

# Music In Our Bones

## Volunteer Pack

### Contents

<b>1. Volunteer Policy</b>	
- Introduction	2
- Types of Volunteer	3
- Principles	4
- Commitment	5
<b>2. Health and Safety Policy</b>	7
<b>3. Vulnerable Adults Policy</b>	14

## Introduction

Music In Our Bones' mission statement is to overcome isolation in joyful song.

Our objectives are to:

- Run harmony singing workshops which overcome the barriers many people face in accessing rich participatory music making
- Reach family carers and people managing long-term mental health issues and physical disabilities as well as people unconfident about their voice but keen to sing with others
- Create dynamic singing communities finding new members by offering taster sessions in community settings and illness specific organisations
- Educate workers in the voluntary and statutory sector in the health and well-being benefits of singing with others

The Organisation is committed to:

- Equal opportunities and the encouragement of tolerance and respect
- Supporting the rights of vulnerable adults, responding to their needs and ensuring that confidentiality is only broken by safeguarding needs
- Creating settings which are, and which feel, healthy and safe

Music In Our Bones is registered with the charity commission as a Charitable Incorporated Organisation with the following charitable purposes:

*To advance the education of amateur singers primarily in Suffolk, of all abilities by offering an opportunity for anyone to sing with others, without an audition or former experience of choral singing, in particular but not exclusively for family carers and for those with a disability*

The Organisation is a voluntary organisation, its singing leaders are paid as self-employed community musicians, but its trustees and the contribution of volunteers to the work of the Organisation is especially valued and respected.

Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives. They keep the organisation in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do.

This policy, which is supported by our volunteers, sets out how the Organisation intends to support its volunteers.

# Types of Volunteering

## Mutual support and help

Music In Our Bones is hugely appreciative of all the support individuals who sing with us offer. Without the mutual encouragement and practical help our singers offer the Organisation would not be the rich community it is. We are grateful for the support of people who help us to manage big events such as our Singathon, or to spread the word and get publicity displayed, or those who help us fundraise.

Others are regular supporters who help with the practical management of our groups. They

- Welcome people into projects at the door, or help people to sign in and make their donations
- Help us to keep in touch with singers in between sessions either by email, txt or phone
- Offer lifts to people without transport

## Trustees

These people hold positions of responsibility in our charity and on a voluntary basis manage the governance, and development of the charity. They have been selected on the basis of their skills and experience. Without them the charity would not exist.

In addition to this unpaid and much valued support, Music In Our Bones has developed two types of volunteer role.

### 1. Music In Our Bones ‘Singing Supporters’

These are people to whom we offer training and support in order that they can :

- Accompany our singing leaders at one - off taster singing sessions Music In Our Bones offers in community settings. Their voluntary support hugely encourages the communal singing and dancing at these sessions. The empathy and life experience they bring with them greatly enhances the impact of our visits.

### 2. Music In Our Bones ‘Regular Singing Volunteers’

These are people who we offer training and support to in order that they can :

- Help run and evaluate a specialist project run by Music In Our Bones, developing relationships with its members, improving the quality of the music making on offer by joining in wholeheartedly with the singing and activities on offer, helping singing leaders evaluate the project with their feedback.
- Our regular singing volunteers are all DBS checked.

## Principles

The Volunteer Policy is guided by the following principles:

- The Organisation and its volunteers will follow this policy.
- All our volunteers will be thanked and their contribution publically acknowledged. All will be included in any celebratory gatherings for volunteers and trustees.
- The Organisation recognises that volunteers donate their time. Their role will be clearly explained and only taken if it is mutually agreed.
- The Organisation will provide induction, information, any learning and support to its volunteers appropriate to their volunteer role. All singing supporters and volunteers will sign the volunteer agreement.
- The Organisation will aim to recruit volunteers who are interested in the project work on offer, checking that it is satisfying and appropriate to their interest.
- Volunteers have the right to express their views within the organisational structure.
- Volunteers will work together within the Organisation's rules, policies and procedures and be given clear access to these.
- Volunteers can expect to be treated with respect and courtesy, values which underpin Music In Our Bones' work.
- The Organisation is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

## Practice Guidelines

The Organisation is committed to good practice when supporting its volunteers. The Organisation will make ongoing efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the Organisation. The Organisation does not commit itself to accept all offers of help; it will give a volunteer the reasons for declining their services and, where possible, refer them to another organisation that might be better placed to help them.

