

# Essex Music Service / Essex Music Education Hub Safeguarding and Conduct Policy

Part Two: Staff Code of  
Conduct Policy for Essex Music  
Service / Essex Music  
Education Hub

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## **1 ECC Code of Conduct policy**

All staff working for or on behalf of Essex Music Service/Essex Music Education Hub must read and abide by Essex County Council's code of conduct policy.

## **2 ECC Disciplinary Policy and Policy Standards**

Staff should also be aware of Essex County Council's Disciplinary policy and Disciplinary policy standards.

## **3 Additional Role Specific Expectations**

In addition there are a number of other role specific expectations which are outlined below.

Breaches of the Essex County Council or Essex Music Service policies will be investigated and may result in disciplinary action.

Serious breaches may be considered gross misconduct and result in dismissal without notice.

## **4 Professional Standards**

While working, alongside the ECCs standards, staff are expected to co-operate fully and follow the rules and procedures regarding health and safety, equality and diversity policies, and conduct that are held at each setting.

In addition:

- Staff are expected to display a high level of professionalism at all times.
- Staff are employees of ECC through Essex Music Service.
- Staff are subject to the protocols and policies of the Council, in particular (but not limited to) the ECC Code of Conduct.
- The work of staff sees them as front-line music educators, and ambassadors of the Hub and the Council.
- Staff are expected to be inclusive in their language and actions.
- Staff are not to make political statements or criticisms in their professional work, or on social media to which the public has access.
- Staff should be dressed professionally, in clothing suited to their work, and maintain excellent hygiene.
- Staff should speak calmly, clearly, professionally, and encouragingly with all they meet, remembering that they represent their colleagues, the Hub and the Council.

## 4.1 In relation to Safeguarding

It is important for children to receive the right help at the right time to address risks and prevent issues escalating.

Research and Serious Case Reviews have repeatedly shown the dangers of failing to take effective action.

Poor practice includes:

- failure to act on and refer the early signs of abuse and neglect
- poor record keeping
- failure to listen to the views of the child
- failure to re-assess concerns when situations do not improve
- sharing information too slowly
- a lack of challenge to those who appear not to be taking action

Professionals should seek advice to gain a better understanding, when there is a possibility that cultural factors are making a family resistant to having professionals involved.

Professionals should be:

- aware of dates of the key religious events and customs;
- aware of the cultural implications of gender;
- acknowledge cultural sensitivities and taboos e.g. dress codes.

## 5 Relationships with Schools

### 5.1 General obligations

While working in a school a visiting instrumental staff is regarded as part of that school and is responsible to the Headteacher of that school or Head of Department, whichever is most appropriate.

- As a member of the staff of that school, however temporary, there will be certain expectations as to your appearance and behaviour to which you should conform.
- Be aware of what is, and what is not, expected of you by each school: the priority of music varies considerably between schools.

Your key contacts within a school are likely to be:

- The Head of Music (Secondary)/Music Coordinator (Primary)
- Office staff
- The Designated Safeguarding Lead

- Staff need to be aware of the additional legal responsibilities placed upon them whilst they are in loco parentis, i.e. exercising the same care and attention to pupils as a responsible parent would.
- Remember that the responsibility does not end with your pupils: it would be unprofessional to ignore an incident purely because it did not involve your pupils.
- The success of both staff and pupil depends to a large extent on the relationship established between them - a good relationship is essential, but over-familiarity can lead to problems.
- Please bear in mind that the schools are in a position to demand that Essex Music Service change their allocated staff from term-to-term if they feel that they are not receiving good value for money or a quality service or if they are unhappy with your conduct.
- Whilst these details will be superseded by information available on SpeedAdmin, staff should be aware of the [Schools' Infolink website](#)

## 5.2 Teaching guidance

In addition to guidance and policy in the Contract, Written Particulars, and/or Safeguarding guidance throughout, here follows guidance for teaching within schools and Community Music Centres.

