



# Safeguarding Adults at Risk, Children and Young People Policy

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## 1. Introduction

The Swan Song Project is a Yorkshire-based, registered charity. We aim to relieve sickness and preserve the mental and physical health of people facing end of life, bereavement by death of a person or anticipation of bereavement. We also seek to protect and preserve public health, mainly through songwriting, music and storytelling more broadly, as we celebrate lives, make memories and leave legacies.

We are particularly focused in engaging people who are accessing hospice care, residential care and other care and support aimed at benefiting people in their last years of life and their carers and families. These individuals may be at risk of abuse or neglect, and as a result of care and support needs, may be unable to protect themselves from these risks. From time to time we also work with children and young people where our creative and cultural activity programmes have been identified as meeting their needs.

Our programmes and activities are largely facilitated with freelance artists and affiliates working locally in the performing arts. This policy is intended to inform and guide Swan Song Project trustees, employees, team members, freelance and affiliate artists and delivery partners when working with adults at risk, children and young people .

## 2. Policy Statement

The Swan Song Project believes that everyone who accesses our services has a right to a life free from fear, to be treated with dignity and respect, to have their choices respected and not to be forced to do anything against their will. The Swan Song Project believes that each person has capacity unless it is proved otherwise and that they should be supported to maintain their independence and make their own decisions and choices. We believe anyone who engages with The Swan Song Project, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity has the right to protection from harm or abuse.

Within organisations such as The Swan Song Project, there is a statutory duty of care under previous and current legislation to adults at risk, children and young people with whom we come into contact. We also understand that there will be cases where an individual may be unable to make their own decisions and/or to protect themselves or their assets.

We will endeavour to safeguard adults at risk, children and young people by:

- providing an inclusive, secure and safe working environment and appropriate support for participants, including those who need enhanced care and support,
- ensuring appropriate safety and protection whilst taking part in activities and projects,
- providing all staff working with adults at risk and children with appropriate training and ensuring they have, where necessary, the appropriate Disclosure and Barring Service (DBS) check,

- providing effective management, supervision and support so that staff, freelancers, volunteers and ambassadors understand their responsibility to work to the standards that are detailed in the organisation's safeguarding procedures, work at all times towards maintaining high standards of practice and can respond appropriately to any issues that may arise, and by
- ensuring that safeguarding is reviewed as a standing item at organisational meetings.
- responsibility for safeguarding is that of all Swan Song Project trustees, employees, team members, freelancers, or anyone else working with The Swan Song Project.

### 3. Terms Used In This Policy

An adult at risk of harm is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and/or support (as defined by the Care Act 2014).

A child, also referred to as a young person in this policy, is anyone under the age of 18 (as defined by the Children Act 1989).

### 4. Confidentiality and Data Protection

Our participants have a right to confidentiality unless The Swan Song Project considers they could be at risk of abuse and/or harm. If a participant indicates they want to share information that must be kept a secret, or that no one else can be told, it is vital that they are reminded that information may be shared. If they do not wish to proceed in sharing information at this point then this must be respected, but the situation must be closely monitored in staff supervision sessions. The participant may not be ready to disclose at that time, but they may wish to do so in the future.

Any information gathered and kept on file in relation to safeguarding concerns, disclosures and outcomes is to be treated as sensitive personal information and as such is to be kept in a secure place by The Swan Song Project's Deputy Safeguarding Officer (DSO) either by being locked away or by being protected digitally with a password.

Information regarding a child or adult at risk that is considered an immediate and significant risk of harm to themselves or others, should be communicated with relevant staff on a need to know basis. If necessary, the Safeguarding Officer (SO) will report concerns to relevant organisations such as Children's or Adult's Social Work Services. Where possible this should be done with the participants' consent. Where a referral is made to external organisations such as Social Services, any parents and caregivers will need to be informed unless to do so would increase the risk of harm.

### 5. Recognising signs and symptoms of abuse in adults at risk, children and young people

Abuse of adults can take many different forms, including:

- 1) Physical Abuse
- 2) Domestic Violence
- 3) Sexual abuse
- 4) Emotional/Psychological Abuse
- 5) Financial or Material Abuse
- 6) Modern Slavery
- 7) Discriminatory Abuse
- 8) Neglect and Acts of Omission
- 9) Organisational Abuse
- 10) Self-neglect

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

Recognising child abuse is not always easy. However, it is important that all staff, freelancers and volunteers understand the different forms of abuse that some children may experience and the signs and symptoms of such abuse. It is generally accepted that there are four main types of abuse which can cause long term damage to a child or young person. These are defined below:

- 1) Physical Abuse
- 2) Emotional Abuse
- 3) Sexual Abuse
- 4) Neglect

Detailed definitions can be found in Appendix D and should be considered as part of raising and reporting concerns.

## 6. Becoming Aware of a Safeguarding Issue

Staff are not expected to deal with situations of abuse or have the specialised knowledge to decide if abuse has occurred. However, staff do have a responsibility to report any concerns, suspicions or allegations.

This applies equally to part time freelance artists and practitioners, casual staff of The Swan Song Project and volunteers. Safeguarding is the full responsibility of anybody working with The Swan Song Project.

Examples of potential concerns and good practice guidelines can be found in Appendix C.