### Volunteer Induction

All volunteers will be given a Volunteer Induction pack to keep and refer to when necessary. Following either a 1-1 conversation or a training session, they will be asked to complete and sign a Volunteer Induction form ensuring that they understand Music In Our Bones' Confidentiality, Safeguarding, Health and Safety and other Policies and Procedures and the role that they are taking on. A representative of Music In Our Bones will also sign this agreement.

Disclosure and Barring Service (DBS) checks may be essential for certain volunteering roles and will be employed where applicable.

The Organisation will treat all information collected in this process with strict confidentiality and any details will be made accessible to the volunteer on written request.

## Commitment

The Organisation recognises that volunteers will often need flexible arrangements regarding the amount of time and level of commitment they are able to give.

Whatever the level of commitment a volunteer is able to give we will recognise and value their contribution. In return the volunteer will be expected to follow the letter and spirit of the Organisation's policies and procedures and to meet mutually agreed time commitments, or to give notice if this is not possible.

Volunteers are free to leave their voluntary role at any time.

We will always try to match what a volunteer feels able to undertake with our organisational needs. We will provide a warm welcome to volunteers, give adequate support and ensure that the volunteers' expectations are met when they join us.

### Induction, information and learning

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the Organisation. Additional information will be provided to help the volunteer in their work.

The Organisation will strive to make information accessible and relevant. Opportunities to develop knowledge and skills will also be provided as appropriate.

### Support and Supervision

Volunteers involved in the running of groups will be supported via regular evaluation sessions following singing sessions. Any issues that are difficult for them can be explored in this peer group time of reflection and learning. All regular singing volunteers will in addition be offered the possibility of supervision annually by a named contact person who may be a Trustee or singing leader. This person will provide the volunteer with the opportunity to discuss their work, any issues that may arise and their hopes for the future. This supervision will usually be offered over the phone at a mutually agreed time. Any agreements, or actions will be recorded and a copy sent to the volunteer.

### Health and Safety & Safeguarding

The Organisation will, as far as is practical, care for the health, safety and welfare of its volunteers. Volunteers will be provided with copies of relevant health and safety procedures and receive appropriate support and training. Volunteers are expected to be aware of and abide by the Health and Safety Policy, Vulnerable Adults Policy and the Safeguarding Policies and Procedures. Copies of these will be included in their volunteer pack and will be updated via our website.

### Equal Opportunities

All volunteers are required to make a commitment to equal opportunities. Volunteers will be provided with a copy of the Organisation's Equal Opportunities Policy and will be supported in its practice. Our aim is to ensure that volunteers are treated in a fair and consistent way.

### Insurance

Volunteers will be covered by the Organisations's insurance policy while engaged in approved work alongside Music In Our Bones' singing leaders.

### Car insurance

Volunteers are covered by Music In Our Bones' insurance once they enter the singing venue but not until they do so. Therefore, volunteers will need to check with their own car insurance to ensure they are covered when offering lifts to people without transport. Most car insurers make no additional charge for this change of use. But Volunteers should inform Music In Our Bones if a charge has been made and the Organisation will aim, when funds are available, to help meet these additional costs. It is possible to check if your insurer requires you to inform them about your car use during your volunteering using this website:

<https://www.abi.org.uk/globalassets/files/publications/public/motor/2019/abi-guide-to-volunteer-driving---the-motor-insurance-commitment.pdf>

### Expenses

Volunteers will be reimbursed travel @ 45p a mile up to £10 towards a journey and other for approved expenses. To claim expenses, supporting receipts or invoices must be provided.

### Confidentiality

Volunteers will be asked to sign a confidentiality agreement and follow its principles. Volunteers will have access to personal information about individuals who sing with us which must not be shared outside the team of singing leaders and volunteers.

The organisation trusts its volunteers with such confidential information. However, volunteers suspecting any mistreatment or abuse within the Organisation should discuss the matter directly the Vulnerable Adult Lead who will make an informed decision about actions needed.

