

SINGSATIONAL KIDS

SAFEGUARDING AND CHILD PROTECTION POLICY

Policy owner: Jasmine Gualda

Designated Safeguarding Lead: Jasmine Gualda

Policy year: 2026

Review date: July 2027, or earlier following any significant incident or change in legislation or statutory guidance

1. COMMITMENT TO SAFEGUARDING

Singsational Kids is committed to safeguarding and promoting the welfare of every child who attends our classes, workshops, performances and other activities.

We expect all coaches, assistants, volunteers and anyone working on behalf of Singsational Kids to share this commitment.

All safeguarding and welfare concerns will be taken seriously. Children will be listened to, treated with respect and encouraged to speak to a trusted adult about anything that worries them.

We will always act in the best interests of the child.

2. PURPOSE OF THIS POLICY

This policy explains how Singsational Kids will:

- Provide a safe, welcoming and child-centred environment.
 - Recognise and respond to safeguarding concerns.
 - Ensure coaches understand their responsibilities.
 - Manage disclosures and record concerns appropriately.
 - Respond to concerns or allegations involving a coach, assistant or volunteer.
 - Recruit and support suitable adults to work with children.
 - Work appropriately with parents, schools, venues and safeguarding agencies.
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3. WHO THIS POLICY APPLIES TO

This policy applies to:

- The founder and Designated Safeguarding Lead.
- Employed and self-employed coaches.
- Assistants.
- Volunteers.
- Temporary or cover staff.
- Contractors or other adults working directly with children on behalf of Singsational Kids.

It applies during:

- Weekly after-school classes.
- Holiday workshops.
- Performances and events.
- School-based sessions.
- Singsational Tots sessions.
- Any other activity delivered under the Singsational Kids name.

4. SAFEGUARDING PRINCIPLES

Singsational Kids recognises that:

- The welfare of the child is paramount.
- Every child has the right to feel safe, valued and respected.
- All children must be protected from abuse, neglect, exploitation and harmful behaviour.
- Safeguarding is everyone's responsibility.
- Concerns must never be ignored because they appear minor or uncertain.
- Children may communicate concerns through their behaviour as well as through words.
- Some children may be more vulnerable because of their age, disability, communication needs, family circumstances or previous experiences.
- Disabled children and children with additional needs may require particular consideration to ensure they are heard, understood and fully included.

No child will be treated less favourably because of their age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, family circumstances or socio-economic background.

5. RELEVANT LEGISLATION AND GUIDANCE

This policy has regard to relevant legislation and guidance, including:

- Children Act 1989.
- Children Act 2004.
- Working Together to Safeguard Children 2026.
- Keeping Children Safe in Education, where Singsational Kids is operating within a school.
- Sexual Offences Act 2003.
- Safeguarding Vulnerable Groups Act 2006.
- Equality Act 2010.
- Protection of Freedoms Act 2012.
- Data Protection Act 2018.
- UK General Data Protection Regulation.
- Information Sharing Advice for Safeguarding Practitioners.

Working Together to Safeguard Children 2026 applies to organisations and agencies that work with children, including private organisations and clubs. ([GOV.UK](https://www.gov.uk))

6. DEFINITION OF A CHILD

For the purposes of this policy, a child is anyone under the age of 18.

7. WHAT IS SAFEGUARDING?

Safeguarding and promoting the welfare of children includes:

- Providing help and support as soon as a problem emerges.
- Protecting children from maltreatment, whether inside or outside the home, including online.

- Preventing harm to children's health or development.
 - Ensuring children grow up in circumstances consistent with safe and effective care.
 - Taking action to enable children to have the best possible outcomes.
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8. TYPES OF ABUSE AND NEGLECT

A child may experience one or several forms of abuse. Abuse may be carried out by an adult or by another child. It can happen in person, within the home or community, or online.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child.

It may also include situations where a parent or carer fabricates or deliberately causes illness in a child.

Emotional abuse

Emotional abuse is persistent emotional mistreatment that causes serious or lasting effects on a child's emotional development.

