
SAFEGUARDING POLICY

Contents:

1. About Orchestras Live
2. Introduction
3. Definitions
4. Understanding of Safeguarding
5. Types and indicators of abuse
6. Legal Framework
7. Policy Statement
8. Safeguarding in our organisation
9. Safeguarding with partner organisations
10. Disciplinary action
11. Related policies

Appendices:

- Procedures for Raising a Safeguarding Concern
 - Procedures for Managing Safeguarding Disclosures, Concerns or Allegations
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1. About Orchestras Live

Orchestras Live believes orchestras are for everyone. We are a national producer and create projects where music and creativity thrive, ensuring communities across the country have access to world-class orchestral experiences.

Our collaborations with professional orchestras, educators, venues, promoters and communities are at the heart of our work, supported by active relationships with an ever-growing range of artistic, producer and funder partners.

After 60 years, we remain the only organisation of our kind working in the orchestral sector. Our passion that people from all backgrounds, areas and ages should have the opportunity to participate in and be inspired by the highest quality orchestral provision continues to drive everything we do. The evidence we have amassed from six decades of developmental orchestral activity demonstrates the truth behind our belief that orchestras are for everyone.

As we work to achieve our mission, we remain artistically ambitious, supporting risk and ensuring that learning is fed back into future delivery and shared more widely with the orchestral sector. Whilst we are proud of the steps we have taken with our partners we know that there is much still to be done to engage new audiences, break down social, economic and demographic barriers to access and support the development of an orchestral profession that reflects the diversity of today's society.

The participative nature of our work and our focus on engaging with people in disadvantaged communities brings Orchestras Live and its team members into contact with groups of children and/or adults who can be considered vulnerable by virtue of age, disability or social circumstances.

2. Introduction

This policy explains how Orchestras Live aims to keep people safe from harm and meet its safeguarding duties, especially in relation to work with children and vulnerable adults.

The purpose of this policy statement is:

- To promote the wellbeing and to protect from harm, abuse and mistreatment of any kind those who benefit from our work, team members and others we come into contact with;
- to provide Orchestras Live team members, partners and all those with whom we work with the principles that guide our approach and commitment to safeguarding.

Orchestras Live team members, partners and all those with whom we work must read and comply with the measures outlined in this policy.

Orchestras Live acts in a variety of roles: as a co-producer, funding partner and adviser in devising and organising projects, many of which have as participants groups of children and/or adults who can be considered vulnerable by virtue of age, disability or social circumstances. Orchestras Live works in partnership with professional orchestras, local authorities, music education hubs, schools and other local service providers such as care homes. Our partners hold primary responsibility for meeting their safeguarding duties and must have adequate safeguarding policies and procedures of their own. Orchestras Live team members must comply with the safeguarding policies and procedures of those partner organisations.

This policy sets out our minimum expectations of our partners regarding safeguarding and our commitment to support them in this area.

3. Definitions

- **Child:** anyone under the age of 18 years.
- **Vulnerable adult:** anyone aged 18 or over who has needs for care and support and is experiencing, or is at risk of, abuse or neglect. As a result of those care and support needs, they may be unable to protect themselves.
- **Staff:** the Orchestras Live employees who work with our delivery partners or others working on our behalf.
- **Team member:** anyone engaged by or acting on behalf of Orchestras Live, including OL staff, volunteers (including trustees), orchestra management personnel, music leaders, trainees, orchestral musicians and other creative artists, and consultants.
- **Partners:** organisations such as music education hubs, orchestras, promoters and venues engaged in co-producing activity with Orchestras Live or working on our behalf.

4. Understanding of Safeguarding

In this policy, safeguarding refers to the range of measures to protect the people who come into contact with Orchestras Live from harm, abuse, neglect and mistreatment of any kind. It includes a wide range of issues relating to an individual's welfare and their health and safety. There is a particular duty of care for organisations providing activities for those who may be experiencing, or at risk of, abuse or neglect. This includes:

- **Children:** We will seek to protect children from maltreatment; prevent impairment of their health or development; ensure they are growing up in circumstances consistent with the provision of safe and effective care; and take action to enable them to have the best outcomes.
- **Vulnerable adults:** We will protect the rights of adults to live in safety, free from abuse and neglect.

