

# Safeguarding Young People Policy

Updated December 2025

## Introduction

The National Youth Orchestra exists to take musical teenagers further than they think they can go, to develop the power, confidence, and optimism within themselves to define new goals. Established in 1948, NYO was founded on the unshakeable belief in the power of young people, and the knowledge that these young people are capable of achieving their full potential through highest standards of music-making.

Our programmes include the NYO Orchestra, celebrated as “the world’s greatest orchestra of teenagers” which rehearses in residence three times a year, working with the world’s leading conductors, tutors and soloists, and the NYO Inspire Programme, an inclusion and access programme which provides free opportunities to Grade 6-8 teenage young people.

Our young people work to dismantle barriers stopping young people from feeling included in orchestral music: our understanding of this art form is that it can and should be radically inclusive and relevant to every young person in the UK, regardless of their background or their access to music in school or at home.

## Safeguarding Young People Policy

As a registered charity working with young people we are committed to practices that aim to protect young people<sup>1</sup> from harm, to establish and maintain an environment in which the welfare of the young person is paramount, and to ensure that all concerns and allegations of abuse, neglect or exploitation will be taken seriously and responded to appropriately.

## Purpose of the NYO Safeguarding Young People Policy

The purposes of this policy are:

- To set out how NYO will safeguard young people through processes, procedures and organisational culture.
- To give guidance to trustees, employees, contractors and volunteers about their safeguarding responsibilities and what procedures they should adopt if they suspect a young person may be experiencing, or is at risk of, harm.

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<sup>1</sup> A child is defined as a person under the age of 18 (The Children Act 1989). The use of the term “young person” throughout this policy includes not only a child but all NYO participants whether they are under the age of 18 or not.

## Safeguarding principles

We recognise that:

- The welfare of children and young people is paramount.
- All children and young people, regardless of age, disability, gender, race, religious belief or lack thereof, sexual orientation or identity have the right to equal protection from all types of harm or abuse.
- Working in partnership with children and young people, their parents/carers and other agencies is essential in promoting children's welfare.
- All NYO staff and volunteers accept responsibility for safeguarding the children and young people they come into contact with.
- In creating the NYO Safeguarding Young People Policy, we have referred to advice, guidance and legislation to ensure the policy is up to date. Full details can be found in Appendix 4.

We will seek to safeguard young people by:

- Assigning clear roles and responsibilities to individuals who are accountable and responsible for safeguarding.
- Recruiting trustees, employees, contractors and volunteers safely ensuring all necessary checks are made and that appropriate training is undertaken.
- Ensuring that trustees, employees, contractors and volunteers are aware of the risks of harm to young people and that clear lines of communication and reporting underpin the response to any safeguarding concern.
- Assessing risk in relation to all our activities, focusing on prevention and minimising risk.

## Oversight

In line with the safeguarding principles, we are committed to the following practice to oversee, disseminate and review this policy.

We will:

- Designate a senior person (the CEO & Creative Director) with responsibility for ensuring NYO operates within the legislative framework and to co-ordinate action within the organisation and liaise with other agencies in relation to safeguarding.
- Ensure that the CEO & Creative Director submits an annual report to the Board of Trustees in relation to the implementation and observance of this policy including that the required training was undertaken.
- Ensure that before any trustee, employee, contractor or volunteer commences their engagement with NYO that appropriate checks as to their suitability to work with young people have been carried out and are satisfactory.
- Ensure that all NYO trustees, employees, contractors and volunteers sign an agreement which includes a commitment to reading and complying with the NYO Safeguarding Young People Policy.
- Provide parents/carers with access to this policy, and the fact that this may require circumstances to be referred to investigative agencies in the interest of the young person.
- Assume duty of care to the young person when signed into NYO activity, including administering emergency first aid and/or medical treatment if required.
- Assess risks for all situations, activities, buildings and trips to ensure all potential dangers have been identified and risk minimised.
- To ensure that all NYO activities are adequately and properly supported with an appropriate level of staff resources and expertise.

## **Review**

This policy will be reviewed on a yearly basis (in November) by the Safeguarding Committee and updated where appropriate, including the contact details for Local Children's Services Teams in the areas where NYO will be holding activity in the upcoming year. These details can be found in Appendix 1.

# Contents

Safeguarding Structure at NYO .....	5
Roles and Responsibilities.....	5
The NYO Safeguarding Committee.....	6
The Residency Safeguarding Team.....	6
Training.....	7
Safer Recruitment and Selection of Artists and Staff.....	8
Employing Younger People .....	9
Safeguarding at NYO .....	10
Types of Abuse & Abuse Indicators.....	10
Exploitation.....	10
Peer-on-peer abuse.....	10
Sexting .....	10
Radicalisation .....	11
Identifying Safeguarding Concerns.....	11
Responding to Safeguarding Concerns.....	11
What to do if a disclosure is made to you.....	12
Reporting to Authorities .....	13
Allegations involving NYO staff .....	15
Managing allegations against staff .....	16
Safeguarding Practice.....	17
Reasonable force.....	17
Incidents that must be reported.....	17
Personal Contact and Social Media Code of Conduct .....	18
Safeguarding on NYO Activity .....	19
Supervision and Staffing at NYO activities .....	19
Arriving to and departing from projects .....	19
Accommodation, Changing Facilities & Toilets.....	19
Open Door Policy and One-to-One meetings.....	20
NYO auditions .....	20
Licensing at NYO .....	20
Medical Care.....	21
Digital Activity .....	23
Filming performances.....	24
Photography.....	24
Online safety.....	24
Appendices .....	25
Appendix 1: Contact Details.....	25
Appendix 2: Safeguarding and Support Structure at NYO .....	26
Appendix 3: Appropriate and Inappropriate Touch & Behaviours .....	27
Appendix 4: Additional resources.....	29
Appendix 5: Communicating with venues on reporting incidents & sharing information.....	30

# Safeguarding Structure at NYO

## Roles and Responsibilities

<b>Designated Safeguarding Lead</b>	Sarah Alexander – CEO & Creative Director
<b>Deputy Designated Safeguarding Leads</b>	Ewan Caseman – Head of Youth Development Lucy Bayliss – Director of Engagement & Partnerships Tim Foxon – Chief Operating Officer Kate Ward – Youth Support Manager
<b>Safeguarding Officers</b>	NYO Nurse (freelance) Support Team Leaders (freelance)
<b>Lead Trustee for Safeguarding</b>	Ella Bennett

The Designated Safeguarding Lead for NYO is the CEO & Creative Director (Sarah Alexander – 020 7189 8112 – [s.alexander@nyo.org.uk](mailto:s.alexander@nyo.org.uk)), who also carries ultimate responsibility for decision-making around safeguarding.

The **Designated Safeguarding Lead (DSL)** is responsible for:

- Overseeing updates and renewals to this policy.
- Overseeing safeguarding decisions regarding young people.
- Reporting to the Board of Trustees on major safeguarding incidents and updates to policies and practices.

The **Deputy Designated Safeguarding Leads (DDSL)** are responsible for:

- Leading on making regular updates to the Safeguarding Policy and ensuring that it remains consistent with current industry practice.
- Ensuring that safeguarding concerns/incidents are acted upon correctly and in accordance with the Safeguarding Policy.
- Ensuring that the organisation has a thorough understanding of other legislation and guidance relating to safeguarding and Child Protection.
- Ensuring that suitable training is provided and undertaken by relevant levels of NYO staff.
- Ensure that activity planning is consistent with the Safeguarding Policy and that all freelance staff are appropriately trained for their roles.