It may include:

- Making a child feel worthless, unloved or inadequate.
- Silencing, humiliating or repeatedly criticising a child.
- Imposing expectations that are inappropriate for the child's age or development.
- Preventing normal social interaction or exploration.
- Serious bullying, including online bullying.
- Making a child feel frightened or unsafe.
- Causing a child to see or hear the abuse of another person.

Sexual abuse

Sexual abuse involves forcing, persuading or enticing a child to take part in sexual activity, whether or not the child understands what is happening.

It may involve physical contact or non-contact activity, including:

- Inappropriate touching.
- Sexual assault.

- Encouraging a child to behave in a sexually inappropriate way.
- Involving a child in sexual images or content.
- Making a child watch sexual activity.
- Grooming a child, including online grooming.

Neglect

Neglect is the persistent failure to meet a child's basic physical or emotional needs where this is likely to seriously affect their health or development.

It may include failing to provide:

- Adequate food, clothing or shelter.
- Appropriate supervision.
- Medical care or treatment.
- Emotional warmth and responsiveness.
- Protection from harm or danger.
- Access to education.

Neglect can also include leaving a child alone or in an unsafe situation.

([Cambridgeshire County Council](#))

9. OTHER SAFEGUARDING CONCERNS

Safeguarding concerns may also include:

- Child-on-child abuse.
- Bullying, including online bullying.
- Sexual harassment or harmful sexual behaviour.
- Domestic abuse.
- Child sexual exploitation.
- Child criminal exploitation.
- County lines and gang involvement.
- Grooming.
- Online abuse.
- Hate crime.

- Radicalisation.
- Female genital mutilation.
- Forced marriage.
- Honour-based abuse.
- Human trafficking and modern slavery.
- A child going missing or repeatedly arriving without appropriate supervision.

Coaches are not expected to diagnose or investigate these concerns. Their responsibility is to recognise possible warning signs, record what they have seen or heard and report the concern promptly.

10. POSSIBLE SIGNS OF ABUSE OR NEGLECT

Possible indicators may include:

- Unexplained injuries, bruises, burns or marks.
- Injuries that do not match the explanation given.
- Sudden changes in behaviour or personality.
- Becoming unusually withdrawn, anxious, aggressive or fearful.
- Extreme tiredness, hunger or poor hygiene.
- Inappropriate sexual knowledge or behaviour.
- Sudden distrust of adults.
- Difficulty forming friendships.
- Frequent absence or unexplained non-attendance.
- Being frightened of going home or being collected.
- Significant changes in eating habits or weight.
- A child directly or indirectly describing harmful behaviour.
- Another child or adult expressing concern.

One indicator does not necessarily mean abuse has occurred. However, concerns must not be dismissed or ignored.

11. COACHES' SAFEGUARDING RESPONSIBILITIES

Every coach, assistant and volunteer must:

- Read and understand this policy before working with children.
- Complete any required safeguarding training.
- Maintain professional boundaries.
- Remain alert to changes in children's behaviour or presentation.
- Listen to children and take their concerns seriously.
- Report concerns immediately to the Designated Safeguarding Lead.
- Make an accurate written record when required.
- Follow the safeguarding procedures of the school or venue in which the session is taking place.
- Never investigate concerns themselves.
- Never promise a child that information will be kept secret.
- Never assume another adult will report a concern.

When working in a school, the school's Designated Safeguarding Lead may also need to be informed immediately in accordance with the school's procedures.

12. SAFER WORKING PRACTICE

Coaches, assistants and volunteers must:

- Treat every child with dignity and respect.
- Use calm, appropriate and non-humiliating behaviour-management techniques.
- Avoid being alone with an individual child wherever possible.
- Ensure activities take place in visible and appropriate spaces.
- Maintain appropriate physical and emotional boundaries.
- Use only Singsational-approved methods of communicating with parents.
- Report any situation that may have placed themselves or a child in a vulnerable position.

Coaches must never:

- Hit, shake, physically punish or deliberately frighten a child.
- Shout at or humiliate a child.

