

The Arc Community Hub
22 Knox Road
Loughborough LE11 2UP

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The Arc Community Hub

Child Protection Policy

Reviews

We are committed to reviewing our policy and good practice regularly.

This policy was last reviewed
on (date):

21/08/2025

Signed:

Name:

Sue Halford

Safeguarding Officer, The Arc Community Hub





Purpose of this policy

This policy applies to all staff, including the board of trustees, all committee members, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of The Arc Community Hub.

The purpose of this policy:

- To protect children and young people who receive The Arc Community Hub's services, or receive services run by third parties at The Arc Community Hub, or attend activities held at The Arc Community Hub. This includes the children of adults who use our services or attend activities.
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection.

Where services or activities are provided separately by another body, The Arc Community Hub Board of Trustees will seek assurance in writing that the body concerned has appropriate policies and procedures in place to safeguard and protect children, and there are arrangements to liaise with Grange Park Centre charity on these matters where appropriate.

The Arc Community Hub's commitment

The aim of The Arc Community Hub's Child Protection Policy is to safeguard and promote the welfare, health and safety of the children and young people who use the centre by fostering an honest, open, caring and supportive environment. All children, without exception, have the right to protection from abuse.

We recognise that:

- the welfare of the child is paramount, as enshrined in the Children Act 1989;
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse;
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues; and
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them;
- establishing and maintaining an ethos where children feel secure and are encouraged to talk, and are listened to;

- fostering an environment that children and young people will see as a safe place, where their worries and fears will be taken seriously;
- appointing a Designated Safeguarding Officer (DSO) for children and young people, and a lead board member for safeguarding (Designated Safeguarding Trustee – DST);
- adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers;
- developing and implementing an effective e-safety policy and related procedures;
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures;
- recruiting staff and volunteers safely, ensuring all necessary checks are made;
- recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, one-to-one discussions;
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately;
- using our procedures to manage any allegations against staff and volunteers appropriately;
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise;
- ensuring that we have effective complaints and whistleblowing measures in place; and
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

Dealing with disclosures and concerns about a child or young person

If any member of staff or centre user has concerns about the behaviour or actions of anyone associated with the centre, they should immediately inform the named Designated Safeguarding Officer or Designated Safeguarding Trustee. Failure to share information could result in disciplinary action or exclusion from the centre. Anyone acting in an unsafe or unwise manner will be subject to referral to the relevant authorities.



If a disclosure is made it will be recorded. Leading questions should not be asked but a clear factual record made of what has been disclosed. If a concern is noticed, (such as evidence of physical abuse, neglect or distress), this should be reported in the same way as for disclosures. All referrers should follow the summary guidance:

- Record the time and date
- Don't promise to keep what you're told a secret
- Tell the child or young person what you will do next
- Don't make promises you cannot keep

All disclosures should be immediately reported to the named safeguarding person for the relevant group who will in turn inform relevant authorities. Where appropriate, responsible adults (i.e. parents, guardians and carers), will be informed unless such a disclosure would cause significant distress or threat to the individual making it. This decision will be made by the relevant safeguarding named person.

Confidentiality cannot be promised in any case where an individual may be in danger of any form of abuse. Abuse can include physical, sexual, emotional or neglect. Staff and volunteers are expected to record and report any concerns. Referral is made to the relevant authorities, with the adults responsible for the individual who has made a disclosure being notified if appropriate.

Once the matter has been referred to the named person, they will take the necessary action and follow up cases. It is not usually appropriate to feed back to the individual making the disclosure.

Other relevant policies

This policy should be read alongside our policies and procedures on:

- Overall Safeguarding Policy
- Recruitment, induction and training
- Managing allegations against staff and volunteers
- Recording and information sharing
- Code of conduct for staff and volunteers
- E-safety and social media
- Anti-bullying



- Complaints
- Whistleblowing
- Health and safety
- Lone working policy and procedure

Contact details

Designated Safeguarding Officer (DSO):

Sue Halford, The Arc Community Hub, Operations Manager

Email: sue@arc-hub.org.uk

Phone: 01509 212026

Designated Safeguarding Trustee (DST):

Jan Oldam

Email: jan@arc-hub.org.uk

Phone: 01509 212026

Phone 999 if a crime is being committed or if a child is in immediate danger

Contact Leicestershire police on 101 if you think a crime has been committed but there is no immediate danger.

Contact Leicestershire County Council First Response Children's Duty Team if you think a child is being: neglected, physically abused, or sexually abused.

Telephone Leicestershire County Council First Response Children's Duty Team if you have urgent concerns about a child who needs a social worker or police officer today: Call 0116 305 0005 (24 hour phone line)

Child Exploitation and Online Protection (CEOP): www.ceop.police.uk

NSPCC helpline (24/7): 0808 800 5000 or help@nspcc.org.uk

ChildLine: 0800 1111