

1. Policy Statement

New Dawn New Day Ltd (NDND) is committed to safeguarding the welfare and protection of all children, young people and adults who have contact with the organisation.

The objective of this policy is to prevent and reduce the risk of harm arising from abuse, neglect, exploitation, violence and self-harm, while supporting individuals to maintain control over their lives and make informed choices free from coercion.

NDND seeks to achieve these aims by:

- outlining clear safeguarding procedures
- establishing common approaches that enable children and adults at risk to receive appropriate protection and support
- providing a consistent framework for identification, information-sharing and referral
- defining organisational responsibilities in response to safeguarding concerns or allegations
- setting clear values and principles underpinning safeguarding practice
- defining types of abuse, signs and indicators
- promoting standards of practice that safeguard children and adults at risk

Safeguarding arrangements are designed to comply with statutory duties and recognised good practice, and to be proportionate to the nature and scale of NDND's activities.

Safeguarding is everyone's responsibility. All staff, volunteers, trustees and contractors play a key role in preventing, identifying and responding to safeguarding concerns. NDND provides training and supervision to support this responsibility.

Safeguarding Governance and Accountability

The Board of Trustees holds ultimate responsibility for safeguarding and for ensuring that appropriate policies, procedures, systems and a positive safeguarding culture are in place. Trustees receive regular safeguarding assurances and updates, including serious incidents, emerging themes, learning from safeguarding reviews and assurance regarding training and compliance. Safeguarding is treated as a standing governance matter and embedded within NDND's wider approach to risk management.

This policy is reviewed annually, or sooner if required by changes in legislation, guidance or learning from safeguarding incidents.

2. Scope of this Policy

This policy applies to:

- employees
- volunteers
- trustees and company directors
- subcontractors
- partner agencies working under agreement with NDND
- service users, visitors and external stakeholders

Compliance with this policy forms an implied or express term of engagement with NDND. Breaches may result in disciplinary action or termination of contract.

3. Key Safeguarding Principles

NDND's safeguarding approach is informed by the following principles:

- **Prevention** – taking early action before harm occurs
- **Protection** – designing services to minimise risk and manage safeguarding effectively
- **Proportionality** – using the least intrusive response appropriate to the risk
- **Partnership** – working collaboratively with partner agencies and sharing information where appropriate
- **Accountability** – having clear roles, responsibilities and lines of accountability
- **Empowerment** – supporting people to make informed choices wherever possible
- **Whole-family and contextual approach** – recognising that risk may arise from family, peer, community or environmental factors and responding accordingly

4. Definition of Safeguarding

Safeguarding means protecting children and adults from harm, abuse or neglect and promoting their wellbeing.

Safeguarding also involves preventing harm, recognising risk and responding appropriately where abuse or neglect is suspected or identified. NDND's approach is person-centred, strengths-based and proportionate, balancing protection with respect for individual rights, choice and autonomy.

5. Definitions of Abuse and Harm

Abuse and neglect are forms of maltreatment and may involve acts of commission or omission. Abuse may occur in family, institutional or community settings, perpetrated by adults, other children or, more rarely, strangers.

For both children and adults, abuse may include (this list is not exhaustive):

- physical abuse
- neglect
- emotional or psychological abuse
- sexual abuse and sexual exploitation
- criminal exploitation
- discriminatory abuse
- bullying and harassment
- domestic abuse
- financial or material abuse
- trafficking and modern slavery
- substance-related abuse
- forced marriage
- so-called honour-based abuse
- organisational abuse

Children and adults may also experience self-inflicted harm, including self-neglect and self-harm or suicide.

6. Recognising Abuse

Signs of abuse may include unexplained injuries, disclosures, concerning behaviour changes, emotional distress, sexualised behaviour, neglect of health needs or exploitation. Abuse may be episodic, serial, situational or institutional in nature and can involve coercion, grooming or misuse of power.

7. Safeguarding Children

A child is anyone under the age of 18. The welfare of the child is paramount in all safeguarding decisions.

NDND's approach aligns with *Working Together to Safeguard Children*, including child-centred practice, effective information-sharing, early identification of risk, accountability across agencies and a whole-family approach.

Staff, volunteers and trustees must act promptly when concerns arise, ensure children are listened to and supported, and share information on a need-to-know basis.

8. Safeguarding Adults

Safeguarding duties apply where an adult:

- has needs for care and support
- is experiencing, or is at risk of, abuse or neglect; and

- as a result of those needs is unable to protect themselves

NDND recognises the importance of empowerment and will seek informed consent wherever possible. Safeguarding responses will be person-led, unless there is an overriding legal or public interest reason to act without consent.

9. Reporting Procedure for Safeguarding

All safeguarding concerns must be reported immediately via line management to the Designated Safeguarding Officer (DSO). Concerns must never be kept confidential.

Designated Safeguarding Officer:

Lisa Hughes Mawby (Chief Operating Officer)

Telephone: 03333 444 304 / 07540 634 902

Escalation:

Sara Swire (Chief Executive Officer)

Telephone: 03333 444 304 / 07540 634 905

Where necessary, referrals may be made directly to local authority children's or adults' social care or to the police.

If for any reason the DSCO / CEO cannot be contacted, a referral can be made directly to the appropriate Social Care Duty Team (Children or Adults) and, if the concerns relate to sexual or physical abuse or unexplained injury, directly to the Police. In such cases the DSO / CEO should be notified as soon as possible.

Leicester City:

CHILDREN AND ADULTS - To report safeguarding concerns for anyone residing in **Leicester City** call Child / Adult social care on call 0116 454 1004 (24hour telephone line)

Leicestershire County:

CHILDREN - To report safeguarding concerns for **children** residing in **Leicestershire County** contact **Children's Social Care** 0116 305 0005 (24hour telephone line)

ADULTS - To report safeguarding concerns for **adult** residing in **Leicestershire County** call 0116 305 0004 between the hours of Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm, or the out of hours emergency duty team on 0116 305 0888 at all other times.

Rutland County:

CHILDREN - To report safeguarding concerns for **children** residing in **Rutland County** contact **Children's Social Care** on 01572 758407 between the hours of Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm, or the out of hours emergency duty team on 0116 305 0005 at all other times.

ADULTS - To report safeguarding concerns for adults residing in Rutland County contact Adult Social Care on 01572 758 341 between the hours of Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm, or the out of hours adult emergency duty team on 0116 454 1004

In an emergency, where you believe a crime is being committed or a child or adult is in immediate danger contact **Leicestershire Police** on 999.

10. Safeguarding Online and Digital Activity

Safeguarding responsibilities apply equally to online, digital and remote activity. NDND will manage safeguarding risks arising from electronic communication, digital disclosures, images, recordings and online engagement.

Safeguarding concerns arising through digital activity will be managed in accordance with this policy.

11. Record Keeping

All safeguarding concerns must be recorded accurately, promptly and securely, distinguishing fact from opinion. Records are held confidentially and shared only on a need-to-know basis.

12. Further Safeguarding Measures

NDND ensures safer recruitment practices, including appropriate Disclosure and Barring Service (DBS) checks in line with role, responsibilities and legal requirements. Enhanced DBS checks with barred-list checks are undertaken where roles involve regulated activity.

All staff and volunteers receive safeguarding training as part of induction and ongoing professional development and are appropriately supervised.