5. Types and indicators of abuse

Types of abuse can include:

- Physical abuse
- Sexual abuse
- Psychological and emotional abuse
- Discriminatory abuse
- Neglect and acts of omission

More detailed information and resources are available at:

[Safeguarding of Children in Education](#)

[The Ann Craft Trust](#) (safeguarding of adults)

6. Legal framework

We recognise and seek to meet all duties expected by our principal regulator, the Charity Commission, for safeguarding and protecting people.

In developing this policy and any associated procedures and guidance, Orchestras Live has referred to key domestic legislation including The Charities Acts 2006 & 2011, the Children Act 1989 & 2004, the Protection of Children Act 1999 and the Safeguarding Vulnerable Groups Act 2006, the Care Act 2014, the Data Protection Act 2018, Public Interest Disclosure Act 1998, and the Equality Act 2010 and in light of the principles of the Mental Capacity Act 2005.

As a charity and limited company, Orchestras Live recognises its particular duties to safeguard and promote the welfare of children and vulnerable adults affected by its work. Where we engage in such work, we will consider relevant statutory guidance including Keeping Children Safe in Education (2020), Working Together to Safeguard Children (2020) and Care and support statutory guidance (2020). We shall consider this guidance proportionally in light of the organisation's unique nature and structure, and respecting the duties of statutory agencies to protect children and adults experiencing or at risk of harm.

Orchestras Live primarily operates in England. The principles underpinning this policy are developed in regard to UK legislation. They apply across the organisation, irrespective of location. Where we operate outside of England, the specific legal obligations and context for our safeguarding activity will vary according to the nation in which we are operating.

7. Policy Statement

Our commitment

Everyone has the right to be safe. Protecting people and meeting our safeguarding responsibilities is a governance priority for Orchestras Live. It is a fundamental part of operating as a charity for the public benefit and a foundation of how we create a world where every person can participate in and be inspired by music, whatever their background or circumstances, geographical location or age.

Respect

Orchestras Live is committed to ensuring that everyone in contact with the charity is treated with dignity and respect, and feels that they are in a safe and supportive environment. Where there is a safeguarding concern, we will be responsive to the individual's views, wishes and feelings, ensuring they are taken into account when determining what action to take.

Taking responsibility

Orchestras Live recognises that protecting people from harm is both a corporate and individual responsibility. Team members are responsible for safeguarding others' health and wellbeing and protecting them from all forms of harm, including abuse, exploitation, and violence. They should show a commitment to and an understanding of others' rights, safety and welfare. We will ensure that team members and partners act and respond appropriately to any concerns or allegations of abuse, harm or neglect. We will be dynamic in managing risk effectively and proportionately.

Equity, diversity and inclusion

Orchestras Live believes that everyone has an equal right to be protected from all types of harm or abuse. Inequalities in society mean that not all groups are treated equally, fairly and with dignity, or have the same protection from abuse, harm or neglect. We have a particular responsibility to safeguard groups most at risk of harm – such as children and vulnerable adults – and to remove the barriers that exclude marginalised and minority groups from equal protection.

Best interests

We will be bold in placing the best interests of those we work with at the heart of everything we do. In responding to a safeguarding concern, the primary consideration will always be the best interests of those at risk of or experiencing harm.

Confidentiality and information sharing

Orchestras Live seeks to protect individuals' rights to privacy and confidentiality. All our team members must be aware that whilst they have duties to keep any information confidential, they also have a professional responsibility to share information proportionately to protect people from harm. We will maintain and securely store confidential, detailed and accurate records of all safeguarding concerns.

Collaborating

Orchestras Live recognises that working in partnership with other agencies is essential in effective safeguarding. We will support partners and the wider music sector to meet their safeguarding duties and collaborate to ensure that we build a safer world for all. We will support statutory agencies to meet their duties in leading investigation and assessment of safeguarding concerns and always proactively support police or prosecutors to fulfil their duties.

Accountability

Orchestras Live seeks to build a culture where we are accountable for our safeguarding duties. We aim to be open as to how we demonstrate integrity in our professional and personal conduct at all times. We will seek to continually learn from our experience of safeguarding and always notify relevant organisations, authorities, regulatory and governing bodies as required when managing a concern.

8. Safeguarding in our organisation

This section outlines the measures in place to build a culture of safeguarding for all in our organisation.

