



# Safeguarding Policy & Procedure

**DATE** 16/04/2024

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## CONTEXT

Delight is a registered charity (charity number: 1159567) based at our registered office address of 9B Station Avenue, Caterham, CR3 6LB.

Delight is an arts-based learning charity working in primary schools across Surrey and Croydon.

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## STATEMENTS & AIMS

### The purpose of this safeguarding policy is:

- to protect children who receive Delight's services from abuse or mistreatment of any kind
- to provide staff and volunteers, as well as children and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Delight including the board of trustees, paid staff, volunteers, employees of partner arts organisations and creative freelancers.

### Delight believes that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

### Delight recognises that:

- the welfare of children is paramount in all the work we do and in all the decisions we take
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to 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
- extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

### Delight seeks to keep children safe by:

- ✓ valuing, listening to and respecting children
- ✓ appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- ✓ adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- ✓ developing and implementing an effective online safety policy and related procedures
- ✓ providing effective management for staff, arts partners and volunteers through induction, training and supervision so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- ✓ recruiting and selecting staff, arts partners and volunteers safely, ensuring all necessary checks are made

- ✓ Ensuring all arts partner facilitators undertake NSPCC Safeguarding online training
- ✓ recording and storing and using information professionally and securely, in line with data protection legislation and guidance [more information about this is available from the Information Commissioner's Office: [ico.org.uk/for-organisations](http://ico.org.uk/for-organisations)]
- ✓ making sure that children, young people and their families know where to go for help if they have a concern
- ✓ 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
- ✓ 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
- ✓ building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns
- ✓ reviewing our policies via senior management and trustees. The Delight Safeguarding Policy will be reviewed and updated annually.

When there are concerns about the welfare of any child, young person or adult at risk, all responsible adults in our organisation and arts partners are expected to share those concerns, without delay, with the Lead for Safeguarding (or the Deputy, if the Lead is unavailable).

### POLICY AIM

As members of SAFEcic, we aim at all times to attain best safeguarding practice throughout all our activities with children, young people, adults at risk, their parents, carers and/or families. We endeavour to provide a safe and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments. Our organisation holds current Public Liability Insurance which covers all our activities.

# SAFEGUARDING CONTACTS

Should any staff member, partner school, arts partner or otherwise need to raise safeguarding concerns they should contact the Designated Safeguarding Lead, or the Deputy Designated Safeguarding Lead.

## DELIGHT DESIGNATED SAFEGUARDING LEAD

### NAME

Jessica Clarke

### JOB ROLE

Head of Programmes & People

### CONTACT DETAILS

[jess@delightcharity.org.uk](mailto:jess@delightcharity.org.uk)

### ADDRESS

Delight, 9B Station Avenue, Caterham, CR3 6LB

### PHONE NUMBER

01883 818300

The Trustee Safeguarding Lead works with the Delight DSL providing support from a senior board level.

## TRUSTEE SAFEGUARDING LEAD

### NAME

Steve Brown

### PHONE NUMBER

07833 047953

## DELIGHT DEPUTY DESIGNATED SAFEGUARDING LEAD

### NAME

Kathryn Mills

### JOB ROLE

CEO

### CONTACT DETAILS

[kathryn@delightcharity.org.uk](mailto:kathryn@delightcharity.org.uk)

### ADDRESS

Delight, 9B Station Avenue, Caterham, CR3 6LB

### PHONE NUMBER

01883 818300

## RELATED POLICIES

The following Delight policies may also be relevant alongside this Safeguarding Policy. All Delight policies are available for staff on the shared system and Delight will send any relevant policies for schools direct to the school in question.

- Equality, Inclusion & Diversity Policy
- Staff handbook
- Photography and Filming Policy
- Online and E safety policy
- Staff Grievance procedure, Antibribery, Corruption and Money Laundering policy
- Health and safety policy

## IN PARTICULAR

### DATA PROTECTION

We will treat any personal information by which an individual can be identified, for example, name, address, and email, in accordance with the provisions of Data Protection Act 2018 (DPA 2018), and the UK General Data Protection Regulation (UK GDPR) and will not share information with any third party, except where required by law.