The **Safeguarding Officers (SO)** will be freelance members of the NYO Support Team who act as the Nurse and Support Team Leaders. They are responsible for:

- Responding to immediate safeguarding concerns and incidents as first point of contact for all NYO staff and freelance staff.
- Ensuring that safeguarding concerns/incidents are reported to the DDSLs appropriately.
- Participating in any safeguarding enquiries/investigations to record information.

The **Lead Trustee for Safeguarding** is responsible for:

- Identifying organisational risk from safeguarding incidents and supporting the Safeguarding Lead in overseeing safeguarding decisions.
- Ensuring that the Board of Trustees are given appropriate levels of information about safeguarding practices and incidents and can assess organisational risk.

**All Members of Staff** including freelance workers are responsible for:

- Adhering to the NYO Safeguarding Policy and following the practices and behaviours expected.
- Being vigilant to the signs that may indicate that a young person is experiencing harm or at risk of harm.
- Following NYO guidance when receiving disclosures from a young person.
- Understanding the NYO safeguarding structure and following NYO reporting procedures by reporting any concerns to the Safeguarding Team.

Full details of staff responsibilities will be detailed in their employment contract.

## **The NYO Safeguarding Committee**

The NYO Safeguarding Committee will meet annually to assess the Safeguarding Policy and address any issues, updates and adaptations to the policy and to NYO practice as well as review safeguarding practices and incidents from the previous year.

The NYO Safeguarding Committee will include:

- The Chair of Trustees
- Designated Safeguarding Lead
- Deputy Designated Safeguarding Leads
- Lead Trustee for Safeguarding

## **The Residency Safeguarding Team**

The Residency Safeguarding Team is a gathering of colleagues from the NYO staff and the freelance Support Team who take a leading role in dealing with safeguarding incidents and concerns during NYO activity. The team will meet regularly during all NYO activity to assess any safeguarding incidents/concerns and will be deployed to lead on the progression of any safeguarding responses as determined by the Head of Youth Development. In addition to the Deputy Designated Safeguarding Leads and Safeguarding Officers the team will be supplemented by key members of staff that have relevant training and responsibility for safeguarding.

All young people, parents/carers and staff members will be provided with an on-site staff list noting the on-site Safeguarding Team who are responsible for, responding to, and making decisions about safeguarding or Child Protection situations.

The Residency Safeguarding Team includes:

- Head of Youth Development (Deputy Designated Safeguarding Lead)
- Youth Support Manager (Deputy Designated Safeguarding Lead)
- Nurse (Safeguarding Officer)
- Project lead (i.e. Deputy Orchestra Director / Head of NYO Inspire)
- Support Team Safeguarding Officers (where appropriate)

# Training

All adults who work with NYO either in a paid or voluntary capacity will be required to have an appropriate level of Safeguarding Training.

Safeguarding Workshops for some staff are delivered internally by the Designated Safeguarding Lead, or Deputy Designated Safeguarding Leads.

The level of training required is determined by the level of contact with young people and the role that they play in their interactions. All staff have a responsibility to foster an environment of positive pastoral care and promote the welfare of young people.

All Safeguarding Training will need to be refreshed every 2 years.

<b>Roles</b>	<b>Individuals who:</b>	<b>Training Required</b>
<b>Designated Safeguarding Lead (DSL)</b> <ul style="list-style-type: none"> <li>Chief Executive Officer</li> </ul> <b>Deputy Designated Safeguarding Lead (DDSL)</b> <ul style="list-style-type: none"> <li>Director of Engagement &amp; Partnerships</li> <li>Head of Youth Development</li> <li>Chief Operating Officer</li> <li>Youth Support Manager</li> </ul>	<i>Have responsibility and accountability for safeguarding</i>	Level 3 Safeguarding Training
<b>NYO Leadership Roles</b> <ul style="list-style-type: none"> <li>Deputy Orchestra Director</li> <li>Head of NYO Inspire</li> </ul>	<i>Have operational responsibility that impacts on safeguarding and significant contact with young people.</i>	Level 3 Safeguarding Training
<b>Safeguarding Officers (SO)</b> <ul style="list-style-type: none"> <li>NYO Nurse (freelance)</li> <li>Support Team Leaders (freelance)</li> <li>Support Team Safeguarding Officers</li> </ul>	<i>Have operational responsibility for safeguarding</i>	Level 2 Safeguarding Training
<b>NYO Delivery Roles</b> <ul style="list-style-type: none"> <li>NYO Programmes Team</li> <li>Support Team (freelance)</li> <li>Digital Producer (communications)</li> </ul>	<i>Have direct contact with young people and who act in a Pastoral Care capacity</i>	Level 1 Safeguarding Training
<b>NYO Staff and Trustees</b>	<i>Work in the management team at NYO but have limited contact with young people and no direct impact on safeguarding</i>	NYO Safeguarding Training
<b>Artists, Tutors, Guest freelance staff</b>	<i>Join NYO activity in artistic capacities, have contact with young people but do not have direct responsibility for safeguarding and/or are supervised</i>	Introduction To Safeguarding Workshop

<b>DBS Checks</b>	All adults will be required to have an Enhanced DBS Check. NYO processes DBS checks via <i>Disclosure Services</i> . All adults will be required to have a DBS certificate no more than two years old or subscribe to the DBS Update Service.
<b>NYO Safeguarding Young People Policy</b>	All adults will be required to read and acknowledge the NYO Safeguarding Policy as part of their contract agreement.
<b>NYO Safeguarding Training</b>	NYO Safeguarding Training will be delivered by the DSL or DDSL and will include: <ul style="list-style-type: none"> <li>• Overview of safeguarding structure and relevance to NYO</li> <li>• Interactive workshop on identifying and responding safeguarding concerns.</li> <li>• Interactive workshop on how to manage challenging situations and safeguarding incidents.</li> </ul>
<b>Introduction to Safeguarding Workshop</b>	Introduction to Safeguarding Workshop will be delivered by the DSL or DDSL and will include: <ul style="list-style-type: none"> <li>• Overview of Safeguarding Structure and relevance to NYO</li> <li>• Interactive workshop on identifying and responding safeguarding concerns.</li> <li>• Interactive workshop on how to manage challenging situations and safeguarding incidents.</li> <li>• Advanced briefing in individuals present on activity.</li> </ul>
<b>Safeguarding Briefing</b>	Safeguarding Briefing will be delivered by any member of the team who has Level 2 Safeguarding training and above.  This level of training is appropriate for those who are attending NYO activity for a short amount of time and will not have any unsupervised direct contact or interactions with Young People and will be an overview of NYO Safeguarding Policy including key behaviours and practices.

## Safer Recruitment and Selection of Artists and Staff

Safe recruitment and selection practice is vital in safeguarding and protecting children and young people. NYO recognises and takes seriously its responsibility to adopt practice which minimises risk to children and young people by ensuring that measures are in place through this practice to deter, reject or identify people who might abuse children and young people or who are unsuitable to work with them. The safety and wellbeing of children and young people is considered at all times throughout the recruitment and selection process.

We will ensure that:

- NYO carries out enhanced Disclosure and Barring Service (DBS) checks for all roles.
- The safety of children and young people is explicitly stated in job descriptions and person specifications.
- Interviewers will question and interrogate gaps in employment history at interview.
- At least one member of any interview panel has completed Safeguarding Training at the same level as the role that is being recruited for.
- Any appointments for DSL or DDSL and SO roles will be required to provide two references who can support the candidate's suitability for a role with young people.