- Use degrading, threatening or sexually suggestive language.
- Engage in rough, sexually provocative or inappropriate physical play.
- Allow a child to sit on their lap.
- Carry a child, except where immediate action is required to prevent serious injury.
- Provide personal care.
- Enter a toilet cubicle with a child.
- Be alone behind a closed door with a child.
- Invite a child to their home.
- Contact a child privately.
- Add or follow children through personal social-media accounts.
- Share personal information about a child.
- Take or share photographs outside Singsational Kids' agreed procedures.
- Promise to keep a safeguarding disclosure secret.

An appropriate side hug may be offered to comfort a distressed child when initiated or clearly welcomed by the child. The child's personal space and preferences must always be respected.

13. TOILETING AND PERSONAL CARE

Singsational Kids coaches do not provide intimate or personal care.

If a child requires support with personal care, arrangements must be agreed with the parent, school or venue before the child attends.

Such care must be provided by:

- The child's parent or carer.
- An appropriately appointed school staff member.
- Another designated carer whose role has been agreed in advance.

A Singsational coach must not enter a toilet cubicle with a child.

Where appropriate, a coach may direct a child to the toilet area, remain within an appropriate visible distance and follow the procedures of the school or venue.

14. RESPONDING TO A DISCLOSURE

If a child tells you something that may indicate abuse, neglect or harm:

- Stay calm.
- Listen carefully.
- Allow the child to speak at their own pace.
- Do not interrupt unnecessarily.
- Take what the child says seriously.
- Reassure the child that they have done the right thing by telling you.
- Make it clear that the concern is not their fault.
- Explain that you must share the information with someone who can help keep them safe.
- Ask only enough questions to clarify what the child is saying.
- Use open prompts such as, "Tell me what happened."
- Do not ask leading questions.
- Do not investigate.
- Do not confront the person who may be responsible.
- Do not promise confidentiality.
- Contact the Designated Safeguarding Lead immediately.
- Make an accurate written record as soon as possible.

Where the session is taking place in a school, the school's Designated Safeguarding Lead must also be informed in accordance with the school's procedures.

15. RECORDING A CONCERN

A written safeguarding record should be completed as soon as possible.

The record must include:

- The child's full name.
- The date, time and location.
- The nature of the concern.
- Exactly what the child said, using their own words wherever possible.

- A clear description of anything observed.
- Details of any visible injuries, without asking the child to remove clothing.
- The names of anyone else who witnessed or heard the incident.
- What action was taken.
- Who the concern was reported to.
- The name and signature of the person making the record.

The record must distinguish clearly between:

- What the child said.
- What was directly observed.
- Information received from another person.
- Professional opinion or concern.

Safeguarding records must be factual, confidential and stored securely. They must only be shared with people who need the information in order to protect the child.

Information may be shared without parental consent when necessary to protect a child. Data protection law does not prevent proportionate information sharing for safeguarding purposes. ([GOV.UK](https://www.gov.uk))

16. REPORTING A CONCERN

All concerns must be reported to:

Designated Safeguarding Lead

Jasmine Gualda

Telephone: **07701 008451**

Email: jasminegualda@hotmail.com

The Designated Safeguarding Lead will decide what action is required, which may include:

- Speaking to the school's Designated Safeguarding Lead.
- Speaking to the child's parent or carer where appropriate.
- Seeking advice from children's social care.
- Making a safeguarding referral.

- Contacting the police.

If a child is in immediate danger or requires urgent medical attention, call **999**.

If the Designated Safeguarding Lead cannot be contacted and there is an immediate safeguarding concern, the coach must not wait. They should contact the relevant local authority children's services or the police directly.

17. CONCERNS ABOUT A COACH, ASSISTANT OR VOLUNTEER

Any concern about the conduct of a Singsational Kids coach, assistant, volunteer or other adult working with children must be reported immediately to Jasmine Gualda.

This includes situations where an adult has:

- Harmed or may have harmed a child.
- Possibly committed an offence involving a child.
- Behaved towards a child in a way that suggests they may pose a risk of harm.
- Behaved in a way that may indicate they are unsuitable to work with children.
- Breached professional boundaries.
- Acted in a way that causes concern, even where the behaviour does not meet the threshold for a formal allegation.

