

Wren Music

Safeguarding Vulnerable Adults

Revision Summary		
Version	Action	Date
1	Initial policy	10/11/2021
2	Policy Review – Compliance Committee	21/08/2023
3	Policy Review – Board of Trustees	16/09/2023
4	Policy review	Due August 2025

Also known as **Adults at Risk**, this policy and procedure document should be considered alongside the document **Wren Music Safeguarding & Child Protection Policy & Procedure**.

A vulnerable adult is defined as someone aged 18 or over who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may not be able to take care of him or herself or is unable to protect him or herself against significant harm or exploitation.

Wren Music has a robust safeguarding policy in relation to the vulnerable adults and young people it works with and much of this is equally applicable to vulnerable adults, or adults at risk who are protected under the Care Act 2014.

There are four main potential areas of abuse that a vulnerable adult may encounter.

Physical

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating or otherwise causing physical harm to a vulnerable adult. It may also be caused when a parent or carer fabricates symptoms of or induces illness in a vulnerable adult.

Emotional

Emotional abuse is the persistent emotional ill treatment of a vulnerable adult such as to cause severe and persistent effects on the vulnerable adult’s emotional development, and may involve:

- Conveying to a vulnerable adult that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person.

- Imposing inappropriate expectations e.g. interactions beyond the vulnerable adult's developmental capability, overprotection, limitation of exploration and learning, preventing the vulnerable adult from participation in normal social interaction
- Causing a vulnerable adult to feel frightened or in danger e.g. witnessing domestic violence, seeing or hearing the ill treatment of another
- Exploitation or corruption of a vulnerable adult including radicalisation.

Some level of emotional abuse is involved in most types of ill treatment of vulnerable adults, though emotional abuse may occur alone.

Sexual

Sexual abuse involves forcing or enticing a vulnerable adult to take part in sexual activities, whether or not the vulnerable adult is aware of what is happening. The activities may involve physical contact, involving penetrative or non-penetrative acts. They may include non-contact activities such as involving vulnerable adults in looking at or the production of pornographic activities or watching sexual activities, or encouraging vulnerable adults to behave in sexually inappropriate ways.

Neglect

Neglect is the failure to protect a vulnerable adult from the exposure of any kind of danger and may include the failure to meet a vulnerable adult's basic physical and or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter and clothing, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of or unresponsiveness to a vulnerable adult's basic emotional needs.

There are four key elements to Wren Music's Safeguarding strategy: Prevention, Protection, Guidance and Support

1. Prevention

Recruitment - know who we are working with

- Face to face interviews with prospective staff and volunteers
- Pre-employment checks - All offers of employment will be subject to the receipt of two satisfactory references, one of which must be from the most recent employer.
- DBS checks (if the role requires it) at the start of employment and rechecked every 3 years.

Training for staff

- Basic Safeguarding and Vulnerable Adult protection training will be delivered to all members of staff who do not directly work with vulnerable adult as part of the induction process and repeated annually.
- Advanced Vulnerable Adult protection training will be provided during the induction process to those who work with vulnerable adults. This will be delivered by the DVAPO and will be repeated to ensure that staff have an annual update.
- Volunteers should be briefed on their first day of the basic safeguarding and vulnerable adult protection issues that they should be aware of, and if required may attend a basic or advanced training session.

Identifying risks

- Risk assessments will be carried out to identify areas of potential hazard and the steps that need to be put in place to reduce the risk. This will include health and safety hazards, codes of behaviour for staff and vulnerable adults, keeping the personal information of the vulnerable adults secure.
- In most circumstances, effective safeguarding can be ensured by training staff. A well-planned project is likely to create few circumstances where vulnerable adults are vulnerable.

2. Protection

Visibility

Risks are minimised for participants when staff working with vulnerable adults are in sight of another responsible adult. Be publicly open when working with vulnerable adults and avoid situations where staff and individual vulnerable adults are completely unobserved. One-to-ones should take place in a room with a glass panel in the door; where this is not possible, the door should be left open. As a basic principle, when running activities with vulnerable adults, you should ensure that there is always another staff member, volunteer, or employee of a partner organisation in the building who is aware of the work that is taking place.