8.1 Accountability for implementation

- The Board of Trustees has ultimate responsibility for safeguarding. They have a duty to ensure all reasonable steps are taken to prevent harm and ensure all safeguarding concerns are managed effectively. Safeguarding is included in the organisation's risk register.
- The Chief Executive will ensure that all staff understand their safeguarding responsibilities and receive training where appropriate, as identified through the staff appraisal process.
- The Production Team is responsible for actively promoting safeguarding within day-to-day operations and role-modelling best practice.

8.2 Appointment of Designated Safeguarding Lead

- The General Manager will be Orchestras Live's Designated Safeguarding Lead and will guide and support the Production Team in the implementation of safeguarding in our activities.
- The General Manager must inform the Board of Trustees of all serious incident reports, whilst maintaining the confidentiality of individuals involved. Together with the Production Team, they will undertake a review of all safeguarding cases, including a summary of proactive measures to implement and strengthen safeguarding across the organisation. This review will be brought to the Board on an annual basis, alongside this policy.

8.3 Taking responsibility in joint working and working with others

- In any joint activities or initiatives with others, Orchestras Live and the partner organisations will agree and record in writing who has responsibility for safeguarding (i.e. the 'Safeguarding Lead Organisation') and which policies and procedures will be followed for the joint initiative.

8.4 Ensuring safer recruitment practices

- We will recruit team members safely, ensuring all necessary checks (including enhanced DBS where eligible and required) are made and managing risks to ensure they are suitable for their role.
- We will advise all team members working with children and vulnerable adults to disclose any reason that may affect their suitability to undertake this work in line with legal requirements and best practice.
- Our policy on recruitment, which sits within our Inclusion Policy, sets expectations for how we assess all roles, taking into account the working environment, determining if the role is eligible for a DBS check and if so, at what level.

8.5 Supporting team members to fulfil their responsibilities

- We will share information about the right to be safe and safeguarding best practice to all team members, including providing training where appropriate.
- All team members will be provided with this policy and associated procedures. The line manager should discuss any role-specific safeguarding requirements with the team member.
- When a team member is working with children and vulnerable adults, their line manager will review the nature of the work and decide if specialist training is required, in consultation with the Designated Safeguarding Lead if necessary.
- The Chief Executive will ensure that all team members have access to appropriate and proportionate refresher training on an annual basis.
- The Chief Executive will ensure there are opportunities to discuss safeguarding within team meetings, 1-to-1s, appraisals and in other ways across the organisation.

8.6 Providing safe and secure programmes, environments and activities

- We recognise that people can be harmed as a result of poorly designed programmes and projects, and related activities. Those responsible for programme or project design and implementation must ensure that safeguarding is accounted for at all programme/project cycle stages. Risk assessments of potential hazards should be undertaken at the planning phase to allow programmes and activities to be designed with safeguarding in mind, and regularly reviewed as part of monitoring activities.
- All team members should be proactive in taking appropriate, proportionate, preventative steps to reduce the risk of, or perception of, harm occurring; especially concerning children and vulnerable adults. They will seek to protect those at risk of being harmed and respond well to those who have experienced harm.
- We will provide a safe physical environment by applying health and safety measures in accordance with the law, regulatory guidance and good practice.
- We will openly share this Policy and how people can raise a safeguarding concern, including on our website.

8.7 Providing a safe digital environment

- To reduce access to inappropriate content on devices owned or used by Orchestras Live, we will review and update our IT systems' security regularly.
- Where we are using digital channels to engage with children young people and vulnerable adults, we will ensure that we adhere to best practice in digital safeguarding relevant to their age or context. We will identify appropriate approaches to educate and raise awareness of online safety to these groups relevant to our activities. These risks will include:
 - content: being exposed to illegal, inappropriate or harmful material
 - contact: being subjected to harmful online interaction with other users
 - conduct: personal online behaviour that increases the likelihood of, or causes, harm.
 - contract: being exposed to inappropriate or unsuitable commercial risks