Staff are expected to:

- take their own instrument to every lesson to demonstrate and play along with pupils where appropriate
- maintain their own standard of performance
- prepare as necessary before the lesson is due to start:
  - accommodation, paperwork, teaching material and accompaniments, own instrument and any other equipment
- keep regular records of attendance and pupils' work plans
- set pupils' practice schedules and weekly targets using EMS Practice Diary or similar
- make all lessons enjoyable
- liaise with the school regarding instrumental music and class music links
- arrange performance opportunities and ensemble activities
- encourage pupils to experience music (recordings, radio, live performance etc.)
- integrate technology where appropriate

Staff should not:

- use photocopies of copyright material unless authorised by the CLA guidelines
- use mobile phones in lesson time (unless being used for educational purposes – read further guidance)
- take recordings or photographs of children on personal equipment.

If a pupil learning would benefit from watching or listening to a recording of them performing, please ask the school if you can borrow their equipment to do so, and check that the pupil concerned has the relevant written parental consent to be filmed, notifying the EMS Core Team.

### **5.3 Timetabling**

Once you have agreed your timetable with your schools, you must adhere to it as far as reasonably possible.

In primary schools Headteachers will normally leave this responsibility to the instrumental tutor or office team.

In a secondary school a rota system will usually be set up by the Head of Department, although this task may be delegated to the instrumental tutor.

EMS will issue the academic teaching weeks for the year ahead of the start of music delivery in the September term.

## **6 Duty of care**

### **6.1 General obligations**

Your duty of care extends to all pupils in the schools where you work, even if you do not teach them yourself.

If you become aware of any concerns relating to any pupil either directly or from a third party, or witness an incident, you have a duty to inform an appropriate person in the school at the earliest opportunity, before you leave that day.

As of 2020 there is an additional obligation for staff to be aware of and to report poor mental health and wellbeing of young people, in the same manner as raising other safeguarding concerns, detailed in Part One of our policy.

If the matter is of a Safeguarding nature you must – as outlined in the Safeguarding policy above – also report this to the Designated Safeguarding Lead at Essex Music Service.

### **6.2 SEND details of Students**

As well as details of calendars and absence days (below), tutors are entitled to ask a school for Special Education Needs and Disability (SEND) details of their students where these are not provided in the first instance.

Tutors are also likely to spot indicators within students that might lead to requiring SEND support for the student; these should be fed back to the school.

Any tutors with concerns regarding SEND should contact the Music Service Lead Officer.

## **7 Disruption to teaching**

### **7.1 School Calendars**

It is worth checking at the beginning of each term whether there are any trips, sports days or examinations, etc. planned, especially in the summer term, as this is the busiest time of year for extra activities.

It is reasonable to expect some warning if there are to be pupil absences through non-pupil days, school trips etc.

If the whole of your class is out on a trip and the school is considerate enough to warn you then it is advised that you try to re-arrange your timetable to accommodate that missed session.

Unplanned closures due to snow, burst pipes, boiler breakdowns etc. do happen; schools might request tutors to make up lost sessions if at all possible.

### **7.2 Snow Days**

It is worth noting that Snow Days (where a school closes due to snow conditions) are rare.

Where possible, tutors may make up lessons where a school has closed due to snow, but are not obliged to do so.

Tutors are able to reschedule lessons online as a preferred option according to the needs of the school/student.

In general, Essex Music Service will pay tutors as per their contract.

## **8 Accidents**

If you suffer an accident at work, no matter how minor, always fill in an 'Accident/Near Miss/III Health Report Form'.

Ask at the school office for a form or contact the Music Service office for one.

Tutors should also report accidents/incidents to the Admin Team who will then log it with the ECC system.

## 9 Physical contact

### 9.1 Outline

Tutors who are working on a one-to-one basis need to be very careful.

Fingerings or posture can be modelled and mirrored without physical contact.

If you are placed in a difficult situation or you have any concerns you must contact Designated Safeguarding Lead.

In addition, always insist that students are dressed appropriately, or in normal school uniform, for their lessons, but avoid making comments – if you have a concern, pass it up through the school.