Physical contact

Physical contact between staff and vulnerable adults is likely to be inappropriate; even in the few circumstances where it can be justified, it is open to misinterpretation. Any form of physical punishment is forbidden, even if a parent, carer or guardian requests it, and staff must not engage in inappropriate touching of any form.

Staff should be aware of how and when physical contact might be appropriate and ensure that they are public at all times. Vulnerable adults must never be picked up or cuddled. Always ask permission and explain the reason for any need to touch. Do not engage in rough, sexually provocative games including horseplay.

Personal activities

Staff must ensure that they do not do things of a personal nature that a vulnerable adult can do for them self. In the event that there is a need for vulnerable adults to undress they should be encouraged to undress themselves as far as is possible and if they require assistance to help each other in groups. If help is necessary from a staff member, two members of staff should be present.

Wherever possible, if a vulnerable adult requires help with toileting, two members of staff must be present and parental permission obtained in writing. Male members of staff should not use urinals when there are vulnerable adults present.

Behaviour towards vulnerable adults

Adults should praise positive behaviour and any criticism should always be constructive - a verbal assault can be as damaging to a vulnerable adult as a physical one. Staff must ensure that they do not make sexually suggestive comments to vulnerable adults – even in fun.

If a member of staff accidentally hurts or distresses a vulnerable adult in any way, or if the vulnerable adult misunderstands something that the adult has said or done, then a senior staff member should be informed immediately (and if present the Designated Vulnerable

adult Protection Officer – see end for definition), and an incident form(appendix 2) should be completed and the parents/carers contacted.

Occasionally members of staff may experience inappropriate behaviour from vulnerable adults, including approaches of a sexual or provocative nature. These can be addressed by a response which is clearly discouraging without being insensitive, supported by strict adherence to the principles of openness outlined above, and by behaviour which consistently and visibly treats all vulnerable adults equally. Any instances of such inappropriate behaviour should immediately be reported to the Designated Vulnerable Adult Protection Officer or a Deputy Designated Vulnerable Adult Protection Officer, who will record the details, ensure that the staff member is never left unsupported in a vulnerable situation, and address the issue with the vulnerable adult and/or their parent/carer where necessary.

Social Networking sites

It is essential that Wren Music staff do not befriend or connect with vulnerable adults who are participants in projects within the organisation and where a professional relationship exists, on social networking sites such as Facebook. This is to ensure both the protection of staff and the safeguarding of vulnerable adults. Wren Music understands that on occasion there will be staff that are friends with vulnerable adults due to long standing relationships, outside the working context. Where the personal relationship pre-dates the professional relationship the DVAPO should be made aware of the nature of the relationship as soon as the staff member begins working for the organisation or the vulnerable adult becomes a participant – whichever is the sooner.

Vulnerability to other vulnerable adults

Vulnerable adults should be given a clear code of behaviour which emphasises that the health, safety, and welfare of participants in a project is everyone's responsibility; in an extended project, vulnerable adults should be expected to sign up to an agreed code of behaviour, or ideally be supported to co-create their own code.

Bullying is a common form of abuse, and it can take many forms. It includes name calling, mocking, kicking, taking belongings, gossiping, excluding people from groups, and threatening others. This is not an exhaustive list. Any behaviour by one vulnerable adult which affects the well-being of another can be a form of abuse and should be addressed firmly and in most cases publicly; inaction through fear of making things worse is almost never justified.

In circumstances (such as a residential) where participants spend time unsupervised, staff need to be particularly vigilant, and the vulnerable adults need to feel able to report unacceptable behaviour.

When dealing with an incident of bullying, staff need to consider, in conjunction with the Designated Vulnerable Adult Protection Officer, how they will inform the parents/carers of the vulnerable adults involved. It must be remembered that parents/carers have a right to be kept informed of issues affecting their vulnerable adults, and how these issues have been dealt with.

