



Child Protection Policy

The Music Works

The Music Works is fully committed to safeguarding the welfare of all children and young people. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. The Music Works acknowledges its duty to act appropriately on any allegation, report or suspicion of abuse.

This Child Protection Policy sets out how The Music Works identifies, responds to and reports concerns about the welfare of a child. It should be read alongside The Music Works Safeguarding Policy, which sets out our wider commitment to promoting children's welfare, and the Rake Lane premises' Health & Safety and Equal Opportunities policies.

Designated Safeguarding Lead (DSL): Kyle MacKenzie, Director

Email: dsl@themusicworks.uk **Phone:** 07862 679 434

Deputy Designated Safeguarding Lead: Catherine Devasagayam, Operations Manager

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Review date: annually, or sooner following any change in legislation, guidance, or organisational structure



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1. Introduction and Statement of Commitment

The Music Works is fully committed to safeguarding the welfare of all children and young people. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. Paid Personnel and volunteers will work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

The Music Works recognises its duty of care under the Children Act 1989, the Children and Young Persons Act 1963, the Children (Performances and Activities) (England) Regulations 2014, and current statutory guidance including Working Together to Safeguard Children and Keeping Children Safe in Education. This policy should be read in conjunction with the Safer Recruitment, Whistleblowing and Confidentiality sections of The Music Works Safeguarding Policy.

The organisation believes that:

- the welfare of the child is paramount;
- all children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse;
- all suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately;
- child protection is everybody's responsibility, and all adults working with or on behalf of The Music Works - including directors, full- and part-time Personnel - have an equal responsibility to act on any suspicion or disclosure that a child may be at risk.

Where teaching takes place at a partner school, Personnel must also follow that school's own child protection policy and procedures, which take precedence on the partner school's premises. The Music Works holds a list of Designated Safeguarding Leads for each partner school.

In this policy, "Personnel" means any director, employee, contractor, sessional tutor or volunteer engaged to work with, or in contact with, children on behalf of The Music Works, regardless of employment status.

2. Key Personnel

Designated Safeguarding Lead (DSL): Kyle MacKenzie, Director

Email: dsl@themusicworks.uk **Phone:** 07862 679 434

Deputy Designated Safeguarding Lead: Catherine Devasagayam, Operations Manager

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If you cannot reach either the DSL or Deputy DSL, do not delay taking action. If a child is in immediate danger, call the police on 999. You may also contact Surrey Children's Single Point of Access directly (see Section 6), but the DSL should be informed as soon as possible afterwards.

If the concern relates to the DSL, it should be raised directly with the Local Authority Designated Officer (LADO) - see Section 10.

3. Purpose and Legal Framework

This policy exists to make sure that all Personnel understand their responsibility to protect children and young people, know how to recognise the signs of abuse, and know exactly what to do if they have a concern.

For the purposes of this policy, a child is anyone who has not yet reached their 18th birthday (Children Act 1989). This applies even where a young person is living independently, is a member of the armed forces, or is otherwise no longer in full-time education.

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England, including:

- the Children Act 1989 and 2004;
- Working Together to Safeguard Children (Department for Education);
- Keeping Children Safe in Education (Department for Education);
- the Children (Performances and Activities) (England) Regulations 2014;
- the UK General Data Protection Regulation and Data Protection Act 2018;
- the Children's Wellbeing and Schools Act 2026, which introduces a duty on safeguarding practitioners to share relevant information in a timely way; and
- the Surrey Safeguarding Children Partnership's multi-agency procedures, available at surreyscp.org.uk.

A summary of current legislation and guidance for England is also maintained by the NSPCC at nspcc.org.uk/childprotection.

4. Roles and Responsibilities

4.1 Designated Safeguarding Lead (DSL) and Deputy DSL

The DSL takes lead responsibility for the day-to-day oversight of safeguarding and child protection, and is available to support Personnel and give guidance at any time. The DSL and Deputy DSL will:

- take a lead role in developing, implementing and reviewing this Child Protection Policy;
- make sure everyone working or volunteering with children at The Music Works understands this policy and knows what to do if they have a concern;
- make sure children, young people and their parents know who they can talk to about a welfare concern;
- receive and record information from anyone who has a concern about a child;
- assess and clarify concerns, and make referrals to statutory agencies as appropriate;
- liaise with, and make formal referrals to, Surrey Children's Single Point of Access, the Police, and the Local Authority Designated Officer (LADO) as required;
- consult the NSPCC Helpline when support is needed (0800 800 5000, help@nspcc.org.uk);
- store and retain child protection records securely and in line with legal requirements;
- report regularly to The Music Works' management on safeguarding matters; and
- attend regular child protection training and cascade learning to all Personnel.