### Resolving concerns

The Organisation aims to identify and resolve problems at the earliest possible stage. In the first instance you should discuss these with your contact person. If the issue or problem is not resolved, you should then contact Ian Heywood (i.heywood@me.com) our Chair of Trustees, who will discuss the matter with you within seven days and try to resolve the matter with the support of other trustees.

### Having a Voice

Volunteers are encouraged to express their views about issues concerning Music In Our Bones and its work via the singing leaders involved in their project. Regular Singing Volunteers can also give us feedback through supervision.

## Music in Our Bones Volunteer Information and Agreement Form

The information you give us will never be shared with anyone else and will be securely stored. If at any point you would like your contact details deleted please contact us. You can view our Data Protection policy at request.

NAME	
ADDRESS	
DATE OF BIRTH	
PHONE NUMBER	
EMAIL ADDRESS	

### Health & Safety Details:

Do you have a disability or a health issue which you would like us to take into account or made aware of? (If yes, please give details below)	Yes	No

Please provide us with an emergency contact name and number\* for someone we can get in touch with in case of an unlikely emergency when you are volunteering with us.

NAME	
PHONE NUMBER	
RELATIONSHIP	

### Consent and Confidentiality Agreement

I confirm that:

- I give permission for this form and my information to be stored by Music in Our Bones for the purposes my volunteering with the charity;
- I have read and understood the Volunteer Policy and other relevant policies
- I fully understand the importance of confidentiality and I agree to share such information ONLY with the singing leaders and volunteers of my group, and not with people outside it.

Signed \_\_\_\_\_ Date \_\_\_\_\_

# Music In Our Bones Policy

## Health and Safety



---

## Contents

Contents .....	7
A - Policy Statement .....	7
B - Organisation Structure .....	8
Day-to-day health and safety responsibilities:.....	8
Monitoring the Health and Safety Policy .....	9
C - Systems and Procedures.....	9
General safety and conduct of employees .....	9
Accidents .....	10
First Aid .....	10
Safety Training .....	10
Communication .....	10
Smoking .....	11
Fire Precautions .....	11
Good Working Practices.....	11
Manual Handling .....	11
Display Screen Equipment .....	11
Risk Assessments .....	12
Venue Hire .....	12
Female Workers of Child Bearing Age .....	12
Insurance .....	6
Use of cars.....	6
Appendix A - Good Working Practices .....	13

### A - Policy Statement

It is our policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all self-employed staff and volunteers, and to provide information, instruction, learning and supervision as is needed for this purpose.

In accordance with the Health and Safety at Work etc. Act 1974, we also accept our responsibility for the health and safety of other people who may be affected by our activities.



