



Child Protection Policy and Procedures

**Hear My Music
Scottish Charity SC048278**

Date: August 2026

Review by date: August 2027



Introduction

Purpose

Hear My Music is committed to the protection of children and regards the safeguarding and promoting of the interests and wellbeing of children as of paramount concern. We are also committed to the protection of vulnerable children from exploitative relationships.

Hear My Music considers it the duty of all those employed or involved with the organisation to prevent physical abuse, sexual abuse, emotional abuse, neglect, and exploitation (including child sexual exploitation and criminal exploitation) and **to report any abuse discovered, suspected, or disclosed.**

Hear My Music is committed to respecting, protecting, and fulfilling children's rights as set out in the United Nations Convention on the Rights of the Child (UNCRC). In line with Article 3 (Best interests of the child) and Article 12 (Respect for the views of the child), children have the right to be protected from all forms of harm, to be heard, and to participate in decisions affecting their lives.

Principles

Hear My Music uses the underlying principles of the Scottish Government's approach to child protection [\[1\]](#) which is based upon the protection of children's rights. The Getting It Right For Every Child (GIRFEC) policy and practice model is a practical expression of the Scottish Government's commitment to implementation of the United Nations Convention on the Rights of the Child (UNCRC). We use the GIRFEC wellbeing indicators (**Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included**) to frame our approach to supporting every child's overall wellbeing.

Registration for Protection of Vulnerable Groups

Hear My Music ensures that all employees, freelance musician practitioners, and volunteers undertaking regulated work with children hold valid membership under the Protection of Vulnerable Groups (PVG) Scheme via Disclosure Scotland before commencing their role.

Who needs protection?

Children and young people under the age of 18.

What is child abuse?

Abuse and neglect are forms of maltreatment. Abuse or neglect may involve inflicting harm or failing to act to prevent harm. Children may be maltreated at home, within a family or peer network, in care placements, in institutions or community settings, and in the online and digital environment. Those responsible may be previously unknown or familiar, or in positions of trust. They may be family members. Children may be harmed pre-birth, for instance by domestic abuse of a mother or through parental alcohol and drug use.



Physical abuse

Physical abuse is the causing of physical harm to a child or young person. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after.

There may be some variation in family, community or cultural attitudes to parenting, for example, in relation to reasonable discipline. Cultural sensitivity must not deflect practitioners from a focus on a child's essential needs for care and protection from harm, or a focus on the need of a family for support to reduce stress and associated risk.

Emotional abuse

Emotional abuse is persistent emotional ill treatment that has severe and persistent adverse effects on a child's emotional development. 'Persistent' means there is a continuous or intermittent pattern which has caused, or is likely to cause, significant harm. Emotional abuse is present to some extent in all types of ill treatment of a child, but it can also occur independently of other forms of abuse.

It may involve:

- conveying to a child that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person
- exploitation or corruption of a child, or imposition of demands inappropriate for their age or stage of development
- repeated silencing, ridiculing, or intimidation
- demands that so exceed a child's capability that they may be harmful
- extreme overprotection, such that a child is harmed by prevention of learning, exploration, and social development
- seeing or hearing the abuse of another (in accordance with the Domestic Abuse (Scotland) Act 2018) National Guidance for Child Protection in Scotland 2021 Part 1: The context for child protection 13 Version 1.0 September 2021

Sexual abuse

Child sexual abuse (CSA) is an act that involves a child under 16 years of age in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. For those who may be victims of sexual offences aged 16-17, child protection procedures should be considered. These procedures must be applied when there is concern about the sexual exploitation or trafficking of a child. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at or in the production of indecent images, in watching sexual activities, using sexual language towards a child, or encouraging children to behave in sexually inappropriate ways.

Child sexual exploitation (CSE) is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a person

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under 18 into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual.

Child sexual exploitation does not always involve physical contact. It can also occur through the use of technology. Children who are trafficked across borders or within the UK may be at particular risk of sexual abuse.

Criminal exploitation

Criminal exploitation refers to the action of an individual or group using an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity in exchange for something the victim needs or wants, or for the financial or other advantage of the perpetrator or facilitator. Violence or the threat of violence may feature. The victim may have been criminally exploited, even if the activity appears consensual. Child criminal exploitation may involve physical contact and may also occur through the use of technology. It may involve gangs and organised criminal networks. Sale of illegal drugs may be a feature. Children and vulnerable adults may be exploited to move and store drugs and money. Coercion, intimidation, violence (including sexual violence) and weapons may be involved.