Vulnerability to third parties

It is essential to have clear lines of communication with parents/carers, in order to communicate essential information quickly, especially for:

- emergencies
- missing vulnerable adults
- cancellation of activities
- any other unforeseen problem

The beginning and end of sessions can be a time when vulnerable adults are at risk. Regular sessions must adhere to the following guidelines to ensure risks are minimised:

- A member of staff must take responsibility for the signing-in of vulnerable adults (i.e., a register)
- No vulnerable adult should leave the session unaccompanied by an adult without written consent. Where vulnerable adults are sharing taxis or travelling on public transport consent must be obtained from their parent/carer/guardian giving them permission to do this
- Procedures need to be in place for parents to communicate changes to normal arrangements, for example when a different adult is collecting.
- Staff need to be able to identify any vulnerable adults who are absent, other than for drop-in sessions, with procedures for checking immediately for unexpected absences. There should be clear expectations of vulnerable adult's levels of commitment and the need to inform staff of unavoidable absences in advance.
- There must be clear procedures and lines of responsibility in the case of the unavoidable delay or cancellation of a session, or the absence of staff. The duty of care towards vulnerable adults cannot be compromised by such circumstances.

Online considerations:

Specific considerations for protecting vulnerable adults in online sessions are outlined more comprehensively in appendix 3. Some key things to remember are:

- Written permission from the carer must be obtained before a session takes place.
- Vulnerable adults should be in a room with an open door, on premises with a responsible adult.
- Contact with vulnerable adults must only be through Wren Music official platforms and using Wren Music email addresses.
- Online sessions featuring vulnerable adults must not be recorded or live streamed except in exceptional circumstances.
- A disclosure must be treated in the same way.

3. Guidance

Staff will be given suitable training in accordance with their role in the organisation. This policy and process should be read in conjunction with the training and should be regularly re-read as necessary.

What to do

All allegations, reports or suspicions of abuse should be treated seriously and with sensitivity. Where a vulnerable adult makes a disclosure to a member of staff, it is essential that the disclosure is dealt with in the following way:

Listen – let the individual explain what they are feeling. Do not comment upon what has been said or make suggest alternative explanations.

The vulnerable adult should feel that they are being believed.

- Do not pass judgement.
 - Do not ask leading questions i.e. questions that need a "yes" or "no" answer. Ask open questions to establish what was done and who did it, for example "what happened next?".
- Ask questions of clarification to ensure a common understanding of what is being said, using the vulnerable adult's words and terminology where possible.
- Do not promise that any particular course of action will be taken.
- Do not promise confidentiality to any vulnerable adult who discloses abuse. Where a vulnerable adult or vulnerable adult asks for secrecy, they should be told sensitively that the staff member has a duty to refer allegations of abuse to the appropriate agency. As an organisation Wren Music and its staff are legally obliged to inform the relevant authorities if they are aware of any abuse towards a vulnerable adult, and for this reason confidentiality can never be assured.
- Do not rush the vulnerable adult – it may have taken them a great deal of thought and courage to make the disclosure.

Inform the participant that you have a legal responsibility to inform the Designated Vulnerable adult Protection Officer who has experience of dealing with similar cases.

What to do after a disclosure has been made to you

- Make an immediate detailed and careful note of what has been described, using the vulnerable adult's words wherever possible.
- Immediately inform the Designated Vulnerable adult Protection Officer. They will decide a course of action based upon the evidence and information provided to them, and where appropriate a further discussion with the vulnerable adult. Once a disclosure has been made a referral form (appendix 1) must be completed within 24 hours and submitted to social services.
- Record and maintain a record of the fact that you have made a referral to the Designated Vulnerable adult Protection Officer.

Frequently Asked Questions

What if I suspect a vulnerable adult is being abused?

A member of staff who suspects that a vulnerable adult participating in a Wren Music project is experiencing abuse will discuss this with the Designated Vulnerable adult Protection Officer or in their absence a Deputy Designated Vulnerable adult Protection Officer. A careful record will be made of any concerns or relevant incidents. Appropriate action will be discussed, and where there are reasonable grounds (e.g. behaviour, physical symptoms or signs) the DVAPO will inform Social Services that there is a suspicion of abuse and on what grounds.

If you are working with or for a commissioning organisation on or off their premises (e.g. a school or community group) you should know the contact details of their DVAPO and report any concerns to them.

What if I suspect that an adult has engaged in inappropriate behaviour?