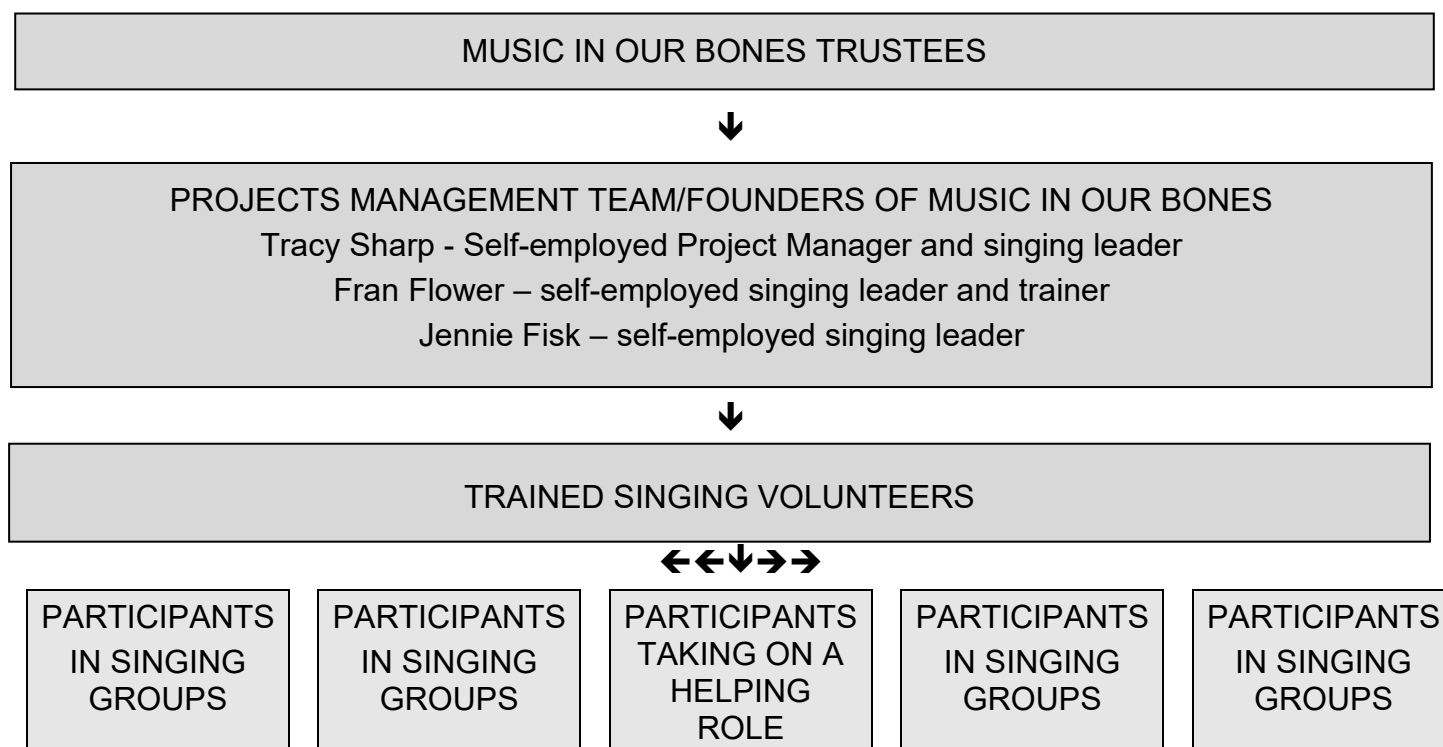
Music In Our Bones, hereinafter referred to as the Organisation, actively seeks support from all staff and volunteers, whatever their status, in achieving the objectives of this Health and Safety Policy (“the Policy”).

The allocation of duties for safety matters and the arrangements for implementation of the Policy are set out in sections B and C of the Policy. **We recognise our responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse. These reviews will be done by the Trustees at least annually at the AGM, or sooner if required. A record of any incidents will be securely held and investigated by the Chair of the Organisation.**

**The Policy is issued to all staff and volunteers and reviewed by Trustees annually at an AGM. Last reviewed by trustees at AGM on 30 April 2019**

### B - Organisation Structure

The Organisation’s organisational structure is set out in the diagram below and the schedule of individual health and safety responsibilities is detailed below.



### Day-to-day health and safety responsibilities:

1. The self-employed project manager of Music In our Bones is responsible for all day-to-day health and safety matters.

**Contact details :Tracy Sharp [tracy.sharp43@ntlworld.com](mailto:tracy.sharp43@ntlworld.com) 07757809297.**

The organisation has no premises, and all singing workshops are offered in community venues.

2. Music In Our Bones employs only self-employed community musicians to deliver singing workshops. Workstation risk assessments are therefore unnecessary as the work is not

office based. The organisation does however offer workstation risk assessment advice to those musicians for their own health and well-being outside of Music In Our Bones related work.

3. Music In Our Bones' self-employed part-time administrator, working from home is responsible for all day-to-day health and safety matters relating to their home office and is responsible for carrying out their own workstation risk assessment.
4. Music In Our Bones self-employed staff and trained singing volunteers, in delivering singing workshops for the organisation, will be expected to be aware of, be able to influence annually and to follow this Policy.
5. It is the duty of all self-employed employees and volunteers while delivering singing workshops:-
  - To take responsible care for the health and safety of themselves and of other persons who may be affected by their acts or omissions, and
  - To co-operate with singing leaders to achieve a healthy and safe workplace and to report to the appropriate person any health and safety problems which they are unable to resolve themselves, and
  - To ensure that Family Carers are aware that Music In Our Bones singing leaders and volunteers are neither trained nor insured to provide any personal care. If individuals with disabilities and Family Carers feel confident that someone can manage their own needs within the session, emergency contact information for the Family Carer and a second number will be taken in case of the Family Carers being taken ill whilst away.
  - That any health and safety concerns are reported by volunteers to singing leaders during sessions.
  - Not to interfere with or misuse any equipment provided in the interests of health, safety and welfare.