Child trafficking

Child trafficking involves the recruitment, transportation, transfer, harbouring or receipt, exchange or transfer of control of a child under the age of 18 years for the purposes of exploitation. Transfer or movement can be within an area and does not have to be across borders. Examples of and reasons for trafficking can include sexual, criminal and financial exploitation, forced labour, removal of organs, illegal adoption, and forced or illegal marriage.

Neglect

Neglect consists in persistent failure to meet a child's basic physical and/or psychological needs, which is likely to result in the serious impairment of the child's health or development. There can also be single instances of neglectful behaviour that cause significant harm. Neglect can arise in the context of systemic stresses such as poverty, and is an indicator of both support and protection needs.

'Persistent' means there is a pattern which may be continuous or intermittent which has caused, or is likely to cause, significant harm. However, single instances of neglectful behaviour by a person in a position of responsibility can be significantly harmful. Early signs of neglect indicate the need for support to prevent harm.

The GIRFEC SHANARRI indicators set out the essential wellbeing needs and support children's rights. Neglect of any or all of these can impact on healthy development. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing, and shelter (including exclusion from home or abandonment); to protect a child from physical and emotional harm or danger; to ensure adequate supervision (including the use of inadequate caregivers); to seek consistent access to appropriate medical care or treatment; to ensure the child receives education; or to respond to a child's essential emotional needs.



Faltering growth refers to an inability to reach normal weight and growth or development milestones in the absence of medically discernible physical and genetic reasons. This condition requires further assessment and may be associated with chronic neglect.

Malnutrition, lack of nurturing, and lack of stimulation can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. For very young children the impact could quickly become life-threatening. Chronic physical and emotional neglect may also have a significant impact on teenagers.

Female genital mutilation

This extreme form of physical, sexual and emotional assault upon girls and women involves partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. Such procedures are usually conducted on children and are a criminal offence in Scotland. FGM can be fatal and is associated with long-term physical and emotional harm.

Forced marriage

A forced marriage is a marriage conducted without the full and free consent of both parties and where duress is a factor. Duress can include physical, psychological, financial, sexual, and emotional abuse. Forced marriage is both a child protection and adult protection matter. Child protection processes will be considered up to the age of 18. Forced marriage may be a risk alongside other forms of so called 'honour-based' abuse (HBA). HBA includes practices used to control behaviour within families, communities, or other social groups, to protect perceived cultural and religious beliefs and/or 'honour'.

Online and Digital Abuse

Abuse and harm can occur in digital and online environments just as in physical spaces. Online and digital abuse involves using technology—including social media, messaging platforms, video conferencing, and digital tools—to target, bully, groom, exploit, or harm children. This includes cyberbullying, image-based abuse, exposure to harmful content, digital exploitation, and misuse of emerging technologies.

What to do if you think a child or young person is at risk of abuse

- Be supportive to the child or young person. Listen with care, but do not ask any unnecessary questions. Take what the child or young person is saying seriously, and advise them you will have to pass the information on;
- Write down the nature of your concern and anything the child or young person may have told you using, so far as possible, the words used by the child or young person. Remember to sign and date the notes taken;
- Immediately report the grounds of your concern to Creative Director Emily Carr (emily@hearmymusic.org.uk 07543 043 131, 07890 512 824) who will take steps to pass the information on to the appropriate person. If Emily is not available contact Board Member

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Moyra Hawthorn, moyrahawthornbg@googlemail.com 01360 770 248 or 07786 704 969

- **Do not delay in reporting your concerns. Where possible, advise Emily Carr. or Moyra Hawthorn on the same day the concern arises**, and if you are unhappy with the response from the named person, you should contact the local Social Work Services Office and outline your concerns and the basis for them. (See important contacts).

Confidentiality

If a child or young person may be at risk of harm, this will always override a professional or organisational requirement to keep information confidential. Those employed or involved with the organisation have a responsibility to act to make sure that a child whose safety or welfare may be at risk is protected from harm. Children, young people and their parents will always be told this.

Action to be taken by the named person

- I. All cases of suspected or alleged abuse must be treated seriously and the local Social Work Services Office should be contacted immediately. The concerns should be clearly stated including the basis for them. When the local office is closed the Emergency Social Work Service should be alerted. (See important contacts.) All telephone calls should be followed up in writing within 48 hours using the CPC “shared referral form”. (see appendix);
- II. If you are unhappy with the response from Social Work Services, you can contact the local Police Office or the Reporter to the Children’s Panel and outline your concerns to them. (See important contacts).

What happens next?

It is the duty of Social Work Services to investigate matters of concern in relation to the protection of the child or young person. Where it is alleged a crime has been committed against a child, the matter is likely to be investigated jointly with the Police. The investigating Social Worker/Police Officer may require to speak to the person with whom the concerns originated. You should co-operate fully with any future enquiries.

