



Home Visits, Studio Visits and Blended Learning/Therapy Policy

This policy covers the safeguarding and operational requirements for situations where learning or therapy for a child, young person or adult (“client”) is provided outside of a school, other organisational setting or Cambridgeshire Music Centre location.

There are four types of provision that Cambridgeshire Music operates to support the delivery of activities. Type 1 (Sessions in Settings) is normally our preferred type of provision. Types 2-4 may be offered if more practical than providing sessions in a setting. This policy relates to activity delivered by provision types 2-4 below:

1. **Sessions in Settings**, where a tutor or therapist delivers sessions in a setting managed by an organisation (e.g. school or care home) or by Cambridgeshire Music.
2. **Home Visits**, where a tutor or therapist visits a family home to provide the activity.
3. **Studio Visits**, where a client visits a studio owned by a Cambridgeshire Music tutor/therapist and approved but not managed by Cambridgeshire Music.
4. **Blended Learning/Therapy** combines:
 - One or more face-to-face Home Visits or Sessions in Settings
 - Remotely provided sessions in which client and tutor/therapist interact in a live environment online (“live video session” or “live audio session”)
 - Access to online recorded and written learning resources

We have this policy to ensure that the safeguarding of everyone taking part in our activities is managed to the highest standard and the processes that should be followed are clear. Safeguarding is our highest priority which we take very seriously and any concerns are followed up immediately to ensure a safe and secure environment for learning.

For the safety and security of our clients, families and tutors, the following procedures must be adhered to and form a part of the acceptance of any booking or contract for service.

This is a policy that:

- our staff must follow if delivering activity using provision types 2-4 above
- explains the procedures to be followed which will be different depending on the type of provision being used (see below)
- is communicated to customers at the time of setting up the activity or on request

Procedures

Cambridgeshire Music managers will:	Blended Learning and Therapy	Studio Visits	Home Visits
Have a risk assessment that is reviewed and updated by managers for tutors carrying out delivery of these activities.	✓	✓	✓
Have clear procedures for managing queries or concerns for clients and parents/carers/guardians before, during and after sessions, including contact details for relevant managers.	✓	✓	✓
Provide parents/carers/guardians and clients over 18 with information in advance about the software to be used, how video, audio and chat data will be recorded and stored, and how and by whom it can be accessed.	✓		
Discuss the process with parents/carers/guardians and clients over 18 if requested, before any sessions take place, to identify any concerns and provide additional support where needed.	✓		
Obtain consent, from clients over 18 and parents/carers/guardians under 18, to record and (subject to consent parameters) use recordings of sessions.	✓		
Record and use recordings of sessions as part of our monitoring and safeguarding.	✓		
Ensure that the collection, storage and processing of recordings of all data including live video sessions fully complies with General Data Protection Regulations and, where required, any relevant clinical requirements for therapy. This will include obtaining consent from clients over 18 years old or parents/carers/guardians of clients under 18.	✓		

Cambridgeshire Music tutors delivering activities can only do so if:	Blended Learning and Therapy	Staff Studios	Home Visits
There is parking available for Home Visits, and the venue is accessible	✓		✓
The workspace provided for sessions is appropriate and safe in which to work, with ventilation and lighting/heat as required.	✓	✓	✓
The workspace(s) has windows so that there is “passing observation” possible or alternatively, by agreement with the tutor/therapist the door to the workspace may be left open.	✓	✓	✓
The workspace is equipped with any agreed items required for the session.	✓	✓	✓
The parent/carer/guardian is on site for the whole of the duration of each session and available for communication with the tutor/therapist, or available to remain in the workspace to support the delivery of the session if requested by the tutor/therapist.	✓	✓	✓
Participants requiring 1:1 support for an activity are accompanied by a known responsible adult who has been agreed can carry out the pastoral role.	✓	✓	
There is a suitable place either in or near to the workspace where the parent or carer can wait and observe the session taking place. They may be asked to remain in the workspace to support the delivery of the session.		✓	
Everyone tutors/therapists come into contact with or see via video link is dressed appropriately for being seen in a public context.	✓	✓	✓
Accept that “spot” checks may take place at any time activities are scheduled to be provided.	✓	✓	✓
Their communication, attendance records and timetabling is maintained accurately.	✓	✓	✓
They understand that if unavailable for work during the day, they should not operate sessions in the evening without agreement from their manager.	✓	✓	✓
The tutor and their line manager are happy with the setting from a health and safety perspective.	✓	✓	✓

Parents/Carers/Guardians agree that:	Blended Learning and Therapy	Staff Studios	Home Visits
They will give consent to the collection, storage and processing of recordings of themselves and the client.	✓		
They will ensure that there is parking available for Home Visits for the tutor and that the venue is accessible.	✓		✓
They will ensure an appropriate workspace is provided for sessions, with either a window offering observation into the room or an open door option available.	✓		✓
They will ensure the workspace is equipped with any agreed items for the session.	✓		✓
They will provide a suitable device for live video or live audio sessions and will ensure that the device is switched on and working in time for the start of the session, with power points in a good condition and not overloaded.	✓		
They will provide information in advance of the sessions, of the device to be used, who else has access to it and what, if any, safeguarding measures are in place on the device.	✓		
They will provide internet connection of sufficient data capacity and bandwidth.	✓		
They will ensure that the device to be used for sessions has a suitable email account for accepting a link to the session.	✓		
They will ensure that children and young people under the age of 18 who are not the client do not come into sight of the camera during live video sessions.	✓		
They will ensure that the client, they themselves and any other adults visible by the tutor/therapist are dressed appropriately for being seen in a public context.	✓		✓
They will not record the screen of the device being used for a session.	✓		
They will be on site for the whole of the session and available for a conversation with the tutor/therapist or to remain in the workspace to support the delivery of the session if requested by the tutor/therapist.	✓	✓	✓
They will be sensitive in ensuring that there are no interruptions to the work being carried out and conversations at the end of the session do not delay the tutor/therapist in departing for their next appointment.	✓	✓	✓

Parents/Carers/Guardians agree that:	Blended Learning and Therapy	Staff Studios	Home Visits
They will ensure that they (or a known responsible adult who has been agreed can carry out the pastoral role) attend the session if the client is under 18 years of old or over 18 requiring 1:1 support.		✓	
A client may only attend a session if it has been booked in advance through Cambridgeshire Music, and only at the agreed time.	✓	✓	✓
They will ensure there is a simple way for the client to report any concerns to a relevant adult before, during or after their session. Clients should also be made aware of alternative methods for sharing information or seeking help such as CEOP, Childline or the police.	✓	✓	✓
They will accept that a session can only be provided if the conditions of the policy are met and that a charge for time may still be liable should it not be possible to provide the session if the tutor/therapist deems that they would be unable to comply with the policy.	✓	✓	✓

Management of Issues and Review

Any issue that arises from the implementation of this policy will be discussed within 24 hours with an appropriate manager in the service or sooner if urgent. The client, parent/carer/guardian or staff member may raise an issue.

The safeguarding manager may suspend the approval for providing sessions if necessary while an issue is being investigated or following an investigation.

Policy Review

Annual review by Head of Cambridgeshire Music and Manager of Education Safeguarding Team

Last reviewed April 2020