## 7. What to do if you are concerned about a child, young person or adult at risk (See Appendix A for flowchart, Appendix B for form to capture concerns and Appendix F for contacts)

If you see anything you're concerned about or a disclosure is made to you, please remember you're not expected to deal with situations of abuse or decide if abuse has occurred. However, you do have a responsibility to report any concerns, suspicions or allegations. This

applies equally to artists and freelancers, part time casual staff of The Swan Song Project and volunteers as it does to trustees and employees.

- Keep calm, don't panic
- If someone discloses a safeguarding issue to you, listen and reassure them. Keep questions to a minimum but ensure you understand what they have said. For example, you could say: "I've noticed that you don't appear yourself today, is everything okay?" but never use leading questions. Listen carefully to what the child/young person/adult at risk has to say and take it seriously. Act at all times as if you believe what they are saying. Don't promise to keep secrets and let them know that you'll need to tell someone else.
- When working in partnership with another organisation such as a hospice, hospital or care home we primarily work under their safeguarding policies. Any potential safeguarding issues should be first reported to our named contact at that organisation and/or the Safeguarding Officer of that organisation.
- Report concerns to The Swan Song Project's Safeguarding Officer (SO) immediately who will provide you with a form (Appendix B) to capture your concerns.
- In an emergency if general staff can't reach the SO and believe a child or young person is in immediate danger they must report concerns to the Children's or the Adults Social Work Service directly or ring the police on 999 who will advise. Useful contact numbers are detailed in Appendix F.
- If you are aware of an incident occurring as part of work with The Swan Song Project such as instances of violence, any injuries, any damage to property or near misses including accidents then an Incident Report (see Health and Safety Policy) should be completed within 24 hours.

The staff member who is reporting a concern is to complete Section A of form (Appendix B) to capture information regarding the concern. Staff are to ensure completed forms are returned to the SO taking care that the forms are handled with appropriate sensitivity and not openly discussed with staff other than the designated personnel.

The SO is to assess the concern and report immediately to the relevant Duty and Advice Team if there is a suspicion that an adult at risk or child faces significant harm or is in immediate danger. If a referral is made direct to the Duty and Advice Team this should be followed up in writing within 24 hours. The SO is to complete Section C of form (Appendix B), securely filing and follow up as necessary with the Duty and Advice Team. Useful numbers are detailed in Appendix F.

The Swan Song Project recognises that some instances of abuse constitute a criminal offence, and in such cases people are entitled to the protection of the law in the same way as any other person. Criminal offences include physical or psychological violence, sexual assault, theft, fraud, discrimination, victimisation or harassment. Where there is evidence of a criminal offence a simultaneous referral to the police and social services must be made and, in such cases, criminal investigations by the police take priority over all other lines of enquiry.

- As previously stated in this policy, if a referral is made to external organisations such as Social Services, any parents and caregivers should be informed unless to do so would increase the risk of harm.

## 8. Working Safely Online

When delivering virtual sessions for The Swan Song Project staff ensure safe and appropriate working conditions for themselves and others. Virtual working covers sessions with participants and meetings taken place over video calling programs such as Zoom.

- If a facilitator feels the participant requires additional support this should be politely suggested during a session with appropriate signposting. Staff can use supervision to consider the best places to signpost to.
- If working with participants outside the Leeds area, staff should consider if they need local contact details for social services and other support such as mental health services on a case-by-case basis. This may be based on the circumstances of the participant and the information we have been provided.
- Sessions and meetings should take place in appropriate settings, for example unless agreed due to exceptional circumstances they should not be in bedrooms or bathrooms. This applies to both staff and participants or meeting attendees.
- Everyone in the virtual meeting should be appropriately dressed.
- Appropriate and professional language must be used throughout all sessions and meetings. This applies to anyone else in the room who may be in earshot of the call.
- Staff must use the programme specified by the organisation. This is currently Zoom using the Swan Song Project organisation account. Staff can attend meetings on other platforms if other delivery partners, participants or meeting attendees prefer but when hosting a meeting it should be on Zoom.
- Recordings of sessions should only be made with permission agreed upon beforehand and then only shared with the agreed upon audience, for example training purposes of new songwriters.
- Any concerns about the safety of a participant on a virtual call should be reported to the SO, with recognition that in virtual meetings someone else who is off camera may affect the behaviour of a participant or attendee.
- If relevant, contact should be maintained with a caregiver or a referring organisation, such as a hospice, throughout working with a participant. If possible, let them know when sessions are and ask them to check in with participants afterwards.

## 9. Safer Recruitment and Supervision

Care and attention is paid to the recruitment and selection of paid staff, freelancers and participants within The Swan Song Project. All advertising for posts, freelance contracts or opportunities to participate in delivering activities include a statement about how employment and participation is subject to suitable safeguarding checks and, where required

for the role, a DBS certificate will be requested in the event of the individual being offered the position.

All The Swan Song Project staff, and any freelance artists who come into contact with adults at risk, children and young people as part of our work, will be recruited according to The Swan Song Project's standard procedures with an application process, interview and references sought.

