



Safeguarding and Child Protection Policy

1. Introduction

Dreams and Wishes charity, charity number 1145648, is dedicated to creating magical experiences for seriously ill children and their families. We recognise our duty to safeguard the children we support, promoting their safety, dignity, and well-being at all times.

This policy sets out our commitment to child protection and the responsibilities of all trustees and volunteers in keeping children safe. It follows The Wales Safeguarding Procedures (2019) and the Social Services and Well-being (Wales) Act 2014, which set out legal responsibilities for safeguarding children in Wales.

2. Our Commitment to Safeguarding

We are committed to:

- Providing a safe, welcoming and inclusive environment for all children.
- Preventing harm and responding appropriately to safeguarding concerns.
- Ensuring all trustees and volunteers understand safeguarding responsibilities.
- Complying with UK safeguarding laws and guidance, including the Children Act 1989 & 2004, Working Together to Safeguard Children (2018), and Keeping Children Safe in Charities (2023).

3. Scope of this Policy

This policy applies to:

- All trustees and volunteers.
- Contractors and service providers working with children on behalf of the charity.
- Partner organisations involved in our wish-granting activities and events.

4. Roles and Responsibilities

4.1 Trustees

- Ensure safeguarding policies are in place, reviewed annually, and implemented.
- Oversee serious safeguarding concerns and risk management.
- Appoint a Designated Safeguarding Lead (DSL) to manage child protection matters.

4.2 Designated Safeguarding Lead (DSL)

- Dianne Evans is the main contact for safeguarding concerns.
- Ensure all safeguarding reports are recorded and addressed appropriately.
- Liaise with police, social services, and other agencies when necessary.

4.3 Volunteers

- Follow safeguarding procedures and report any concerns.
- Attend safeguarding training as required.
- Maintain professional boundaries and act in the best interests of children.

5. Safer Recruitment and Training

To ensure the highest standards of safeguarding, Dreams and Wishes charity will:

- Conduct enhanced DBS checks on all trustees and volunteers who work directly with children.
- Provide safeguarding training for all new trustees and volunteers.
- Require all team members to sign a Safeguarding Code of Conduct.

6. Code of Conduct

All individuals working with children must:

- Prioritise the welfare and safety of every child.
- Treat children and families with dignity and respect.
- Ensure all interactions take place in safe and open environments.
- Report concerns immediately.
- Never engage in inappropriate or unsupervised contact with children.
- Never share personal contact details with children.
- Never ignore or dismiss safeguarding concerns.

7. Reporting Safeguarding Concerns

If a safeguarding concern arises:

1. Report it immediately to the Designated Safeguarding Lead (DSL) – Dianne Evans.
2. Record details of the concern accurately and confidentially.
3. If a child is in immediate danger, call 999.

All concerns will be handled sensitively and in line with confidentiality and data protection laws.

8. Handling Allegations Against Trustees or Volunteers

If an allegation is made against a trustee or volunteer:

- It must be reported to the DSL immediately.
- All allegations will be investigated in line with the Complaints Procedure.
- If it involves a criminal offence or concerns about a child's welfare, it must be reported to the local authority's Children's Services or the relevant Regional Safeguarding Children Board (RSCB), or to the Police if the child is at immediate risk.

9. Online Safety

To protect children's privacy and security, we will:

- Obtain parental consent before using children's photos/videos.
- Prevent direct social media contact between children and volunteers/staff.
- Ensure secure handling of personal data in line with GDPR.

10. Policy Review

This policy will be reviewed annually by the trustees and updated as necessary.

Policy Owner: Designated Safeguarding Lead (DSL), Dianne Evans

Approved by Trustees: 14th July 2025

Next Review Due: 14th July 2026