



Safeguarding & Child Protection Policy (Children, Young People, Adults, Online Delivery)

Legal entity: Little Crafters Boxes Limited

Other Trading names: LCB Education (a trading name of Little Crafters Boxes Limited)

Address: Atlas House, Westcliffe, Sleaford, Lincolnshire, NG34 8RG, UK

Last updated: 1 April 2026, reviewed **28 June 2026** **Next review:** 1 April 2027

1. Purpose

- Little Crafters Boxes Limited (also trading as LCB Education) is committed to safeguarding and promoting the welfare of children, young people and adults who engage with our services and activities.
- This policy sets out:
- Our safeguarding and child protection commitments
- Roles and responsibilities
- How to recognise and respond to concerns
- How we manage allegations or concerns about staff/contractors
- How we safeguard in online-first delivery and any limited in-person activity we arrange

2. Scope

This policy applies to:

- All staff, contractors, volunteers and anyone acting on behalf of Little Crafters Boxes Limited / LCB Education
- All learners (including children, young people and adults)
- Parents/carers and other accompanying adults where relevant
- Stakeholders involved in delivery (for example, venue staff supporting an exam sitting)

3. How we operate (important context)

LCB Education is an online-first provider.

- **We believe that safeguarding is the responsibility of all staff and volunteers**
- Our learning content is delivered primarily through pre-recorded lessons (hosted on controlled-access platforms).



- Learner support and interaction is provided through controlled, professional, asynchronous communication channels (for example, organisational email or controlled website messaging where implemented).
- We do not provide live/interactive online teaching sessions as part of our standard delivery model.
- We do not provide unsupervised childcare.
- Where children or young people attend an in-person event arranged by LCB Education, they are accompanied by a parent/carer/tutor and are not left in our sole care.
- Where LCB Education arranges in-person controlled assessments/exams, we use a two-staff facilitation approach so that no learner is left 1:1 with a member of staff. A parent/carer must remain on site for the full duration of the exam/assessment.

4. Key guidance and legal framework

We follow relevant safeguarding legislation and guidance, including:

- Children Act 1989 and Children Act 2004
- Working Together to Safeguard Children (statutory guidance)
- Keeping Children Safe in Education (KCSIE) (as relevant to our work with children and young people)
- UK GDPR and Data Protection Act 2018 (for safeguarding record handling and information sharing)
- We also follow local safeguarding partnership procedures for the area where the child/young person/adult at risk resides.

5. Policy statement

Little Crafters Boxes Limited / LCB Education is committed to:

- Providing a safe and respectful environment for all learners and participants
- Protecting people from harm, abuse, neglect, exploitation, bullying and harassment
- Recognising that safeguarding risks can affect adult learners as well as children and young people (including risks linked to mental health, domestic abuse, coercive control, substance misuse, homelessness, financial abuse, exploitation and online harms)
- Ensuring all staff understand safeguarding responsibilities, professional boundaries and safer working practices
- Acting promptly on safeguarding concerns and working with external agencies where required



- Maintaining appropriate safeguarding records and sharing information lawfully where necessary to protect people from harm

6. Roles and responsibilities

6.1 Designated Safeguarding Lead (DSL)

DSL: Radha Borthayre

Email (preferred): director@littlecraftersboxes.co.uk

Phone: 07960 821018

The DSL:

- Oversees safeguarding across Little Crafters Boxes Limited / LCB Education
- Acts as the main point of contact for safeguarding concerns
- Provides training, advice and support to staff
- Decides when to escalate concerns and make referrals to external agencies
- Maintains safeguarding records and ensures confidentiality is managed lawfully

6.2 Safeguarding governance

As an independent provider (not a school/academy), we do not have a Safeguarding Governor. Safeguarding oversight sits with the Director/Designated Safeguarding Lead.

6.3 DSL cover arrangements

If the DSL is unavailable, staff must:

- Contact the DSL via email and phone in the first instance, and
- If there is an immediate risk of harm, contact emergency services and/or the relevant local authority safeguarding service without delay
- 6.4 Staff, contractors and volunteers
- All staff/contractors/volunteers:
- Must complete safeguarding training (and updates) appropriate to their role, including online safeguarding
- Must report safeguarding concerns to the DSL immediately and record concerns factually and promptly
- Must maintain professional boundaries and use only approved communication channels and platforms
- Must follow safer working practices, including avoiding 1:1 situations in person wherever possible and following our supervised delivery approach