The SO, DSO and Lead Trustee for Safeguarding at The Swan Song Project should complete safe-guarding training with [Leeds Safeguarding Children Partnership](#), to be refreshed every three years. They should also complete training with [Adult Social Care](#). All other staff will receive in house training as a minimum with additional training needs identified through supervision.

Members of staff who are likely to regularly come into contact with adults at risk, children and young people will have enhanced DBS checks for child and adult workforces. Any affiliate artists, temporary staff or volunteers who have regular contact with adults at risk, children and young people or are expected to be unsupervised will be required to complete an enhanced DBS check for child and adult workforces. All DBS checks will be signed up to the Update Service.

#### Wider company staff and trustees:

- All staff and trustees provided with the One Page Safeguarding Guides and made aware of the The Swan Song Project Safeguarding procedures.
- Members of staff and trustees who are likely to regularly come into contact with adults at risk, children and young people to be issued with the full Safeguarding Policy and provided with more in-depth training so that they are aware of their reporting responsibilities.
- All staff and trustees are made aware that they can discuss any concerns with the SO or DSO and also provided with the number for the Social Work Services should they need to make contact directly.
- All staff are made aware to NEVER work in a one-to-one situation with a child, young person under 18 years or an adult at risk unless they have provided references, an up to date DBS check and have undertaken suitable training.

#### Freelancers:

- All freelancers working with The Swan Song Project to be issued with the One Page Safeguarding Guides and to be talked through the full Safeguarding Policy in inductions/briefings.
- Freelancers (including those providing short term or one-off projects with participants) will provide an enhanced DBS check (signed up to the Update Service) and provide references.

- Any freelancers working for The Swan Song Project with adults at risk, children and young people without a DBS check in place will need to be accompanied and supervised at all times by a Swan Song Project team member or freelancer with an enhanced DBS check.

## 10. Allegations Against Staff

There are rare instances of abuse by people working with children, young people or adults at risk, including employees or freelance artists.

Regardless of whether a police and/or Children Social Work Service/Adult Social Services investigation follows, once reported any allegations will be thoroughly investigated by the appropriate person within The Swan Song Project, following our disciplinary procedures.

This may involve an immediate suspension and/or ultimate dismissal depending on the nature of the incident. Whilst investigations are conducted The Swan Song Project will ensure that the child or adult at risk is safe and away from the person against whom the allegation is made. The investigation will be conducted with the same rigour as a similar allegation made against someone in the community, with an open mind, and without regard for the status of the person concerned.

The SO should discuss any allegations made against a member of staff with appropriate persons within the The Swan Song Project Trustee Board (the Chair and the lead trustee for Safeguarding). Should an allegation concern the SO or DSO please refer to Section 14 in this policy named Whistleblowing for further advice.

The contact details of the Duty and Advice Team can be found in Appendix F of this policy or on the Leeds Safeguarding Children's Board website under ["Managing Allegations"](#). Any outcomes such as dismissal should be shared with the Duty and Advice Team.

## 11. Use of Participant Images in Photos, Videos and Websites

Images, videos and sound recordings of participants engaging in activities are made, where consent has been granted, as a means to publicise the work of The Swan Song Project and our activities. Such material is used in print, emails, on our website and via our social media channels and retained in our archives.

Images, videos and sound recordings will only be made if the following measures are adhered to:

- Consent to be obtained from participants (and where relevant parents and/or caregivers) for the use of all images, videos and sound recordings.
- Consent and participation documentation and forms (see APPENDIX E) detail the planned use of such images, videos and sound recordings.
- Images will be stored omitting personal information such as names, addresses, ages, etc.
- Only images relevant to the work of the Swan Song Project will be taken or used.



- Staff, including freelancers, engaged by The Swan Song Project will always inform participants of the reason for photography or filming.

## 12. Safeguarding, Social Media and Communications

As social media sites are widely used by both adults and children, The Swan Song Project has put in place the following procedures to protect both staff, freelancers and participants:

- No communication should take place other than that which is relevant to the work of The Swan Song Project.
- Organisational emails and phone numbers should be used over personal ones wherever possible.
- Staff, freelancers and volunteers should not become a 'friend' or 'follower' of a child on any social networking site. This also includes private or direct messages (DMs). Staff will disclose to the SO if a child or adult at risk attempts to friend/follow or DM them on any social media platform.
- The Swan Song Project has active Facebook, Twitter, Instagram and Linked In accounts that anyone on these platforms can like or follow. Any comments, messages or contacts that raise a safeguarding concern will be flagged by any member of staff with the SO.
- Cyber bullying will not be tolerated and will be taken very seriously. Inappropriate messages will be deleted immediately backed by an email or other suitable contact with the participant to explain why. Participants can be blocked or otherwise removed if they've been inappropriate or abusive backed by an email explaining why.

## 13. Responsibilities of the Management Committee

The Lead Trustee for Safeguarding is to report to the Board of Trustees every 18 months to update and sign off the Safeguarding Policy, ensuring that the following is in place:

- Information available about procedures to follow if an allegation is made,
  - An organisational Safeguarding Officer or Officers are identified and supported with training,
  - Training offered to those in regular contact with adults at risk, children and young people to recognise the signs and symptoms of abuse (training via the Leeds Safeguarding Children Partnership and Adult Social Care),
  - Enhanced DBS checks are conducted on all staff, trustees and volunteers that have regular contact with children, young people and/or adults at risk,
  - Policies are in place to cover activities e.g. health and safety, confidentiality policy etc, and
  - Risk assessments are completed by the staff at The Swan Song Project for planned activity.
- The review process will also seek to consider new legislation and best practice.