## Monitoring the Health and Safety Policy

6. The administrator is responsible for checking the Policy to ensure continued effectiveness, particularly that:
  - Health and safety responsibilities are being properly discharged
  - Employees and volunteers are working to health and safety rules
  - Employees and volunteers are safety conscious.

## C - Systems and Procedures

### General safety and conduct of self-employed staff and volunteers

Self-employed staff and volunteers are reminded of their moral and legal responsibility for conducting themselves in such a manner in their work so as not to expose themselves or others to risk. To this end the Health and Safety Policy is a document that must be read, understood and implemented by all.

A declaration by our self-employed staff and volunteers must be signed when the Policy has been read and understood. At Health and Safety training participants will sign that they have attended and understood the policy.

### Accidents

If an accident occurs, it is the injured person's responsibility to notify the singing leaders who will record the accident in the venue's Accident Book. Should the accident be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), this will be done by the singing leaders present.

### First Aid

The First Aid boxes are situated in our venues as follows:

Gt Blakenham Parish Room	Kitchen
Ipswich Library	Staff workroom ( accessed via caretaker or qualified first aider on duty)
Bury library	Staff workroom ( accessed via caretaker or qualified first aider on duty)
St Mark's Church Hall, Oulton Broad	Kitchen
Hillside Community Centre, Stowmarket	Reception ( accessed via caretaker a Qualified First Aider )
Margery Girling House	Kitchen

### Name of Appointed People in singing venues

Gt Blakenham Parish Room	Tracy Sharp, Jennie Fisk, Trish Bessell, Fran Flower
Ipswich Library	Caretaker on duty
Bury Library	Caretaker on duty
St Marks Church Hall, Oulton Broad	Tracy Sharp, Helen Rolfe
Hillside Community Centre, Stowmarket	Caretaker on duty
Margery Girling House	Tracy Sharp, Trish Bessell

### Safety Training

All self-employed staff and volunteers are given information relating to evacuation procedures, accident procedures and availability of first aid in each venue used. Relevant training is carried out by various training providers according to need.

### Communication

Health and Safety is an agenda item for all trustee meetings which are held termly and is included in any singing volunteer training. Singing leaders and volunteers are encouraged to raise any matters of concern at any time and to record them either in the Accident /near misses book or to email them to Tracy Sharp. Any incident is then discussed at trustee meetings, advice given to the organisations founders and then used by singing leaders.

### **Smoking**

Smoking is not allowed inside any of the venues used by Music in Our Bones. We abide by their smoking rules regarding the use of allocated places outside the buildings for smoking.

### **Fire Precautions**

Fire procedures are displayed on each floor of the venues used by Music In Our Bones. Fire drills are carried out at least annually. On hearing the fire alarm, singing leaders will:

- Encourage participants to quickly and calmly leave the building by the exit route. Singing leaders will check the loos and kitchen area before exiting if it is safe to do so. Our register will be taken by a singing leader to co-ordinate the fire drills with the caretakers of the premises used.
- Following evacuation, everyone will report swiftly to the relevant assembly point and the register will be called to check everyone has successfully exited the building.
- In upstairs venues with lifts, anyone using a wheelchair, or with mobility issues, will be taken to the safety of the stair wells which have fire doors and will wait there with a singing leader or volunteer until they are informed by the caretaker whether or not it is necessary to use the evac chair to exit the building or if it has been a drill or a false alarm.

The responsibility for fire alarm checking, testing, servicing and recording lies with our venue providers.

### **Good Working Practices**

Good Working Practices including safety precautions to be taken when working alone are set out in Appendix A.

### **Manual Handling**

The Organisation follows the Health and Safety Executive guidelines for lifting e.g. no employee or volunteer is expected to lift over 25kg without assistance.

- Any tables to be erected or moved are moved by two people together. Putting out chairs is usually done by singing leaders following safe practice and if helped by participants and volunteers on occasion with guidance on that safe practice.
- There is no moving and handling of participants required for singing leaders or volunteers.
- If dancing with others is involved, the voluntary nature of all movement is explored, mobility issues are mentioned and taken into account, advice given by Family Carers if there are any falls concerns before any dancing is encouraged.