# Employing Younger People

## **NYO and Inspire Young People**

Current NYO and Inspire musicians may be engaged on a freelance basis for paid work or as a volunteer. In all cases the young person will continue to fall under the safeguarding responsibility of NYO and appropriate staffing and guidelines will be adhered to.

## **Under 18s**

Anyone under the age of 18 may be engaged on a freelance basis for paid work or as a volunteer. In all cases the young person will continue to fall under the safeguarding responsibility of NYO and appropriate staffing and guidelines will be adhered to.

## **18-21 year olds**

Adults aged 18-21 years old cannot be engaged in a safeguarding role such as a member of the Support Team. Young adults engaged in any other role will not be under the direct care of the Support Team and appropriate boundaries will be put in place regarding contact with young people.

# Safeguarding at NYO

At times NYO staff may have to respond to concerns about the welfare of children and young people through observation or disclosures made.

## Types of Abuse & Abuse Indicators

There are four categories of abuse (as defined under the Children Act 1989)

<b>Physical abuse</b>	Includes physical chastisement; deliberate, malicious injuries; inappropriate restraint; lack of supervision resulting in accidents causing harm
<b>Neglect</b>	Persistent failure to meet a young person's needs – physical and psychological. Includes the failure to protect a child from exposure to any kind of danger resulting in the significant impairment of a child's health or development
<b>Emotional abuse</b>	Includes; persistent ridicule, rejection, humiliation an atmosphere of fear and intimidation, inappropriate expectations; bullying and scapegoating, low warmth and high criticism
<b>Sexual abuse</b>	Includes; giving a child access to pornographic materials, involving them in sexual activity of adults; touching or talking in sexually explicit ways; speaking to the child about sex in ways that are inappropriate for the child and which seek to gratify the needs of someone else.

In addition, there may be occasions when a young person will disclose historic abuse which occurred in the past during their childhood. This information needs to be treated in exactly the same way as a disclosure or suspicion of current child abuse. The reason for this is that the abuser may still represent a risk to children now. Abusers can be both adults and other young people, and it is important to recognise this.

## Exploitation

Exploitation includes coercion, manipulation, or deception to engage a young person in activities that benefit the abuser, often at the expense of the child's safety or well-being.

## Peer-on-peer abuse

Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, or coercive control, exercised between young people and within a young person's relationships. Peer-on-peer abuse can take various forms, including: serious bullying (including cyber-bullying), relationship abuse, domestic violence, child sexual exploitation, youth and serious youth violence, harmful sexual behaviour, sexual abuse, and/or gender-based violence.

## Sexting

Sexting is defined as the production and/or sharing of sexual photos and videos of and by people who are under the age of 18. It includes nude and nearly nude and/or sexual acts.

## Radicalisation

We recognise the positive contribution NYO can make towards protecting children and young people from radicalisation to violent extremism. NYO will empower children and young people to create communities that are resilient to extremism and promote the development of spaces for free debate where shared values can be reinforced.

Radicalisation is the process by which individuals come to support terrorism or violent extremism. There is no typical profile for a person likely to become involved in extremism, or for a person who moves to adopt violence in support of their particular ideology.

Although a number of possible behavioural indicators are listed below, staff should use their professional judgement and discuss with a member of the Safeguarding Committee or the Residency Safeguarding Team if they have any concerns:

- Use of inappropriate language
- Possession of violent extremist literature or prohibited iconography including electronic material accessed via the internet and communication such as email and text messages
- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology.

## Identifying Safeguarding Concerns

All trustees, employees, contractors and volunteers should be vigilant to the behaviours of young people and should be concerned if they exhibit unusual behaviours. This section outlines some of the things to look out for if a young person:

- Shows changes in behaviour and fails to develop through the contact that they have with other young people on residential courses.
- Has an injury which is not typical of a young person's bumps and scrapes, regularly has unexplained injuries, or frequently has injuries and/or gives confused or conflicting explanations of how injuries were sustained.
- Exhibits significant changes in performance or attitude.
- Exhibits extremist beliefs that may infer the young person has been 'radicalised'.
- Indulges in sexualised behaviour which is unusually explicit / inappropriate for their age.
- Discloses an experience in which they may have been harmed.
- Discloses or exhibits behaviours related to exploring risky or inappropriate situations, environments, or ideas beyond what is age-appropriate or safe.

## Responding to Safeguarding Concerns

If you are concerned about a young person, or are worried about a young person's behaviour/safety, yet they have not specifically disclosed any abuse, this should be discussed privately with a member of the Safeguarding Committee or the Residency Safeguarding Team.

## What to do if a disclosure is made to you

If a young person discloses to you information that gives you cause to be concerned for their well-being you should follow the guidance below:

RECEIVE	Listen actively to what is said without displaying shock, disbelief or other emotional responses. Do not ask direct or leading questions simply encourage and allow the young person to continue to talk to you.
REASSURE	Reassure the young person that they have done the right thing in talking to you. Do not make any promises about an outcome, nor that you are able to keep the disclosure a secret*.
RESPOND	Inform the young person of your next steps which will be to share the information with the DSL, DDSL or SO. Check that they are safe before you leave them.
RECORD	If appropriate and possible, record in writing what has been disclosed with facts and no opinions. Make some brief notes at the time and write them up as soon as possible. Accurately record the date, time, place, and words used by the young person. Be specific.
REPORT	Report the disclosure to a member of the Safeguarding Committee or the Residency Safeguarding Team as soon as possible. Do not share the information with anyone else.

\* Do not promise confidentiality. Reassure the child that the matter will only be discussed with people who need to know about it. The law does not allow NYO to keep concerns relating to child abuse a secret. Any young person making a disclosure must first be informed that the information will be passed on and disclosed to the DSL.

## Sexting

If an incident of 'sexting' comes to your attention you should follow the below guidance:

- Report the incident or allegation to a member of the Safeguarding Committee or the Residency Safeguarding Team as soon as possible.
- Never view, download or share the imagery yourself, or ask the child to share or download – this is illegal.
- If you have viewed the imagery (e.g., if a child has shown you something before you could ask them not to) you should report this to a member of the Safeguarding Committee or the Residency Safeguarding Team immediately.  
Do not delete the imagery or ask the child to delete it.

## Bullying

- If a bullying incident or report of bullying behaviour is disclosed, you should refer to the disclosure guidance above whilst seeking to identify:
  - The frequency, nature and severity of the incidents.
  - Whether the victim was coerced by physical force, fear, or by a participant or group of participants significantly older than them or having power or authority over them.
  - Whether the incident involved a potentially criminal act, and whether if the same incident (or injury) had occurred to a member of staff or other adult, it would have been regarded as assault or otherwise actionable.