4.2 Local Authority Designated Officer (LADO)



Every local authority has a statutory responsibility to have a Local Authority Designated Officer (LADO), who deals with concerns that an adult working with children may have caused harm. In Surrey, the LADO operates within the Surrey Safeguarding Children Partnership's procedures, available at surreyscp.org.uk.

LADO, Surrey County Council - Phone: 0300 123 1650

4.3 All Personnel

All Music Works Personnel have a duty of care to provide a safe environment for children to learn and thrive. All Personnel will:

- read and understand this Child Protection Policy and The Music Works Safeguarding Policy;
- read and understand "Keeping Children Safe in Education" (Part One), including Personnel who do not work directly with children;
- undertake regular safeguarding training provided by The Music Works;
- know how to raise a concern with the DSL or Deputy DSL, or, when teaching on partner school premises, with that school's own safeguarding team;
- be able to recognise the signs of abuse and neglect, and understand behaviours that place children at risk of harm; and
- know what to do if a child discloses that they are being abused, exploited or neglected (see Section 6).

Personnel should never promise a child that they will keep a disclosure secret, and should only share information with those who need to know - normally the DSL (or Deputy) and, where necessary, children's social care.

5. Definitions and Recognising Abuse

The definitions below are drawn from statutory guidance for England (Keeping Children Safe in Education) and should be read alongside The Music Works Safeguarding Policy, which sets out further detail on child sexual and criminal exploitation, domestic abuse, online safety, county lines, and radicalisation.

5.1 Physical Abuse

A form of abuse that may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

5.2 Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

5.3 Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. Activities may involve physical contact, including penetrative or non-penetrative acts, or non-contact activities such as involving children in looking at or producing sexual images, or grooming a child in preparation for abuse. Sexual abuse can take place

online, and technology can be used to facilitate offline abuse. It is not solely perpetrated by adult males; females and other children can also be responsible.

5.4 Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development. Neglect may involve a parent or carer failing to provide adequate food, clothing and shelter, failing to protect a child from harm, failing to ensure adequate supervision, or failing to ensure access to appropriate medical care. It may also include neglect of a child's basic emotional needs.

5.5 Bullying and Child-on-Child Abuse

Bullying is behaviour that hurts someone else - such as name-calling, hitting, pushing, spreading rumours, or threatening or undermining someone - and can happen in person or online (cyberbullying). All Personnel should be aware that children can abuse other children (child-on-child abuse), and should never dismiss abusive behaviour between children as "banter" or "just having a laugh". Any concern about child-on-child abuse should be raised with the DSL or Deputy DSL.

5.6 Child Sexual and Criminal Exploitation (CSE and CCE)

CSE and CCE occur where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual or criminal activity, in exchange for something the child needs or wants, or for the perpetrator's own advantage. This can affect any child, including 16- and 17-year-olds, and does not require physical contact or force - a child may not recognise they are being exploited, for example believing they are in a genuine relationship. Further detail is set out in The Music Works Safeguarding Policy.

5.7 Recognising the Signs and Symptoms of Abuse

The following signs may or may not indicate that abuse has taken place, but the possibility should always be considered and discussed with the DSL:

- unexplained bruising, marks, burns or injuries, particularly in places not normally exposed to falls or games;
- injuries that are inconsistent with the explanation given, or that have not received medical attention;
- sudden changes in behaviour - becoming withdrawn, aggressive, fearful, or having severe temper outbursts;
- flinching when approached or touched, or reluctance to change clothing (e.g. wearing long sleeves in hot weather);
- persistent tiredness, developmental delay, or a failure to thrive;
- sudden under-achievement, lack of concentration, or fear of making mistakes;
- self-harm, eating problems, or sexual knowledge or language beyond the child's age;
- being constantly hungry, dirty, or inappropriately dressed for the conditions;
- unexplained gifts or new possessions, going missing, or being secretive about a mobile phone or device;

Any one sign does not confirm abuse has occurred, but a pattern, or a single serious sign, should always be discussed with the DSL - never dismissed or investigated informally.

5.8 Additional Vulnerability

Some children face a greater risk of abuse, and greater barriers to disclosure, including children with SEND, children with English as an additional language, young carers, and children who have previously been abused or neglected. Personnel should be alert to these additional vulnerabilities and adapt how they communicate accordingly, without assuming a child in these groups is at greater risk of harm from the outset.

6. What To Do If You Are Worried About a Child

6.1 If a Child Discloses Abuse

Personnel working with children are advised to maintain an attitude of "it could happen here". If a child discloses abuse to you:

- remain calm, and do not delay taking action;
- listen carefully, and allow the child to speak at their own pace - do not ask leading questions or put words in their mouth;
- believe what the child says, and do not jump to conclusions;
- reassure the child that they were right to tell you, and that it is not their fault;
- do not promise to keep it a secret - explain that you must share the information with people who can help, and only those people;
- tell the child what you are going to do next; and
- speak immediately to the DSL, or, on partner school premises, to that school's own DSL and safeguarding team.