6.4 Staff, contractors and volunteers (everyday safeguarding responsibilities)

All staff/contractors/volunteers must:

- Put safeguarding first, every day: treat safeguarding as everyone's responsibility and act in the best interests of the learner/adult at risk.
- Know how to report concerns: understand how to contact the DSL and report concerns immediately (do not wait to "see if it improves").
- Record factually and promptly: write down concerns as soon as possible using clear, factual language (what was seen/heard, dates/times, exact words where relevant). Do not include opinion or assumptions.
- Maintain professional boundaries: keep communication professional, appropriate, and limited to the purpose of learning/support. Do not share personal contact details or engage via personal social media.
- Use approved channels only: communicate only through organisational email and approved systems. Do not use private messaging apps, open social media DMs, or personal accounts for learner contact.
- Be alert to online safeguarding risks: watch for signs of grooming, coercion, exploitation, inappropriate content, or unsafe online behaviour, and escalate to the DSL.
- Follow "no 1:1 in-person" safeguards: where any in-person activity is arranged, follow the two-staff facilitation approach and ensure parent/carer remains on site as required.
- Keep content safeguarding in mind: ensure learning content and resources are age-appropriate, trauma-informed, and do not direct learners to unsafe external websites or unmoderated platforms.
- Respect confidentiality, but never promise secrecy: share information only on a need-to-know basis, but understand that safeguarding concerns may need to be shared without consent to protect someone from harm.
- Respond appropriately to disclosures: stay calm, listen, reassure, avoid leading questions, and report to the DSL. Do not investigate.
- Report low-level concerns and boundary issues: raise any "it didn't feel right" concerns (including minor boundary slips, inappropriate language, or unusual contact patterns) so they can be addressed early.
- Follow safer working practice: avoid favouritism, gifts, or private arrangements; keep interactions transparent and appropriately documented.
- Complete training and updates: complete safeguarding and Prevent training/refreshers as required and apply learning in practice.

6.5 Learners, parents and carers

Learners (and parents/carers where relevant):

Are encouraged to report any concerns about their own or others' safety to the DSL
Are provided with information at induction (or at the start of engagement) on how to raise concerns and access support

7. Safer recruitment and training

- We carry out appropriate pre-engagement checks for staff and contractors.
- DBS checks are completed where required by the role and level of contact/responsibility, and we maintain a secure record of checks and suitability.
- Staff receive safeguarding induction and regular safeguarding updates.
- Prevent awareness is included within safeguarding training expectations.

8. Recognising safeguarding concerns

Safeguarding concerns may relate to:

- A disclosure from a learner/child/young person/adult
- Observed behaviour, changes in presentation, or signs of abuse/neglect
- Online harms (for example, grooming, coercion, harassment, exploitation)
- Bullying and cyberbullying
- Concerns about a staff member/contractor's conduct or boundaries
- Safeguarding includes (non-exhaustive):
- Children and young people: physical abuse, emotional abuse, sexual abuse, neglect, child sexual exploitation (CSE), child criminal exploitation (CCE), grooming, trafficking, domestic abuse, online abuse, bullying/cyberbullying, female genital mutilation (FGM), forced marriage, radicalisation.
- Adults at risk: physical abuse, emotional/psychological abuse, sexual abuse, neglect and acts of omission, financial/material abuse, discriminatory abuse, domestic abuse, modern slavery, self-neglect, institutional abuse, non-recent abuse.
- **Non recent abuse**

9. Reporting concerns (internal)

- Concerns must be reported immediately to the DSL via director@littlecraftersboxes.co.uk (preferred) and/or by phone.
- The DSL will document concerns, assess risk and take appropriate action.
- Where there is an immediate risk of harm, emergency services will be contacted without delay.

10. Escalation to external agencies

If necessary, concerns will be referred to external agencies (for example, local authority safeguarding services, police, NHS services, Prevent/Channel or other relevant services).

Where a concern relates to a child or young person, we will follow the safeguarding procedures and referral routes for the local authority area where the child/young person normally resides (including any relevant Multi-Agency Safeguarding Hub (MASH) arrangements).

Where a concern relates to an adult at risk, we will follow the safeguarding adults procedures and referral routes for the local authority area where the adult normally resides, in line with the relevant Local Safeguarding Adults Board (LSAB) procedures.

Where there is an immediate risk of harm, we will contact emergency services (999) without delay.

Where a crime may have been committed, we will contact the police and preserve any relevant information/evidence.