## Reporting to Authorities

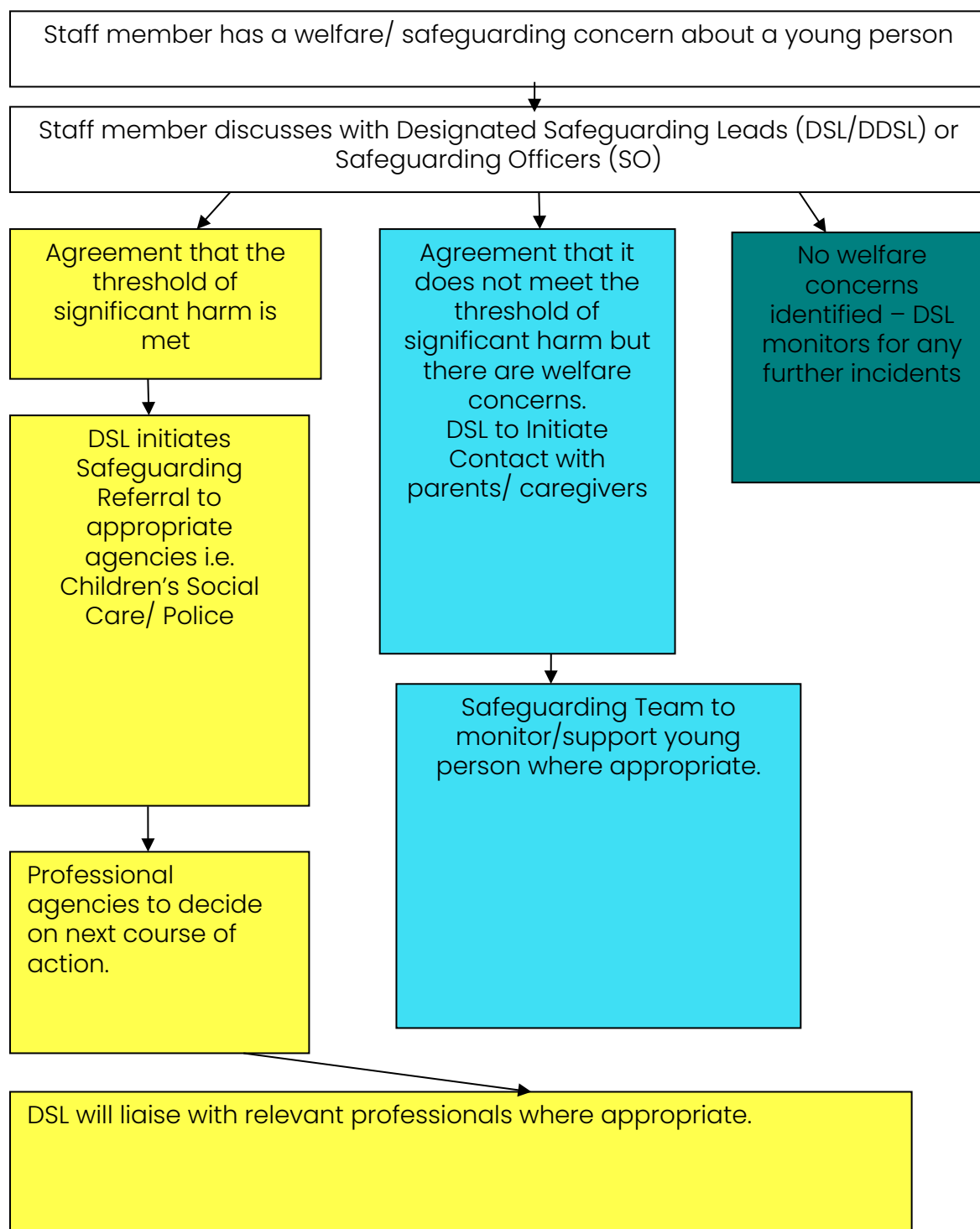
Where a safeguarding concern is serious enough to be referred to authorities the following actions will be taken:

- An initial review will be undertaken in consultation with the DSL and DDSLs. The review will aim to establish:
  - Whether there is an immediate risk to the young person
  - Whether to contact parent/carer of the young people involved – in most cases parents should be involved, unless risk is from parent
  - Whether it is appropriate to make a referral to the police and/or Children's Social Care
  - In the case of 'sexting', whether it is necessary to view the imagery in order to safeguard the child – in most cases, imagery should not be viewed.
  - What further information is required to decide on the best response.
- Immediate referral to police and/or Children's Social Care should be made if at this initial stage:
  - The incident involves an adult.
  - There is reason to believe that a child has been coerced, blackmailed, groomed, or exploited, or if there are concerns about their capacity to consent.
  - There is reason to believe a young person is at immediate risk of harm.

In the case of referrals being made to authorities:

- The DSL or DDSL will liaise with the most relevant local authority and if advised to do so by these professionals, will transfer appropriate records to the young person's school in a secure manner.
- The DSL will be informed immediately and they in turn will inform the Trustee responsible for safeguarding and the Chair of the Board of Trustees.
- The following details will be recorded by the DSL or DDSL: names of people involved; names of any witness; reason the incident took place; how the incident began, progressed; young person's behaviour; what was said; non-verbal actions; young person's response; injury or damage.
- Records will be kept in a locked filing cabinet in the NYO office, together with a copy of this policy and any other child protection information. Digital records will be stored on the NYO company drive in a folder that is restricted to the DSL or DDSL. Staff should be alerted to its whereabouts.
- Records will be kept for 20 years.

## What to do if you have safeguarding concerns about a young person



## **Allegations involving NYO staff**

If you have reason to suspect that a trustee, employee, contractor or volunteer may have abused a young person at NYO or elsewhere, you must inform the DSL or DDSLs immediately. You should make a record of the concerns, including a note of anyone else who witnessed/has information about the incident or alleged incident.

If the concerns are about the DSL or DDSLs, or if you feel that policies are not being observed or enforced, you should contact the Chair of the Board of Trustees.

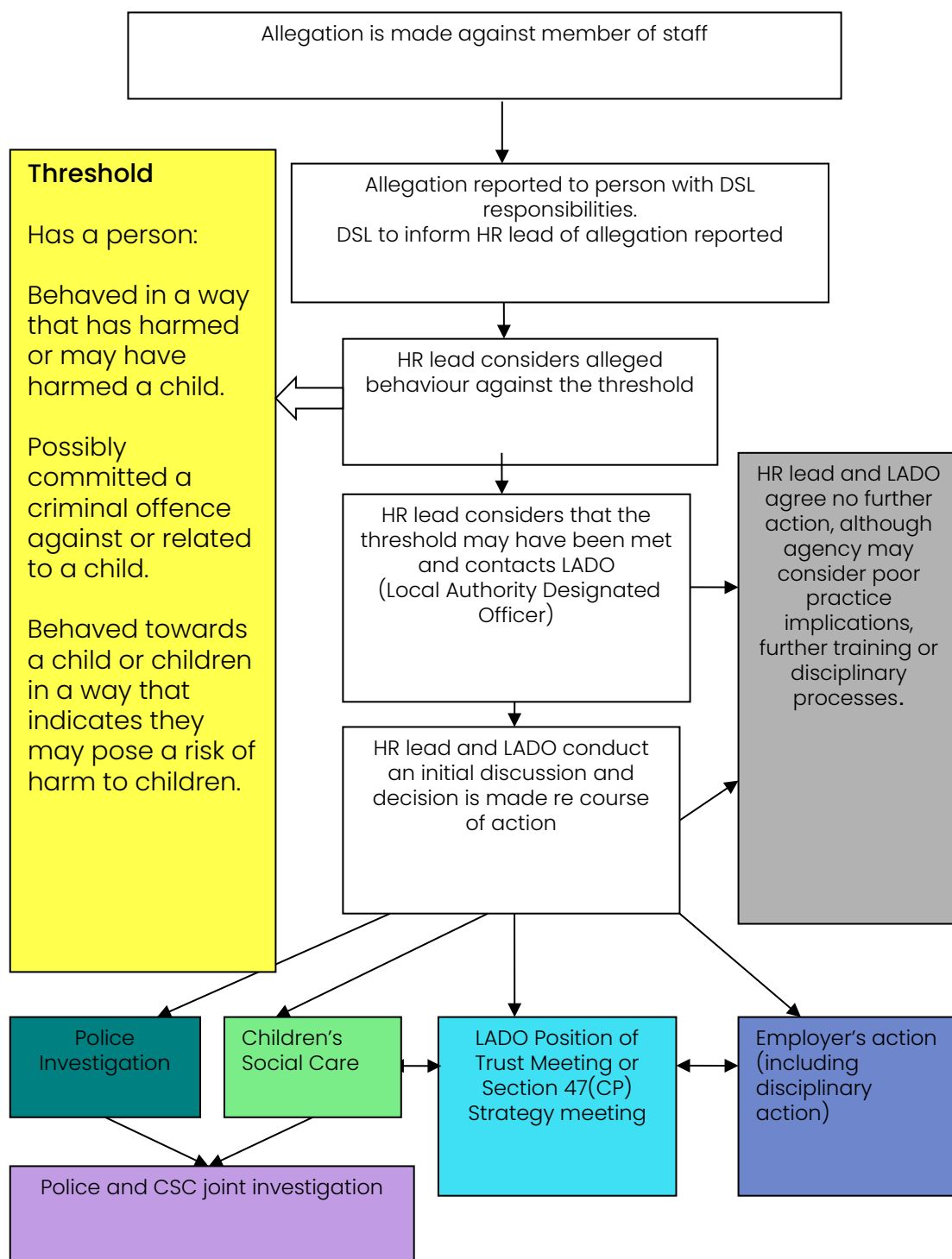
The DSL will not *investigate* but will *assess* whether it is necessary to refer to the LADO (Local Authority Designated Officer) or the police. . The DSL will discuss the situation with the NYO Safeguarding Committee.

