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# Philharmonia

## Philharmonia Orchestra: Safeguarding Policy and Code of Conduct for Online Content

### Version 1. as of 2 July 2020

This policy will be reviewed after three months (October 2020) and annually thereafter. This policy may be reviewed earlier if there are changes to guidance and legislation for online work or if there are significant changes to the Zoom platform.

### Context and Rationale

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In order to reach out to the most vulnerable and isolated members of society, the Philharmonia Orchestra will support the delivery of online workshop sessions to respond to the COVID-19 crisis.

These guidelines have been formed in the context of community workshops for our flagship projects, carefully co-designed and planned with our partners who work regularly with young people and vulnerable adults. Online 'workshops' will often involve participants under the age of 18 and vulnerable adults at the same time, supported by group leaders and led by freelance facilitators and musicians.

## 1. Philharmonia Orchestra Safeguarding Policy, Procedures and Code of Conduct

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- 1.1. The Philharmonia Orchestra (PO) will take all reasonable steps to ensure that safeguarding and promoting the welfare of children and adults at risk is embedded within all our activities and projects. We have an obligation to ensure that this remains the case throughout their contact with us in whatever capacity. It applies to all our work both within the UK and internationally.
- 1.2. The following guidelines for online platforms are **in addition** to the Philharmonia's Safeguarding Policy, Procedures and Code of Conduct (particularly section 3.6.2. of Code of Conduct pertaining to e-safety), the full version of which is available [here](#). This policy is an extension of this wider Safeguarding Policy and should not be considered as a standalone document.

## 2. Philharmonia Online Content Platforms

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- 2.1. Philharmonia will use [Zoom Conferencing](#) as the only online video conferencing platform for all online activity for young people and vulnerable adults. Zoom has been selected as an appropriate platform for these activities for its security and usability, through testing by partner school and community groups, recommendations from the Incorporated Society of Musicians and other national and regional music organisations delivering activity with under-18s and vulnerable adults.
- 2.2. Philharmonia will create a risk assessment document for Zoom, including functionality, associated risk and an action plan for mitigating risk. Staff will monitor Zoom for updates and new features and notify the DSO as they arise, who will assess the safeguarding risk and review and add to the risk assessment as required.
- 2.3. Philharmonia will recommend online activity is accessed via a desktop or laptop computer. However, smartphones and tablets are also permitted, with camera and microphone device functions enabled.

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- 2.4. Zoom meetings will be set-up by a member of Philharmonia staff using an official work account that has been set-up specifically for this purpose. They will share the meeting link with community group leaders and schoolteachers who will pass the information on to group members and parents.
- 2.5. Passwords for the official Zoom account will be secure and shared only with authorised Philharmonia staff members. Passwords will be changed every month, or more frequently if a staff member leaves the organisation.
- 2.6. Facilitators, musicians and artists should not set-up any meetings with under 18's or vulnerable adults on any other personal mobile devices, social media, video conferencing platforms and apps.
- 2.7. All participants (i.e. young people under the age of 18 and vulnerable adults) will be sent a mandatory Code of Conduct for Online Working, to be signed by parents/guardians and carers before engaging in any online activity.
- 2.8. All facilitators, musicians and group leaders will be sent a mandatory Code of Conduct for Online Platforms, to be signed before taking part in any online activity. This is **in addition** to the Philharmonia's Code of Conduct for general safeguarding, which is available [here](#).

## 3. Philharmonia Online Delivery Activity

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- 3.1. All online workshop activity will take place within a pre-agreed schedule coordinated by members of the Philharmonia staff and relevant group leaders/volunteers. The schedule and meeting links will be shared with all group leaders, staff, parents/carers of those involved.
- 3.2. Zoom meeting links will not be accessed by anyone (including facilitators/musicians, group leaders or participants) outside of the pre-agreed schedule. Zoom meetings will begin and end at the pre-agreed time, overseen by authorised Philharmonia staff. When the session is finished, the authorised Philharmonia staff member will use the 'end meeting' function (rather than 'leave meeting') to ensure that the meeting is properly ended.
- 3.3. All Zoom meetings will be password protected, and this information will be shared with **only** the relevant participants before the meeting. The password will be different for each project session.
- 3.4. One or more members of authorised Philharmonia staff will be part of Zoom meetings at all times, acting as 'Host' or Co-Host for project sessions.
- 3.5. At least one group member/teacher from each partner organisation must also be present on the meeting to provide further safeguarding support.
- 3.6. Freelance facilitators and musicians will complete a form acknowledging that they have read and understood the Online Safeguarding guidelines, in addition to the distilled safeguarding policy.
- 3.7. All freelance facilitators/musicians have up-to-date DBS certificates (issued within the last 3 years), as outlined in the Philharmonia's recruitment and vetting policy.
- 3.8. Parents, guardians and carers will give their consent for their young person/vulnerable adult to participate in online Philharmonia activity and enable any sound/video permissions on their device as

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necessary. They will be emailed prior to the activity with information outlining the time of the activity, Philharmonia Online Activity Conduct and instructions, including a URL link, for accessing the activity.