If any issues or concerns arise within the year, the Safeguarding Lead Trustee is to report to the Board of Trustees and advise on the concern, action taken and whether a review of policy or procedures is needed.

## 14. Whistleblowing

Whistleblowing is when someone raises a concern about dangerous or illegal activity or any wrongdoing within their organisation. It is a vital process for identifying risks to people's safety. It enables The Swan Song Project staff, freelancers, artists and participants to raise concerns that they may not feel able to raise through the organisation's standard safeguarding procedures. We want The Swan Song Project staff, freelancers, artists and participants to feel confident about raising concerns. If Swan Song Project staff or freelance artists have concerns about an adult at risk or a child they should contact the SO in the first instance.

You should contact a Swan Song Project trustee if you think

- The Swan Song Project does not have clear safeguarding procedures in place,
- You think your concern won't be dealt with or maybe covered up,
- You've raised a concern and it has not been acted upon, or
- You're worried about being treated unfairly.

You can contact by email trustees, who will listen to your concern, document the conversation and feedback to you on their actions using contact details in Appendix F.

## APPENDIX A1: One Page Safeguarding Guide for contacts at Swan Song Project venues

### Staffing colour key

Staff member who sees/hears something of concern regarding a child, young person or vulnerable adult	Designated personnel: Safeguarding Officer (SO) Geraldine Montgomerie, Deputy Safeguarding Officer (DSO) Ben Buddy Slack, Trustee Lead for Safeguarding Jeannie Lumb	External Safeguarding Emergency Contacts
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If you see/hear something of concern regarding a child/adult at risk

**Keep calm and don't panic**

If a child/adult at risk discloses anything:

- Listen, reassure
- Keep questions to a minimum but ensure you've understood what they're saying
- Don't promise to keep secrets, let them know you need to tell someone

**Report what you have heard/seen to the designated personnel - SO or DSO or Safeguarding Lead Trustee. Use emergency contacts below if needed.**

Complete form (Section A) to capture concern and return to designated personnel

Report to emergency numbers below if required (completing section B of form). DSO or SO to discuss with Safeguarding Lead Trustee.

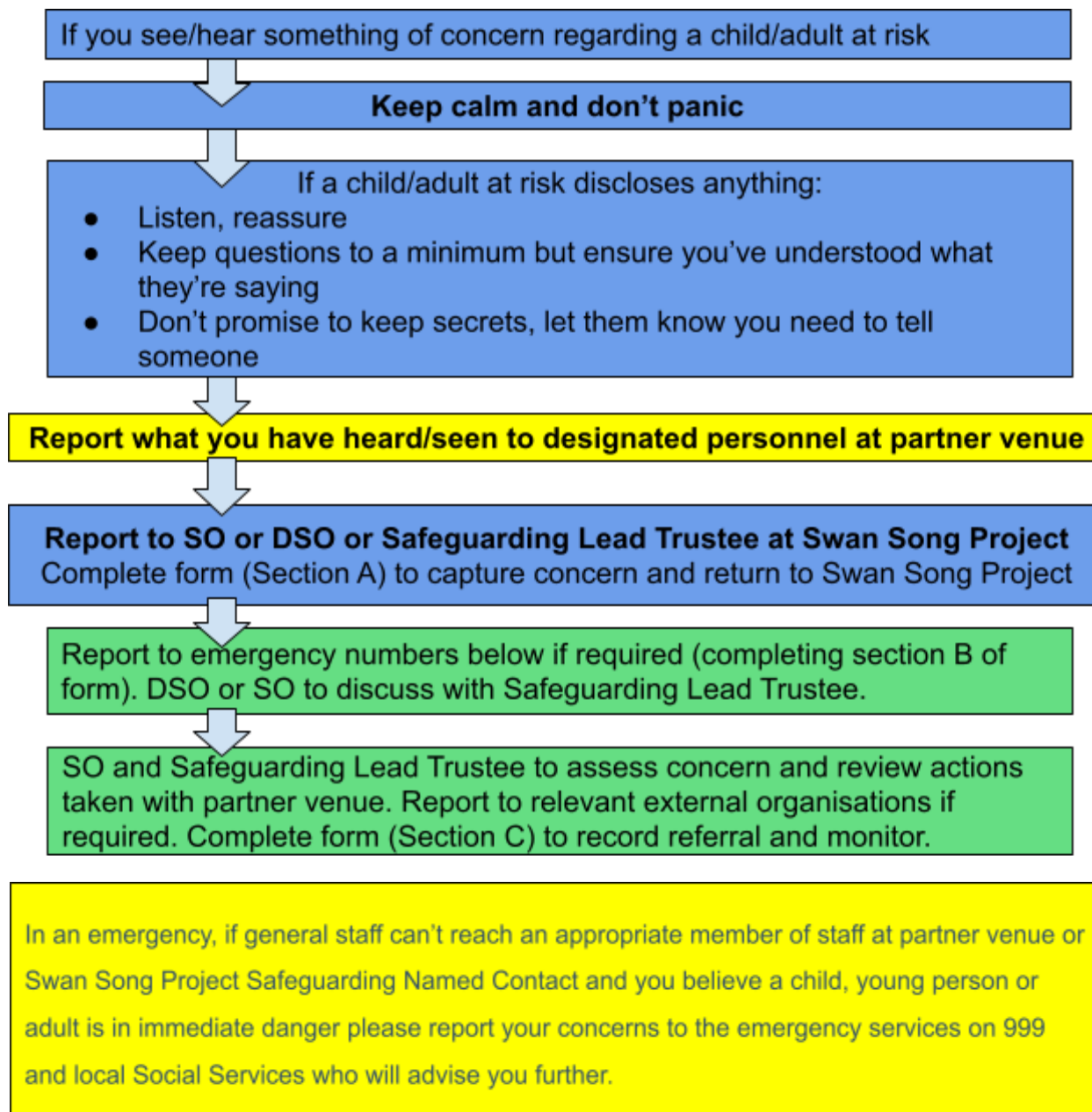
SO and Safeguarding Lead Trustee to assess concern and review actions taken. Report to relevant external organisations if required. Complete form (Section C) to record referral and monitor.