### CONFIDENTIALITY

This policy is in line with government guidance about confidentiality and these details will be made available to all staff, children, young children, adults at risk, parents and carers.

We fully endorse the principal of the welfare of children, young people and adults at risk, overriding any obligations of confidence we may hold to others. No one working, or involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a "need to know" basis.

### WHISTLEBLOWING

Whistleblowing is when someone raises a concern externally about a person or practice within the organisation, which will affect others in an illegal and / or harmful way.

Our organisation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Lead or Deputy for Safeguarding.

If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to the Local Authority Designated Office (LADO) (England and Wales only) social care services, the police, and /or the relevant Regulatory Authority e.g. Ofsted, CQC, Charity Commission. They can also contact the NSPCC dedicated helplines and the charity Protect for advice and support.

### INFORMATION SHARING

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered, are suffering or at significant risk of suffering harm. It is important that records are shared at the appropriate time when necessary. Within our organisation the decision to share written information, and with whom, will be undertaken by the Lead or the Deputy for safeguarding.

### SAFER RECRUITMENT

Our organisation is committed to safe recruitment for Delight internal staff in line with the relevant legislation and guidance from government for recruiting staff. We do this by:

- advertising vacancies with a clear commitment required to safeguarding
- assigning all posts detailed job descriptions
- obtaining full personal details with particular relevance to previous work with children, young people and adults at risk
- always taking up two written references, one from the most recent employer or education establishment
- undertaking all interviews face to face, based on the job description
- having sound procedures and recording for interviewing to ensure we are satisfied, and can evidence that the applicant is appropriate and suitable

### **Any appointment will only be confirmed subject to:**

- ✓ a satisfactory ID and criminal records check at the appropriate level, including Certificates of Good Conduct for foreign nationals and the International Child Protection Certificate (ICPC) for anyone who works with children and has lived in the UK and also travelled overseas
- ✓ a follow up of written references by telephone if relevant to the vacant post
- ✓ a check of essential qualifications and any specific professional details
- ✓ confirmation of the Right to Work in the UK for employed personnel
- ✓ fitness to work as relevant

## **INDUCTION AND TRAINING**

We have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff, paid and unpaid, will receive induction training as soon as possible and sign to record they have:

- received and understood this policy.
- completed the NSPCC Child Protection Training
- understood the commitment to safeguarding training

# WORKING PRACTICES

## CONSENT

As an external provider in-school, Delight will operate within school consent.

When consent is required for any care, activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding.

Consent will be requested from a parent/carer or relative for a child, young person or an adult at risk.

Where relevant, we will ensure we fulfil our obligations under Child Care Law in terms of parental responsibility and Mental Capacity Legislation on supporting, where possible, the individual's right to make their own decisions. Any decisions made should be the least restrictive and recorded.

## STAFF RATIOS TO CHILDREN

Teachers will always be present for Delight in-school sessions alongside a facilitator, meaning there will always be a minimum of two responsible adults present for all activities.

## LONE AND ONE TO ONE WORKING

Delight will aim to avoid lone working at our office where possible. Where it is not possible, staff are required to check in via text on office arrival and departure to a designated contact to ensure safeguarding.

Delight will avoid one to one working with children and adults at risk whenever possible to protect both individuals.

## HOME VISITS

Delight does not undertake home visits.

## YOUNG PEOPLE WHO WORK FOR DELIGHT

All young people who are undertaking volunteer work, apprenticeships or work experience within our organisation/group are to be included within this policy and their safeguarding as individuals given the same importance as all young people we come into contact with. Any disclosures, observations of possible harm or disturbing behaviour must be reported to the Lead or Deputy immediately. They will also require an induction program that includes their commitment to safeguarding within the remit of the safeguarding policy and in line with all staff induction.

In addition, relevant contacts for the young person will be recorded where relevant e.g. parents, carers, school representatives and any supervisors, with emergency contact numbers.