What if it is someone within HMM you are concerned about?

If you have observed a member of the organisation acting in a way that has caused you to be concerned, and feel the matter needs to be investigated you should contact Creative Director Emily Carr (07890 512 824) outlining your concerns and the basis for them. The named person will take your concerns seriously and decide on an appropriate course of action. This may involve the use of the organisation’s disciplinary procedures and/or a referral to Social Work Services/Police.

If your concerns are regarding Emily Carr, you should contact Board Member Moyra Hawthorn 01360 770 248 or 07786 704 969.



If you are not satisfied with the response from either Emily Carr or Moyra Hawthorn, this should be reported to the Director/Chief Executive of the organisation or to Social Work Services/Police.

Supporting the child or young person

The child/young person is likely to continue to be involved with HMM following the reporting of the concerns. Links should be maintained with the Social Work Services office involved in any investigation, in order to ensure appropriate support to the child / family. If not notified of any change a follow up phone call may be necessary.

It remains important that employees and those involved with the child or young person act in a supportive manner. You should:

- Continue to listen with care;
- Reassure the child or young person he / she was right to tell, if appropriate;
- Affirm the child or young person's feelings as expressed by them;
- Do not question / interrogate the child or young person;
- Do not show disbelief;
- Avoid being judgmental;
- Do not introduce personal or third party experiences of abuse; and
- Avoid displaying strong emotions.

Historical Abuse

Where a child or adult discloses historical abuse, the organisation's child protection reporting procedure must be followed. A full discussion should take place with the named person within the organisation to agree what action is required to ensure the safety and wellbeing of the individual and others.

Training and awareness

Employees / volunteers will be made aware of the existence of the Child Protection Policy, and their responsibilities in relation to the child protection process.

For example:

- Through the provision of training

AND

- By issuing a copy of the policy to all new staff members

AND

- Publicising its existence in strategic parts of the office

Staff can access this policy at all times, in the Staff Handbook within the company office.

We also have a safeguarding single page flowchart with contact numbers that can be referenced quickly when situations occur. This is widely available in the practitioner handbook and also located on the wall of the office.

APPENDIX 1



Please complete and attach to HMM's Child Protection Policy

NAMED RESPONSIBLE PERSON

Name Emily Carr

Position within HMM/Title Creative Director

Address Cathcart Church, 90 Clarkston Road, G44 3DA

Email address emily@hearmymusic.org.uk

Tel No 07543 043 131 (days) OR 07890 512 824
(evenings/weekends)

IN ABSENCE OF NAMED RESPONSIBLE PERSON PLEASE CONTACT:

Name Moyra Hawthorn (Board Member)

Email address moyrahawthornbg@googlemail.com

Tel No 01360 770 248 or 07786 704 969

**If the named persons are unavailable please contact Social Work
Services - (See attached contact list)**

Important Contacts (listed by council area)



Police: For all non emergencies call 101 or 01786 289 070 (Police Scotland)
If you consider a child or young person to be in IMMEDIATE danger, call 999

GLASGOW CITY

Agency/Organisation	Contact Details
Social Work	0141 287 0555
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 2100

RENFREWSHIRE

Agency/Organisation	Contact Details
Social Work	0300 300 1199
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 8201

EAST RENFREWSHIRE

Agency/Organisation	Contact Details
Social Work (children's services)	0141 557 8300
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 8201

INVERCLYDE

Agency/Organisation	Contact Details
Social Work	01475 715 365
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 8560

ARGYLL & BUTE

Agency/Organisation	Contact Details
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Social Work	01546 605 517
Social Work - out of hours	01631 566 491 or 569 712
Reporter to the Children's Panel	0131 244 8400

WEST DUNBARTONSHIRE

Agency/Organisation	Contact Details
Social Work	0141 562 8800
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 8540

EAST DUNBARTONSHIRE

Agency/Organisation	Contact Details
Social Work	0141 777 3000
Social Work - out of hours	0300 343 1505
Reporter to the Children's Panel	0131 244 8201

NORTH AYRSHIRE

Agency/Organisation	Contact Details
Social Work (children's services)	01294 310 300
Social Work - out of hours	0800 328 7758
Reporter to the Children's Panel	0131 244 8777

SOUTH AYRSHIRE

Agency/Organisation	Contact Details
Social Work	01292 267 675
Social Work - out of hours	0800 328 7758
Reporter to the Children's Panel	0131 244 8777

EAST AYRSHIRE

Agency/Organisation	Contact Details
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Social Work	01563 554 200 or 01290 427 720
Social Work - out of hours	0800 328 7758
Reporter to the Children's Panel	0131 244 8777