In an emergency, if general staff can't reach a manager/Safeguarding Named Contact and you believe a child, young person or adult is in immediate danger please report your concerns to emergency services on 999 and Leeds Social Services who will advise you further. During office hours call 01132224403 (regarding a child) or 01132224401 (regarding an adult). Out of hours ring 0113 5350600 (regarding a child) or 07712 106378 (regarding an adult).

## APPENDIX A2: One Page Safeguarding Guide for contacts at Partner Venues

### Staffing colour key

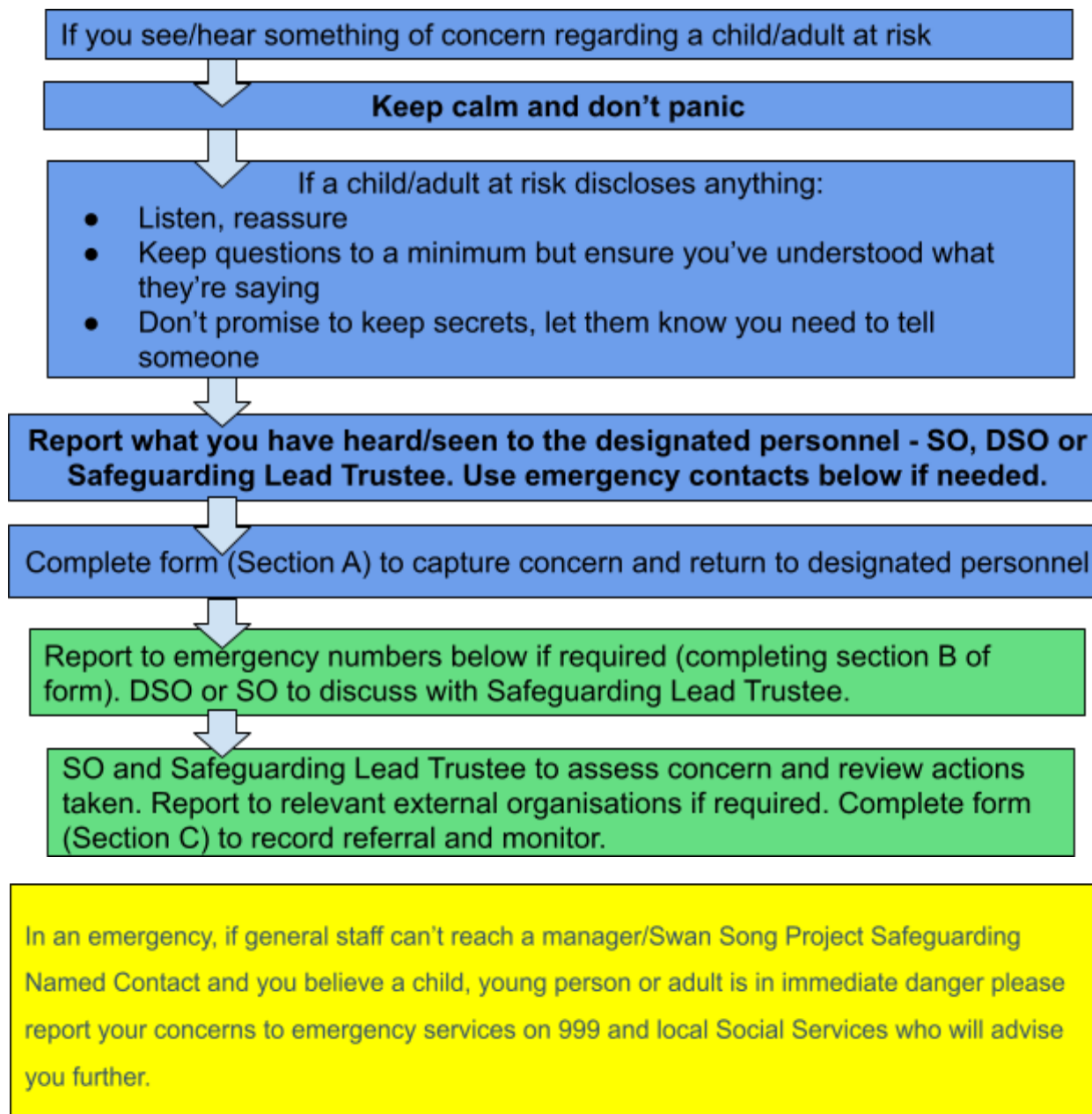
Staff member who sees/hears something of concern regarding a child, young person or vulnerable adult	Designated personnel: Safeguarding Officer (SO) Geraldine Montgomerie, Deputy Safeguarding Officer (DSO) Ben Buddy Slack, Trustee Lead for Safeguarding Jeannie Lumb	External Safeguarding Emergency Contacts
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## APPENDIX A3: One Page Safeguarding Guide for online/out of area contacts