If a referral is made, the member of staff against whom the allegation has been made should not be informed of the allegation until action is agreed with the LADO (Local Authority Designated Officer) or the police. Action may include suspension until the matter has been investigated and internal disciplinary action may be taken following the conclusion of such investigation.

If a referral is not necessary, the DSL will consider if there needs to be an internal investigation. The DSL will discuss the situation with the Chair of the Board of Trustees, and they may find it necessary to suspend the member of staff at any stage during an investigation. Internal disciplinary action may follow the conclusion of such investigation.

All freelancers are required to sign a contract, which includes their commitment to abiding by the NYO Safeguarding Young People Policy.

# Managing allegations against staff



LADO provides advice and guidance to employers and voluntary organisations, liaising with the police and other agencies to ensure cases are dealt with as quickly as possible consistent with a thorough and fair process.



## **Safeguarding Practice**

Trustees, employees, contractors and volunteers should never:

- Permit, accept, encourage or ignore abusive or discriminatory behaviour by another person or group of people.
- Trivialise the feelings, concerns, beliefs expressed by any young person, which may include suspicion of abuse or discrimination.
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon.
- Promote a particular belief, religion or political standing.
- Engage in over-familiar or inappropriate behaviour towards a young person or allow / encourage fellow employees to do the same.
- Engage in over-familiar contact with or in front of a young person or allow / encourage fellow employees to do the same (i.e., physical, verbal, sexual, horseplay; rowdy or boisterous play, even in fun)
- Engage in verbal or physical sexual contact or relationship with any young person.
- Show favouritism in any way or undermine a young person in any way.
- Confide personal details to young people and be party to gossip about staff and young people, including criticism of either group.
- Call, text or exchange email addresses with a young person for personal purposes outside of NYO business, or contact a young person over any social media network. Please see Personal Contact and Social Media Code of Conduct below.
- Give personal money to a young person.
- Invite any young person to the staff member's private address.
- Rely on the staff member's reputation or track-record with NYO as protection or guarantee of favourable treatment.

## **Reasonable force**

Reasonable force may be used to restrain a young person in self-defence or because of imminent risk of injury. Before intervening, you must tell the young person to stop, and what will happen if they do not stop. Make it clear that physical contact may be necessary. Keep communicating about what is happening.

## **Incidents that must be reported**

If any of the following occur it must be reported immediately to the Safeguarding Committee or the Residency Safeguarding Team.

- If you have had to restrain a young person.
- If you accidentally hurt a young person.
- If a young person seems distressed in any manner by your actions.
- If a young person appears to be sexually aroused by your actions.
- If a young person misunderstands or misinterprets something you have said or done to cause offence or distress, indicate sexual attraction or intention.
- If a young person makes a disclosure

## **Personal Contact and Social Media Code of Conduct**

NYO recognises that, due to the nature of the classical music sector, adults and young people will often cross paths with one another, whether it is in a teaching setting; at school; in the local / county youth orchestra; or at a junior conservatoire.

### **Pre-existing relationships and connections**

We acknowledge that NYO staff members may already have a pre-existing relationships or connections to NYO participants established in another environment. Before each NYO activity, NYO asks all adults to declare any relationships and connections with NYO participants, how those relationships were established (e.g. teaching) and in what forums they exist, be it via phone, email, or social media. In these cases, NYO asks staff members to not discuss NYO matters with young people beyond the existing parameters of their relationship (i.e. continuing to teach in preparation for NYO activity).

If a pre-existing relationship with a young person may affect a staff member's responsibilities, that staff member should consult with a member of the Safeguarding Committee or the Residency Safeguarding Team to agree suitable actions. For example, in audition rounds, tutors may feel that the relationship with the auditionee may affect their impartiality or their decision may impact upon their relationships outside of NYO.

### **Connections made at NYO**

If any adult meets a young person as the result of their involvement at NYO they are asked not to further develop their relationship with young people through any forum including all social networking sites or phone/email exchange.

Occasionally young people ask to connect with a tutor to continue their music learning. In these cases a member of the Safeguarding Committee or the Residency Safeguarding Team will seek agreement from the relevant tutor and the parent/carer of the young person before facilitating a connection between the two, after which NYO will step away from the interaction.

# **Safeguarding on NYO Activity**

## **Supervision and Staffing at NYO activities**

For activities involving young people aged under 18 we follow NSPCC Supervision guidance ensuring that appropriate adults are engaged to a ratio of 1:10 (one adult to every ten young people). All adults involved in NYO activity have a safeguarding responsibility and therefore suitable supervisory adults include NYO staff, NYO Support Team and Freelance staff including Stage Managers and Tutors. All NYO activity will have a minimum of two adults supervising the project.

The NYO Support Team is a dedicated team of freelance staff whose role is solely to supervise and support young people. The number of Support Team engaged for activities will be determined by the logistical needs including whether overnight stays are included.

Every NYO project will include at least one adult who is Level 3 Safeguarding Trained and one adult who is First Aid Trained.

For every NYO project an adult will hold an emergency mobile phone which will be accessible 24-hours a day and the number will be shared with young people, parents/carers and other staff members.

## **Arriving to and departing from projects**

We expect all participants under the age of 18 to be delivered to projects and collected from projects by their parent/carer.

At the end of each project young people will not be allowed to leave the care of NYO until they are signed out in the presence of their parent/carer.

Young people who wish to arrive and depart unaccompanied will need written permission from a parent/carer provided to NYO in advance of project.

Once a young person has 'signed in' to NYO activity they will be required to remain within the boundaries of the venue unless given express permission by a member of the Residency Safeguarding Team to leave for a short time.

## **Accommodation, Changing Facilities & Toilets**

Accommodation, changing facilities and toilets will be arranged on the basis of male and female sex. Young people will not be allowed to share or enter the facilities of another sex.