As discussed, adults may innocently engage with a vulnerable adult and it be misinterpreted, therefore staff should be aware of making assumptions. If staff are concerned with a particular behaviour that they have witnessed, or the overall behaviour of a person, they should immediately inform the Designated Vulnerable adult Protection Officer who, in conjunction with the relevant colleagues, will decide on the appropriate action to take. This may range from having a discussion with the person in question to conducting an investigation, which may lead to external parties (such as Social Services and the Independent Safeguarding Authority) being informed of any issues.

Any reported issues will be dealt with in full and it will always be assumed that an issue reported has been done so in good faith and honesty. However, if it is established that a malicious accusation has been made by a member of staff towards another it will lead to disciplinary action in accordance with Wren Music's Disciplinary and Grievance procedure.

If you are working with or for a commissioning organisation on or off their premises (e.g. a school or community group), please ensure you are familiar with and follow that organisation's Safeguarding and Vulnerable adult Protection policy and report it immediately to their Designated Vulnerable adult Protection Officer, or other nominated person. You should not wait until you return to the Wren Music office to report it.

What will happen if allegations of abuse are made against members of staff?

Any allegation of abuse against a member of staff will be considered a disciplinary issue and dealt with through the disciplinary procedure. The staff member will be suspended from working with vulnerable adults whilst an investigation is carried out. This does not mean accusations are presumed true, but is imposed to protect the staff member during the investigation and is in line with Local Authority guidelines.

4. Support for staff

Any member of staff working with vulnerable adults may find themselves in the position of discovering or suspecting that a vulnerable adult they work with is or has been the victim of abuse. This can sometimes lead to difficult emotional pressures or apparent conflicts of interest.

Supervisors of staff who work with vulnerable adults should be aware of these pressures and look for signs that their staff may need additional support. Increased contact, more frequent one-to-one supervision meetings or referral to a counselling service may be appropriate.

Additional factors specific to safeguarding vulnerable adults.

Aims in safeguarding vulnerable adults

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- To safeguard individuals in a way that supports them in making choices and having control in how they lead their lives.
- To promote an outcomes approach in safeguarding that works for people resulting in the best experiences possible
- To raise public awareness so that professionals, other staff, and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

Recognising abuse of adults at risk

Vulnerable adults may be subject to:

- Physical abuse
- Sexual abuse, including coercive relationships.
- Psychological abuse/bullying/name-calling
- Financial abuse, including exploitation of labour (at its most extreme modern slavery)

- Cyber abuse, including coercion into making pornographic images or introduction to extremist websites which can lead to radicalisation. When working with adults at risk the following principles should be observed
 - **Empowerment:** People are supported and encouraged to make their own decisions and give informed consent to concerns being raised.
"I am asked what I want from the safeguarding process, and this directly informs what happens"
 - **Prevention:** It is better to act before harm occurs.
"I receive clear and simple information about what abuse is. I know how to recognise the signs and I know what I can do to seek help"
 - **Proportionality:** The least intrusive response appropriate to the risk presented. *"I am sure the professionals will work in my interest, and they will only get involved as much as necessary."*
 - **Partnership:** Organisations offer local solutions through working closely with their communities.
"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
 - **Accountability:** Accountability and transparency in delivering safeguarding
"I understand the role of everyone involved in my life and so do they"

Reporting a concern

In the event of suspicion of abuse the member of staff will consult with the Designated Vulnerable Adults Safeguarding Officer with a clear written record of concerns.

If, after discussion, it is deemed that further action should be taken a referral will be made to the relevant Local Authority www.devonsafeguardingadultpartnership.org.uk

Phone numbers for Devon, Torbay and Plymouth are on this site along with useful guidance.

Wren Music - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of the public.

Appendix 1

Wren Music Vulnerable Adult Protection - Referral Form

Complete as much as possible. To be sent to the Duty Social Worker within the Referral & Assessment team within 24 hours, and a copy to be retained on file at Wren Music.

Date		Time of referral	
Referral made to			
Vulnerable adult's surname		AKA other names	
Forename (s)		Gender	
DOB			
Home Address		Current Address <i>if different</i>	
Telephone number			
First language		Religion	
Does this vulnerable adult have any special requirements, special needs, or require an interpreter			

GP

	Address	Telephone
School		
G.P		

Family/Carer

Name	Relationship to the vulnerable adult	
Consent	Yes	No
Has parental consent to this form been obtained?		
If no, is the parent/carers aware of this referral?		

