



Procedure: *Safeguarding Children Procedure (Residents)*

Approved by: Leadership Group

**Date
Approved:** 1 September 2026

**Frequency of
review:** Annually

1. PURPOSE

This procedure has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice.

The purpose of BHA's safeguarding policy is to ensure every child living in one of our homes 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 procedure 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 children.

Please refer to the Policy for Scope, Responsibilities, Data Protection, Legislative, and Regulatory Requirements, etc.

2. KEY STAFF RESPONSIBILITIES

Senior management

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy and procedure and the Safeguarding checklist.

All employees have a duty to act upon and report actual, suspected or allegations of abuse or neglect that they come across in their role.

Neighbourhood Managers, Neighbourhood Officers, Sheltered Scheme Managers, Tenancy Support Co-ordinators, and Local Delivery Managers have additional responsibilities in working with other agencies as part of their role.

The Tenancy Support and Safeguarding Manager is responsible for monitoring all cases and feeding back to the Tenancy Support Team and Local Delivery teams about case management, learnings or best practice.

We recognise that staff who spend more time in our homes such as repair staff, contractors, and cleaners have a significant role in seeing, hearing and reporting concerns.

Designated Officers

Have additional responsibilities including raising awareness of Safeguarding, carrying out internal training and representing Broadland as part of the Norfolk Safeguarding Adults Board and Norfolk Safeguarding Children Partnership.

The Designated Safeguarding Managers are the Assistant Housing Director (Core Operations) and the Tenancy Support and Safeguarding Manager.

The Designated Safeguarding Lead is the Tenancy Support Team Leader.

3. DEFINITIONS

Broadland – all entities of Broadland Housing Association (unless otherwise stated)

H&S – Health & Safety

EIA – Equality Impact Assessment

NSCP – Norfolk Safeguarding Children's Partnership

Child - is someone under the age of 18 years old including unborn.

4. RELATED DOCUMENTS

RELEVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)	
Legislation	Documents
Equality Act 2010	Safeguarding Policy
Working Together to Safeguard Children 2026	Anti- Social Behaviour Policy
Children Act 2004	Self- Neglect and Hoarding Policy
Children Act 1989	Domestic Abuse Policy (residents)
Domestic Abuse Act 2021	Domestic Abuse Policy (employees)
Crime and Policing Bill: Child exploitation and 'cuckooing' 2025	Allocations Policy
	Speak Out Policy
	Recruitment Policy

Procedure Owner: [Louise Archer](#)

Revised by: [Claire Walker](#)

Verified by: Leadership Group

Date Protection Act 1998 (UK GDPR)	Professional Boundaries Policy Equality, Diversity and Inclusion Policy Complaints Policy Repairs Policy Tenancy Agreement Norfolk Safeguarding Childrens Partnership (NSCP), Safer Programme resources Safeguarding Checklist
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5. OBJECTIVES

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.

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. Every child will know what the adult will do with whatever they have been told.

BHA is committed to improving how we deal with Safeguarding, the Designated Officers will review our Policy and Procedures after any Child Safeguarding Practice Review where there are recommendations or learning for housing providers.

Induction and training

All new staff receive child safeguarding training. Frontline staff who visit residents homes receive additional training relevant to their role. Staff will be shown where to find our organisation's safeguarding policy and procedures and told who our Designated Safeguarding Managers and Designated Safeguarding Leads are for Safeguarding. They will also be shown how to report concerns including who to pass it to.

All frontline staff will undertake appropriate safeguarding training through the NSCP Safer Programme every three years. In addition to this, there will be annual refresher training.

We actively encourage all our staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed at: [Safeguarding Children & Young People in Norfolk - NSCP \(norfolkscb.org\)](https://www.norfolkscb.org)

The Designated Safeguarding Managers or Designated Safeguarding Leads should be used as first point of contact for concerns and queries regarding any Safeguarding concerns. Repair operatives, Customer Services and Schedulers have access to Safeguarding chats on Teams to raise any concerns.

Signs of Safety

Norfolk Safeguarding Children Partnership (NSCP) has adopted Signs of Safety as the basis of work with children across all partner agencies engaged in providing services for Children in Norfolk. Signs of Safety has also been adopted by Norfolk County Council Children's Services and the Norfolk Children and Young People's Strategic Partnership Board as the core philosophy for working with children and families across Norfolk.

As practice depth grows, Children's Services and partner agencies will use Signs of Safety as the basis of case discussions in multi-agency forums such as Child Protection conferences, Child in Need planning meetings and Looked After Children's Reviews.

BHA will ensure that staff who attend Child in Need meetings and Child Protection conferences are familiar with Signs of Safety, more information can be found here: [Norfolk Signs of Safety and Family Network Approach page for People working with children | NSCP | PWWC \(norfolklscp.org.uk\)](#)

Professional Disagreements

Professional disagreements should be seen as part of 'healthy' professional working relationships and practitioners should be encouraged to give or receive professional challenge in a constructive and positive way. For disputes internally, BHA will resolve these internally.

For disputes and differences between agencies, we will refer to the Resolving Professionals Disagreements Protocol which is part of the NSCP policy and procedures. The protocol is to assist practitioners in finding a resolution when they have a professional disagreement in relation to the safeguarding of children and young people.