- Orchestras Live will work with partners to ensure online spaces are hosted appropriately and safely in a professional manner, in line with all partners' safeguarding policies. We require that:
 - Details of meetings and workshops will only be circulated to participants and members of the workshop delivery team
 - Online workshops are delivered with a minimum of 2 appropriate adults present, one of whose responsibilities will be to manage the online space
 - The project manager / participant group leader will manage attendance to ensure those entering the online space are the individuals registered for the workshop
 - The delivery team will join the online workshop from an appropriate space for delivering professional work, using an appropriate virtual background if necessary
 - All attendees will be made aware that any inappropriate behaviour will result in their removal from the online space
 - Screen sharing will only be made an available tool for co-hosts of a meeting.
- We will examine and risk assess any social media platforms and new technologies before they are used within the organisation; especially when applied for use with children and vulnerable adults. We recognise that where we use third-party platforms/apps and social media, we are bound by their terms and conditions, but we will take reasonable steps to help mitigate risks and escalate and report any concerns.
- We will always act to prevent hateful or inappropriate content targeting our team members.

8.8 Adopting safer working practices

- Our Statement on Dignity at Work sets out the standards of conduct we expect of all our team members.
- Where team members are in contact with children or vulnerable adults, they must also follow any code of conduct provided to them by the partners with whom they are working.
- Where appropriate, we will be clear about our behaviour expectations of those engaged in our work and how we will respond if they are not met.

8.9 Supporting, supervising and managing our team

- We will provide effective management for team members through supervision and support.
- Any team member who believes that they are not receiving the support necessary to meet their safeguarding duties should raise this with their line manager without fear of penalty or victimisation.
- Line managers should ensure that team members are aware of their right to whistle blow in the public interest. For further details, see our Whistleblowing Policy.
- We recognise that effective safeguarding rests on a broader culture of supporting wellbeing. The Chief Executive will ensure that staff wellbeing is actively monitored and supported; all staff have access to a Mental Health First Aider.

8.10 Receiving and responding to safeguarding disclosures, concerns and allegations

- Our team members will always respond to a safeguarding disclosure, concern or allegation promptly and appropriately following the relevant Orchestras Live procedure. Orchestras Live operates a low-level concern approach which means that even minor concerns or suspicions of harm must be reported in line with our procedures. Failure to report safeguarding concerns will be considered a serious breach of Orchestras Live's safeguarding procedures and may result in disciplinary action.
- We recognise that those in positions of responsibility may abuse their power and exploit or harm others. We will be proactive in dealing with any abuse and to challenge any abuse of power, especially by anyone in a position of trust or responsibility.
- If we become aware of abuse, neglect or harm, we will provide support and make sure that our response takes the needs of the person experiencing harm, any bystanders and our organisation as a whole into account.
- The General Manager will ensure that serious incidents which require reporting to the Charity Commission are shared with the Chief Executive. Together they will ensure that appropriate action is taken on behalf of the Board of Trustees.

- For further details, see Appendix B: Procedures for Managing Safeguarding Disclosures, Concerns or Allegations

8.11 Managing and processing data appropriately

- We will record all safeguarding concerns, discussions and decisions (and justifications for those decisions) promptly and appropriately in writing. We will record and store information professionally and securely and in line with established procedures.
- We will keep any information confidential and proactively share concerns and relevant information appropriately with agencies who need to know, especially concerns relating to children, vulnerable adults, parents, families and carers.

8.12 Ensuring safe use of audio-visual materials

- To celebrate our work's successes and achievements, we collect a range of audio-visual materials of those engaged in our work, including of children and vulnerable adults. We have a responsibility to ensure this is done safely.
- We will ensure that we have appropriate consent for the taking and storage of images, including from parents and carers of children or vulnerable adults. We will inform them how the material will be used, stored, and the potential risks associated with the use and distribution of these materials.
- We will always share expectations when permitting individuals attending our events to take audio-visual materials for their personal use.
- Where team members intend to collect audio-visual materials of children or vulnerable adults, they must ensure that appropriate consent has been obtained in advance by the partner organisation. They must take care to avoid including in the materials any individuals for whom consent has not been obtained or has been refused. If in doubt, they should seek further advice from Orchestras Live's Designated Safeguarding Lead.
- Where we publish audio-visual materials of children and vulnerable adults, we will proactively reduce the risk of this being misused by carefully selecting materials and limiting identifiable information.
- We will not use or store audio-visual materials provided to us by our partners or other individuals unless they can confirm that appropriate consent has been obtained, including from parents and carers of children or vulnerable adults.

