

Safeguarding Procedures and Child Protection Policy

Authors	New Routes Board
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Status	Approved
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We are committed to safeguarding and promoting the welfare of all children.

Aim

The purpose of New Routes’ safeguarding policy is to ensure every child at our organisation is safe and protected from harm. This means we will always work to:

- Protect children from maltreatment
- Prevent impairment of children’s health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes

This policy will give clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children.

1. Introduction

Our organisation fully recognises the contribution it can make to protecting children from harm and supporting and promoting the welfare of all children. The elements of our policy are prevention, protection and support. Our policy applies to all children, volunteers, visitors and staff. A child is someone under the age of 18 years old.

Definitions

- Sex refers to a person’s biological sex, as recognised in the Equality Act 2010 and the Supreme Court Judgement 2025
- Gender Identity is a person’s internal sense of their gender, which may or may not align with their biological sex
- Transgender Person is someone whose gender identity differs from the sex they were assigned at birth
- Gender Recognition Certificate (GRC) is a legal document that allows someone to be legally recognised in their acquired gender under the Gender Recognition Act 2004 (applicable only to adults over 18)

Legal Compliance

This policy is compliant with the Children Act 1989 and 2004, the Equality Act 2010, the Gender Recognition Act 2004, and the Supreme Court Judgement 2025, including *For Women Scotland v The Scottish Ministers* (UK Supreme Court, 2025).

2. Our Ethos

Our organisation will establish and maintain an ethos where our children feel secure, are encouraged to talk, are listened to and are safe. Children will be able to talk freely to any member of staff, volunteer or regular visitor if they are worried or concerned about something.

All staff, volunteers and regular visitors will, either through training or induction, know how to recognise a disclosure from a child and will know how to manage this. We will not make promises to any child and we will not keep secrets.

3. General Procedures

Our Designated Safeguarding Lead will liaise with Children's Services and other agencies where necessary, and make referrals to Children's Services. Any concern for a child's safety or welfare will be recorded in writing and given to the Designated Safeguarding Lead.

The Designated Safeguarding Lead will ensure that all staff, volunteers and regular visitors have received appropriate child protection information during induction and have been trained by the Safer Programme, and that our safeguarding policy is in place and reviewed annually. At all times the Designated Safeguarding Lead will ensure that safer recruitment practices are followed.

4. Responding to an Allegation

Where a concern is raised, all staff and volunteers should:

- Report the concern to the Designated Safeguarding Lead immediately
- Record what was said or seen as soon as possible, signed and dated in ink
- Not investigate the matter themselves or promise confidentiality to the child or adult concerned
- Follow the instructions of the Designated Safeguarding Lead

5. Safeguarding Training

All staff and volunteers will receive appropriate safeguarding training. The Designated Safeguarding Lead will ensure training is up to date and in line with the Safer Programme and Norfolk Safeguarding Children Board guidance.

6. Safer Staff and Volunteers

All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. We adhere to safer recruitment principles including:

- Carefully considering the job description and person specification
- Circulating all vacancies widely
- Asking for written application forms and declarations regarding criminal convictions

- Conducting interviews with at least two people present
- Asking for at least two references including the last employer
- Gaining enhanced DBS checks where Government guidance requires
- Providing a comprehensive induction including familiarisation with safeguarding policies

7. Records and Confidentiality

All concerns, allegations and referrals must be recorded in writing and stored securely. Information will only be shared on a need-to-know basis. Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.

8. Single-Sex Inclusion and Provision

Where services or activities are delivered as women-only or single-sex spaces, these will be delivered in line with the Equality Act 2010 and the Supreme Court Judgement 2025, which permits the exclusion of individuals of the opposite biological sex if it is a proportionate means of achieving a legitimate aim such as maintaining participant safety, dignity, or trauma-informed care.

9. Procedures for Handling Disclosures

A child may decide to disclose information that may indicate they are suffering from abuse or neglect. The adult receiving a disclosure must:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality — explain that information will need to be passed on to help keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next
- Record what was said immediately, as close to what was said as possible, signed and dated in ink
- Contact the Designated Safeguarding Lead immediately

Child protection and safeguarding referrals should be made to the Children's Advice and Duty Service (CADS), Norfolk County Council — Telephone: 0344 800 8021. For a child in immediate danger, call 999.

10. Types of Abuse

Physical Abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, or exposing a child to serious bullying or exploitation.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

Female Genital Mutilation (FGM)

FGM is illegal in the UK. There is a mandatory duty for regulated health and social care professionals and teachers to report known cases of FGM in under 18s to the police under the Serious Crime Act 2015. If you have concerns, contact Children’s Services on 0344 800 8020 or Norfolk Constabulary on 101 (or 999 in urgent cases).

Neglect

The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development.

11. Relevant Guidance and Legislation

- Working Together to Safeguard Children 2023
- What to do if You’re Worried a Child is Being Abused 2015
- Children Act 2004 and Children Act 1989
- Framework for the Assessment of Children in Need and their Families

12. Other Relevant Policies

- Code of Conduct
- Health and Safety Policy
- Complaints and Compliments Policy
- Safeguarding Vulnerable Adults Policy

13. Useful Contacts

Service	Contact
Norfolk Adults Safeguarding / Children’s Services 24 hours	0344 800 8020
Norfolk Police	101
Emergency	999
LADO Team	01603 223473
Norfolk Safeguarding Children Board (NSCB)	www.norfolkscb.org
Safer Programme	01603 228966

14. Raising and Escalating Concerns

All staff, volunteers and trustees have a responsibility to raise any concerns about service user safety and care, and to take appropriate action. All allegations against any staff member, volunteer or trustee are taken seriously and investigated.

15. Policy Review

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Children Board's guidance on www.norfolkscb.org. This policy will be reviewed annually.

Appendix 1: Raising and Escalating Concerns Form

<p>Name and designation of person raising concern</p>	
<p>Name of person at risk of harm</p>	
<p>Date of Incident / Concern (if appropriate)</p>	
<p>Location of Incident / Concern</p>	
<p>Summary of Incident / Concern</p>	
<p>Action Taken (including reporting as per local protocols, seeking medical treatment, discussion in supervision, etc)</p>	

Action Log by Delegated Safeguarding Officer

DATE	ACTION

Conclusion / Sign Off

- Board notified
- Client notified
- Logged on to Lamplight
- No further action