who needs one – this will involve a conversation with the young person and a parent in advance, to plan for any specific needs or arrangements
- Safe and discreet handling of medical information and medication (as agreed with parents/carers)

- Clear arrival, departure and supervision arrangements
- All young people will have two designated pastoral staff assigned to them during our residential

## Photography, video and social media

We understand how important it is for parents and carers to know how images of their child are used.

- We always ask for parental **consent** before taking photographs or video, with information shared on why we take photographs and how they will be used
- Requests not to be photographed or filmed are fully respected
- Images are taken only by approved, DBS-checked professionals in specific and limited settings
- Images are stored securely and accessed only by authorised staff
- Children are never identified by full name without additional consent
- Consent can be withdrawn at any time, including after the end of a programme

Staff and tutors do **not** connect with participants via personal social media. All communication takes place through official Sound and Music channels so it can be monitored and safeguarded.

## Online safety

For online sessions, we use carefully selected platforms and additional safeguards, including:

- Timetabled sessions only – no unsupervised online contact
- At least two vetted members of staff present in online sessions
- Controlled screen sharing
- Secure storage and timely deletion of any session recordings (we will only ever record audio, never video, and we will always ask for consent)
- Clear guidance on appropriate dress, behaviour and online conduct

Parents and carers are informed in advance about online schedules and are welcome to be nearby during sessions.

## Ongoing review and accountability

Safeguarding is not a one-off task. We:

- Review our safeguarding policy **every year**
- **Require our staff to undergo annual refresher training to stay informed on current issues and updates to guidance and best practice**
- Report serious incidents or disclosures to the appropriate authorities and regulators
- Encourage feedback from young people, parents, carers and staff
- Centre young people's voices and wellbeing in all decision-making

## Want to know more?

We know that trusting an organisation with your child is a big decision. If you have any questions, concerns or would like to discuss our safeguarding approach in more detail, we warmly encourage you to get in touch at [InTheMaking@SoundAndMusic.org](mailto:InTheMaking@SoundAndMusic.org)

You can also read our full [Policy and Procedure for the Protection of Children and Adults at Risk](#), which provides comprehensive detail about all safeguarding arrangements.

Your child's safety and wellbeing matter deeply to us, and we are committed to working in partnership with parents and carers at every step.