- 3.9. Parents/guardians and carers should ideally be available to supervise their child/vulnerable adult at the beginning of the session and remain in the general proximity until its conclusion. Alternatively, the parent/carer could supervise the lesson digitally by joining the Zoom meeting on another device, with their video and audio turned off so not to disrupt the session.
- 3.10. Authorised Philharmonia staff facilitating an online session will be sent a list of young people/adults due to attend each session in advance. All of these young people will have gained consent from their parent/guardian to attend the session and enable any sound/video permissions on their device as necessary and have access to the meeting password. Philharmonia staff will set-up the 'waiting room' function on Zoom as a default setting, to control who is admitted to the session. Any people who are not on the list will not be permitted entry to the session. Authorised Philharmonia staff will liaise closely with relevant group leaders if they have any questions on the attendance list.
- 3.11. When working with groups of young people and vulnerable adults on the same meeting (e.g. on the Philharmonia's flagship project, *Hear and Now*) group leaders will have ultimate responsibility for ensuring that participants from their groups are acting safely and appropriately. Group leaders must communicate with the meeting Host at any time if they have any concerns about the behaviour or wellbeing of participants involved in the meeting.
- 3.12. Authorised Philharmonia staff may record the full session for content quality and evaluation and safeguarding purposes. Participants will be made aware in advance if sessions are going to be recorded.
- 3.13. Group leaders, facilitators and partners are welcome to request the recordings from Philharmonia for reference. The content must **not** be shared externally, including on social media.
- 3.14. Authorised Philharmonia staff will disable private in-chat messaging between participants to ensure there is no private communicate via this feature. Participants will be able to send the Host a private message during the meeting if they have a concern.

## 4. Philharmonia Code of Conduct for Online Content

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*Please note, in this section of the document, 'participant' refers to **all** people taking part in a Zoom meeting, including under-18's, vulnerable adults, staff, musicians and artists.*

- 4.1. In all online activity participants must be located in safe working spaces, appropriate for online music-making activity. This should ideally be a communal living area and ideally not a bedroom. As a courtesy, prior to the activity, participants should inform others in their location of the duration of their participation in a music activity.
- 4.2. Participants must **not** share any files other than music or relevant supporting materials over Zoom.
- 4.3. Participants must **not** record the session, take screenshots or photographs of the session under any circumstances. All participants will reminded this at the beginning of the session.
- 4.4. Participants' clothing and the physical or virtual background visible in the meeting should be appropriate to a professional context.

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- 4.5. Participants should avoid display of personal or intimate items, and offensive images and words in their background. Backgrounds can be blurred if needed.

Authorised Philharmonia staff, freelance facilitators, musicians, and group leaders will have a briefing session at least 15 mins before the start of the session. This will include a briefing on the needs of vulnerable participants/under-18s who will be involved in the proceeding meeting, and to check that sound/video settings are appropriate.

- 4.6. Using the 'waiting room' function, participants will be admitted to the meeting after the briefing has taken place. This will be controlled by the meeting Host.
- 4.7. If screen-sharing is necessary for the session, all participants should ensure that only windows and tabs relevant to the online activity being facilitated are open and visible.
- 4.8. Young people and vulnerable adults should ensure that no identifying objects, documents or items of clothing such as school uniforms or contact details are visible.
- 4.9. Zoom display names should be set to first names **only** (no middle/surnames). Participants will be asked to change their display name, or the host will change their names this at the beginning of the session.
- 4.10. Parents/guardians and carers will be asked to support their young person in meeting these standards of working space, video background, screen windows and clothing. Authorised Philharmonia staff will remove anyone from a meeting who does not meet these standards, with the support of the relevant group leaders.
- 4.11. All young people/vulnerable adults participating in online activity should follow the rules and instructions of the host and/or facilitator, for example, muting their sound or raising a hand to contribute. All young people/vulnerable adults should follow the same standards of conduct expected at face-to-face activities. The Host will remove from the meeting anyone who is deliberately disrupting the activity or fails to meet the requirements outlined in this policy. The workshop leader or host will give a brief reminder of instructions at the beginning of the session.