### **Display Screen Equipment**

All singing leaders have been informed of the various ill health conditions associated with the use of display screen equipment. They have also been given information in the correct use of computers, the positioning of the desk, chair monitor etc., to enable them to avoid the various ill health problems.

### **Hazardous Substances**

The use of any hazardous substances by our venues is restricted to their cleaners.

### **Risk Assessments**

Risk Assessments have been carried out in the following subject areas:-

- General risk assessment including fire hazards
- Display screen equipment. There is no requirement for extended use of DSEs in our work. Current advice about its safe use from the government however has been circulated to our self-employed singing leaders.

Our venues are assessed as low risk and are inspected and reviewed by the venue managers.

### **Venue Hire**

For each venue hired by Music In Our Bones, a Venue Health and Safety checklist schedule completed form will be completed by the project manager. This procedure will be followed on the first hiring of any venue to ensure implementation of this Policy. For subsequent hiring, enquiries should be made to ascertain whether the information supplied is still current.

### **Female Workers of Child Bearing Age**

Should any person in this category notify the Organisation of pregnancy, a risk assessment will be carried out on her work according to the requirements of the Management of Health and Safety at Work Regulations 1999.

### **Substance misuse, smoking and alcohol**

We acknowledge legislation around the use and supply of legal and illegal substances.

We recognise that it is an offence under the relevant Acts to allow premises we occupy or manage to be used for the purpose of drug taking. We personally, and our organisation have responsibilities under the 1971 Act and take all reasonable steps available to stop supply taking place.

### **Insurance**

We ensure that at all times we have adequate insurance to cover our activities, including Public and Employers Liability to a sum advised by our Insurers. This covers both workers, volunteers and participants within our venues. When planning additional activities we also check with our Insurers that we have sufficient cover. Most singing leaders are also covered by personal liability insurance from the Natural Voice Practitioners Network.

### **Car Usage**

We do not transport unaccompanied young people under 18 in our cars at any time. Some of our singers ( adults ) occasionally need a lift to sessions. All cars are fully equipped with fitted seatbelts and visitors are always asked to wear seat belts.

We include car use in our health and safety training sessions for self-employed staff and volunteers to encourage staff or volunteers to check that they are fully insured to do this. Most insurance companies accept "volunteering" as social/domestic/pleasure use but it can be classed as 'work' and require additional payment. Music In Our Bones will always

try to meet any additional costs of volunteers whose insurers insist on such additional payments for changed use to cover them to pick up participants.

We ensure that they know that if their insurance will not cover them for 'work' purposes, and that they do decide still to offer lifts informally, that they must take responsibility for this decision as Music In Our Bones cannot do so.

### Appendix A - Good Working Practices

Singing leaders will ensure that all volunteers and participants are greeted and that they sign in using our register before entering the singing workshop, so that at all times the persons on the premises can be ascertained in the event of an emergency.

#### SINGING LEADERS AND VOLUNTEERS WILL:

1. Keep all passageways clear of obstructions.
2. Avoid obstructing any Fire Exit.
3. Keep all electrical leads tidy and ensure that they do not form an obstruction.
4. Ensure that additional 'unattended' entrance doors are kept closed and secure to ensure no-one unexpected / unrecorded enters a workshop.
5. When attending venues, singing leaders and volunteers should where ever possible ensure that all reasonable precautions are taken to avoid risk to their personal safety e.g. they should park in a public area and, if after dark, in a well-lit area as close as possible to the premises to be visited.
6. Singing leaders must ensure that all participants are regularly informed of fire escape exits.
7. Employees responsible for booking venues for events must take all reasonable steps to ensure that the premises satisfy the Management of Health & Safety Regulations 1992.

Music in Our Bones  
SAFEGUARDING - Vulnerable Adults Policy – 30 April 2019

Review date AGM 28th April 2020 )

This policy is for the protection of vulnerable adults from abuse and in order to respect their rights.