10.1 Local authority contact details

Local authority safeguarding contact details are accessed and verified at the point of need, using official local authority websites and published safeguarding partnership/LSAB contact routes, to ensure the most up-to-date information is used.

11. Allegations or concerns about staff/contractors (managing allegations)

If an allegation, concern or complaint is raised about a member of staff, contractor or volunteer (including concerns about professional boundaries, conduct, online communication, or behaviour in any in-person activity arranged by Little Crafters Boxes Limited / LCB Education):

The concern must be reported to the Designated Safeguarding Lead (DSL) immediately.

- The DSL will record the concern factually, assess the level of risk, and decide what immediate safeguarding actions are required (including any interim measures to protect the learner/adult at risk while enquiries are ongoing).

- Where there is an immediate risk of harm, emergency services (999) will be contacted without delay.
- The DSL will seek advice from and/or make referrals to the relevant external agencies in line with the local authority procedures for the area where the child/young person/adult at risk normally resides.

11.1 Allegations relating to children and young people (LADO)

Where the concern relates to a person working with children/young people and meets the relevant threshold, the DSL will seek advice from and/or make a referral to the Local Authority Designated Officer (LADO) in the area where the child normally resides, and will cooperate with any subsequent enquiries and multi-agency processes.

11.2 Concerns relating to adults at risk (positions of trust)

Where the concern relates to an adult at risk and a person in a position of trust, the DSL will follow the relevant Local Safeguarding Adults Board procedures for the adult's home area (including any "people in positions of trust" arrangements) and seek advice/make referrals as required.

11.3 Confidentiality and information sharing

Information will be shared on a need-to-know basis and handled sensitively. Information may be shared without consent where there is a lawful basis and it is necessary to protect a child, young person, adult at risk, or others from harm.

11.4 Record keeping

All concerns, actions taken, decisions made, and referrals/advice sought will be recorded and stored securely with restricted access, in line with data protection requirements and safeguarding record-keeping expectations.

11.5 Outcomes and learning

Where appropriate, safeguarding incidents, allegations, and near misses will be reviewed to identify learning and improvements to safer working practice, training, supervision, and quality assurance.

12. Confidentiality and information sharing

- Safeguarding concerns will be handled sensitively and shared only with individuals who need the information to safeguard the person at risk or others.
- Information may be shared without consent where there is a lawful basis and it is necessary to protect someone from harm.

- Safeguarding records will be stored securely with restricted access.

13. Online safety (online-first delivery)

13.1 Expectations for learners

Learners participating in remote learning must:

- Use secure platforms provided or approved by Little Crafters Boxes Limited / LCB Education
- Follow learner conduct expectations and respectful communication standards

13.2 Our controls and safer working

Little Crafters Boxes Limited / LCB Education will:

- Deliver learning primarily through pre-recorded lessons hosted on controlled-access platforms
- Provide learner support through controlled, professional, asynchronous communication channels (for example organisational email and/or controlled website messaging where implemented)
- Not provide open chatrooms or public messaging for learners
- Maintain safe professional boundaries and keep appropriate records of learner support interactions (date, purpose, actions)
- Use organisational accounts and not personal social media accounts
- Ensure any recording, storage and sharing of learner information or evidence is handled securely and in line with data protection requirements

14. In-person controlled assessments/exams

Where awarding body requirements specify controlled assessment conditions, LCB Education will ensure assessments are delivered in a safe, appropriate controlled environment. We will:

- Complete proportionate venue risk assessments
- Ensure clear supervision, identity verification, incident reporting and safeguarding escalation routes
- Use a two-staff facilitation approach so that no learner is left 1:1 with a member of staff
- Require a parent/carer to remain on site for the full duration of the exam/assessment

15. In-person events

Where Little Crafters Boxes Limited / LCB Education hosts occasional in-person events:



- Children and young people attend with a parent/carer and are not left in our sole care
- Staff maintain professional boundaries and follow safer working practices
- Any safeguarding concerns arising during an event will be reported to the DSL and managed in line with this policy
- 16. Prevent duty
- Little Crafters Boxes Limited / LCB Education is committed to preventing radicalisation and extremism. Prevent is embedded within our safeguarding approach. Staff will receive Prevent awareness training and understand how to identify and report concerns in line with this policy and escalation routes.

17. Monitoring and review

Safeguarding practices will be reviewed at least annually (and sooner if required due to changes in delivery, legislation or learning context). Feedback from learners and staff, safeguarding incidents/near misses and quality assurance activity will inform improvements.