Personnel should not: agree to keep secrets or confidences; investigate or interrogate the child; make promises about outcomes; panic or attach blame; take photographs of an injury; or do nothing in the assumption that someone else will act.

6.2 Recording a Disclosure or Concern

Record the disclosure or concern as soon as possible, in complete, accurate, factual and legible notes - not your interpretation of events. You should record:

- exactly what was said, using the child's own words wherever possible, even if this doesn't make immediate sense to you;
- the date, time, and names of anyone else present;
- your own verbal and non-verbal responses, making clear that you did not use leading questions;
- the emotional and environmental context of the disclosure; and
- any repetitions, as these may give the account added weight.

Sign and date your record, and hand it to the DSL or Deputy DSL. All records will be stored securely and shared only with those who need to know.

6.3 Reporting a Concern - Who to Contact

If a child is in immediate danger, call 999. Otherwise, concerns should be raised with the DSL or Deputy DSL in the first instance. If neither is contactable, or if the concern relates to them, contact:

Surrey Children's Single Point of Access (C-SPA)	0300 470 9100 (Mon–Fri, 9am–5pm) cspa@surreycc.gov.uk
Emergency Duty Team (evenings, weekends, bank holidays)	01483 517 898 edt.ssd@surreycc.gov.uk
Local Authority Designated Officer (LADO)	0300 123 1650
NSPCC Helpline	0808 800 5000 help@nspcc.org.uk
Police (emergency)	999
Police (non-emergency)	101

The Music Works will make formal referrals in writing, following up any telephone report within 48 hours. Suspicions and allegations will only be shared with those who need to know, in order to protect the child and safeguard the integrity of any investigation. Any individual has the right to make a direct referral to children's social care if they believe a concern has not been responded to appropriately.

7. Creating a Safe Organisation

7.1 Safer Recruitment

Safe recruitment is the first step in safeguarding children. The Music Works follows a formal recruitment process for all Personnel, set out in full in The Music Works Safeguarding Policy, including:

- advertising roles with a clear safeguarding and child protection statement;
- requiring a full application form, including employment history and reasons for any gaps;
- obtaining two written references, including from the applicant's most recent employer;
- face-to-face interviews, with at least one panel member holding Safer Recruitment training;
- verifying identity and right to work, in line with the Immigration, Asylum and Nationality Act 2006; and
- obtaining an enhanced DBS check (including barred list information, where applicable) for all Personnel engaged in regulated activity, before they begin work.

Any position carried out once a week or more, on more than three days in a 30-day period, or overnight between 2am and 6am, amounts to regulated activity. Following the Crime and Policing Act 2026, supervised volunteers are no longer exempt from this definition - any volunteer teaching, training, instructing, caring for or supervising children at these frequencies now requires an enhanced DBS check with barred list information, regardless of supervision.

DBS certificates are re-checked every three years, and following any period of leave exceeding three months. The Music Works maintains a Single Central Record of all pre-appointment checks.

7.2 Teaching Rooms and Unsupervised Contact

It is recognised that a teacher will often be the only adult in a room during a lesson. To minimise risk:

- all teaching rooms have windowed doors, which must not be obscured for any reason;
- if a partner school teaching room does not have a viewing window, the door should be left open;
- Personnel should not teach at The Music Works premises without administrative Personnel also present in the building; and
- Personnel must adhere to The Music Works dress code when teaching at our centres, at partner schools, or at off-site events.

7.3 Physical Contact

All adults will maintain an appropriate distance from children. Where adjustment to posture or instrument position is genuinely necessary, this should be done as briefly as possible, with permission asked first and the reason made clear - ideally by demonstrating the correct position yourself rather than through physical contact.

7.4 Photographs and Images of Children

Photographs can make a child identifiable and vulnerable to grooming when combined with personal information, and images can be misused if shared inappropriately. The Music Works will:

- obtain written parental consent at enrolment before taking or using any photograph or video of a child;
- keep a record at Reception of any child for whom consent has not been given;
- permit only authorised Personnel to take photographs at any Music Works location or performance;
- limit the use of names alongside photographs, and never publish additional identifying information; and
- never permit filming in changing areas - children will always arrive dressed for lessons or performances.

7.5 Online Safety and Communication with Children

Personnel must not communicate with children via personal mobile phones or personal social media accounts, even if a child initiates contact - all communication should go via parents or The Music Works Reception. Personnel should not accept or send friend/follow requests to or from students under 18, and should exercise caution over the visibility of personal posts to avoid inappropriate content being seen by a student.

Where lessons are delivered remotely by video call, Personnel must use only The Music Works' approved platform, ensure a parent or carer is aware the lesson is taking place, and must not record any lesson without prior parental consent. Everyone should be mindful of their own visible background and appearance during remote lessons in the same way as they would be in person.