Young people who identify as non-binary, transgender, genderfluid or any other identity will be treated with full and equal respect and support with their safety and comfort central to all decisions.

In each case of people who identify as non-binary, transgender, genderfluid or any other identity, a bespoke plan will be created in consultation with the young person in question and their parent/carer where appropriate which could entail private facilities.

In a residential environment adults should not invite a young person into their room. If a need arises to enter a young person's room, it should be with the young person's permission where possible. Entering a young person's room should be undertaken with the direction of the safeguarding lead. Staff should never enter a young person's room alone and should always conduct this in pairs.

Young people will not be required to share changing facilities with adults at any time. Bathrooms and toilets will be separated between young people and adults wherever possible. In instances where this is not possible, appropriate measures will be put in place.

Young people who are 18 or over will not share bedrooms with those who are under 18. Wherever possible toilets and changing rooms will be allocated separately for 18s and over. If this is not possible, appropriate adult supervision will be implemented.

Young people will be required to be in their bedrooms by an allotted time each evening and will be checked-in by a member of the Support Team. They will not be allowed to leave until a specified time the following morning without permission from a member of the Support Team or in the case of an emergency.

## **Open Door Policy and One-to-One meetings**

It is recognised that some NYO coaching requires individual young person-tutor coaching sessions. In addition, one-to-one meetings between staff members and young people are sometimes appropriate for supporting young people. Employees, contractors and volunteers are advised to avoid spending time alone with an individual young person for any other reason.

One-to-one meetings and coaching sessions should be pre-arranged. They should take place in public or semi-public areas, such as classrooms or common rooms. Interactions between staff and young people need to be visible, either through an open door or window. Staff should ensure a member of the Residency Safeguarding Team knows the meeting is taking place. The place/time should be specified and recorded by a member of the Residency Safeguarding Team.

Adults are not permitted to take a young person in their vehicle unless a member of the Residency Safeguarding Team deems it appropriate, or in the case of an emergency. In such cases an additional member of the Support Team will accompany the young person.

All adults who interact with young people will be asked to read this Safeguarding Policy and pay particular attention to the Appendix 3 which outlines acceptable and unacceptable behaviour.

## **NYO auditions**

Final Round Assessment Days are day-long activities that follow the same safeguarding procedures as all other NYO activity.

Within auditions themselves, other than for exceptional cases, all auditions will be conducted with no fewer than two members of staff in the audition room with the young person.

## **Licensing at NYO**

NYO will apply for all relevant Body of Persons Approvals and Child Performance Licences. In line with these applications, we will engage licensed chaperones approved by local authorities.

## Medical Care

### Medical personnel policy

**Residency:** On residential activity NYO will have an NYO Nurse engaged for the project, as well as one certified First Aider who also has an 'Administration of Medication in Schools' qualification.

**Nurse day off:** Wherever possible we will align the NYO Nurse's day off with another Nurse's arrival. Where this isn't possible, a certified First Aider, who also has an 'Administration of Medication in Schools' qualification, will provide cover.

**One-Day projects:** On non-residential activity, NYO will engage a certified First Aider, who also has an 'Administration of Medication in Schools' qualification.

**Travel days:** When travelling by coach, wherever possible NYO will ensure there is a certified First Aider on each coach. If this isn't possible then the coaches will travel in convoy.

### First Aid

First Aid is overseen by the NYO Nurse and the DDSLs. We will ensure people are aware of and follow these policies:

- First Aid policy
- Administration of medicines policy
- EpiPen policy
- Permitted over-the-counter medicines

If a young person is unwell, the NYO Nurse or First Aider with an 'Administration of Medication in Schools' qualification will see the young person, supported by the Support Team Leader and Safeguarding Officer where appropriate.

### Routine medical appointments

If a routine medical appointment is needed, the NYO Nurse will make arrangements in liaison with the parent/carer where required, and inform the Support Team Leader. The Support Team Leader will arrange for the young person to be accompanied to the relevant facility.

Where medical appointments are for routine, simple matters, the young person will be accompanied by at least one NYO Support Team member; the NYO Nurse will remain on site. The NYO Support Team member can accompany the young person into the doctor's surgery if the young person would like this support.

On their return, the NYO Support Team member and young person should report back to the NYO Nurse and/or Support Team Leader before resuming activity.

### Complex medical appointments

If the NYO Nurse feels that the medical issue may not be routine and it is important for someone with medical knowledge to accompany the young person, the NYO Nurse or First Aid-trained Support Team Member will accompany the young person to the relevant facility. On their return, the NYO Nurse will report back to the Support Team Leader so that any further arrangements that need to be made for the young person can be put in place.

## **Medical emergencies**

If a medical emergency occurs, an appropriate adult should ring 999 followed by contacting the NYO emergency phone number. The NYO Nurse or First Aid-trained Support Team will, as a general rule, accompany the young person to hospital with the ambulance crew. A member of the Support Team will also attend where appropriate.

## **Communication with parents/carers**

The Head of Youth Development and the NYO Nurse will be responsible for talking with parents/carers and ensuring that they are aware of their child's medical condition throughout.

## Digital Activity

NYO occasionally schedules digital sessions to complement in-person activity. Digital activity and interaction may include:

- Webinars (non-interactive)
- Digital Seminars (interactive)
- Music-making digital workshops/coaching (interactive) led by NYO Tutors or Creative Leaders.
- Digital Group Discussions (interactive) led by NYO Staff.
- Submission by young people of video footage of themselves performing:
  - Video Auditions
  - Contributions to NYO Films
- Filming of in-person rehearsals and performances.

NYO ensures young people experience the same high level of care when they are working with us online as when present during live activities.

NYO uses a variety of platforms to undertake digital activity including Zoom and Dropbox. NYO staff regularly test the platforms they intend to use and complete a Digital Risk Assessment before use.

## Webinars, Seminars, Workshops and Discussions

Interactive and non-interactive activities will be undertaken within the following guidelines:

- All activities will be scheduled with no interactions to take place outside of scheduled times.
- Young people will be supervised within the activity by an appropriate adult engaged by NYO.
- All digital sessions will be recorded and stored for a period of six months unless there is a specific need to hold them for longer. Such need will be approved by a DDSL. No other external recordings will be allowed.
- Where applicable 'host' responsibility will only be held by an NYO Staff member or appropriate adult engaged by NYO and will not be passed to a young person.
- Only the 'host' adult will have the ability to share screen unless they give specific permission for a young person to do so.
- NYO Support Team members will be engaged to support digital activities and will have free access to join a digital session to monitor the activity.
- Prior to music-making activities young people will be asked to sign a digital agreement in which they agree to:
  - Not pass on any links or access to any other person.
  - To ensure that no personal or sensitive items are in view.
  - Not to upload or download any files created by another young person without the permission of the adult leader of the activity.

## Video Submissions

Activities with NYO often include the submission of a performance captured on video and shared digitally with NYO via Dropbox or email. Video submission situations include Video Auditions, bespoke films or short performances for multi-track outcomes. NYO ensures that access to relevant Dropbox folders is restricted to relevant staff only and that young people are unable to access submissions from other young people unless given specific permission from NYO.

## Filming performances

Young people are often filmed at in-person activity and performances with such material contributing to NYO's external communications and presentation. All footage is checked before publication to ensure that there are no safeguarding concerns and access to the original is only available to NYO staff and other appropriate adults engaged by NYO.

## Photography

Adults are not permitted to take photographs of young people on their personal devices if the young people are in small groups or alone. Adults are permitted to take photos of the full orchestra from an audience or wide-angle position and are able to post these on social media.

