



NEW Sinfonia
www.newsinfonia.org.uk
charity number: 1192503

Safeguarding Children & Adults: Policy & Procedures

August 2025 (This policy will be reviewed annually)

Part 1 - POLICY STATEMENT

1.1 NEW Sinfonia often works with children, young people and vulnerable adults and is committed to ensuring the safety of those participating in NEW Sinfonia activities.

NEW Sinfonia acknowledges it has a responsibility for the safety of children and adults involved in all its activity and wants to provide a safe and secure environment in which children and adults flourish and feel comfortable. It also recognises that good safeguarding and child/adult protection policies and procedures are of benefit to everyone involved with NEW Sinfonia's work.

NEW Sinfonia believes that it is always unacceptable for a child/adult to experience abuse of any kind and accepts its duty of care to safeguard the welfare of all children and adults by committing to practices that protect them. This policy also applies to instances where staff have safeguarding concerns about a colleague within NEW Sinfonia, or their behaviour towards another adult.

1.2 The following principles underpin the approach to safeguarding and child protection. These principles also apply to adults at risk:

- Safeguarding and promoting the welfare of children is paramount, is everyone's responsibility, and is child-centred
- All children, regardless of age, disability, sex, racial heritage, religious belief, sexual orientation, or identity have the right to equal protection from all types of harm or abuse
- Working in partnership with children, their parents, carers, and other agencies is essential in promoting young people's welfare.

1.3 A child is defined in law as a person up to the age of 18 years. An adult is defined in law as a person aged 18 years and over. The term adult used in this policy refers to people aged 18 years and over.

1.4 This policy should be used in conjunction with the Safeguarding Partners and Child/Adult Protection Procedures which apply in the location in which the event is held.

1.5 For the purpose of this policy, it applies to staff in any capacity: management, artistic, production, volunteers and Trustees.

1.6 Purpose of policy and procedure. The purpose of this document is:

- To ensure all staff are clear about how to identify and respond to safeguarding concerns about children/vulnerable adults especially those that are of a child/adult protection nature.
- To ensure all staff have a clear understanding of the principles and practice involved in the safeguarding and protection of children/adults.
- To ensure all staff understand the importance of prevention in responding proactively and efficiently to all concerns.
- To provide information for children/adults participating in the NEW Sinfonia events on the responsibilities of, and approach taken by the organisation in the protection of children/adults.
- To ensure participating groups and staff understand that if abuse is disclosed this information cannot remain confidential and that NEW Sinfonia will report it to the appropriate authority.

1.7 It is NEW Sinfonia's policy that:

- All staff working on behalf of NEW Sinfonia accept that the welfare of children/adults who come into contact with the organisation in connection with its tasks and functions is paramount, and that they will report any concerns about a child/adult or somebody else's behaviour using the procedures laid down.
- All core NEW Sinfonia staff hold an Enhanced DBS certificate, and will comply with the safeguarding policies of collaborating institutions such as schools and Music Services in addition to following our own procedures.
- All NEW Sinfonia staff, trustees and volunteers (paid and unpaid) are required to report any suspected safeguarding concerns, and to be aware of reporting procedures at all times.
- All NEW Sinfonia staff should adhere to the organisation's Code of Conduct https://www.newsinfonia.org.uk/_files/ugd/f8160b_7c1ffc72a3344383a4a86feb9d89fb48.pdf
- There is a Safeguarding Lead, Co-Artistic Director Robert Guy (robert@newsinfonia.org.uk), with organisation wide responsibility. This individual will take action following any expression of concern.
- The Safeguarding Lead and other members of the Executive team are trained in how to make appropriate referrals to statutory child/adult protection agencies.
- All core NEW Sinfonia staff (with an invitation also to Trustees) will receive training and regular refresher training on how to spot signs of concern and what to do in the event that they need to make a report.
- Information relating to any allegation or disclosure will be clearly recorded as soon as possible and there is a procedure setting out who should record information and the timescales for passing it on.

- Considerations of confidentiality which might apply to other situations should not be allowed to over-ride the right of children/adults to be protected from harm. However, every effort should be made to ensure that confidentiality is maintained for all concerned when an allegation has been made and is being investigated.
- NEW Sinfonia's position on the duty of care to children/adults will be referred to or included in recruitment, training and policy materials where appropriate, and the policies supporting this are openly and widely available to staff and actively promoted within the organisation.
- A culture of mutual respect between children/adults and those who represent NEW Sinfonia in all its activities will be encouraged, with staff modelling good practice in this context.
- Ensuring all necessary steps are taken and checks are made, in line with our recruitment and vetting procedures.

1.8 Defining Child Protection and Safeguarding

Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, inside or outside the home, including online
- Preventing impairment of children's mental and physical health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Child protection is a part of safeguarding and promoting welfare and refers to the activity that is undertaken to protect specific children who are suffering, or likely to suffer, significant harm.

In terms of protecting those children where concerns or risks have been identified we expect our staff to adhere to organisational policies, procedures, and practices that:

- Take all suspicions and/or allegations of abuse or risk to children seriously, and respond swiftly and appropriately through the provision of child/adult protection procedures
- Support the timely sharing of information, with relevant authorities, when there are concerns about a child's/welfare
- Contribute to effective partnership working between all those involved in providing services for children.
- In terms of safeguarding children, we expect our staff to adhere to the principles and practices as outlined above at 1.7.