7.6 Parents, Collection and Attendance

- A copy of this Child Protection Policy will be available to all parents on request and displayed at Music Works premises.
- Children will only be handed over to their known parent or carer after a lesson; if a parent is delayed, the child will be kept by Reception Personnel until contact is made.
- Children are not permitted to wait unattended outside the building and must wait to be collected from inside.

7.7 Chaperones and Off-Site Activities

The Music Works organises performances and productions so that children remain in the care of their parents wherever possible. Where this is not possible, The Music Works will comply with the Children (Performances and Activities) (England) Regulations 2014 for any licensable performance, including:

- obtaining the required local authority performance licence or Body of Persons Approval (BOPA) before children take part;
- ensuring all chaperones hold a valid local authority chaperone licence, in addition to being vetted by The Music Works;
- complying with the permitted hours, supervision ratios, rest breaks and educational provision set out in the licence or regulations for the age of the children involved; and
- completing and monitoring a risk assessment for the activity.

Licence numbers, named chaperones, and event-specific arrangements are recorded in the Performance Risk Assessment completed ahead of each event, rather than in this policy.

7.8 Accidents and Injuries

- A designated first aider will administer first aid and record any incident in the accident book, countersigned by the person responsible for child protection.
- If a child arrives for a lesson or performance with an obvious existing injury, this will also be recorded and countersigned - both to protect the child and to record that the injury was not sustained while in The Music Works' care.

8. Confidentiality and Information Sharing

The Music Works understands that we and other agencies must work together to safeguard children's welfare, and that information should be shared in a timely fashion in line with Working Together to Safeguard Children.

Decisions on sharing information will always consider the safety and welfare of the child. Consent to share confidential information will normally be sought, but The Music Works may share information without consent where, in our judgement, there is a sufficient need to override consent to protect a child from harm.

The UK GDPR and Data Protection Act 2018 are not a barrier to sharing information where failing to do so would place a child at risk. The Music Works also recognises the information-sharing duty introduced by the Children's Wellbeing and Schools Act 2026, which requires safeguarding practitioners to share relevant information, considered against relevance, necessity and proportionality.

Both the person raising a concern and any individual against whom an allegation is made have a right to confidentiality; information will only be shared with those who need to know, both to protect the child and to avoid compromising any subsequent investigation.

9. Whistleblowing

Anyone who has a concern about how a safeguarding matter is being handled - whether within The Music Works or elsewhere - has a duty to raise it, and is protected from detriment or dismissal for doing so under the Public Interest Disclosure Act 1998. The full whistleblowing procedure, including how to raise a concern and what happens next, is set out in The Music Works Safeguarding Policy.



NSPCC Whistleblowing Advice Line: 0800 028 0285, help@nspcc.org.uk - for anyone concerned that a child protection issue is not being handled properly, in this or another organisation.

10. Allegations Against Personnel

Any allegation against a member of Music Works Personnel will lead to an immediate response, with two parallel priorities: protecting the welfare of the child, and dealing fairly with the person who is the subject of the allegation.

- Concerns will be referred to the local authority where there is cause to suspect a child is suffering, or is likely to suffer, significant harm, in line with Working Together to Safeguard Children.
- The DSL will discuss the nature, content and context of the allegation with the LADO before agreeing a course of action. All telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend, or remove from teaching duties, the individual concerned pending investigation. This is a neutral act and does not imply guilt.
- The Music Works has a duty of care to the individual concerned, including managing and minimising stress caused by the allegation, informing them of the likely process, and providing access to support.
- Where a person is dismissed, or leaves, due to risk or harm to a child, The Music Works will make a referral to the Disclosure and Barring Service as required.

11. Review of this Policy

This policy will be communicated to all Personnel at regular intervals and formally reviewed at least annually by The Music Works' management, or sooner following any safeguarding incident, or any change in legislation, statutory guidance, or the organisation's structure or premises.

Contact Details

The Music Works Designated Safeguarding Lead (DSL): Kyle MacKenzie, Director

Email: dsl@themusicworks.uk **Phone:** 07862 679 434

The Music Works Deputy Designated Safeguarding Lead: Catherine Devasagayam, Operations Manager

Email: catherine@themusicworks.uk **Phone:** 07760 175732

Surrey Children's Single Point of Access (C-SPA) - Mon–Fri, 9am–5pm

Phone: 0300 470 9100 Email: cspa@surreycc.gov.uk

Emergency Duty Team - evenings, weekends and bank holidays

Phone: 01483 517 898 Email: edt.ssd@surreycc.gov.uk

LADO, Surrey County Council: 0300 123 1650

Surrey Safeguarding Children Partnership: surreyscp.org.uk Phone: 0300 470 9100



NSPCC Helpline: 0808 800 5000 help@nspcc.org.uk

Police - Emergency: 999 Non-emergency: 101

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