### Staffing colour key

Staff member who sees/hears something of concern regarding a child, young person or vulnerable adult	Designated personnel: Safeguarding Officer (SO) Geraldine Montgomerie, Deputy Safeguarding Officer (DSO) Ben Buddy Slack, Trustee Lead for Safeguarding Jeannie Lumb	External Safeguarding Emergency Contacts
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## APPENDIX B: Capturing information regarding a Safeguarding concern or disclosure

Please complete this form to ensure any allegations or disclosures are fully documented and return it to the Safeguarding Officer (SO) who will then make a referral to Local Authority Designated Officer (LADO) and Advice Team if appropriate. If an allegation has been made about the designated Safeguarding Officer, please report to the Board of Trustees and vice versa. Please then update the SO as to your actions at the earliest possible opportunity.

SECTION A to be completed by the member of staff who is raising a concern or the member of staff to whom a child or adult makes a disclosure	
Your name:	Position:
Date:	Time:
Session/Activity/Event:	
Name of child/young person/adult at risk:	Name of parent/caregiver (if known/relevant): If unknown can you describe who they were with?
Date of birth/age (if known): If unknown how old do they look?	
Can you describe what you are concerned about? (eg Has there been a change in their behaviour? What have you observed?) Please attach additional pages should you need to.	
If a disclosure has been made please record exactly what the child or adult said in their own words and what questions you asked e.g. when, where, what:	
What action you have taken: (please tick any that apply) <input type="checkbox"/> Discussed concern with designated contact at partner organisation <input type="checkbox"/> Discussed concern with Swan Song Project Safeguarding Officer (SO)	

Please provide the date/time and who you reported the concern

They will make a referral to LADO Duty and Advice Team if appropriate

Contacted the Children's/Adult's Social Work Service directly if the above can't be reached immediately (please inform the SO that you have done so)

Please provide the date/time and who you reported the concern to

In an emergency contacted the Police/emergency services

Please provide the date/time and who you reported the concern to:

Other actions taken

Please list:

Signed

Date

SECTION B to be completed by any designated personnel who made a referral to LADO Duty and Advice Team or the Emergency Children's/Adult's Social Work Service

Your name:

Position:

Date:

Time:

Referral made to LADO (by SO)

Referral made to the Children's/Adult's Social Work Service (by staff in the absence of the above)

Details of discussion held:

Other actions taken

Please list:

Signed

Date

SECTION C to be completed by the SOs

Action taken or follow up required:

Signed

Date

## APPENDIX C: Good Practice Guidelines

(For specific activities such as creative programmes, artistic projects or productions)

Good Practice Advice 1. If you notice any physical signs of abuse on any child/young person/adult at risk:

- Ask how they were injured. Be aware that if they are older it is likely that there will be more than just physical signs if abuse is taking place – for example, you may notice a difference in their attitude, confidence or appearance.
- If a disclosure is made please inform the SO immediately. They will provide you with a form to capture as much information as possible (for reference, see Appendix B). The SO will contact the Duty and Advice Team directly if the child/young person/adult is in immediate harm. If you can't report immediately to the SO and you're concerned you can ring the relevant Social Work Service directly for advice. Useful numbers detailed in Section 3 above.
- Act on the advice given by the team and pass on your completed form for secure storage (this must be kept in a locked, confidential place). If a disclosure isn't made but you are still concerned ensure you tell the SO who may:
  - a) mention it to the parents/guardians/caregivers after the session if appropriate
  - b) ring the Duty and Advice Team directly (advising the person/their caregiver where possible/appropriate)

Good Practice Advice 2. If you notice any non-physical signs of abuse in relation to any child/young person/adult at risk:

- If you notice any drastic changes to mood, confidence etc please again inform the SO who may ask you to capture as much information as possible on the form at Appendix B. If appropriate the SO will follow up with the parent/caregiver and will keep the form on file for our records. Monitor the situation and if at any point you feel that you need further advice discuss again with the SO who may ring the Duty and Advice Team.

