



## Lost Chord UK Safeguarding Policy

### Protecting Children and Vulnerable Adults in Interactive Music Sessions

## 1. Introduction

Lost Chord UK (LCUK) is committed to safeguarding all individuals we work with, ensuring that our interactive music sessions provide a safe, inclusive, and uplifting experience for vulnerable adults, children, staff, musicians, and volunteers.

Our safeguarding commitment includes:

- **Creating a safe environment** where people feel respected, valued, and protected.
- **Preventing abuse and harm** in all our activities.
- **Responding to safeguarding concerns** promptly and appropriately.

This policy applies to:

- All **Lost Chord UK staff, musicians, trustees, and volunteers.**
- **Subcontractors, charity partners, and any individuals or organisations** working on our behalf.

## 2. Legal Framework

Lost Chord UK's safeguarding policy aligns with relevant UK legislation and best practices, including:

- **Children Act (1989, 2004)** – Safeguarding children's welfare.
- No Secrets (2000)
- **Care Act (2014)** – Protecting vulnerable adults.
- The Crime and Disorder Act (1998)
- The Health and Social Care Act (2008)
- **Safeguarding Vulnerable Groups Act (2006)** – Regulating those working with at-risk individuals.
- The Children and Social Work Act (2017)

- **Working Together to Safeguard Children (2018)** – Government guidance for safeguarding partnerships.
- **Mental Capacity Act (2005)** – Supporting decision-making for individuals who may lack capacity.
- **Charity Commission Safeguarding Guidance** – Ensuring best practices within charities.

The legislation and guidance relevant to safeguarding and promoting the welfare of children.

### 3. Definitions

**Safeguarding** means protecting the health, wellbeing, and human rights of children and vulnerable adults, enabling them to live free from harm, exploitation, abuse, and neglect.

A **child** is defined as **anyone under the age of 18**.

A **vulnerable adult** is **anyone aged 18 or over who:**

- **Requires care and support** due to a mental or physical disability, age, illness, or other condition.
- **May be unable to protect themselves** from significant harm or exploitation.

This definition includes individuals living with **dementia, neurological conditions, mental health issues, physical disabilities**, or those who rely on **care services**.

### 4. Safeguarding Principles

LCUK is committed to:

#### 1. Zero Tolerance for Abuse or Exploitation

- We do not tolerate any form of abuse, neglect, or harm toward vulnerable adults or children.

#### 2. Creating a Safe Environment

- All music sessions, performances, and events are **person-centred, inclusive, and designed to protect all participants**.

### 3. Recruitment & Training

- All **staff, musicians, and volunteers** undergo **enhanced DBS (Disclosure and Barring Service) checks**.
- **Mandatory safeguarding training** ensures all team members understand their responsibilities.

### 4. Empowering Individuals

- We actively promote **choice, dignity, and respect** for all participants.

### 5. Confidentiality & Data Protection

- All safeguarding concerns are handled **confidentially**, in line with **GDPR** regulations.

## 5. Responsibilities

### Board of Trustees

- **Overall responsibility** for safeguarding governance.
- Ensuring this policy is **reviewed annually** and remains effective.

### Safeguarding Lead (CEO)

- Acts as **Lost Chord UK's Designated Safeguarding Officer (DSO)**.
- Oversees the implementation of safeguarding policies and procedures.
- Ensures all safeguarding concerns are **properly managed and reported**.

### Musicians, Volunteers & Staff

- Must **report any safeguarding concerns** immediately.
- Must **follow safeguarding procedures** during all interactions.
- Should act with **respect, compassion, and professionalism** at all times.

### Partner Organisations

- **All community care or charity partners** must demonstrate their **own safeguarding policies** before working with LCUK.
  - **Partners must report safeguarding concerns** related to LCUK activities.
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## 6. Recognising & Responding to Safeguarding Concerns

A safeguarding concern may involve:

- **Physical abuse** (hitting, rough handling, inappropriate restraint).
- **Emotional abuse** (humiliation, threats, isolation).
- **Sexual abuse** (inappropriate touching, coercion, exploitation).
- **Neglect** (failure to provide adequate care or support).
- **Financial abuse** (fraud, coercion, misuse of finances).

### What to Do If You Have a Concern

1. **Prioritise Safety** – Ensure the individual is in a safe environment.
2. **Listen & Reassure** – Stay calm, listen carefully, and avoid making assumptions.
3. **Record the Concern** – Document key details (dates, times, people involved).
4. **Report the Concern** – Contact the **Lost Chord UK Safeguarding Lead** within **24 hours**.

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## 7. Reporting Procedures

All safeguarding concerns must be reported as follows:

<b>Situation</b>	<b>Action</b>
<b>Immediate danger or risk</b>	Call <b>999</b> and seek emergency help
<b>Concern about abuse (non-urgent)</b>	Report to <b>Lost Chord UK Safeguarding Lead</b>
<b>Concerns about an LCUK staff member, musician, or volunteer</b>	Report to <b>Safeguarding Lead</b> , who may escalate to the Board
<b>If not satisfied with LCUK's response</b>	Contact the <b>Chair of Trustees</b> or an external statutory body (e.g., Social Services, NSPCC, CQC, or Police)

## Confidentiality & Information Sharing

- Reports will be handled with **strict confidentiality**.
  - Information will only be shared with relevant agencies if necessary to **protect the individual**.
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## 8. Preventative Safeguarding Measures

### Recruitment & Vetting

- Enhanced **DBS checks** for all musicians, staff, and volunteers.
- **References checked** for all new hires and volunteers.
- Mandatory safeguarding **induction training** for new team members.

### Ongoing Training

- **Regular safeguarding refreshers** for all personnel.
- Access to external safeguarding specialists for support.

### Event & Session Safety

- **Risk assessments** conducted for all interactive music sessions.
  - **Clear procedures for handling disclosures** during events.
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## 9. Safeguarding Review & Compliance

- This policy is **reviewed annually** by the LCUK Board of Trustees.
- Safeguarding practices are **monitored through regular audits, incident reports, and feedback**.

**Lost Chord UK encourages a culture of openness and accountability where everyone plays a role in keeping vulnerable adults and children safe.**

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## 10. Contact Information

### Lost Chord UK

Registered Company: **England No. 4793062**

Registered Charity: **No. 1099385**

**Registered Office Address:**

The Wesley Centre, Blyth Road, Maltby, Rotherham, S66 8JD

**Safeguarding Contact Email:** jean@lost-chord.org.uk

**Lost Chord UK Safeguarding Phone Number:** 0300 131 7889 / 07936877250

For urgent safeguarding concerns, contact:

- **NSPCC:** 0808 800 5000
- **Action on Elder Abuse Helpline:** 0808 808 8141
- **Social Services / Local Authority Safeguarding Board**

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## Conclusion

By embedding safeguarding into every aspect of our work, **Lost Chord UK ensures that every interactive music session remains a safe, joyful, and empowering experience for people with dementia, vulnerable adults, and children.**

**This policy is effective from January 2025 and will be reviewed annually.**

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