Include significant/important recent or historical events/incidents in the person's or family's life. Cause of concern including details of allegations, their sources, timing, and location

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Reason for Referral

Continue on a separate sheet if necessary.

Signed	
Name	
Date	
Job Title	
Organisation	
Phone Number	
Email	

Appendix 2

Incident Report Form

In the event of an incident during your session or on your project, please complete and submit this form immediately to the Designated Vulnerable Adult Protection Officer. Keep a note of the date and time that you submit the form to them. In cases where the Designated Vulnerable adult Protection Officer cannot be contacted, please ensure this information is received by a Deputy Designated Vulnerable adult Protection Officer.

Details of the vulnerable adult

Name	
Date of birth (if known)	
Name parent/carer	
Relationship to the vulnerable adult	
Address	
Phone	
Email	

Details of the person concerned (the person whom the complaint/concern is about):

Name	
Address	
Phone	
Email	
Role within the organisation or project (if applicable):	

Please provide any further details below regarding the incident in question or behaviour that is of concern.

Details of the person making this report

Name	
Today's Date	
Job title/role	
Telephone number	
Email address	

Appendix 3

Online Safeguarding Vulnerable adults and Vulnerable Adults

Definition of online abuse

- Online abuse encompasses all the characteristics of the wider definition of vulnerable adult abuse as outlined above.
- The term 'online' refers to actions that take place through the internet, including private messaging apps, websites, and social networks.
- Online abuse has many characteristics, including bullying, and more serious offences such as creating and downloading images of sexually abused vulnerable adults or approaching vulnerable adults to engage in sexual conduct either online or offline.
- **This is known as grooming under The Sexual Offences Act 2003.**

Communication Online

- When leading a session online, all participants (staff, vulnerable adults and vulnerable adults) need to plan and prepare responsibly.
- Consideration needs to be given to personal arrangements (e.g. vulnerable adult care, ICT facilities, location of remote working) in order to maximise the safety and effectiveness of learning activity.
- All online lessons/sessions will be accessed through Wren Music's online learning platform(s) with students/participants invited onto these platforms.
- Teaching and engagement must not take place via any other platforms.
- Platforms will be secure, and students/participants will be invited to log in;
- Staff will only use Wren Music email addresses and not in any circumstances use their personal email addresses.

Ensuring best practice Music Leaders, must:

- Not share or allow access to any personal information.
- Not befriend vulnerable adults/vulnerable adults.
- Only use Wren Music's agreed online learning platforms.
- Behave professionally, both in dress code and manner, as if working face to face.
- Have written permission before a lesson/session takes place:
 - The consent from will also have the contact details of the carer.

Parents and Carers

- Before any online lesson/session take place, contact must be made with the parent/carer and written permission received to attend the lesson/session;
- Must be made aware of how teaching will take place and safeguarding process that will be followed;
- Must keep a record of log in details for the online learning platform;

- The log in details for the online learning platform must not be shared with anyone else;
- Must be given opportunities to identify any concerns and additional support that might be needed.

Vulnerable adults and vulnerable adults

- Lessons/sessions must take place in a room with an open door;
- A parent/carer or trusted adult must be on the same premises;
- With written permission from the parent/carer the vulnerable adult can keep a record of log in details for the online learning platform;
- Log in details for the online learning platform will be shared with the parent/carer and must not be shared with anyone else;
- vulnerable adults/participants must not record or take photographs during the lesson/session

Recording lessons/sessions

- Additional written permission must be obtained from the parent/carer to record a session;
- The lesson/session must not be recorded without the knowledge of the vulnerable adults;
- Any recordings made must only be used for tuition or accreditation purposes;
- The music leader must explain why the recording is being made. Let the parent/carer know how the recording will be kept for and that it will only be shared with the parent/carer and the vulnerable adults
- The Music leader must let the parent/carer know where the recording will be saved and how it will be deleted;
- Parent/carer can withdraw their consent at any time, recording must then be deleted;
- A parent/carer must not record lesson/sessions where other vulnerable adults are present
- If a parent/carer wants to record the lesson/session, they must agree in writing that they will not share any recordings. They must agree to delete any recordings on request.