The concern must not be discussed widely or investigated internally before safeguarding advice is obtained.

Where appropriate, the relevant Local Authority Designated Officer, known as the LADO, will be contacted.

The LADO is responsible for managing allegations concerning adults who work or volunteer with children. ([Cambridgeshire County Council](#))

If the concern relates to Jasmine Gualda, it should be reported directly to the relevant school Designated Safeguarding Lead, local authority children's services or LADO.

No person will be treated unfairly for raising a genuine safeguarding concern in good faith.

18. CHILD-ON-CHILD CONCERNS

Children can harm other children.

Any incident of bullying, sexualised behaviour, harassment, physical aggression, intimidation or other harmful behaviour must be taken seriously.

Coaches must:

- Intervene calmly and safely.
- Ensure the immediate safety of all children.
- Avoid dismissing behaviour as banter or normal friendship issues.
- Record what happened.
- Report the incident to the Designated Safeguarding Lead.
- Follow the school or venue's procedures where applicable.

The needs and safety of all children involved must be considered.

19. BEHAVIOUR MANAGEMENT AND PHYSICAL INTERVENTION

Behaviour must be managed using:

- Clear expectations.
- Calm and concise instructions.
- Positive reinforcement.
- Appropriate redirection.
- Consistent boundaries.
- Age-appropriate consequences.

Coaches must not use physical punishment or humiliating consequences.

Physical intervention should only be used where immediately necessary to prevent a child from seriously harming themselves or another person.

Any physical intervention must be:

- Necessary.
- Reasonable.
- Proportionate.
- Used for the shortest possible time.

The incident must be reported to Jasmine immediately and recorded in writing.

Where the session takes place in a school, the school's behaviour and physical-intervention procedures must also be followed.

20. PHOTOGRAPHS, VIDEO AND SOCIAL MEDIA

Photographs or video may only be taken:

- On a Singsational-approved device.
- For an agreed Singsational purpose.
- Where the appropriate parental permissions are in place.
- In accordance with the relevant school or venue's procedures.

Coaches may share up to five appropriate session photographs in the designated parent WhatsApp group where this has been authorised.

Coaches must not:

- Save children's photographs for personal use.
- Post class photographs on personal social-media accounts.
- privately send photographs of children to other people.
- Identify children publicly without authorisation.
- Photograph children in a state of undress or in a toilet or changing area.

Any photograph that raises concern must be reported immediately.

21. WHATSAPP AND COMMUNICATION

Singsational Kids WhatsApp groups are for appropriate class communication with parents and carers.

Coaches may use the group to:

- Check attendance and collection updates.
- Communicate relevant class information.
- Share a brief positive class update.
- Share authorised photographs.

Coaches must not:

- Discuss a child's behaviour or personal circumstances in the group.

- Share confidential information.
- Share parents' contact information.
- Use the group for inappropriate or unrelated personal conversations.
- Contact children directly.

Sensitive matters must be discussed privately with Jasmine.

22. ARRIVAL, REGISTRATION AND COLLECTION

From the time children are handed into the session until they are safely collected, they are under the care of Singsational Kids.

Coaches must:

- Arrive with enough time to prepare.
- Greet children appropriately.
- Complete the register using Pebble.
- Check that every expected child is accounted for.
- Follow up unexplained absences with the school where appropriate.
- Check collection updates before releasing children.
- Only release a child to a recognised or authorised adult.
- Keep the child with them where collection arrangements are uncertain.
- Contact Jasmine if there is any concern.

Where a child is attending a school after-school club following the session, the coach must take the child to the agreed location and hand them directly to a known member of staff.

A child must never be left unattended or told to find their own way to another provision.

23. WORKING WITH SCHOOLS AND VENUES

Singsational Kids coaches are guests within schools and hired venues.

Coaches must:

- Follow the safeguarding, emergency and behaviour procedures of the setting.
- Know who the school or venue safeguarding contact is.

- Respect staff and communicate professionally.
- Follow procedures for visitors, signing in and wearing identification.
- Use only agreed areas.
- Keep doors and access points secure.
- Leave the room safe and tidy.
- Follow fire, evacuation, lockdown and emergency procedures.

