



Safeguarding Policy

(Frontline)

Owner:	Kayleigh Downs
Approved By:	Directors
Version:	1.0
Effective From:	21 st May 2026
Next Review:	21 st May 2027
Applies To:	All staff, volunteers and contractors undertaking Matters2Me CIC activities.

Statement of Purpose

1. Matters2Me CIC (the Organisation, we, our or us) is committed to preventing and responding to risks of harm to and promoting the welfare of all children and adults that we work with (i.e. as Matters2Me CIC's clients). These individuals are referred to as the 'Beneficiaries' of this Safeguarding Policy.
2. We recognise the importance of this commitment to safety and welfare and, further, are committed to safeguarding all Beneficiaries without discrimination due to an individual's age, disability, race, religion or belief, gender, gender reassignment, pregnancy or maternity leave status, marriage or civil partnership status, or sexual orientation.
3. This Safeguarding Policy is based on the safeguarding laws of England, Wales, and Scotland, including related guidance issued by the UK Government and relevant governmental departments, agencies, and public bodies. If this Policy is at any time inconsistent with this body of law, Matters2Me CIC will act to meet the requirements of up-to-date safeguarding laws in priority to the requirements set out in this Policy.
4. Matters2Me CIC has implemented this Safeguarding Policy in order to meet its obligations as an organisation working with children and adults.
5. Any questions in relation to this Policy should be referred to Kayleigh Downs in the first instance, by emailing safeguarding@ksaf.uk.

Scope of this Safeguarding Policy

6. This Policy explains key aspects of how Matters2Me CIC prevents harm in relation to its Beneficiaries via its practices and its Staff Members' conduct.
7. This Safeguarding Policy covers the organisation and operation of all of Matters2Me CIC's activities involving children and/or adults (i.e. our Relevant Activities). These primarily include:
 - a. Providing services that meet the need of the community
 - b. Delivering safeguarding training sessions, through KSAF CIC, for professionals and volunteers who work directly with children and adults.
 - c. Offering one-to-one and group support for families experiencing wellbeing or safeguarding challenges.
 - d. Coordinating community engagement events and workshops aimed at improving child and adult safety, and family resilience.
8. This Policy's guidelines and obligations apply to all individuals working for or acting on behalf of Matters2Me CIC in the UK at all levels, including senior managers, officers, employees, consultants, trainees, homeworkers, part-time and fixed-term workers, casual workers, agency workers, volunteers, and interns (collectively 'Staff Members').
9. This Policy does not form part of any contract of employment or similar and Matters2Me CIC may amend it at any time at our absolute discretion.

Defining Safeguarding

10. 'Safeguarding' is an umbrella term that refers to work (e.g. practices and procedures) aimed at preventing or responding to harm or risks of harm posed to vulnerable individuals, and at promoting these individuals' wider welfare. Safeguarding is particularly important for children and adults at risk. Most safeguarding legal obligations relate to the care of these groups. For safeguarding purposes, children are individuals younger than 18 years old.
11. The commitments and practices contained in this Safeguarding Policy apply to the safeguarding of Matters2Me CIC's Beneficiaries from harm caused by either:
 - a. The activities and practices of Matters2Me CIC and any conduct of its Staff Members, or
 - b. People and situations outside of Matters2Me CIC's and its Staff Members' control, where Matters2Me CIC's Staff Members are aware of, ought to be aware of, or reasonably suspect the risks posed by a situation.

12. For the purposes of this Policy, a 'Safeguarding Concern' is any conduct or situation that is known or reasonably suspected by a Staff Member or another party that risks violating the safeguarding commitments set out above.

Key Measures that Matters2Me CIC is Committed to Implementing and Maintaining to Safeguard its Beneficiaries