This policy includes:

- A definition of abuse, setting out the current states of knowledge, based on most recent research on signs/patterns of abuse and features of abusive environments
- A definition of those vulnerable adults to whom the policy, procedure and practice refer

Music in our Bones:-

- actively promotes the well-being and empowerment of vulnerable adults through the services they provide
- acts in a way which supports the rights of the individual to lead an independent life based on self-determination and personal choice.
- Recognises people who are unable to make their own decisions and/or to protect themselves, their assets and bodily integrity
- Recognises that the right to self-determination can involve risk and ensure that such risks are recognised and understood by all concerned and minimised wherever possible (there should be an open discussion between the individual and the agencies about the risks involved to him or her)
- Ensures the safety of vulnerable adults by integrating strategies policies and services relevant to abuse within the framework of the NHS and Community Care Act 1990, the Mental Health Act 2007, the Public Interest Disclosure Act 1998 and the registered Homes Act 1984 and Care Standards Bill 2000.
- Ensures that when the right to an independent lifestyle and choice is at risk, the individual receives appropriate help, including advice, protection and support from relevant agencies and
- Ensures that the law and statutory requirements are known and used appropriately

Defining who is at risk

In this guidance a vulnerable adult is someone over 17

“who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or who may be unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.”

## What constitutes abuse?

Abuse is a violation of an individual's human and civil rights by any other person(s). It may consist of single or repeated acts. It may be physical verbal or psychological, it may be an act of neglect or omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial transaction to which s/he has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. It can include:

- Physical abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Neglect and/or acts of omission
- Discriminatory abuse

Any of these may be perpetrated as the result of deliberate intent, negligence or ignorance. Some incidents of abuse will constitute a criminal offence. Vulnerable adults are in these cases entitled to the same protection of the law as any other citizens.

Allegations of criminal offenses require action being taken by the Police as a matter of urgency.

Neglect and poor professional practice also need to be taken into account as it can lead to institutional abuse resulting in ill-treatment of vulnerable individuals.

## Who may be the abuser?

- A Family Carer, relative, friend or neighbour
- A member of staff at day or residential care homes
- A member of a recognised professional group with contact
- A volunteer or another member of any community group accessed by a vulnerable person
- A person who deliberately targets vulnerable people

Abuse may occur in any setting bringing the vulnerable person in contact with others. Assessment of the environment is relevant because exploitation or deception, misuse of authority, intimidation or coercion may render a vulnerable adult incapable of making his/her own decisions.



## Music in Our Bones Procedures

### TO ENSURE BEST AND SAFE PRACTICE:

1. Anyone employed by MIOB will be DBS checked and aware of the importance of Equal Opportunity Issues, non-discriminatory practice, and vulnerable adult issues.
2. We will aim to ensure all our work is as inclusive as possible and that everyone is welcomed without judgement, and that we are as sensitive and responsive to diversity issues as possible.
3. Never teaching alone, we are always in group settings and working alongside volunteers and other professionals so peer- group reflection on and consultation about practice is embedded in the way we work.
4. We continually monitor one another's work and the belief systems which underpin that work and aim to support each other to be aware of issues which might cause individuals distress through our ignorance or omission. We do this via through on-going peer supervision and more formally through termly singing leader meetings.
5. We have membership to the Natural Voice Practitioners Network and regularly attend training events.

### IF WE HAVE ANY VULNERABLE ADULT CONCERNS:

6. Any incident of concern reported or noticed at a singing session by singing leaders or volunteers will be discussed and noted. A report will be completed by a member of MIOB ( see Appendix 1) which will then be discussed with the chair of MIOB Trustees and the appropriate follow up action taken.
7. Careful on-going monitoring will follow any such incidents of concern to ensure that further action is not required.
8. The Multi Agency Safeguarding Hub (MASH) Consultation Line on 0345 6061499 will be contacted, when this is deemed necessary by MIOB's vulnerable adults lead to discuss whether the situation we are concerned about should be the subject of a safeguarding referral.
9. Trustees will be informed of any incidents of concern at their three monthly meetings to ensure that these issues are closely monitored.
10. Aware of Suffolk County Council procedures for Vulnerable Adults at risk of abuse, we will, where this is the agreed course of action, complete a request for a POVA if serious allegations were disclosed to us, or if we had serious concerns about someone's safety and well-being. We would always try to ensure that the vulnerable adult concerned was aware of the actions we were taking on their behalf.

**Contact name and mobile number: Liz Gerrie 07702068225**

**Email: [liz\\_gerrie@yahoo.co.uk](mailto:liz_gerrie@yahoo.co.uk)**