# CODE OF CONDUCT

This behaviour code outlines the conduct that Delight expects from all our staff and volunteers. This includes Delight staff, arts partner facilitators, trustees, volunteers and anyone who is undertaking duties for the organisation, whether paid or unpaid. The behaviour code is there to help us protect children and young people from any kind of abuse or mistreatment. It has been informed by the views of children and young people. Delight is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

We aim to provide a safe environment free from discrimination, upholding and promoting equality, diversity and inclusion. We strive to ensure that every employee, arts partner or any other person connected to the work of Delight is treated fairly, lawfully, free from discrimination and with respect.

## **We undertake to:**

- ✓ treat all children and young people and adults at risk with respect and dignity
- ✓ ensure that their welfare and safety is paramount at all times
- ✓ maintain professional boundaries both face to face and when using technology
- ✓ always listen to individuals and take account of their wishes and feeling
- ✓ always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- ✓ liaise openly with parents and carers where necessary
- ✓ only use physical contact if absolutely necessary
- ✓ avoid being alone with children, young people and adults at risk whenever possible
- ✓ listen to, and act upon, any disclosures, allegations, or concerns of abuse
- ✓ participate in NSPCC safeguarding training at appropriate levels
- ✓ follow our safeguarding policy at all times

## **THE ROLE OF STAFF AND ARTS PARTNER FACILITATORS**

In your role as part of Delight's programmes you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately. We expect people who take part in our work to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

### **You are responsible for:**

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
  - ensuring equipment is used safely and for its intended purpose
  - having good awareness of issues to do with safeguarding and child protection and taking action when appropriate
- following our principles, policies and procedures including our policies and procedures for safeguarding and child protection, whistleblowing and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to the Delight DSL
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures. This includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age.
- ensure the NSPCC Online Safeguarding training course has been completed
- ensure they are aware and familiar with Delight's safeguarding policy and procedures so they know what to do in the case of any concern

## **RESPECTING CHILDREN AND YOUNG PEOPLE**

### **You should:**

- listen to and respect children at all times
- value and take children's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible

If you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity



## DIVERSITY AND INCLUSION

### You should:

- treat children and young people fairly and without prejudice or discrimination
- understand that children and young people are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

## APPROPRIATE RELATIONSHIPS

### Staff and partner arts organisations that work with children on behalf of Delight should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid showing favouritism
- be patient with others
- exercise caution when discussing sensitive issues with children or young people
- ensure contact with children and young people is appropriate and relevant to the nature of the activity you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people
- ensure that you are within sight or can be heard by other adults if a situation arises where you are alone with a child or young person
- only provide personal care in an emergency and make sure there is more than one adult present if possible

## INAPPROPRIATE BEHAVIOUR

### Staff and partner arts organisations that work with children on behalf of Delight should not:

- use mobile phones when with children or young people
- take any unauthorised pictures of children or young people
- publish anything on social media without prior consultation with Delight
- walk around the school building unless the school safeguarding team has offered consent to walk around independently
- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive, including having any form of sexual contact with a child or young person
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children and young people
- engage in sexually provocative or rough physical games
- allow, or engage in, touching of any kind
- do things of a personal nature for a child or a young person that they can do for themselves.

## UPHOLDING THIS CODE OF CONDUCT

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately, you will be subject to the Delight disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave Delight or not work on our behalf. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them to the Delight DSL. If necessary, you should follow our whistleblowing procedure and safeguarding procedures.

# SAFEGUARDING REPORTING PROCEDURES

All staff members and partner arts organisations that work with children on behalf of Delight always have a responsibility to safeguard and promote the welfare of all children and young people.

If you have a concern about a child or young person or you receive information that leads you to be concerned that a child or young person has been harmed or is at risk of harm or their welfare is being compromised, you are required to act appropriately to ensure action can be taken to protect the child or young person concerned.

The concern may be as a result of a disclosure from a pupil, parent or third party, or may arise due to behaviour or an observation that has caused you to become concerned.