13. Ensuring that Staff Members are trained to, and encouraged to, report any Safeguarding Concerns that they identify. Staff Members will be encouraged to follow Matters2Me CIC's safeguarding reporting procedures as closely as possible when reporting concerns (set out below under the heading 'Procedures: Reporting').
14. Ensuring that all Staff Members listen to all safeguarding-related queries and concerns raised by other Staff Members, beneficiaries, or relevant other parties, with respect and professionalism. Staff members should be trained how to, and encouraged to, then assist with reporting any such concerns via Matters2Me CIC's regular reporting procedures.
15. Ensuring that all reported Safeguarding Concerns are dealt with by appropriate individuals and teams and in accordance with Matters2Me CIC's relevant procedures (set out below under the heading 'Procedures: Investigation and Response').
16. Implementing and maintaining comprehensive, accessible, fair, and efficient procedures for Staff Members to use when reporting and dealing with Safeguarding Concerns. These procedures will be made known and easily accessible to all Staff Members.
 - a. Procedures will be designed to ensure all safeguarding issues are dealt with fairly and objectively even when allegations are made against one of Matters2Me CIC's Staff Members. Any such allegations will be treated in a manner that takes into account the gravity of the accusations, but which does not vilify or presume the guilt of an accused individual without a fair investigation.
 - b. Any reports that qualify as protected disclosures under whistleblowing law will be treated securely and in a protected manner in line with whistleblowing law and Matters2Me CIC's Whistleblowing Policy.
17. Appointing Kayleigh Downs to hold responsibility for managing safeguarding policies and procedures within Matters2Me CIC.
18. Following appropriate recruitment processes when recruiting new Staff Members, including volunteers. This includes:
 - c. KSAF CIC will conduct all appropriate pre-employment checks (e.g. Disclosure and Barring Service (DBS) criminal record checks on behalf of Matters2Me CIC.
 - d. KSAF CIC will ensure new Staff Members take part in, and understand the content of, all necessary safeguarding training before having any contact with Matters2Me CIC's Beneficiaries.
 - e. Following Matters2Me CIC's Recruitment Policy.
19. KSAF CIC will be providing appropriate safeguarding training for all relevant Staff Members on behalf of Matters2Me CIC. Every Staff Member should be provided with, and required to undertake, training that is appropriate to their role, responsibilities, and degree and type of contact with Beneficiaries. This should, where appropriate, include training on:
 - f. How to define and identify potential signs of different types of abuse, including physical abuse, emotional abuse, sexual abuse and exploitation, neglect, and others.
 - g. How to listen to and respond to concerns or disclosures about safeguarding issues during an initial conversation (e.g. how to explain when information can and cannot be kept confidential).
 - h. How to use Matters2Me CIC's safeguarding reporting procedures and when doing so is appropriate.
 - i. Which additional resources (e.g. policies, other supporting documents, or external educational resources) are available to ensure Staff Members remain informed about safeguarding.
 - j. Delivering Level 1 and Level 2 Safeguarding Children and/or Adults training for all staff and volunteers, through KSAF CIC.
 - k. Offering Prevent and British Values awareness training to ensure compliance with statutory guidance.

- l. Delivering training on recognising and responding to abuse, neglect, and exploitation in children and vulnerable adults.
 - m. Providing lone working and personal safety training for outreach staff and volunteers.
 - n. Delivering information sharing, record keeping, and confidentiality training in line with GDPR and safeguarding law.
 - o. Offering refresher safeguarding training annually to maintain up-to-date knowledge and compliance.
20. Ensuring that all information related to Safeguarding Concerns, including the content of reported concerns as well as the personal data of anybody involved, is handled safely and securely. This involves:
- p. Following the requirements set out by the UK's data protection laws, including The UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
 - q. Following Matters2Me CIC's data protection policies and procedures, including our Data Protection and Data Security Policy.
 - r. Providing Staff Members with training on data protection and privacy, where appropriate.
 - s. Ensuring Staff Members always have an identifiable point of contact for questions or concerns about data protection and privacy. This is currently Data Protection Officer, who can be contacted by emailing admin@matters.me.uk.
 - t. Only sharing information about a Safeguarding Concern internally as far as is necessary to manage the concern for the relevant Beneficiary's benefit.
21. Ensuring transparency and awareness regarding safeguarding information and procedures. For example, by:
- u. Providing information to Beneficiaries about our safeguarding procedures so that they are aware of how to raise any concerns.
 - v. Ensuring all Staff Members are aware of safeguarding laws, Matters2Me CIC's safeguarding commitments and procedures, and Staff Members' responsibilities in relation to these.
22. Regularly reviewing all safeguarding policies and procedures to ensure that they are up-to-date with safeguarding law and that they remain suitable for Matters2Me CIC's Relevant Activities and workforce, and meeting any review and evaluation requirements specific to Matters2Me CIC's industry and organisation type.

