

## Definitions and scope

Synchronous online music activity is a music lesson or workshop in which students or participants and session leaders interact in a live environment online. This could include instrumental tuition given by LPO players, group teaching, interactive music workshops or other similar activity using online video (e.g. Zoom), audio or livechat. Throughout this policy, we often refer to synchronous online music activity as online video activity to make the text more readable, or for points that relate in particular to video sessions rather than audio or text.

This policy predominantly outlines the safeguarding of children, young people and vulnerable adults as participants engaging in synchronous online activity. The policy is divided into sections that refer to **one-to-one lesson environments** and **group workshop environments**, as each scenario has slightly different requirements. There is also a section relevant to all scenarios: **'Acceptable conduct in video sessions.'**

Additionally, this policy includes a section specific to participants of the LPO's Rising Talent schemes, who are over 18, but to whom the LPO still has a duty of care. See **'Synchronous online music activity between the LPO and members of its Rising Talent schemes'** section below.

- 'Player' refers to professional or semi-professional musicians engaged by the LPO or a partner organisation to deliver or support synchronous online music activity. These may include members of the LPO, 'extra' players (non-members who perform with the Orchestra) and current or alumni participants in the LPO's Foyle Future Firsts or Young Composers schemes for postgraduate apprentice artists involved as part of a project artistic team.
- 'Workshop leader' refers to a freelance amateur or facilitator engaged by the LPO to deliver online music workshops.
- 'Staff' refers to members of LPO staff and any freelance staff engaged by the LPO.
- 'Child or young person' refers to any person up to and including the age of 18, taking part in synchronous online music activity.
- 'Vulnerable adult' refers to a person over the age of 18 who:
  - has needs for care and support and;
  - is experiencing, or at risk of, abuse or neglect; and
  - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- 'Participant' in this policy refers to any child, young person or vulnerable adult taking part in synchronous online music activity.
- 'Parent or carer' refers to the adult who is officially responsible for the care of the child, young person or vulnerable adult.
- 'External organisation' refers to an organisation or individual other than the LPO, who is engaging the LPO to carry out synchronous online activity for themselves or their client(s).
- 'Partner organisation' refers to an organisation other than the LPO, with which the LPO has a regular working relationship (e.g. residency organisation, music education hub).

## Policy terms

### 1. One-to-one lesson environment

The following terms and procedures apply to any online video sessions that take place between an LPO player and an individual participant. This may be as part of the LPO's own programme of work e.g. an LPO Junior Artist (teenage instrumentalist) having an instrumental lesson, or as part of an external contracted engagement e.g. a child client of an external organisation who has booked a one-to-one lesson with an LPO player, or any similar scenario that may arise.

#### i) Before and after the online video activity, including communication

- The LPO will ensure that only players with satisfactory enhanced DBS checks carried out within the last three years are engaged to deliver one-to-one online video activity with children, young people or vulnerable adults, that is unsupervised by LPO staff, or other suitably qualified staff from partner organisations (to be agreed specifically in advance).
- If a DBS-checked LPO player carries out a one-to-one video session with a participant known to them (e.g. on a year-long LPO scheme), it is preferable for the participant's parent or carer to be present at the start of the session to confirm they are there and will be at close proximity to the participant throughout the session. Where this is not possible (e.g. if a parent/carers is working), and if the participant is of a suitable age to be unsupervised in a lesson environment, the parent/carers must be included in all prior communication about the lesson, and a DBS-checked LPO staff member must be present on screen to start the session – as per the guidelines below.
- If any player without a satisfactory enhanced DBS check within the last three years is engaged to deliver any online video activity with an individual participant, this video session will be observed by an appropriately DBS-checked member of LPO staff (or other suitably qualified staff from partner organisation if agreed in advance); and the parent/carers of the participant will be present and in view of the video session throughout its duration.
- The LPO will share guidance on best practice regarding online teaching delivery, including safeguarding, with any player it engages to deliver this work.
- The LPO will share guidance on best practice regarding online lessons with any participant's parent/carers for LPO work, including safeguarding guidance. For any external engagement the LPO will share similar guidance with the external organisation liaising with the participant.
- Any online video session should be conducted via Zoom. Zoom allows video calls that do not require users to share personal contact information, or set up a profile, thus safeguarding the privacy of both the LPO player, and the participant. Platforms other than Zoom may be considered if their privacy levels are similar, and if this is agreed in advance in writing with all parties involved in the activity.
- Any communication that takes place in order to set up the video session should be done by email between the parent/carers (and participant if of a suitable age) and session organiser (LPO or external organisation staff, or in certain pre-agreed situations, LPO player) so there is a written record of what has been agreed.
- The content and language of all communication to set up online video sessions must at all times be professional by all parties concerned, including parents or carers.
- Where an online video session has been set up by an external organisation engaging the LPO to deliver online video sessions:
  - all communication to set up individual online video sessions between LPO players and the external organisation's clients must go via LPO staff. The LPO will not share contact details

of its players with external organisations or their clients unless subject to a separate discussion and agreement.