## PLEASE NOTE THE FOLLOWING KEY POINTS FOR BEST PRACTICE.

### At the time of incident:

- Never guarantee absolute confidentiality, as Child Protection will always have precedence over any other issues.
- Listen to the child/young person rather than questioning them directly.
- Offer reassurance without making promises and take what the child/young person says seriously.
- Allow the child/young person to speak without interruption
- Accept what is said – it is not your role to investigate or question
- Do not overreact
- Alleviate feelings of guilt and isolation, while passing no judgement
- Advise that you will try to offer support, but that you must pass the information on and explain what you have to do and whom you have to tell
- If there is a clear direct disclosure to the facilitator and/or an immediate concern for safety whilst still onsite, the class teacher should be informed at the time of the incident or concern. The school will take the necessary action in line with their own safeguarding procedures. The steps below should be taken as follow up.

### As follow up:

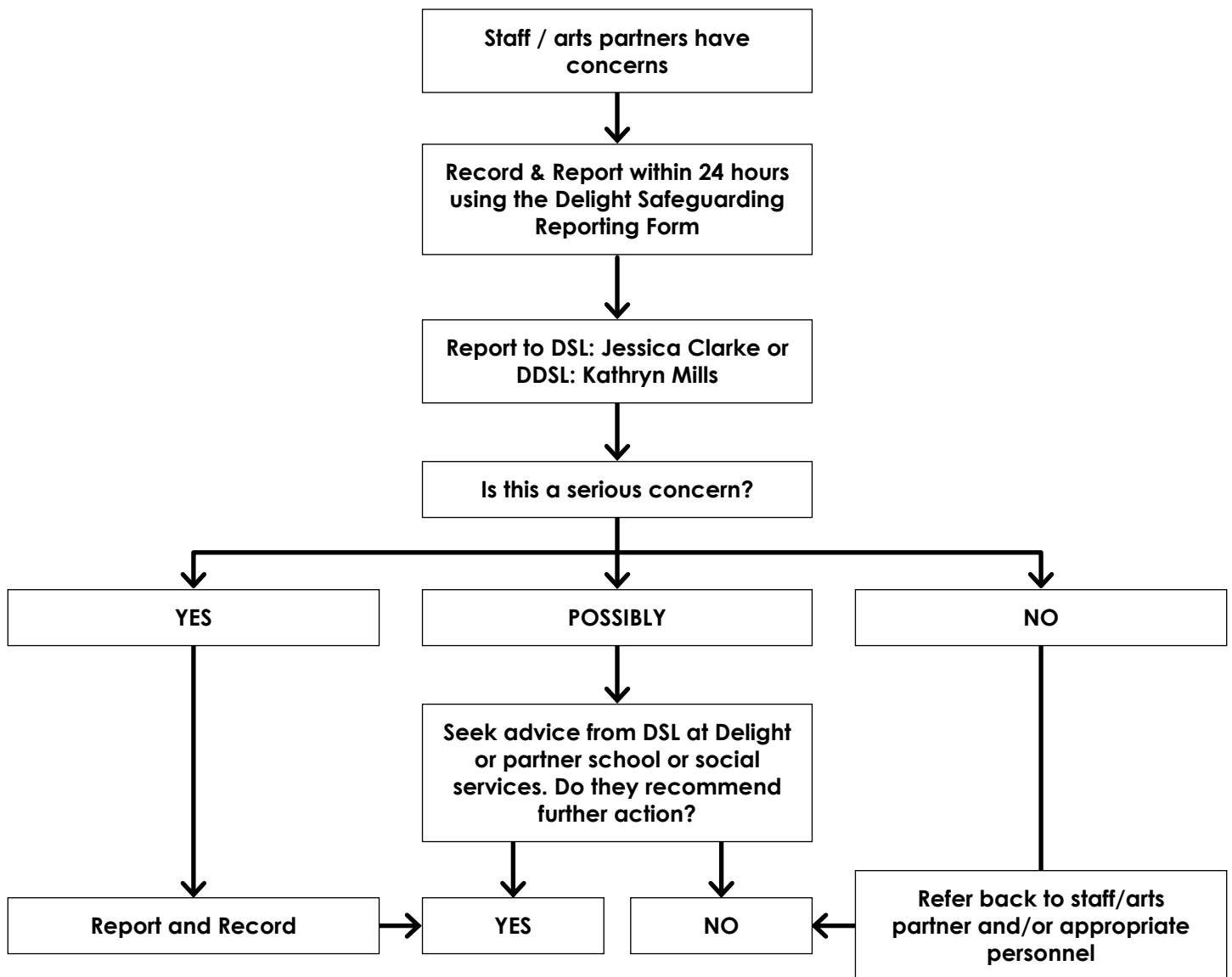
- If you are an arts partner facilitator, inform and update your arts partner lead on the day the concern has happened. The arts partner lead should then inform the Delight DSL immediately.
- The person with the concern should detail the incident accurately using the Delight Safeguarding Report Form as soon as possible after the event, using the child's/young person's words or explanations. Do not translate into your own words in case you have misconstrued what the child/young person was trying to say
- This form should be sent to the Delight Designated Safeguarding Lead (DSL) within 24hrs of the incident occurring and should be stored securely with password protection.
- The Delight DSL will then raise and pass on the concern with the relevant school. If the concern is regarding a child, the school will lead the on-going process via its own safeguarding procedures and escalate where necessary.
- Based on the severity of the concern and if the school has not shown Delight it is making the necessary course of action, where appropriate Delight DSL may make a direct referral to external agencies.
- Delight will store Safeguarding Reporting Forms securely on Dropbox as password protected files. Delight will keep these documents on file for 7 years after which they will be deleted.

