

**Safeguarding Policy**

**1. Policy Statement**

Hearts & Hands is committed to safeguarding and promoting the welfare of all children in our care. We take our responsibilities seriously and follow the statutory guidance in Working Together to Safeguard Children (HM Government), Keeping Children Safe in Out-of-School Settings, and the procedures outlined by the Kent Safeguarding Children Multi-Agency Partnership (KSCMP).

**2. Aims**

-To provide a safe, caring, and positive environment for children.

-To protect children from maltreatment, abuse, and neglect.

-To ensure staff, volunteers, and families understand our safeguarding responsibilities.

-To promote a culture where children feel safe, listened to, and respected.

**3. Designated Safeguarding Lead (DSL)**

Name: Francesca Paul

Role: Designated Safeguarding Lead

Contact: 07842392245

The DSL will be on site at all times.

The DSL will liaise with Kent County Council’s Front Door (Children’s Services) and follow KSCMP procedures in response to concerns.

**4. Safer Recruitment**

There are two leaders at Hearts & Hands, both with an Enhanced DBS with barred list check.

From time to time, parent volunteers may lead a session e.g. art. If they don’t have a DBS, they will not be left unsupervised at any time with children.

**6. Recognising and Responding to Concerns**

All staff must be aware of signs of abuse, including neglect, physical, emotional and sexual abuse. Staff have undertaken recent safeguarding training.

Any concerns, including disclosure made by a child, must be reported immediately to the DSL.

If a Child Makes a Disclosure

Staff must:

Listen calmly and attentively.

Avoid expressing shock or disbelief.

Use open-ended questions only (e.g. “Can you tell me more about that?”).

Never promise to keep the disclosure a secret. Reassure the child that they have done the right thing and that you may need to tell someone whose job it is to help keep them safe.

Make a factual written record as soon as possible, including:

Date and time

Exact words used by the child (where possible)

Observations made

People present

Actions taken

If a Safeguarding Concern Arises Without a Disclosure

Staff must report:

Any significant changes in a child’s behaviour

Unexplained injuries

Signs of neglect

Inappropriate or concerning behaviour from other children or adults

These must be reported to the DSL immediately, with written records completed.

The Role of the DSL

The DSL will:

1. Assess the level of risk.

2. If a child is in immediate danger, call 999.

3. If not immediate but still a concern:

Contact Kent Children’s Services Front Door:

Phone: 03000 41 11 11

Out of Hours: 03000 41 91 91

Email: frontdoor@kent.gov.uk

Use the KSCMP Online Referral Form if required.

All referrals and advice from Children’s Services must be recorded, along with the action taken.

**Allegations Against Staff or Volunteers**

Any allegations made against a member of staff, volunteer, or visitor must be reported immediately to the DSL and referred to the Local Authority Designated Officer (LADO):

Phone: 03000 410888

Email: [kentchildrenslado@kent.gov.uk](mailto:kentchildrenslado@kent.gov.uk)

Hearts & Hands will follow the Kent Safeguarding Children Multi-Agency Partnership (KSCMP) procedures for managing allegations.

**Record Keeping**

All safeguarding concerns and disclosures will be:

Logged in writing promptly

Stored securely in a restricted safeguarding file

Reviewed and followed up as appropriate

**Allegations against staff or volunteers**

If there is an allegation against a member of staff or volunteer, the DSL will contact the Local Authority Designated Officer (LADO).

**8. Online Safety**

Children will not have access to technology during the club.

Children should not bring mobile phones and personal devices to the club.

**9. Confidentiality and Information Sharing**

We comply with the Data Protection Act 2018 and UK GDPR.

Safeguarding concerns are confidential and shared only with those who need to know.

Any written records will be kept securely.

**10. Policy Review**

This policy is reviewed annually, or in response to legislative changes or any changes to the club (e.g. the hiring of staff).