Specific Areas of Online Abuse

- Cyber bullying: Bullying that occurs online – unique and extremely dangerous because it can follow the vulnerable adult wherever they go;
- Emotional abuse: Continual emotional mistreatment of a vulnerable adult that can make them feel worthless and inadequate. This can occur through a lack of positive affirmation and/or a negative response;
- Grooming: This occurs when someone builds a relationship with a vulnerable adult they can sexually abuse, exploit or traffic them;

- **Sexting:** vulnerable adult or vulnerable adult is pressured or coerced into creating or sending these types of images;
- **Sexual Abuse:** When a vulnerable adult is forced or tricked into sexual activities. For example, a vulnerable adult could be forced to make, view or share vulnerable adult abuse images and/or videos online;
- **Sexual Exploitation:** When a vulnerable adult is persuaded or forced to create sexually explicit photos/videos that make personal gain or profit for an adult(s). It is the abuse of power or trust by an adult and the vulnerability of a vulnerable adult for sexual purposes.

Specific Signs of Online Abuse

- Spending a lot more or a lot less time than usual online; texting, gaming or using social media;
- Is very distant, upset or angry after using the internet or texting;
- Is secretive about who they're talking to and what they're doing online or on their mobile phone;
- Suddenly has lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet.

Key Elements to Safeguarding

Prevention, Protection, Guidance and Support

Prevention

Recruitment

- A music leader leading session online will go through the recruitment procedures as outlined in Wren Music's Safeguarding and Vulnerable adult Protection Policy.
- Freelance musicians provide DBS certificate and allow Wren Music access to information.

Training

- All Wren Music employees and freelance staff working directly with vulnerable adults or vulnerable adults, or having access to confidential and sensitive information must receive online safeguarding training, which includes guidance on working with vulnerable adults online.
- Identify Risks
- Risk assessments will be carried out to identify areas of potential hazard and the steps that need to be put in place to reduce the risk when working online.

Protection

Visibility

- The online learning platform must not be closed or completely

exclusive;

- Lessons/sessions must take place with the vulnerable adult in a room with an open door;
- A parent/carer or trusted adult must be on the same premises while the online lessons/sessions take place;
- With the use of mobile phone technology, it is important to make sure the vulnerable adult is not alone in a bedroom/room with the door shut;
- It is the music leader's responsibility to stop the lesson/session if they identify that the setting is not appropriate.

Contact Online

- The music leader begins and ends a lesson/session;
- The music leader must initiate the call and the vulnerable adults must not be allowed access to the online room until the allotted time;
- At the end of the lesson/session, the music leader is responsible for closing the link for everyone simultaneously;
- The music leader is responsible for ensuring the system is not left open for others to misuse or for contact to be made outside the scheduled lesson/session.

Appearance

- Both music leader and vulnerable adults must dress appropriately;
- Clothes must be worn that are suitable for public spaces

Positive Behaviour

- The music leader must always behave professionally;
- A verbal assault can be as damaging as a physical one;
- The music leader must praise positive behaviour and any criticism must always be constructive;
- Music leaders must not make sexually suggestive comments, even if it is believed these comments are said in fun, it is not appropriate.
- vulnerable adults may display inappropriate behaviour during a lesson/session online, it could be of a sexual nature. The music leader must clearly discourage this behaviour without being insensitive;
- The music leader must report inappropriate behaviour to the DVAPO immediately after the lesson/session. The details of the incident will be recorded and stored confidentially;
- The music leader will be offered support by the DVAPO;
- The DVAPO will discuss the incident, where appropriate, with the vulnerable adult and their parent/carer.

Social Networking

- The music leader cannot befriend or interact with any vulnerable adults who participate in Wren Music programmes, whether face to face or through online platforms. Wren Music will keep a record of pre-existing personal relationships (e.g. where a music leader is friends with a participant's parents).

Live Streaming

- Live streaming is the broadcasting of live events as they happen over the internet, to a potentially unlimited audience;
- vulnerable adults can still be at risk online when participating as audience members. It's important to remember when online it is easy to develop a false sense of security;
- People may attempt to trick, blackmail or coerce vulnerable adults while online when their defences are down, and this may lead to risk-taking behaviour;
- In cases of online grooming, predators have targeted vulnerable adults using trickery and grooming techniques to get them to perform acts of a sexual nature in front of the camera. This is classified as 'non-contact' abuse.