Good Practice Advice 3. If a young person/adult at risk discloses that they are self-harming:

- Talk to them and establish whether they are at immediate risk of harm. If they are in immediate harm report to the SO who will ring the Duty and Advice Team directly. Please capture as much information as possible on the form at the end of this document to support this. If for any reason you can't get hold of the SO, please ring the Children's Social Work Service directly for children and young people or the Adult Social Services for an adult at risk. Useful numbers detailed in Section 3 above. Act on the advice given by the team and inform the SO as soon as possible passing over the completed forms for secure storage.
- If the participant isn't at immediate risk ask them whether they have anyone at school/work/home they can trust. Tell them that you'd like to mention it to this person (via the SO) and if they are reluctant, explain the importance of getting the right support for them. The SO will then follow this up with their school/work/home. Please capture as much information as possible using the form at the end of this document.



Good Practice Advice 4. If a young person discloses that they are having under age sex:

- If they are consenting and the relationship is age appropriate tell them to seek advice as there are services that can support.
- If the relationship is not age appropriate immediately inform the SO who will ring the Duty and Advice Team as appropriate. Please capture as much information as possible using the form at the end of this document to support this. Tell the young person first that you are concerned and want to ring the team for further advice. Act on the advice given by the team and pass on any completed forms for secure storage.
- If the young person is not consenting immediately inform the SO who will ring the Duty and Advice Team as appropriate. Please capture as much information as possible using the form at Appendix B to support this. Tell the young person first that you are concerned and want to ring the team for further advice. Act on the advice given by the team and pass on any completed forms for secure storage. If for any reason you can't reach any of the SO please contact the Children's Social Work Service directly. Useful numbers detailed in Section 3 above.

Good Practice Advice 5. If you notice any bruises on a child under 5yrs:

- Ask the parent/guardian how they got it
- If appropriate/you're concerned with their response, ask whether the health visitor is aware and whether they mind if the SO gives them a ring to make sure they've picked it up so they can monitor it
- If you have any cause for concern after discussing with the parent, tell them that you are going to seek advice to see if there's any further support available. Capture as much information as possible on the form at Appendix B. If the child is in immediate harm, then the SO can contact the Duty and Advice Team or you can contact the Children's Social Work Service directly. Useful numbers detailed in Section 3 above.

Good Practice Advice 6. If a child is not collected at the end of a session or event, or is unaccompanied at a session or event:

- If parents/caregivers have given permission, then the young person can make their own way home.
- If parents have not given permission for the young person to leave on their own or a child is unexpectedly unaccompanied, the facilitator/coordinator of the activity will ring their parents or caregivers to collect them. If their family can't be reached the facilitator/coordinator will ring the police on 101 and keep trying to contact their family. The facilitator/coordinator will remain with the person in an open environment, preferably avoiding being in a 1-1 situation.

Good Practice Advice 7. If an adult at risk does not have transport at the end of a session or event, or has unaddressed care needs at a session or event:

- If an adult participant needs assistance to participate in a session or needs transport at the end of a session, the facilitator/coordinator of the activity will attempt to reach their

caregiver, emergency contact (or referring organisation if relevant) to support them. If no one can be reached and the facilitator/coordinator is concerned for their wellbeing and safety they will ring the police on 101 and keep trying to contact their emergency contact. The facilitator/coordinator will remain with the person in an open environment, preferably avoiding being in a 1-1 situation.

Good Practice Advice 8. If a young person leaves unexpectedly before the end of the session:

- If parents/caregivers have given permission for a young person to make their own way home the facilitator/coordinator will just ring their parent/carers' emergency contact number to inform them,
- If parents have not given permission for them to leave on their own, the facilitator/coordinator will ring their parents to advise them and then ring the police on 101.

Good Practice Advice 9. If an adult at risk leaves unexpectedly before the end of the session:

- If the facilitator/coordinator is concerned about their welfare and is unable to reach them using available contact details, immediately inform the SO who will ring the police on 101 or if the SO is unavailable please call the police on 101.

## APPENDIX D: Recognising signs and symptoms of abuse in adults at risk, children and young people

Signs and symptoms of physical abuse are not necessarily solely prevalent in relation to children and young people. Abuse of adults can take many different forms, including:

- 11) Physical Abuse: including hitting, slapping, pushing, kicking, misuse of medication, illegal restraint, or inappropriate physical sanctions;
- 12) Domestic Violence: including either an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member as well as so called 'honour' based violence, forced marriage and female mutilation;
- 13) Sexual abuse: including rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting. Sexual acts would include being made to watch sexual activity;
- 14) Emotional/Psychological Abuse: including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks;
- 15) Financial or Material Abuse: including theft, internet scamming, coercion in relation to an adult's financial affairs or arrangements, such as wills, property, possessions or benefits; the misuse of an enduring power of attorney or a lasting power of attorney, or appointeeship;
- 16) Modern Slavery: including human trafficking, forced labour and domestic servitude.
- 17) Discriminatory Abuse: including abuse based on a person's race, gender, gender identity, age, disability, sexual orientation or religion or other forms of harassment, slurs or similar treatment or hate crime/hate incident.
- 18) Neglect and Acts of Omission: including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;
- 19) Organisational Abuse: including neglect and poor practice within, e.g. an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill – treatment. It can arise through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- 20) Self-neglect: including a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

It is generally accepted that there are four main types of abuse which can cause long term damage to a child or young person. These are defined below:

- 1) **Physical Abuse**: May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or young person. Physical harm may also be caused when a parent/carer fabricates the symptoms of, or deliberately induces illness in a child or young person.
- 2) **Emotional Abuse**: Is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child or young person's emotional development. It may involve conveying to children or young people that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child or young person opportunities to express their views, deliberately silencing them or "making fun" of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children or young people. These may include interactions that are beyond the child or young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or young person from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, (including cyber-bullying) causing children or young people frequently to feel frightened or in danger, or the exploitation or corruption of children or young people. Some level of emotional abuse is involved in all types of maltreatment of a child or young person, though it may occur alone.
- 3) **Sexual Abuse**: Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not they are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may include non-contact activities, such as involving children or young people in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children or young people to behave in sexually inappropriate ways, or grooming a child or young person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people.
- 4) **Neglect**: Is the persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. It may also include neglect of, or unresponsiveness to, a child or young person's basic emotional needs.