### 9.2 Steps to take

If you have reached a stage in your teaching where you feel the need to make physical contact to correct or instruct a student, follow these steps:

- Use mirroring, pencil/pointer, suggest YouTube/other instructional videos
- Having exhausted these options, our guidance is to speak to the School Office, saying:
  - “I have reached a stage in my teaching with X where I need to physically move their (i.e.) fingers to the correct place. I have tried other methods but it’s not working.
  - Is it possible that during X’s lesson time, another member of staff could visit so that I have another adult present for safeguarding reasons”
- This then affords the School Office the opportunity to explain that there may be very good reasons why X should not have physical contact, as you may not be fully aware of various triggers or historical/recent situations that could put you both at risk.
- Having arranged this with the all-clear, when the member of staff comes to visit, portray the situation as positive – the member of staff has come to see how well the student is doing, and then when it comes to the physical contact, ask ‘may I just move your (i.e.) finger’, and praise the child for doing well.

Reminders:

Physical contact can place both yourself and your pupil at risk.

Always avoid any form of physical contact with your students. even if you feel it may be educationally advantageous, such as adjusting a pupil's posture, or demonstrating correct breathing technique.

This is especially true when working with adolescents as the simplest actions can be misinterpreted.

Never ask a student to touch you, anywhere (including fingers, hands and wrists)

Report any students who do not conform, to the teacher responsible for organising the lessons or the Teacher in Charge of the Community Music Centre.

## **10 Language and communication**

You should never use swear words, expletives or other profanities, however mild you might judge them to be, in front of students, staff or parents.

Similarly, always insist that students use suitable language in your presence.

End any inappropriate conversations, and make sure that the student understands the subject is inappropriate.

This should then be immediately reported to the Designated Safeguarding Lead at both the school and Essex Music Service.

You should never make comments about a student's personal appearance.

### **10.1 Characteristics important to students KS 1 & 2**

- Liking the teacher
- Rewards
- Positive feedback

### **10.2 Characteristics important to students KS 3 & 4**

- Giving the pupil a sense of purpose
- Helping them to realise their ideals
- Stimulating students' ambition
- Inspiring self-confidence
- Taking an interest and showing kindness
- Possessing integrity, independence and energy

### **10.3 Characteristics least appreciated by students of all ages**

- Sarcasm and/or indifference
- Severity
- Absence of laughter/smiling

## 11 Punctuality

Punctuality is very important and while most schools recognise that occasional delays occur, regular and persistent lateness will usually result in complaints, loss of teaching, and may result in disciplinary procedures.

Once you have agreed your timetable with your schools, you must adhere to it.

If you are delayed (e.g. at a previous school or because of traffic) you should telephone the school as soon as you can do so safely and let them know your estimated time of arrival.

You should still endeavour to give all your students their full lesson time or arrange to attend another time in order to do so.

## 12 Entry to schools

### 12.1 Procedures

You are responsible for ensuring that you can gain entry and maintain access to your place of work this must include:

- Signing in on arrival and out on departure
- Informing the school office of your arrival and departure
- Wearing your Essex ID badge at all times
- Providing a photo ID and your most recent enhanced DBS certificate at the start of each term and for any spot checks during the term
- Have your DBS number and issue date available at all times.

### 12.2 ECC ID Cards

Some schools/academies are now refusing access to tutors who do not have a valid ID card.

If you need a new ID card, please contact the Admin Team  
([musichub@essex.gov.uk](mailto:musichub@essex.gov.uk))

In order for them to submit a request for a new or replacement ID card, we will require you to email a suitable, recent, professional digital photo in JPEG, TIF, or PNG format (holiday photos are not ideal).

ID cards have an 'expiry' date on them, and it is your responsibility to request a replacement card at the appropriate time.

There are also sessions held in County Hall for anyone to have their ID replaced – please contact County Hall E block reception for details of times.

## 13 Registers

You are required to maintain registers of attendance.

If the school does not have its own system already in operation you must use Essex Music Service templates.

## 14 Teaching outside of school hours

If you are teaching on a school premises outside of normal working hours you should be clear who is still on the premises, how to get help if you need it and what arrangements are being made for pupils' security while they are waiting.

The school need to take responsibility for the arrangements but you do have a duty of care to your pupils (for example not leaving them alone and unsupervised if a parent is late picking them up).

Do take care though not to let this become a regular occurrence as you should never be alone with a young person on a site.

You should not start so early that your first pupil would be unsupervised between the end of their lesson and the start of the school day.

## 15 Transport/Lifts

You must not give students lifts in your vehicle.