Safeguarding Team

- 23. Matters2Me CIC has an internal and external safeguarding team that can be contacted at any time. They provide strategic leadership on all safeguarding concerns and provide up-to-date information for all Staff Members and Volunteers.
- 24. **Kayleigh Downs** is the Designated Safeguarding Lead. She is supported by two Deputy Designated Safeguarding Leads. They are to be confirmed.
- 25. Kent Safeguarding and Attendance Forum CIC supports Matters2Me CIC with safeguarding concerns by operating a multi-agency approach – their main point of contact is josh@ksaf.uk
- 26. The Safeguarding Team can be contacted by email: safeguarding@ksaf.uk or a concern form can be uploaded via CPOMS.
- 27. The Safeguarding Team (both internal and external) complete Level 3 training as outlined in Statutory Guidance.

Staff Members' Responsibilities

- 28. All Staff Members have a responsibility to promote the safety and wellbeing of all of Matters2Me CIC's Beneficiaries. This means that all of Matters2Me CIC's policies and procedures relevant to safeguarding and all UK laws relevant to safeguarding must be followed at all times. Specifically:

29. All Staff Members must contribute to upholding the key measures that Matters2Me CIC has committed to taking to safeguard its Beneficiaries (set out above) to an extent that is appropriate for their role, responsibilities, and degree and type of contact with Beneficiaries. Specific ways that Staff Members should do this will be clarified during training. If a Staff Member is uncertain as to their responsibilities, it is their responsibility to raise this with Kayleigh Downs.
30. Staff Members must actively participate in all safeguarding training they are assigned and, if they do not understand any aspects of their training, must raise this with Kayleigh Downs.
31. Staff Members must never do anything to actively risk the safety or wellbeing of any of Matters2Me CIC's Beneficiaries. This includes, but is not limited to:
 - a. Subjecting them to or facilitating abuse of any sort.
 - b. Engaging in any sexual activity with children (i.e. anybody under the age of 18) or adults (who are clients).
 - c. Participating in or facilitating any activities that may commercially exploit Beneficiaries. For example, failing to report suspected child labour or trafficking/slavery or organisational abuse.
32. Staff Members must report all Safeguarding Concerns that they have regarding Beneficiaries, regardless of whether the concerns relate to potential wrongdoing of other Staff Members, other Beneficiaries, or external parties (e.g. parents, teachers, other organisations, or members of the public).

Procedures: Reporting

33. Staff Members will receive safeguarding training that should enable them to identify Safeguarding Concerns (e.g. suspected abuse, neglect, or threats to wellbeing) relevant to Matters2Me CIC's Beneficiaries.
34. If a Staff Member identifies a Safeguarding Concern, to report it they should:
 - a. Record the concern immediately on the Safeguarding Concern Form via CPOMS, including factual observations, dates, times, and exact wording used.
 - b. Report the concern as soon as possible to the Designated Safeguarding Lead (DSL) or Deputy DSL by phone, and follow up by sending the completed form securely.
 - c. If the DSL or Deputy DSL cannot be reached and a child or adult is believed to be at immediate risk of harm, contact the police on 999 or the Local Authority Front Door/MASH directly.
 - d. Do not promise confidentiality to the person raising the concern, but reassure them that their information will be handled sensitively and only shared with those who need to know.
 - e. Inform the DSL once emergency contact has been made so the concern can be logged and escalated in line with the organisation's Safeguarding Policy.
 - f. The DSL will review the concern, determine the level of risk, and decide on the appropriate referral pathway—Early Help, MASH, or emergency services.
 - g. Record all actions, decisions, and outcomes on the secure safeguarding log for audit and ongoing monitoring.
 - h. Attend any follow-up debrief or supervision session to ensure personal wellbeing and learning from the incident.
35. If a Staff Member feels unable to follow the above steps, they should report their Safeguarding Concern in a reasonable alternative manner. This may be the case if, for example:
 - w. Following the above procedure would require disclosing the concern to somebody who is implicated in the Safeguarding Concern or who the Staff Member is otherwise uncomfortable contacting about this concern, or
 - x. The matter is time sensitive and involves a risk of serious harm to somebody, in which case contacting an external agency (e.g. the police, the ambulance service, or a mental health crisis line) or a more senior member of Matters2Me CIC's staff first may be more appropriate.
36. The Safeguarding Team aims to respond to all concerns within a 24 hour window.

