



Safeguarding Children and Young People

Cornwall Quick Reference Guide

For Lone-Working / Independent Music Therapists

IF YOU ARE WORRIED ABOUT A CHILD OR YOUNG PERSON

Do not ignore the concern.

You do not need to prove that abuse has happened before seeking safeguarding advice.

1. Is the child or young person in immediate danger?

YES → Call 999

If there is an immediate threat to life or safety, contact the emergency services.

2. Is there a safeguarding concern that needs advice or referral?

Cornwall Multi-Agency Support and Safeguarding Hub (MASSH)

Telephone: 0300 123 1116

Email: massh@cornwall.gov.uk

MASSH is the main Cornwall route for concerns about the safety or welfare of children and young people.

If you are unsure what to do, you can contact MASSH for safeguarding advice.

3. Is it outside normal working hours?

Children's Social Work Out-of-Hours Service

Telephone: 01208 251300

Use this service for concerns about the safety of a child or young person outside normal working hours.

If the situation is an emergency, call **999**.

IF THE CONCERN IS ABOUT A PROFESSIONAL

If you are concerned about the behaviour or suitability of someone who works with children and young people, contact:

Cornwall Local Authority Designated Officer (LADO)

Telephone: 01872 326536

Email: lado@cornwall.gov.uk

The LADO provides advice and oversees the management of allegations concerning people who work with children.

Do not investigate the allegation yourself.

IF THE CONCERN IS ABOUT YOUR DSL OR MANAGER

Do not report the concern only to the person you are worried about.

Seek advice from:

- another appropriate safeguarding lead;
 - Cornwall MASSH;
 - the LADO, where the concern involves a person working with children and young people;
 - the police, where appropriate.
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IF A CHILD OR YOUNG PERSON TELLS YOU SOMETHING

Remember:

LISTEN

Allow them to speak.

REASSURE

Take them seriously.

DON'T PROMISE SECRECY

Explain that you may need to tell someone who can help keep them safe.

DON'T INVESTIGATE

Avoid leading questions.

RECORD

Write down what was said as accurately as possible.

REPORT

Tell the appropriate safeguarding professional or authority.

ACT

Do not delay if the child or young person may be at risk.

A SIMPLE RESPONSE

You can say:

“I’m glad you told me. I believe you. I may need to tell someone whose job is to help keep you safe.”

IMPORTANT CONTACTS

Service	Contact
Cornwall MASSH	0300 123 1116
MASSH email	massh@cornwall.gov.uk
Children’s Social Work Out-of-Hours	01208 251300

Service	Contact
Emergency services	999
Police non-emergency	101
Cornwall LADO	01872 326536
LADO email	lado@cornwall.gov.uk
NSPCC Whistleblowing Advice Line	0800 028 0285
NSPCC Helpline	0808 800 5000

MY LOCAL SAFEGUARDING CONTACTS

My name: _____ Emma Packer _____

My professional supervisor: _____ Joy Gravestock _____

Supervisor telephone: _____ 01530 416710 _____

Supervisor email: _____ joyfaith@joyandnickmusic.co.uk

Organisation/School DSL: _____

DSL telephone: _____

DSL email: _____

Other safeguarding contact: _____

Telephone: _____

MUSIC THERAPY REMINDER

Music therapy can give children and young people important ways of communicating feelings and experiences.

However:

Music, lyrics, play or creative expression should not be treated as proof of abuse.

If something raises a safeguarding concern:

Notice → Record → Seek advice → Share information appropriately → Follow up

The role of music therapy is therapeutic.

It is not the role of the music therapist to investigate allegations of abuse.

KEY PRINCIPLE

If you are worried about a child or young person:

ACT.

You do not need to be certain.

You do not need to investigate.

You do not need to wait for someone else to notice.

Seek safeguarding advice and make sure the concern is passed to someone who can act.

This guide should be kept somewhere easily accessible during music therapy work.

Check contact details regularly against current Cornwall Council and Cornwall and Isles of Scilly safeguarding information.