You should never give students lifts in your vehicle, although you have a 'duty of care' and therefore should never leave a student 'abandoned'.

If this situation does arise, you should help the student to make contact with a member of staff at the school and/or the student's parents/carers and ensure their safety until help arrives.

This must be reported to both the school and the Music Service.

## 16 Photo permissions and mobile phones

You must never take a photo or video of students without the permission of the parents and the school.

Any images stored on a mobile telephone which is taken into a school or other education setting must not contain inappropriate viewing matter for children.

We do not want to prevent staff from celebrating student successes – you are able to share on social media published official feeds (i.e. from a school or concert/composition-organisation’s own media) to your own, but you must not possess or share any media of your students.

## 17 Telephone Contact

You must not give out your personal home or mobile telephone numbers to students.

Telephone contact must go through parents/carers and/or schools rather than directly with pupils.

Essex Music Service will never give your personal contact information to a school, parent or carer without your prior approval.

Please do not give out your personal home or mobile telephone numbers to students.

Essex Music Service does not give out tutor contact details without permission; our recommendation is to use email contact.

The advice from the Musicians’ Union (MU) is to purchase a second ‘pay as you go’ mobile telephone which is used only for work purposes.

That way you can switch off the handset when you do not want to be disturbed by work related calls.

In this case you may choose to share this number with the School that you are working at.

## 18 Online Presence

If you have an account on any internet or mobile social networking sites you should consider the following points:

Be aware that your students and their parents/carers may be able to see your details, photographs, wall posts etc.

You should consider your privacy settings very carefully.

You may be confident that your site is suitable but can you guarantee that your friends/fans will not post anything inappropriate?

Essex Music Service strongly advises that you should not invite or accept friend or follower requests from service users, particularly those that you teach or have taught.

If a student invites you to be their 'friend' you should not accept this request.

Remember that by accepting them as a 'friend' you will be in breach of ECC policy.

Do not use social media as a way of contacting students and/or parents/carers – written communications as part of EMS work are to be conducted through your ECC email account.

Staff are not to hold videos or photos of students, and thus not to post any personal information, including or videos photos, of students via their personal Facebook.

Staff are not to post on social media images/media of students that they hold, regardless of parent/carer permissions: staff who wish to use social media to celebrate successes may 'share' official media from authorised school/Hub accounts.

## 19 Administrative responsibilities

Staff must return any information requested (Statistical Analysis, surveys etc) as comprehensively and quickly as possible.

Statistical returns particularly are vital for us to demonstrate the range of our work and to justify our use of the external funding we receive.

Also please remember to give changes of personal details such as address, telephone and mobile numbers and e-mail to the Music Service administrative staff.

Staff will also need to change any relevant details on ePayroll.

- Staff making contact with schools will display a high level of professionalism.
- Once a member of staff has been equipped with an ECC email account:
  - staff are to use this and only this in their EMS work, such as contacting staff, schools, etc;
  - staff are forbidden to set up an automatic forwarding mechanism to another account;
  - emails and updates will be sent to the ECC account where not sent through Teams.

Emails and communications sent by staff:

are professional,

are representative of ECC and EMS as part of a tutor's ambassadorial role,

will display high levels of (this list is not exhaustive) appropriate tone, grammar, spelling, content

will facilitate the needs of schools and customers as far as possible, keeping email chains to as short a length as possible.

- Where staff are unsure, or require support where they find communication stressful or uncertain, they can contact the Core Team who will help support and guide them.
- Staff should be fully aware and able to communicate to and discuss with customers and partners the range of provision offered by EMS/EMEH, such as (but not limited to) Play-It!, Learn-It!, workshops, for face-to-face, blended, and online methods of delivery.

## **20 Sick pay**

All tutors operating on an employed basis are entitled to sick pay and are not obliged to make up the days they are off sick.

However to maintain positive relationships with schools, parents and pupils it may be advisable to offer alternative tuition to make up this time if the period missed is quite short.

## **21 Sickness/absence procedure**

Essex Music Service follows the guidelines set out in Essex County Council's Sickness Absence Policy.

If you have any questions or concerns regarding information contained in this document any other issues relating to your employment with EMS please contact the office.

**This information is issued by:**

Essex Music Service (Essex County Council)

**Contact us:**

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