9. Safeguarding with partner organisations

This section outlines the measures in place to ensure that good safeguarding practices are embedded in Orchestras Live's partnerships.

9.1 Expectations on partners' safeguarding

- We will set and communicate to all the organisations we work in partnership with our minimum expectations of safeguarding procedures they must have in place to prevent harm and respond to safeguarding concerns.

9.2 Assessing partners' commitment to safeguarding

- We include a commitment to safeguarding in the Partnership Agreement, which all partners are required to sign and return.
- We will ask questions about safeguarding in the Event Notification Form and ensure that the Safeguarding Lead Organisation is agreed for each event.
- We will ensure that relevant team members receive specialist training to enable them to recognise good safeguarding practice and identify potential risks.

9.3 Monitoring partners' safeguarding in project delivery

- We expect all partners to fully implement and monitor the safeguarding measures set out in their policies and procedures and in our Partnership Agreement.
- We will remind partners about our expectations for safeguarding through our Event Notification Form.

- We will include specific questions on safeguarding in evaluation reports.

9.4 Being informed of safeguarding concerns and incidents in partners' project activity

- We expect all partners to report safeguarding incidents arising as a result of or in connection with activity co-produced with Orchestras Live, and provide details as required by Orchestras Live.
- Our Procedures for Raising a Safeguarding Concern (see Appendix A) outlines what information is required, in what instances it must be reported to Orchestras Live, and how the concern will be managed.

9.5 Supporting partners to fulfil their responsibilities

- We recognise that our partners hold the primary responsibility for safeguarding and protecting from harm those in contact with their organisation.
- We want to support organisations to continually improve their safeguarding practices and will strive to be open and supportive.
- Orchestras Live may suspend or withdraw co-investment in exceptional circumstances if the partner is unable or unwilling to meet their safeguarding responsibilities. Such a decision would never be taken lightly, and we will always try to support our partners to address concerns rather than cease working in partnership with them.
- Any decision to suspend or withdraw co-investment must be agreed with the Chief Executive and approved by the Board of Trustees.

10 Disciplinary action

Where disciplinary action needs to be taken with regard to an Orchestras Live employee, it will be undertaken in accordance with the procedures set out in the Employee Handbook.

Suspension of the individual against whom allegations have been made may be deemed to be necessary, if, for example:

- There is cause to suspect a child is at risk of significant harm; or
- The allegation warrants investigation by the police; or
- The allegation is so serious that it might represent grounds for dismissal.

Orchestras Live will not suspend an employee for longer than is reasonably necessary, and the employee will continue to receive full pay and benefits during any period of suspension.

If the individual in question is not an employee, Orchestras Live will liaise with the relevant organisation (e.g. the individual's employer) to determine what disciplinary action should be taken. Orchestras Live may terminate the individual's contract, involvement and or association with immediate effect.

11 Related policies and procedures

This policy statement should be read alongside Orchestras Live's other organisational policies and procedures as follows:

- Inclusion Policy
- Statement on Dignity at Work
- Policy on Working with Freelance Contractors
- Health & Safety Policy
- Data Governance Policy
- Policy on Whistleblowing and Reporting a Concern

Status of this policy statement

This Policy is reviewed annually.

APPENDIX A:

PROCEDURES FOR RAISING A SAFEGUARDING CONCERN

Contents:

- Introduction
- Why raise a concern?
- What we can consider
- How to raise a concern
- What you can expect from us
- What happens when you raise a concern with us
- Confidentiality
- External support

Introduction

This guidance outlines how and why you would raise a concern about an organisation or individual with whom Orchestras Live works, or a person who has come into contact with Orchestras Live.

Why raise a concern?

If you suspect a safeguarding issue caused by wrongdoing or negligence relating to Orchestras Live or its activities, you should consider raising your concern with us.

What we can consider

We will consider concerns about safeguarding within Orchestras Live or an alleged breach of the terms and conditions of a partnership agreement or contract with an organisation or individual. This includes things like:

- Breach of a legal obligation (e.g. discrimination)
- Staffing and participant safeguarding (e.g. inappropriate behaviour towards children or vulnerable adults, poor safeguarding policies and practices, bullying or harassment)
- Health and safety
- Covering up wrongdoing

How to raise a concern

We hope that you will be able to raise your concern with your line manager, or directly with the organisation or individual. However, you should raise your concern directly with Orchestras Live if your concern has not been addressed by the individual or organisation you raised it with, or you are fearful of contacting them.