## Online safety

We recognise and align our practice with the updated government guidance on online safety, including the four areas of risk: content, contact, conduct, and commerce. All staff understand these categories and commit to embedding this guidance into our safeguarding approach and day to day practice.

### 1. Content

Children may be exposed to illegal, harmful, or inappropriate material. This includes pornography, racist or misogynistic content, material promoting self-harm or suicide, antisemitism, radicalisation or extremism, as well as misinformation, disinformation, fake news, and conspiracy theories.

### 2. Contact

Children may experience harmful interactions online. Examples include peer pressure, commercial targeting, and adults posing as children or young people to groom, exploit, or coerce them for sexual, criminal, financial, or other purposes.

### 3. Conduct

Children's own online behaviour may place them at risk or cause harm to others. This includes creating, sending, or receiving explicit images (including the consensual or non-consensual sharing of nudes, semi-nudes, or pornography), sharing other explicit content, and online bullying.

### 4. Commerce

Children may be exposed to financial harms such as online gambling, inappropriate advertising, phishing, or scams. Any concerns should be reported immediately, including to relevant bodies such as the Anti-Phishing Working Group if appropriate.

#### Useful links:

Shore Space - online resource offering a confidential chat service to support young people concerned about their own or someone else's sexual thoughts and behaviour.

<https://shorespace.org.uk/>

Preventing Child Sexual Exploitation | The Children's Society.

<https://www.childrenssociety.org.uk/what-we-do/our-work/preventing-child-sexual-exploitation>

National Crime Agency and CEOP

<https://www.ceopeducation.co.uk/>



# Appendices

## Appendix 1: Contact Details

If you have any concerns and need some advice on what to do

NYO Switchboard		020 7189 8100	<a href="mailto:hello@nyo.org.uk">hello@nyo.org.uk</a>
Designated Safeguarding Lead / Chief Executive Officer	Sarah Alexander	020 7189 8112	<a href="mailto:s.alexander@NYO.org.uk">s.alexander@NYO.org.uk</a>
Deputy Designated Safeguarding Lead – Director of Engagement & Partnerships	Lucy Bayliss	07715 103145	<a href="mailto:l.bayliss@nyo.org.uk">l.bayliss@nyo.org.uk</a>
Deputy Designated Safeguarding Lead – Chief Operating Officer	Tim Foxon	020 7189 8118	<a href="mailto:t.foxon@nyo.org.uk">t.foxon@nyo.org.uk</a>
Deputy Designated Safeguarding Lead – Head of Youth Development	Ewan Caseman	07762 805516	<a href="mailto:e.caseman@nyo.org.uk">e.caseman@nyo.org.uk</a>
Youth Support Manager	Kate Ward	020 4638 2956	<a href="mailto:k.ward@nyo.org.uk">k.ward@nyo.org.uk</a>
Youth Support Coordinator		07946 015008	<a href="mailto:support@nyo.org.uk">support@nyo.org.uk</a>
NSPCC Adult Helpline		080 8800 5000	

## For any incidents involving any member of staff

Local Authority (Camden) Designated Officer: Jacqueline Fearon

Duty LADO

020 7974 4556

(out of hours: 020 7974 4444)

Safeguarding lead officer, Head of Service – Children in Need:

Michelle O'Regan

020 7974 1905

## Local Children's Service Teams

### (accurate for NYO 2026 activity, updated December 2025)

If you need to report any incidents or concerns involving a young person

Children's Social Care at the Multi Agency Safeguarding Hub (Coventry)	024 7678 8555
Children's Services (City of London)	020 7332 3621
Nottingham City Safeguarding Children Partnership	0115 876 4762
Children's social care Blackpool	01253 477299
Children's Duty Team (Rutland)	01572 758407
Lambeth Safeguarding Children Partnership	020 7926 3344
Staffordshire Children's Advice & Support Service	0300 111 8007
The Birmingham Safeguarding Children Partnership	0121 303 1888
Suffolk safeguarding Partnership	0808 800 4005
Local Safeguarding Children Partnership (Westminster)	020 7641 4000

## If you require advice on whistleblowing

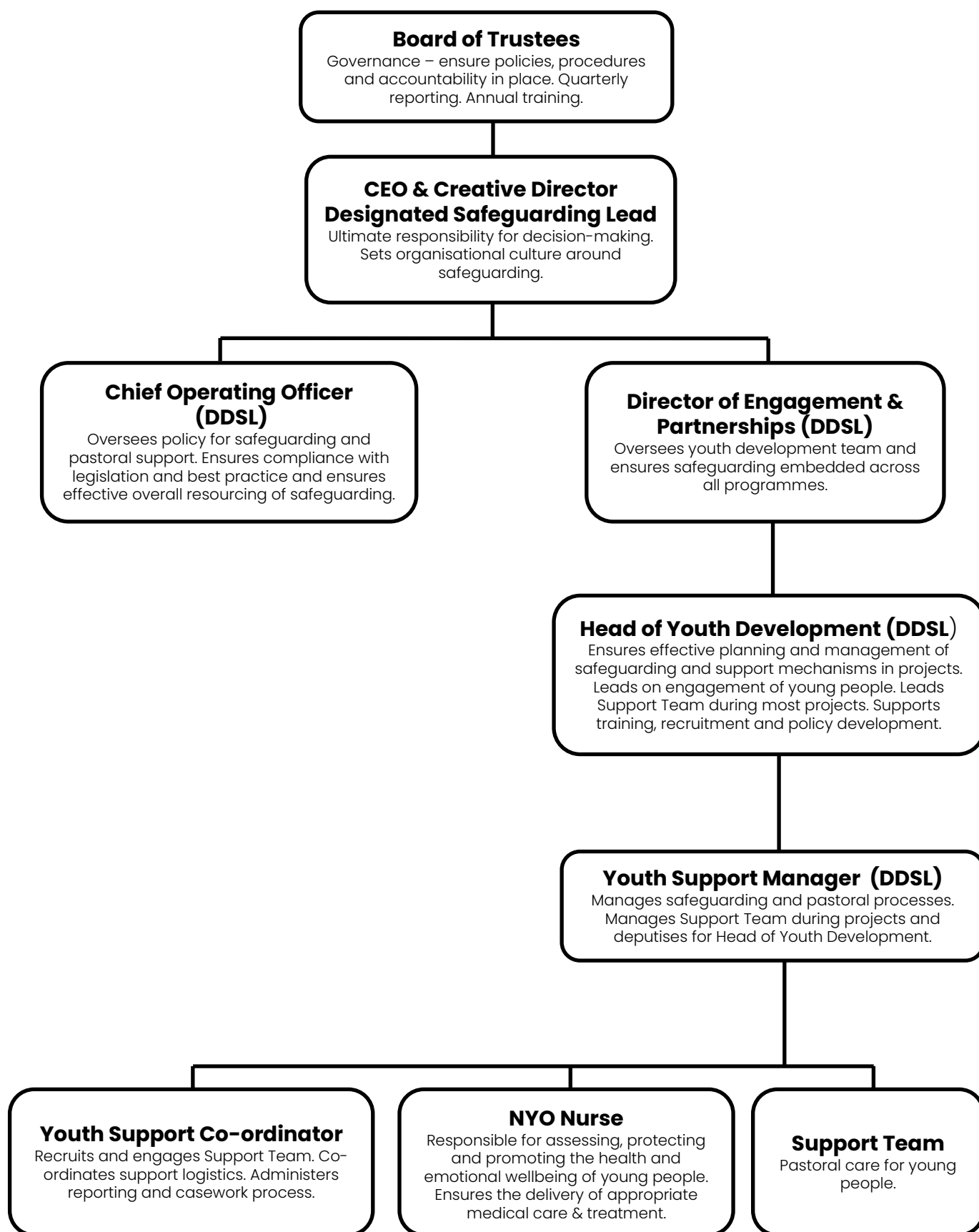
Children's Commissioner ([info.request@1million.org.uk](mailto:info.request@1million.org.uk))

NSPCC

0844 48009113

080 8800 5000

## Appendix 2: Safeguarding and Support Structure at NYO



## Appendix 3: Appropriate and Inappropriate Touch & Behaviours

Please read the below examples of appropriate and inappropriate touch and behaviours very carefully. If you have any further questions or concerns please speak to the Support Team Leader directly.