Possible signs of abuse include:

- Unexplained or suspicious injuries such as bruising cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury does not seem right.
- The child or young person discloses abuse or what appears to be an abusive act
- Someone else (either a child or an adult) expresses concern about the welfare of another child or young person.
- Unexplained change in behaviour such as withdrawal or sudden outbursts of temper.
- Inappropriate sexual awareness or sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Difficulty in making friends.
- Eating disorders, depression, self-harm or suicide attempts.
- Other forms of abuse sometimes take place without there being obvious signs such as the cases where adults download inappropriate images of children or young people.



# Participant Consent Form

1. I confirm that I have received information on the Swan Song Project and its activities. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.
  
2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason.
  
3. I understand that information that I provide may be shared with Swan Song Project team members and partners where it is relevant to taking part in activities. I give permission for these individuals to access Swan Song Project records.
  
4. I understand that the information collected about me may be used to describe the work undertaken by The Swan Song Project and to support future work, and may be shared anonymously.
  
5. To support making records of Swan Song Project activities, I consent to
  - use of audio-recording,
  - use of video-recording,
  - use of verbatim quotation or
  - use of photography;
  
6. I consent to sharing these records and any other documents, images and audio and video I have provided
  - within a publicly available archive of songs,
  - within a private archive of songs,
  - as an example of The Swan Song Project's work on their website and media channels
  - as an example of The Swan Song Project's work with trusted partners, such as news and media organisations, funding partners, health providers, researchers and community organisations.
  
7. I agree to take part in Swan Song Project Songwriting Sessions.

\_\_\_\_\_  
Name of Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## APPENDIX F: Internal and External Contacts for Safeguarding

Name of Safeguarding Officer (SO) for The Swan Song Project: Geraldine Montgomerie  
Contact details: [geraldinem@swansongproject.co.uk](mailto:geraldinem@swansongproject.co.uk). If the SO is unavailable, contact:  
The Deputy Safeguarding Officer (DSO) for The Swan Song Project: Ben Buddy Slack  
Contact details: [ben@swansongproject.co.uk](mailto:ben@swansongproject.co.uk)

The nominated Trustee with responsibility for Safeguarding for The Swan Song Project is Jeannie Lumb. Contact details: [jeannie@laluzproperty.com](mailto:jeannie@laluzproperty.com). You can also contact the board of trustees with any unaddressed safeguarding concerns at [trustees@swansongproject.co.uk](mailto:trustees@swansongproject.co.uk).

For SO to make referrals in Leeds:

To inform the police and in case of immediate danger:

In an emergency: 999

If there is no immediate danger: 101

Report abuse or seek advice in relation to anyone over 18 years old:

Social Care: 0113 222 4401

Out of hours: 0113 378 0644

Report abuse or seek advice in relation to anyone aged 18 years old or younger:

Children's Social Work Services Duty & Advice line: (0113 3760336 option 3 (Monday to Friday 9am to 5pm, except Wednesdays when open from 10am).

Children's Social Work Services Emergency Duty Team (EDT): 0113 3760469 (For urgent out of hours emergencies)

Urgent Mental Health Support:

Leeds and York Partnership NHS Foundation Trust's Single Point of Access (SPA): 0800 183 1485 (Accepts referrals for anyone requiring an urgent mental health assessment).

Accident and Emergency services: 999 (For anyone who has injured themselves, taken an overdose or is at immediate risk of hurting themselves or taking their life).

NHS 111: 111 (For urgent but not life threatening conditions and concerns).

For Swan Song Team members and general members of public to call in an emergency in the absence of the SO or DSO in Leeds:

- In an emergency call 999.
- Regarding a child during office hours 0113 2224403 (Children's Social Work Service) or Out of Hours ring 0113 5350600.
- Regarding an adult during office hours 0113 2224401 (Adult Social Services) or Out of Hours ring 07712 106378 (Adult Social Services).

For mental health advice and support visit <https://www.mindwell-leeds.org.uk/>. Contacts reviewed and updated 30/06/22 using resources from [Leeds City Council](#), [Leeds Safeguarding Children Partnership](#) and [Leeds Safeguarding Adults Board](#).

## Credits and Policy Change Record

The Swan Song Project is grateful to the National Council of Voluntary Organisations (NCVO), the Ann Craft Trust and the Transform Festival for their support and advice in the development of this safeguarding policy.

Date of Change:	Changed By:	Comments:
03/11/22	JL/GM	Policy approved by the Trustees. To be reviewed May 2024.