SOUTH LANARKSHIRE

Agency/Organisation	Contact Details
Social Work	0303 123 1008
Social Work - out of hours	0303 123 1008
Reporter to the Children's Panel	0141 244 8701

NORTH LANARKSHIRE

Agency/Organisation	Contact Details
Social Work	01236 638 700
Social Work - out of hours	0800 953 2424
Reporter to the Children's Panel	0141 244 8701

FALKIRK

Agency/Organisation	Contact Details
Social Work	01324 506 400
Social Work - out of hours	01786 470 500
Reporter to the Children's Panel	0131 244 8700

CLACKMANNANSHIRE

Agency/Organisation	Contact Details
Social Work	01259 225 000
Social Work - out of hours	01786 470 500
Reporter to the Children's Panel	0141 244 8700

FIFE

Agency/Organisation	Contact Details
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Social Work	03451 551 503
Social Work - out of hours	0845 155 0099
Reporter to the Children's Panel	0131 244 4106

CITY OF EDINBURGH

Agency/Organisation	Contact Details
Social Work	0131 200 2324
Social Work - out of hours	0800 731 6969
Reporter to the Children's Panel	0131 244 4111

WEST LOTHIAN (Livingston)

Agency/Organisation	Contact Details
Social Work	01875 824 090
Social Work - out of hours	01506 281 028 or 029
Reporter to the Children's Panel	0131 244 3130

MIDLOTHIAN

Agency/Organisation	Contact Details
Social Work	0131 285 9600
Social Work - out of hours	0800 731 6969
Reporter to the Children's Panel	0131 244 4111

EAST LOTHIAN

Agency/Organisation	Contact Details
Social Work	01875 824 309
Social Work - out of hours	0800 731 6969
Reporter to the Children's Panel	0131 244 4111

STIRLING

Agency/Organisation	Contact Details
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Social Work	01786 404040
Social Work - out of hours	01786 470 500
Reporter to the Children's Panel	0131 244 8700

PERTH & KINROSS

Agency/Organisation	Contact Details
Social Work (children's team)	01738 476 768
Social Work - out of hours	08453 011 120
Reporter to the Children's Panel	0131 244 5700

ANGUS

Agency/Organisation	Contact Details
Social Work	01382 307 940
Social Work - out of hours	01382 307 964
Reporter to the Children's Panel	0131 244 5700

DUNDEE CITY

Agency/Organisation	Contact Details
Social Work	01382 307 940
Social Work - out of hours	01382 307 964
Reporter to the Children's Panel	0131 244 5700

DUMFRIES & GALLOWAY

Agency/Organisation	Contact Details
Social Work	03033 333 001
Social Work - out of hours	01387 273 660
Reporter to the Children's Panel	0131 244 8561

SCOTTISH BORDERS

Agency/Organisation	Contact Details
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Social Work	0300 100 1800
Social Work - out of hours	01896 752 111
Reporter to the Children's Panel	0141 244 4111

MORAY

Agency/Organisation	Contact Details
Social Work	01343 554 370
Social Work - out of hours	03457 565 656
Reporter to the Children's Panel	0131 244 8716

ABERDEENSHIRE

Agency/Organisation	Contact Details
Social Work (children's team)	01467 537 111
Social Work - out of hours	03456 081 206
Reporter to the Children's Panel	0131 244 8720

ABERDEEN CITY

Agency/Organisation	Contact Details
Social Work	0800 731 5520
Social Work - out of hours	0800 731 5520
Reporter to the Children's Panel	0131 244 8720

HIGHLAND

Agency/Organisation	Contact Details
Social Work	01349 860 460
Social Work - out of hours	08457 697 284
Reporter to the Children's Panel	0131 244 8788 or 8386

COMHAIRLE NAN EILEAN SIAR (WESTERN ISLES)

Agency/Organisation	Contact Details
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Social Work (children's services)	01851 822 749
Social Work - out of hours	01851 701 702
Reporter to the Children's Panel	0131 244 8391

ORKNEY

Agency/Organisation	Contact Details
Social Work	01856 873 535
Social Work - out of hours	01856 888 000
Reporter to the Children's Panel	0131 244 8379

SHETLAND

Agency/Organisation	Contact Details
Social Work (children's team)	01595 744 420
Social Work - out of hours	01595 695 611
Reporter to the Children's Panel	0131 244 3780

[1] <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2021/09/national-guidance-child-protection-scotland-2021/documents/national-guidance-child-protection-scotland-2021/national-guidance-child-protection-scotland-2021/govscot%3Adocument/national-guidance-child-protection-scotland-2021.pdf>