APPROPRIATE TOUCH
Always be mindful and consider the way in which you offer physical help/support to a young person. Be aware that even well-intentioned physical contact may be misconstrued by the young person, an observer, or by anyone to whom this action is described
Always make sure that intentional physical contact is ok with the young person before touching them. Let them know what it is you are doing and ask them if it is ok with them
Any form of touch which is intended as help or support is to be as enabling and empowering as possible and the young person should be permitted to do as much by themselves as possible
Always consider the needs and circumstances of the young person before touching them or making any physical contact. Be mindful of any relevant information provided about the young person when assessing the need for physical touch
Always ask for assistance if the young person needs to be physically removed from a space due to unforeseen circumstances such as injury or other medical needs
All staff engaged in activity with young people should check their practice by asking the individual, particularly a young person they haven't previously engaged, e.g. "Is it OK to touch your arm here?" "Can you do this?" Involve the young person as far as possible in their own intimate care and if the young person can help, give them every opportunity to do so.
Always try to follow the guidelines, whilst ensuring professional judgment is prioritised where in doubt

APPROPRIATE TOUCH EXAMPLES
Context dependent touch within a controlled and supervised environment (e.g. demonstrations for dance, music, drama, craft or singing)
Administration of first aid (with parental consent and only by a trained first-aider)
Assistance to avoid embarrassment (e.g. offering to help a child to their feet if they fall)
Support and guidance for performing arts such as drama, dance, circus and musical theatre (e.g. lifting / positioning / spotting)
Offering comfort to a distressed child, in response to the child's needs
Preventing injury (e.g. catching a falling child, appropriate restraint)
Handshake and 'hi-fives'
Group hug with all the children / group at the end of class / following a performance as a means of congratulations
Undertaking personal care (e.g. for very young or disabled children) only with the full consent of parents / carers and, if possible, by a worker of the same gender. In an emergency, personal care should only be undertaken with the full consent of a leader / supervisor and parents / carers should be fully informed as soon as possible, if it was not possible to contact them beforehand
Fitting / checking / fixing microphones and sound equipment
Taking measurements / fittings for costume
Emergency costume repairs (e.g. when a child is wearing a costume during a performance)
Fitting harnesses / checking safety equipment for 'flying'
Assisting children with planned costumes in the wings / backstage

INAPPROPRIATE TOUCH EXAMPLES
Touch which is without consent from the young person
Touch which is unnecessary
Touch which is unexplained
Touch which is out of context
Touch which is out of a normal environment
Touch which is in response to adult's needs
Sustained and prolonged 'appropriate' touch
Kissing
Touch of breast, groin or buttocks
Horseplay (adults – child; between peers)
Sexual gestures
Slapping / hitting (even in jest)
Holding hands (unless in context e.g. assisting very young children with crossing the road)
Hugging unless it is to comfort a young person in which case the staff member can use one arm and hug them from sitting or standing to the side of them with an arm over their shoulder and their hand on the top of their arm. Under no circumstances should staff hug young people facing them. Staff should ask permission before they hug a young person.

INAPPROPRIATE BEHAVIOURS
Make insensitive, derogatory, violent, or sexually suggestive comments to or in front of young people
Behave in a manner that can be interpreted as threatening or intrusive
Belittle young people
Directly give young people your personal contact details (mobile number, email/home address) or have contact with them via personal social media
Behave in a way that is abusive in any context
Engage in any form of sexual contact with a young person
Ignore concerns or allegations or fail to report them
Develop any type of inappropriate relationship with a young person
Smoke, consume alcohol or engage with any illegal substances around young people
Refusal to comply with or acknowledge organisational protocol relating to young people
Refusal to disclose relationships or prior connections with young people
Buy gifts and presents for young people for no reason
Take photographs or videos of young people without first obtaining appropriate consent
Use discriminatory language, even if in jest
Sharing or discussing a child's personal information with staff or other children for the purposes of banter, gossip or any non-professional reason

## **Appendix 4: Additional resources**

We comply with the guidance and procedures set out by the following legislations and guidance:

Department for Education's statutory guidance, Keeping Children Safe in Education (September 2018) and Working Together to Safeguard Children (July 2018)

The Charity Commission's Strategy for Dealing with Safeguarding Issues in Charities (May 2013, updated December 2017)

The Children Act 1989 (and 2004 amendment), which provides a framework for the care and protection of children

The Rehabilitation of Offenders Act 1974, which outlines when people with criminal convictions can work with children

Schedule 4 of the Safeguarding Vulnerable Groups Act 2006, which defines what 'regulated activity' is in relation to children

Department for Education's advice on Child performance and activities: licensing

Children and Young Persons Act 1963

Children (Performances and Activities) (England) Regulations 2014

## Appendix 5: Communicating with venues on reporting incidents & sharing information

This appendix outlines the systematic approach for reporting serious incidents to venues and local authorities. The primary aim is to ensure the smooth sharing of necessary information and to maintain a professional and organised process during venue attendance.

Key Steps:

**1. Share relevant policies/procedures before venue attendance:**

- Prior to attending the venue, we will ensure that all relevant policies and procedures are shared with the relevant parties.

**2. Identify the Single Point of Contact (SPOC) with venue or Local Authority representative:**

- Establish the contact person responsible for handling incidents at the venue or the designated representative for the local authority.

**3. Obtain specific contact details for the SPOC:**

- Prior to venue attendance, gather specific contact details for the Single Point of Contact (SPOC).

**4. Determine what needs to be reported to the venue/local authority:**

- Consider and identify the types of incidents or information that must be reported to the venue or local authority whilst maintaining a clear understanding of reporting requirements.

**5. Complete an Accident Log/Incident Form:**

- In the case of an incident, we will use an accident log/incident form to document essential details. This form should be shared with the venue for their records and further consideration by relevant professionals, such as Social Care, the Local Authority Designated Officer (LADO), and Emergency Services, if necessary.

Example Incident Form:

Date of incident:	
Nature of Incident:	<i>Describe the nature of the incident</i>
Actions Taken:	<i>Describe the steps taken in response to the incident.</i>
Reported by:	<i>Provide the name of the person responsible for reporting the incident.</i>

Maintaining a clear and structured process for reporting serious incidents is crucial for the safety and well-being of all involved parties. This form and the associated steps should be used consistently to ensure that all necessary information is effectively communicated and documented.

KCSIE 2025, paragraph 381, states that schools and colleges may receive an allegation relating to an incident that happened when an individual or organisation was using their school premises for the purposes of running activities for children. The NYO acknowledges that, where its activities take place within such premises, those organisations should follow their own safeguarding policies and procedures, including informing the LADO.

This information has been revised to incorporate all the changes in the KCSIE 2025 guidance.