- It is the responsibility of the external organisation to ensure that their clients give permission to be included in any online video activity, and to abide by this policy.
- All communication in the setting up of online video sessions must go through the parent or carer of the session participant. LPO players do not communicate privately with children, young people or vulnerable adults via phone or email – parents/carers are always contacted directly or for participants deemed suitably responsible (e.g. LPO Junior Artists), copied in to all correspondence.
- LPO players do not connect with children, young people or vulnerable adults via social media.

## ii) Procedure for setting up online video activity

- LPO staff will initiate email communication to the LPO player and parent/carers or co-ordinator from an external partner organisation, to arrange a date and time for the video session, and outlining the format and expectations of the session.
- When a date and time has been agreed, the LPO staff member will create a Zoom meeting. This will always be password protected. At an appropriate time in advance, the LPO staff member will email the link to the meeting and password to the parent/carers/partner contact and separately to the LPO player. A participant, parent or carer, or partner organisation should not be the party who creates the Zoom meeting.
- At the designated session time, both (or all) parties join the Zoom meeting via the link and password shared in advance. An appropriately DBS-checked member of LPO staff may also join the session to observe, and will always do so if the player is not DBS-checked. This will be communicated to all parties in advance.
- The duration and time of the session must be agreed in advance and may not be altered or continue longer than what has been agreed.
- After the session has finished, if an LPO staff member has not been observing throughout the lesson, the LPO player is asked to report back to the LPO if they wish to flag up any safeguarding or welfare concerns, or to make any suggestions for improving practice in the future.

## iii) During the online video activity

- At the start of the video session, all parties will be required to identify themselves through audio and video. If an LPO staff member is observing the video session, they will identify themselves at the beginning via audio and video, and will then turn off video and mute their sound, so as not to distract during the session, as appropriate.
- It is preferable for the participant's parent or carer to be present at the start of the session to confirm they are there and will be at close proximity to the participant throughout the session. Where this is not possible (e.g. if a parent/carers is working), and if the participant is of a suitable age to be unsupervised in a lesson environment, the parent/carers must be included in all prior communication about the lesson, and the LPO staff member must be present on screen to start the session.
- Only the video and audio function should be used in a one-to-one lesson environment. No party should use the livechat option, unless it is to communicate with an LPO staff member hosting the meeting (e.g. if having technical trouble).
- All parties involved are expected to abide by **Acceptable conduct** parameters, outlined in Section 3 of this policy.

## iv) Photography, filming and audio recording

- If the online video session is an engagement by an external organisation, neither party (the LPO nor the external organisation and its clients) may record by audio, video or any other method, any of the online video activity, unless by prior written agreement.
- For online video sessions that are one-to-one individual instrumental lessons between an LPO project participant and LPO player (i.e. Foyle Future Firsts and LPO Junior Artists schemes), the participant may film or record the session if agreed in writing by all parties at the start of the year-long scheme. Agreement by all parties is not necessarily assumed, and if any party does not give permission, no recording or filming may take place. Even if permission has been given at the start of the year, if a party wishes to record they must still verbally check with the other person or people in the video session before doing so.
- For online video sessions that form part of the LPO's Education & Community programme, the LPO may film or record any session if all parties have agreed in writing in advance via standard media permissions forms that form part of each programme. Any material captured or recorded by the LPO will be stored in line with the LPO's general Safeguarding and Privacy policies.

## 2. Workshop environment

The following terms and procedures apply to any online video sessions for groups of participants, led by a workshop leader with or without LPO players, e.g. OrchLab workshop (groups of disabled adults), Open Sound Ensemble (groups of children with SEN/D) or any other comparable scenario.

### i) Before and after the online video activity, including communication

- The LPO will ensure that in most cases, only players or workshop leaders with satisfactory enhanced DBS checks carried out within the last three years are engaged to deliver online video activity with groups of children, young people or vulnerable adults. Where this is not possible, the additional safeguarding measures in place should still protect the safety of the participants involved in the session (presence of LPO staff and parents/carers, as below).
- An appropriately DBS checked member of LPO staff will always host and be present throughout online video activity for groups of participants.
- For group workshops with children and vulnerable adults, the parent/carer of each participant will be present and in view of the video session throughout its duration. However, if the group participants are deemed appropriately responsible (e.g. older teenagers), and with their parent/carer's prior agreement, their parent/carer may be visible on screen just for the start of the session to confirm their proximity to the participant, but do not need to remain in view throughout the session. A participant may not participate in the video session without a parent/carer either present throughout, or (by prior agreement as above) confirming their proximity at the start of the session.
- The LPO will share guidance on best practice regarding online workshop delivery with any player or workshop leader it engages to deliver this work.
- The LPO will share guidance on best practice regarding online workshop participation with any participant's parent/carer, including safeguarding guidance
- Any online video session with groups of participants will be conducted via Zoom. Zoom allows video calls that do not require users to share personal contact information, or set up a profile, thus safeguarding the privacy of the LPO players, workshop leader, and participants. Platforms other than Zoom may be considered if their privacy levels are similar, at the LPO's discretion.