The protocol can be accessed here: [Resolving Professional Disagreements Policy | NSCP \(norfolklscp.org.uk\)](#)

6. WHAT IS ABUSE AND NEGLECT?

The abuse or neglect of a child can be caused by inflicting harm or by failing to act to prevent harm. Children may be abused in a family, in a community or institutional setting, by those known to them or, much more rarely, by a stranger.

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. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in 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, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

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. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

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. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

provide adequate food, clothing and shelter (including exclusion from home or abandonment).

protect a child from physical and emotional harm or danger.

ensure adequate supervision (including the use of inadequate caregivers); or

ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Domestic Abuse

We recognise the devastating impact that domestic abuse can have on children exposed to it in their own home.

Part 1 of the Domestic Abuse Act provides that a child who sees or hears, or experiences the effects of, domestic abuse and is related to the person being abused or the perpetrator is also to be regarded as a victim of domestic abuse.

Child Criminal Exploitation

Child criminal exploitation is a form of child abuse where a child is exploited into taking part in criminal activity, often by criminal gangs. County lines exploitation is one of the most recognised forms of child criminal exploitation, whereby drug-dealing gangs manipulate and coerce children into drug running across the country, often exposing them to violence, threats and intimidation. It has a devastating impact on victims, subjecting them to a range of harms and reducing their life chances.

Safeguarding and promoting the welfare of children

Defined for the purposes of this guidance as:

protecting children from maltreatment;

preventing impairment of children's health or development;

ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and

taking action to enable all children to have the best outcomes.

Child protection

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

YOUNG CARERS

We recognise that some of the children living in our properties may be young carers, which places additional responsibility and pressure on them. We will recognise when a young carer approaches us for support or guidance relating to safeguarding either for themselves or the person, they are caring for and ensuring they have the support they need, or if appropriate we will make a safeguarding referral.

7. WHAT TO DO IF A CHILD DISCLOSES ABUSE TO YOU

A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say and be very careful not to 'lead' the child or influence in any way what they say.

It is important that the adult remembers to:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained 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 (the safeguarding process must be followed)
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink.
- Contact the Designated Safeguarding Manager or Designated Safeguarding Lead immediately
- Seek support

We are clear that the Local Authority and Police must lead any investigation into any allegation regarding safeguarding.

8. DIRECTING A CONCERN TO THE APPROPRIATE SERVICE

Children's Advice and Duty Service (CADS)

If you are a professional, i.e., working with a child or young person in a formal or voluntary setting and not a family member or member of the public, you can contact the Children's Advice and Duty Service on their direct line: **0344 800 8021**.

If you are a member of the public, you can do this through Norfolk County Council's Customer Services on **0344 800 8020**.

For any call raising concerns about a child, the Children's Advice and Duty Service will ask for: all the details known to you/your agency about the child;

- their family composition including siblings, and where possible extended family members and anyone important in the child's life;
- the nature of the concern and how immediate it is;
- Any and what kind of work/support you have provided to the child or family to date.

They will also need to know where the child is now and whether you have informed parents/carers of your concern.

If we have a concern about a child or children we will telephone the Children's Advice and Duty Service (CADS) on **0344 800 8021** immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

We will make careful records of all conversations, in ink, including the dates and times of who we spoke to, the information shared and the action agreed. We do not need to send a written referral.

All staff referring concerns should make themselves familiar with the following documents:

[cadsfaq-apr-26.pdf](#)

[cads-practice-process-flowchart-2025.pdf](#)

[How to Raise a Concern | Norfolk Safeguarding Children Partnership | PWWC](#)

[safeguarding-cads-referral-flowchart-process.pdf](#)

[Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC](#)

After a referral is made, it may fall under one of the following and can move in and out of each level:

Section 47 - Child Protection



Section 17 – Child in Need



Family Support Process – Early Help

We understand if we are unhappy about a decision made by CADS or MASH we can use the Resolving Professional Disagreements policy on www.norfolkscb.org and contact the Safer Programme for more advice on this process.

We will contact CADS immediately if we have concerns, it is important we do not delay.

Records and Confidentiality

If we are concerned about the welfare or safety of any child, we will record our concerns immediately in our Safeguarding files.

All information is kept securely online and only accessible by staff who are responsible for attending multi agency meetings and on a need-to-know basis for the protection of the child.

All information is confidential, however if there is a safeguarding or child protection concern about a child, then information can be shared with other agencies, namely the Police or Children Services.

9. ASSURANCE & MONITORING

We will monitor all our cases to ensure our processes are being followed and support is given to the staff member dealing with them.

We are using data to help us ensure we are meeting our obligations; this is not an exhaustive list:

- analysis by Local Delivery Area
- comparisons to areas of deprivation
- types of Safeguarding
- case reviews on unexpected deaths

The Tenancy Support and Safeguarding Manager will undertake monthly monitoring of open cases.

To ensure external assurance, BHA will aim to participate in the Section 11 audit each year conducted by NSCP to check how effective our arrangements are for safeguarding children.

10. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Broadland policy and meeting the needs of our stakeholders.