Please remember the Delight DSL is available to offer help, advice and guidance to staff and arts partners where necessary. If you have a concern or problem and are unclear how to proceed ask for advice.

**Anyone can refer directly to Social Care Services or the Police, if necessary, if they** believe a person is being or may be at risk of being, or has been abused.

If you have concerns about the safety or welfare of a child/adult at risk and feel they are not being acted upon by your manager or Designated/Identified Safeguarding Lead/Deputy/Alternate, it is **your responsibility** to take action.

# DELIGHT REPORTING PROCEDURE



## LOCAL AUTHORITY CONTACTS

The Surrey Children's Single Point of Access (C-SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey Children. This replaces the Surrey Multi Agency Safeguarding Hub (MASH). The C-SPA is the conduit for access to services at levels 3 and 4 of SSCP Effective Family Resilience May 2023, it also provides direct information, advice and guidance to residents and people who work with children in Surrey about where and how to find the appropriate support for families. We are committed to children and their families receiving the right help at the right time and our C-SPA will better enable us to fulfil this commitment.

<https://www.surreyscp.org.uk/professionals/information-on-c-spa/>

For concerns about a child contact **SURREY CHILDREN'S SINGLE POINT OF ACCESS (C-SPA)**  
**CALL** 0300 470 9100 (Monday-Friday 9am-5pm)  
**OUT OF HOURS EMERGENCY DUTY TEAM** 01483 517898  
**EMAIL** [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)

**THE EDUCATION SAFEGUARDING TEAM** provides advice, information and guidance to education settings on their safeguarding arrangements and practice. Our aim is to support education staff with the knowledge and skills to protect every child and young person in Surrey from harm, support them to develop their potential and to create an environment where they feel safe to learn.

**The Education Safeguarding Team can be contacted via**  
[education.safeguarding@surreycc.gov.uk](mailto:education.safeguarding@surreycc.gov.uk)

### **OFFICE FOR STANDARDS IN EDUCATION (OFSTED) WHISTLEBLOWING**

**CALL** 0300 123 3155 (Monday-Friday 8am-6pm)  
**EMAIL** [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

### **CHARITY COMMISSION WHISTLEBLOWING**

**CALL** 08000 557 214  
**EMAIL** [whistleblowing@charitycommission.gov.uk](mailto:whistleblowing@charitycommission.gov.uk)