- LPO staff will always be the party who sets up and hosts the Zoom session. Any communication that takes place in order to set up the video session will be done by email between LPO staff and the participants' parents/carers, and separately between LPO staff and workshop leader and LPO players, so there is a written record of what has been agreed.
- The content and language of all communication to set up online video sessions must at all times be professional by all parties concerned, including parents or carers.
- LPO players and workshop leaders do not connect with children, young people or vulnerable adults via social media.

## **ii) Procedure for setting up online video activity:**

- LPO staff will initiate email communication to the LPO player/workshop leader and parent/carer, or in certain cases (e.g. LPO Junior Artists) the participant with parent/carer cc'ed, to confirm the date and time of the video session, and outlining the format and expectations of the session
- An appropriate LPO staff member will create a Zoom meeting. The meeting will always require a password to access, and have the virtual waiting room enabled.
- At an appropriate time in advance of the session, LPO staff will share the link and password to the Zoom meeting via email with the workshop leader, LPO players, parents/carers and any other pre-agreed party (e.g. partner organisation). A participant, parent or carer, or partner organisation should not be the party who creates the Zoom meeting.
- At the designated session time, all parties join the Zoom meeting via the link and using the password shared in advance. They will be held in a virtual waiting room. LPO staff will admit participants into the meeting after checking everyone in the waiting room is on the expected list of meeting members.
- If there is a person in the waiting room who is not immediately identifiable by their online username, they will not be admitted into the group video session until their identity has been confirmed by LPO staff, who will contact the party whom they assume it to be by phone or email to establish they should be in the group.
- An appropriately DBS-checked LPO staff member will always host and be present in the Zoom call for group video activity.

## **iii) During the online video activity**

- At the start of the video session, all parties will be required to identify themselves through audio and video. Any session observers (pre-agreed by the LPO) will identify themselves at the start of the session by audio and video, then turn off video and mute their sound, so as not to distract in the session.
- Each participant's parent or carer should be present on screen at the start of the session and either remain visible throughout (for most group activity on Zoom), or if agreed in advance (e.g. for groups of older teenagers) otherwise confirm that they are on the premises at close proximity throughout the session, with the participant situated in a room with an open door. LPO staff may prevent a participant from taking part if their parent/carer is not present.
- The video and audio functions of Zoom are the only functions that should be used during any video activity with groups. The live chat option will be set up by the meeting host (LPO staff) so that it is only possible for meeting members to chat to the meeting host or to Everyone, and not privately to each other. In this way, the LPO staff member can monitor all communication occurring throughout the session.

- Participants, workshop leaders and LPO players taking part in the session must have their cameras enabled and on throughout the sessions, unless there is an unforeseen emergency or safeguarding issue that arises which makes it necessary to disable the camera. If a participant, workshop leader or player turns off their camera during a session, the LPO staff hosting the meeting will contact that person privately and immediately to ascertain why the camera has been disabled, and will deal with the situation appropriately.
- All parties involved are expected to abide by **Acceptable conduct** parameters, outlined in section 3 of this policy.

#### iv) Photography, filming and audio recording

- For online video sessions consisting of group sessions (e.g. OrchLab, Open Sound):
  - participants may not film, photograph or audio record any part of the session. This will be communicated to all parties in advance.
  - LPO players or workshop leaders may not film or photograph a session featuring any participant. Audio recording may be permitted if agreed by all parties in advance.
  - partner organisations may not film or record a session without prior written agreement from all parties (the LPO and any person included in the online video activity)
- The LPO may photograph, film or record any part of a session if all parties have agreed in writing in advance via standard media permissions forms that form part of each programme. Any captured or recorded material will be stored in line with the LPO's general Safeguarding and Privacy policies.