Concerns are dealt with by our General Manager, Nancy Buchanan and Chief Executive, Sarah Derbyshire. Please email private@orchestraslive.org.uk or contact Nancy by phone on 0300 0301160 or Sarah by phone on 0300 030 1161. If your concern relates to wrongdoing within Orchestras Live, you may also contact the Chair or Vice-Chair of the Board of Trustees. You should provide as much information about your concern as you feel able.

If you are worried about raising a concern or would like to know more information about how we would approach things, we can have an informal chat in the first instance. If you have any barriers to raising a concern, we may be able to provide you with extra support.

If you are not an Orchestras Live employee or trustee, you may have an existing contact at Orchestras Live, for example a Regional Producer, and you may prefer to raise your concern with them directly in the first instance. They would then pass your concern on to be dealt with by Nancy and Sarah. It is unlikely that they would be involved in any subsequent action taken.

Orchestras Live can only take action to investigate wrongdoing within Orchestras Live or breaches of agreements our partners have made with us.

What you can expect from us

If you raise a concern, be assured that you will:

- Be treated fairly

- Have your concerns taken seriously
- Not be subject to any detrimental treatment from us.

What happens when you raise a concern with us

We will review the information that you provide and consider whether it could mean that our partnership agreement or contract with an organisation or individual has been breached. We will review your concern within 10 working days and determine what action to take.

We cannot make public information about what we do in response to your concern, or what action we are taking. We will, however, let you know when an investigation has been completed and give you some information about the process.

Confidentiality

We hope that you will feel able to voice safeguarding concerns openly under this policy; completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

If we receive information that suggests people may be at risk, for example if there is a risk of harm to a child or vulnerable adult, we may need to share this information with the police or other appropriate authorities. In these cases, we would still take steps to preserve your confidentiality.

External support

The aim of these procedures is to provide an internal mechanism for reporting, investigating and remedying any safeguarding concerns relating to Orchestras Live and its activities. Should you wish to discuss your concern externally, thirgyoneeight.org operates a confidential safeguarding helpline.

APPENDIX B:

PROCEDURES FOR MANAGING SAFEGUARDING DISCLOSURES, CONCERNS OR ALLEGATIONS

Contents

- Responding to concerns and allegations
- When a safeguarding concern is raised
- Reporting a disclosure
- Allegations or concerns relating to a child or vulnerable adult

Responding to concerns and allegations

Orchestras Live will take seriously any safeguarding concerns raised about those who work for, with or on behalf of Orchestras Live, regardless of who the person is, how long they have been involved with the organisation, or whether they are directly employed by Orchestras Live. Action will be taken whether the information received is about a current concern or one that is non-recent or from an anonymous source.

Orchestras Live will follow the guidance outlined in the DCMS online portal at <https://www.charitysafeguarding.dcms.gov.uk/> for handling safeguarding allegations in a charity.

When a safeguarding concern is raised

We will:

- Ensure that the person speaking up feels they are being listened to and supported.
- Listen carefully and trust that what is being said is correct.
- Ask open questions to clarify what specifically is being disclosed.
- Reflect back key phrases of what has been said to check our understanding.

- Record a factual account of the conversation immediately, using the person's actual words wherever possible.
- Sign, date and keep the record safe.
- Ask for their consent to share the information with those who need and have the right to know.
- Ensure that the Designated Safeguarding Lead is aware of the allegation or concern.

Reporting a disclosure

There are several types of report which may be produced, depending on the allegation, including:

- an internal incident report
- a referral report to social services
- a referral report to the police
- a report to the Charity Commission or other organisations.

Depending on the nature of the disclosure, the Designated Safeguarding Lead and the Chief Executive will decide what type of report is appropriate and with whom it should be shared.

Allegations or concerns relating to a child or vulnerable adult

If an allegation is made that a person involved with Orchestras Live has:

- behaved in a way that has harmed, or may have harmed a child or vulnerable adult
- possibly committed a criminal offence against, or related to, a child or vulnerable adult
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved in a way that indicates they may not be suitable to work with children or vulnerable adults

we will report this immediately to the relevant agencies such as the local child protection services or the police.