Vulnerability to other participants

- The music leader must be aware of the potential for cyber bullying within and outside of an online group activity;
- The music leader must report any suspicion or disclosure of cyber bullying
- An incident form must be submitted;
- Vulnerable adults must be told not to respond to the intimidation and keep all correspondence they receive.

Vulnerability to third parties

- Online lessons/sessions must only be accessible to vulnerable adults or an authorised party. This could be a social worker or key worker assigned to the participant;
- It is important to remember that vulnerable adults who are vulnerable in the real world will be the same online;
- Groomers deliberately target those perceived to be vulnerable;
- vulnerable adults tend to use coping strategies when faced with abuse. They need to be encouraged to report a concern.

Guidance

Live Streaming

Wren Music will deliver live streaming of vulnerable adults only in very exceptional circumstances, and with the approval of senior managers and additional consent from parents/carers. Furthermore:

- Risk assessment must be carried out;

- A music leader, parent/carer or external partner staff must be present;
- vulnerable adults must understand the activity is 'live';
- Remember, a person viewing may pretend to be someone they are not, e.g. adult as a vulnerable adult;
- When performing to an open audience there must be no interaction with that audience;
- A live stream can be closed to an invited audience;
- Vulnerable adults must not disclose personal information;
- It must be understood that what is shared online can be saved and shared again;
- Vulnerable adults must not respond to donation requests;
- Vulnerable adults must understand that they can ask for help if activity is upsetting.

Reporting Abuse

- If a disclosure of abuse is made to a music leader online or the music leader has a suspicion that vulnerable adult abuse issue, they must respond. The one, thing they cannot do is do nothing;
- In the first instance the music leader must contact the DVAPO and if that is not possible contact the deputy DVAPO. The DVAPO will make sure the standard reporting procedure is followed and if necessary, promptly referred to the relevant social service agencies;
- As outlined above local authority agencies can be contacted if the DVAPO or deputy are not able to be contacted and the matter is considered serious enough to warrant an immediate response;
- The issue will then be the responsibility of the DVAPO and /or local authority agency, and not the individual music leader
- The music leader will only be kept informed of developments on the issue if more information is needed and it is considered appropriate.

Allegations against a staff member

All allegations will be fully investigated

- Procedure as set out in Safeguarding and Vulnerable adult Protection Policy
- Investigation led by Wren Music senior team member (DFO or CEO);
- Legal advice can be sought from the staff member's Union
- Recognition of possible malicious allegation;
- Suspension does not constitute an assumption the allegation is true.

Response to a Disclosure

A disclosure may be made to a music leader because that person is seen as a trusted adult. It may be that being online a vulnerable adult is more comfortable than face to face. A disclosure either made online or about an online incident is a vulnerable adult protection incident. Remember:

- Listen
- Do not pass judgement
- The vulnerable adult must feel they are being believed
- Stay calm: do not display disbelief, anger or disgust
- Let them know they are not to blame
- Do not put pressure on the vulnerable adult
- Do not ask leading or closed questions
- Do not promise confidentiality

After a disclosure is made

- Make a detailed note of what has been said;
- Inform the DVAPO;
- Complete the incident form, get confirmation of receipt by DVAPO and delete your copy of the Incident form, keeping e-mail confirmation;
- When writing the Incident form ask yourself the following questions as a checklist
 - Is the person harmed?
 - Are they currently at risk or is anyone else at risk?
 - Do they need medical attention? Physical/mental?
 - What are their overall needs?
 - What is most important to the person making the disclosure?

Confidentiality

- All disclosed information is treated with the strictest confidence;
- Information will be shared only as appropriate;
- If there is a risk of serious harm a referral can be made without consent of the parent/carer;
- All information will be saved in a secure place.

Support

A disclosure can be challenging and stressful. Supervisors of staff who work with vulnerable adults should be aware of these pressures, and look for signs that their staff may need additional support. Increased contact, more frequent one-to-one supervision meetings or referral to a counselling service may be appropriate.