### **NSPCC HELPLINE**

**CALL** 0800 800 5000  
**EMAIL** [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)

### **IN AN EMERGENCY**

**call the Police on 999**

# Delight Safeguarding Reporting Form

|   |                              |
|---|------------------------------|
| <b>YOUR NAME:</b>   | <b>NAME OF ORGANISATION:</b> |
| <b>YOUR ROLE:</b>   |                              |
| <b>CONTACT INFORMATION (YOU):</b>   |                              |
| ADDRESS:  | POSTCODE:                    |
| TELEPHONE NUMBER:   | EMAIL ADDRESS:               |
| <b>CHILD'S NAME:</b>  | <b>CHILD'S CLASS:</b>        |
| <b>CHILD'S AGE:</b>   |                              |
| <b>CHILD'S SCHOOL:</b>  |                              |
| <b>CHILD'S GENDER:</b>  |                              |
| MALE  |                              |
| FEMALE  |                              |
| PREFER NOT TO SAY   |                              |
| <b>ARE YOU REPORTING YOUR OWN CONCERNS OR RESPONDING TO CONCERNS RAISED BY SOMEONE ELSE:</b>      |                              |
| RESPONDING TO MY OWN CONCERNS   |                              |
| RESPONDING TO CONCERNS RAISED BY SOMEONE ELSE   |                              |
| <b>IF RESPONDING TO CONCERNS RAISED BY SOMEONE ELSE: PLEASE PROVIDE FURTHER INFORMATION BELOW</b> |                              |
| NAME:   |                              |
| EMAIL ADDRESS:  |                              |
| TELEPHONE NUMBER:   |                              |
| <b>WHAT IS THEIR ROLE AND POSITION OR RELATIONSHIP TO THE CHILD?</b>                              |                              |

# Date and time of incident

**Details of the incident or concerns:**

Include other relevant information, such as description of any injuries, whether you are recording this incident as fact, opinion or hearsay, what the child said, what was observed or if they were telling you directly.

**RELEVANT OBSERVATIONS FROM THE PAST AND RESPONSE:**

**WHAT WAS SAID ABOUT CONFIDENTIALITY:**

**PLEASE PROVIDE ANY WITNESS ACCOUNTS OF THE INCIDENT IF APPLICABLE:**

**PLEASE PROVIDE DETAILS OF ANY WITNESSES TO THE INCIDENT:**

NAME:

POSITION OR RELATIONSHIP TO THE CHILD:

DATE OF BIRTH (IF CHILD):

ADDRESS:

POSTCODE:

TELEPHONE NUMBER:

EMAIL ADDRESS:

**PLEASE PROVIDE DETAILS OF ANY PERSON INVOLVED IN THIS INCIDENT.**

NAME:

POSITION WITHIN THE SCHOOL/ORGANISATION OR RELATIONSHIP TO THE CHILD:

DATE OF BIRTH (IF CHILD):

ADDRESS:

POSTCODE:

TELEPHONE NUMBER:

EMAIL ADDRESS:

|  |                    |
|--|--------------------|
| <b>PLEASE PROVIDE DETAILS OF ADVICE RECEIVED AND ACTION TAKEN TO DATE:</b> |                    |
| <b>HAS THE INCIDENT BEEN REPORTED THE SCHOOL?</b>                          |                    |
| YES  |                    |
| NO   |                    |
| <b>IF YES PLEASE PROVIDE FURTHER DETAILS:</b>                              |                    |
| CLASS TEACHER:   |                    |
| SCHOOL NAME:   |                    |
| SCHOOL ADDRESS:  |                    |
| EMAIL ADDRESS:   |                    |
| <b>YOUR SIGNATURE:</b>   | <b>PRINT NAME:</b> |
| <b>DATE</b>  |                    |

**If you are an arts partner completing this form please send this to Delight's Safeguarding Lead within 24hours of the incident occurring (see page 3 for DSL contact details).**

**Please also contact your organisation's Designated Safeguarding Officer in line with Delight's Safeguarding Policy reporting procedures.**