### 3. Acceptable conduct during video sessions (all environments)

- Professional appearance: LPO players, workshop leaders, parents, carers and participants are required to be dressed appropriately for online video activity. This means attire suitable for a non-uniform day at school (if a child or young person) or a professional environment (adults). If any party is dressed inappropriately, they may have their camera turned off by the LPO meeting host who will try and resolve the issue in the first instance. If this cannot be resolved, the relevant party may be removed from the session, with the reason communicated afterwards by email.
- The video session must take place in an appropriate space for all parties, such as a living room. Bedrooms may be permissible if no other space is available, and if the bed is not in view and (for participants) the parent/carers is visible throughout the session. Bathrooms are not appropriate spaces.
- LPO players, workshop leaders and staff should be in a space where others cannot see or listen in. If this is not possible, then headphones will be worn, and screens angled away from any other people.
- The background of what appears on screen should also be appropriate, e.g. no personal items or laundry visible, no other people in the background who are not part of the session (unless this is a parent/carers who has introduced themselves at the beginning of the session).
- For reasons of transparency and safety, no party should have a virtual background. All parties should be able to see the real space that other parties are in.
- If any party is unsuitably attired, behaves inappropriately, uses inappropriate language, if the environment in which any party is situated is unsuitable, or if something unsuitable is occurring in the background, the LPO meeting host may mute and turn off the relevant person's camera, while undertaking to solve the issue with them directly. If the matter cannot be resolved quickly and in a way that does not detrimentally affect the session, that party may be removed from the session

by LPO staff, or for one-to-one lessons the meeting may be terminated by any party, with the reason communicated by email afterwards.

## 4. Synchronous online music activity between the LPO and members of its Foyle Future Firsts, Young Composers and Conducting Fellowship schemes

The Foyle Future First training programme, the LPO Young Composers scheme and the Conducting Fellowship are professional development programmes for musicians at an early stage in their career. They form part of the LPO's Rising Talent strand of activity. Members of the schemes are all over 18 so while many of the safeguarding issues outlined in this policy do not apply to them, the LPO still has a duty of care towards their safety and wellbeing when they are undertaking LPO activity. Online activity with these participants could include individual sessions with LPO mentors, and group workshop/seminar activity.

- Zoom is the preferred platform for online video sessions, but other platforms with similar levels of privacy may be considered. If Zoom does not work or is not possible, Skype is acceptable, as long as the LPO has mediated the initial set up of the Skype connection between parties, all parties have appropriate profile pictures and do not connect via Skype at any time other than during the agreed video activity.
- The same professional standards relating to attire, appropriate space, background on screen, language and adhering to session times and durations applies to synchronous online music activity for members of the LPO's Rising Talent schemes as outlined in the rest of this policy. See section 3 of this policy: '**Acceptable conduct**'
- If any inappropriate behaviour, attire, language or other inappropriate matter occurs, either party may terminate the video session, with the reason given by email afterwards, copying in the relevant LPO member of staff.
- Online music activity between LPO players and members of the aforementioned schemes (primarily individual lessons with Foyle Future Firsts) may be set up independently of LPO staff, as all parties are over 18. For Foyle Future Firsts lessons, it is the responsibility of the Foyle Future First participant to complete a lesson form and submit it to the LPO, to show that the lesson has taken place.
- Recording: either party may record part or all of an online video session if all parties in the session have given their written permission.
- If any party has any safeguarding or pastoral concerns, they should follow the lines of escalation indicated in this policy.

## 5. Lines of escalation

- If an LPO player, workshop leader or staff member has any safeguarding concerns about a participant, they will report this immediately to the LPO Safeguarding lead, Talia Lash (Education and Community Director), who will decide on the next appropriate action. See the LPO's main Safeguarding policy for more information.
- If the participant, parent or carer has any safeguarding concerns, they should contact the LPO Safeguarding lead, Talia Lash (Education and Community Director) [talia.lash@lpo.org.uk](mailto:talia.lash@lpo.org.uk)
- Contact details for the LPO's Safeguarding lead will be shared with LPO workshop leader, players and parent/carers in advance of any online video sessions, in guidance documents and/or by email.

## Communication of this policy

The policy will be communicated:

- To any external organisation engaging the LPO to deliver synchronous online music activity. It is then that organisation's responsibility to ensure that its staff and clients work in line with this policy.
- To any partner organisation involved in LPO synchronous online music activity. It is then that organisation's responsibility to ensure their staff or other approved participants work in line with this policy.

A shorter version of the relevant key points from this policy will be communicated:

- To LPO players and workshop leaders engaged to lead or take part in synchronous online music activity. The full policy will be available to these parties if they request it.
- To the parent/carer of any child, young person or vulnerable adult engaging in synchronous online music activity organised directly by the LPO, before any such activity takes place. The full policy will be available to these parties if they request it.

## References:

LPO Safeguarding Policy

[The Musicians' Union guidance for teaching music online](#)

[The Musicians' Union Safeguarding during online music lessons](#)

[Incorporated Society of Musicians Safeguarding for music teachers giving lessons remotely](#)

[NYMAZ – Connect: Resound Safeguarding Policy for synchronous online music tuition](#)

Ealing Music Service Risk Assessment for remote online music lessons during Covid-19