Procedures: Investigation and Response

37. Reported Safeguarding Concerns will be dealt with promptly according to the following process:
- y. The Designated Safeguarding Lead (DSL) or Deputy DSL will acknowledge receipt of the concern immediately and review all details on the Safeguarding Concern Form.
 - z. The DSL will assess the nature and severity of the concern, using local safeguarding thresholds and professional judgment to determine the level of risk.
 - Aa. If the concern indicates immediate danger or serious harm, the DSL will contact emergency services on 999 without delay.
 - Ab. Where there is significant concern about a child or adult at risk, the DSL will contact the Local Authority Front Door or Multi-Agency Safeguarding Hub (MASH) to make a formal referral.
 - Ac. If the concern does not meet the threshold for statutory intervention, the DSL may seek advice from MASH or agree an Early Help referral with the family's consent.
 - Ad. The DSL will record all actions taken, including times, decisions made, advice received, and next steps, in the secure safeguarding log.
 - Ae. All safeguarding information will be stored securely on the organisation's encrypted system and only accessible to the DSL, Deputy DSL, or authorised senior managers.
 - Af. The DSL will monitor the progress of all referrals and ensure any further information requested by statutory agencies is provided promptly.
 - Ag. The staff member who raised the concern will be informed of the outcome where appropriate, in line with confidentiality principles.
 - Ah. If the concern involves an allegation against a staff member or volunteer, the DSL will inform the Director and contact the Local Authority Designated Officer (LADO) within one working day.
 - Ai. A debrief and reflective supervision session will be offered to the staff member or volunteer involved to ensure wellbeing and learning from the incident.
 - Aj. All reported concerns and outcomes will be reviewed regularly by the DSL and reported to the Directors Team for oversight and quality assurance.
38. Staff Members who report a Safeguarding Concern, upon request, will be kept informed about the progression of the issue they reported to an appropriate degree. Note that, depending on the nature of the concern and consequent investigations, some information about matters may be kept confidential and not shared with the reporter.
39. If a Staff Member is found to be in breach of this Safeguarding Policy or safeguarding law in general, they will be treated fairly and in line with Matters2Me CIC's Disciplinary Policy and/or Disciplinary Procedure.
40. Referrals or notifications to external organisations (e.g. police services, local authorities, or regulatory bodies) will be made when, and only when, this is appropriate, and will always be made in accordance with the law (e.g. data protection law).

Supporting Documents and Other Protections

41. Matters2Me CIC has various other documents in place that support this Safeguarding Policy. These include:
- A. Detailed safeguarding investigation and response procedures.
 - B. Safeguarding training plans and schedules.
 - C. Safeguarding training materials for ongoing learning and reference.
 - D. Documents setting out specific safeguarding considerations and rules that must be used during recruitment.
 - E. Lone Working Policy
42. This Safeguarding Policy does not cover all of Matters2Me CIC's commitments relevant to protecting its Beneficiaries. We also have other policies in place that protect our Beneficiaries, Staff Members, and/or others. These include:

- aa. A Whistleblowing Policy.
- bb. A Health and Safety Policy.
- cc. An Equal Opportunities Policy.
- dd. A Recruitment Policy.
- ee. A Data Protection and Data Security Policy.
- ff. A Disciplinary Procedure.

43. All of the policies, procedures, and other documents set out above are available on request from the person within the Organisation responsible for HR matters or via Staff Members' line managers.

Contact Information	
Designated Safeguarding Lead	Admin@matters.me.uk
Deputy DSL's	Admin@matters.me.uk
Local Authority Front Door Service – Children	Office Hours Phone Line: 03000 411111 Out of Hours Phone Line: 03000419191 Front Door Service Portal: https://kccchildrens.kent.gov.uk/web/portal/pages/home
Local Authority Front Door Service – Adults	National Prevent referral form Adult safeguarding forms - Kent County Council Email: social.services@kent.gov.uk Phone 03000 41 61 61 Monday to Friday, 9am to 5pm Phone (out of hours) 03000 41 91 91 Text relay 18001 03000 41 61 61.
Police	Non-Emergency Line: 101 Emergency Line: 999
Local Authority Designated Officer – Children	Phone Line: 03000 410 888 Email Address: kentchildrenslado@kent.gov.uk
Local Authority Designated Officer – Adults	Natalie Harris , Safeguarding Manager: Phone: 03000 412044 , Email: natalie.harris@kent.gov.uk Elise Rendall , Deputy – Adults Safeguarding: Phone: 03000 412290 , Email: elise.rendall@kent.gov.uk

Kent Safeguarding and Attendance Forum CIC's Head of Safeguarding	Joshua Morgan – Josh@ksaf.uk