1.9 Any concerns you might have may not always be of the same nature and may not require the same course of action. In practical terms, concerns are likely to arise in a number of ways:

- Day to day concerns: these are concerns that will arise as part of the child's/adult's day to day activities at an event and are not concerns to do with safeguarding or child protection, e.g. anxiety about a performance. Overall, these concerns will be dealt with

immediately by a member of staff as part of their professional relationship and engagement with that child.

- Safeguarding concerns: these concerns will go beyond those that are dealt with as above and will usually indicate a member of staff's concern about a child's/adult's vulnerability, where it is felt that vulnerability needs further assessment and possible action.
- Child protection concerns: these will arise when staff or volunteers are worried or have evidence that a child has been harmed or is likely to be harmed or where a child makes a disclosure.

All staff have a responsibility to ensure concerns about children/adults no matter how unclear, are passed on and assessed. NEW Sinfonia staff should not undertake any investigations. The responsibility of staff is to be vigilant, recognise, respond, report and record only.

1.10 Definition of child abuse:

Child abuse happens when a person harms a child. It can be physical, sexual or emotional, but can also involve neglect. Children may be abused by family members, friends, people working or volunteering in organisational or community settings, people they know or strangers.

1.11 Defining Adult Protection and Safeguarding

Protecting an adult's right to live in safety, free from abuse, neglect and exploitation. Local authorities and other agencies have a legal obligation to protect adults at risk of abuse, neglect or exploitation. The statutory framework introduced under the Care Act applies to any person aged 18 or above who:

- has needs for care and support (regardless of the level of need and whether the local authority is meeting any of those needs)
- is experiencing, or is at risk of abuse, neglect, or exploitation
- as a result of those needs, is unable to protect themselves against the abuse, neglect or exploitation, or the risk of it.

Adult Abuse - The Care Act 2014 identifies the following ten types of abuse: Physical, emotional/psychological, financial, sexual, organisational, neglect, discriminatory, domestic, modern slavery, self-neglect.

NEW Sinfonia is committed to working in ways that protect adults and acting upon any concerns in an appropriate and timely manner.

Part 2 – PROCEDURE: WHAT TO DO IF YOU ARE CONCERNED ABOUT A CHILD’S/ADULT’S WELFARE

2.1 Process for reporting concerns: there are essentially four key steps to remember They are referred to as the 4 Rs:

- Recognising abuse, neglect and exploitation
- Responding to the concerns
- Referring concerns on - to NEW Sinfonia Safeguarding Lead
- Recording any actions taken and outcomes.

2.2 Responding appropriately to a child/adult sharing their concerns. If a child/adult is telling you about abuse that they have suffered or that another child/adult has suffered abuse, then you should:

- Stay calm and listen to what is being said
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – but only those who need to know about it. Do not promise to keep secrets
- Allow the child/adult to continue at their own pace
- Ask questions for clarification only, and avoid asking questions that suggest a particular answer
- Reassure the child/adult that they have done the right thing in telling you
- Tell the child/adult what you will do next and with whom the information will be shared
- Record in writing what was said using the child’s/adult’s own words as soon as possible, note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated
- Pass your written record to the Safeguarding Lead (see below) who will take appropriate steps
- Keep the discussion confidential, following the procedure for reporting concerns, aside from this do not discuss with others.

2.3 NEW Sinfonia's Safeguarding Lead is Robert Guy (Co-Artistic Director), contact email: robert@newsinfonia.org.uk

If for any reason you believe the Safeguarding Lead has not responded appropriately to your concerns, then you must contact the Co-Company Directors and/or Trustee with Safeguarding responsibility:

- Co-Company Directors: Jonathan Guy (jon@newsinfonia.org.uk) and Ruth Evans (ruth@newsinfonia.org.uk)
- Trustee: Tudur Eames (tudur@cerdd.com)

2.4 If you are worried about sharing your concerns within the organisation you should contact the NSPCC on 0808 800 500 which operates a 24-hour helpline service.

2.5 Contact details from *North Wales Safeguarding Board*:

<https://www.northwalessafeguardingboard.wales/>

CONCERNED ABOUT A CHILD? If you know a child who is at risk of abuse or is being abused, it's very important that you let the council or the police know. If the individual is in direct danger, call the Police immediately on 999. If not, telephone Social Services as soon as possible to share your concerns.

- **Anglesey:** 01248 725 888 / 01248 353 551 (out of hours)
- **Gwynedd:** 01758 704 455 / 01248 353 551 (out of hours)
- **Conwy:** Social Services: 01492 575111 / Out of Hours: 0300 1233079
- **Denbighshire:** 01824 712200: Monday – Friday 9am – 5pm / 0345 053 3116: Evenings and weekends
- **Flintshire:** 01352 701 000 / 0345 053 3116 (out of hours)
- **Wrexham:** 01978 292 039 / 0345 053 3116 (out of hours)

CONCERNED ABOUT AN ADULT? If you know of an adult who is at risk of abuse or is being abused, it is very important that you let the council or the police know. If the individual is in direct danger, call the Police immediately on 999. If not, telephone Social Services as soon as possible to share your concerns.

- **Anglesey:** 01248 750057 / 01248 353551 (Out of hours)
- **Gwynedd:** Adults Department, Health and Wellbeing 01766 772577 / 01248 353551 (Out of hours)
- **Conwy:** Adults 0300 4561111 (Office hours) / 0300 1233079 (Out of hours)
- **Denbighshire:** 0300 4561000 / 0345 053 3116 (Out of hours)
- **Flintshire:** 03000 858858 / 0845 053 3116 (Out of hours)
- **Wrexham:** 01978 292066 / 0345 053 3116 (Out of hours)