Where Singsational Kids procedures and a school procedure differ, coaches should follow the arrangement offering the highest level of safety and seek clarification from Jasmine.

24. SAFER RECRUITMENT

Singsational Kids will take reasonable steps to ensure that people appointed to work with children are suitable.

This will include, as appropriate:

- Application and interview processes.
- Identity checks.
- References.
- Enhanced DBS checks, including barred-list information where the role is eligible.
- Confirmation of relevant experience and qualifications.
- Safeguarding induction.
- Clear expectations regarding conduct and professional boundaries.
- Ongoing supervision and support.

No coach may take sole responsibility for a class until the required checks and induction have been completed.

25. TRAINING, SUPPORT AND SUPERVISION

All coaches will receive safeguarding information and guidance appropriate to their role.

Coaches must:

- Complete required safeguarding training.

- Read this policy.
- Read any relevant school safeguarding information.
- Ask for clarification when uncertain.
- Keep safeguarding knowledge up to date.

Safeguarding will form part of induction, supervision and ongoing coach development.

26. CONFIDENTIALITY AND INFORMATION SHARING

Safeguarding information must be treated as confidential.

However, confidentiality does not mean keeping concerns secret.

Information should be shared:

- When it is necessary to protect a child.
- With those who need the information to take appropriate action.
- Accurately and securely.
- In a timely and proportionate way.

Parents will usually be informed when a concern is raised unless doing so could:

- Place the child or another person at greater risk.
- Interfere with a police or safeguarding investigation.
- Lead to evidence being destroyed.
- Prevent appropriate safeguarding action.

The decision about whether to inform parents will normally be made by the Designated Safeguarding Lead in consultation with safeguarding professionals.

27. WHISTLEBLOWING

Singsational Kids expects coaches and assistants to raise concerns about:

- Unsafe practice.
- Failure to follow safeguarding procedures.
- Inappropriate adult behaviour.
- Concerns being ignored or concealed.

- Any conduct that may place a child at risk.

Concerns should normally be raised with Jasmine.

If the concern relates to Jasmine, or the person raising the concern believes it has not been addressed appropriately, they should contact the relevant school safeguarding lead, local authority children's services, LADO or police.

No person will be disadvantaged for raising a genuine concern in good faith.

28. COMPLAINTS

Safeguarding concerns must be managed through safeguarding procedures and must not be treated solely as ordinary complaints.

General complaints about a session or coach should be raised with Jasmine Gualda.

Where a complaint suggests that a child may have been harmed or placed at risk, the safeguarding procedure will take priority.

29. IMPORTANT CONTACTS

Singsational Kids Designated Safeguarding Lead

Jasmine Gualda

Telephone: **07701 008451**

Email: jasminegualda@hotmail.com

Emergency services

Where a child is in immediate danger:

Call 999 and ask for the police.

Suffolk County Council

Customer First: **0808 800 4005**

Professional Consultation Line: **03456 061 499**

Suffolk directs safeguarding concerns through Customer First and its secure Children and Young People's Portal. ([Suffolk Council](#))

Cambridgeshire County Council

Safeguarding referrals should be made through Cambridgeshire Children's Services using its professional referral process.

Where a child is in immediate danger, call **999**. ([Cambridgeshire County Council](#))

Cambridgeshire LADO

Telephone: **01223 727967**

Email: LADO@cambridgeshire.gov.uk

Out of hours: **01733 234724** ([Cambridgeshire County Council](#))

Suffolk LADO

Telephone: **0300 123 2044**

Email: LADO@suffolk.gov.uk

Childline

Telephone: **0800 1111**

30. POLICY REVIEW

This policy will be reviewed annually.

It will also be reviewed sooner if:

- Safeguarding legislation or statutory guidance changes.
- Singsational Kids begins offering a substantially different service.
- A safeguarding incident identifies a need for change.
- Local safeguarding procedures change.
- A school, local authority or safeguarding professional recommends an amendment.

All coaches will be informed of significant changes and may be required to confirm that they have read and understood the updated policy.