



Safeguarding Children and Adults at Risk – Policy and Procedures

New Hope Global
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Safeguarding Children and Adults at Risk

New Hope Global, established in 2014, is committed to fostering a culture in which safeguarding responsibilities and procedures for raising concerns are widely understood and deeply embedded in our values. We are dedicated to providing a safe and supportive environment for everyone involved in the organisation.

Introduction

Safeguarding children and adults at risk is of paramount importance to New Hope Global (“the Charity”). We are committed to raising awareness and empowering everyone we work with, including staff, volunteers, partners, external contractors and beneficiaries, to help create a safe, inclusive, and supportive environment. We strive to ensure that safeguarding concerns are recognised early and reported promptly and effectively.

At New Hope Global (NHG), safeguarding is a shared responsibility. Regardless of role or level of involvement, everyone connected to the Charity has a duty to promote and protect the safety, dignity, and wellbeing of children and vulnerable adults at risk.

Policy Statement

This Policy sets out the safeguarding principles and procedures that New Hope Global is committed to upholding.

The Policy aims to promote safe and responsible practices across all areas of our work and to ensure that prompt and effective action is taken to safeguard the wellbeing of children and adults at risk. It encourages the development of good practice and emphasises the responsibility of everyone involved with the organisations to remain vigilant to early signs of abuse, neglect, or exploitation, and to take appropriate action where concerns arise.

This Policy and its associated procedures reflect relevant local and national legislation, statutory responsibilities, and government guidance applicable to charitable organisations.

All individuals connected with New Hope Global, including trustees, staff, volunteers, and partners have a role to play in safeguarding. Everyone shares responsibility for helping to ensure the safety, dignity, and welfare of children and adults at risk.

New Hope Global recognises and accepts its duty of care, this means taking all reasonable steps to safeguard and protect children and vulnerable adults from harm, and to respond appropriately where there is reason to believe that an adult at risk is experiencing, or may be at risk of, harm.

The organisation does not undertake activities with children and adults 13yrs and over, all children under the age of 13yrs unless they are accompanied by parents/carers/guardians but has the responsibility and commitment to ensure the young persons’/children’s welfare within their family setting. Parents/carers remain responsible for their children’s welfare throughout all the work undertaken by the organisation.

Principles and Values

The guidance set out in this Policy and its procedures is underpinned by the following principles and values:

- Safeguarding and promoting the welfare of children and adults at risk is everyone's responsibility within New Hope Global.
- Every individual has the right to live free from harm, abuse (sexual, physical, emotional), neglect, and exploitation.
- Through this Policy and all NHG services and activities, we aim to ensure, that regardless of age, disability, gender identity, race, religion or belief, sex, sexual orientation, or socio-economic background everyone has a safe, inclusive, and positive experience.
- New Hope Global is committed to providing a secure and supportive environment where children and vulnerable adults at risk are protected while participating in our programmes and services.
- We actively listen to and value the voices of children, vulnerable adults at risk, and, where appropriate, their families, carers, and support networks, ensuring their views inform our approach and decision-making.

The Safeguarding Leadership Team

While New Hope Global recognises that safeguarding is everyone's responsibility, specific strategic and operational duties sit with the Charity's Safeguarding Leadership Team.

Safeguarding Trustees' responsibilities are to:

- Act as a key point of contact for the DSLs, providing oversight and support where required.
- Maintain a clear understanding of safeguarding issues and how they may impact the Charity's work, beneficiaries, and operations.
- Ensure safeguarding remains a standing agenda item at trustee board meetings, team meetings, promoting strong governance and organisational awareness.
- Act as the Board's safeguarding lead, offering guidance and ensuring that safeguarding responsibilities are effectively discharged at all levels of the Charity.

Senior Safeguarding Lead's responsibilities are to:

- Ensure that effective safeguarding policies and procedures are developed, approved, implemented, and regularly reviewed across New Hope Global.
- Oversee the identification, assessment, and management of safeguarding risks arising from the Charity's activities involving children and adults at risk, ensuring appropriate risk mitigation measures are in place.
- Ensure that the Executive Team and Trustees are promptly informed of any significant safeguarding concerns or serious incidents, in line with reporting procedures.
- Promote a strong safeguarding culture by ensuring safeguarding remains a standing agenda item at Board and senior leadership meetings, supporting ongoing organisational oversight and awareness.

Designated Safeguarding Lead (DSL) and Safeguarding Team Responsibilities

The Designated Safeguarding Lead for New Hope Global is Muhammed Foiz Uddin MBE – Chairman and Rumena Ahmed – Senior Manager and the Designated Safeguarding Officer is Naeim Joya (Fundraising Manager).

The DSL and Safeguarding Team are responsible for:

- Providing effective leadership and clear direction in safeguarding children and adults at risk, ensuring that New Hope Global meets all relevant legal and regulatory requirements and maintains best practice across its work.
- Ensuring that safeguarding concerns are appropriately received, recorded, and managed, including the day-to-day handling of cases, investigations where necessary, and liaison with relevant external agencies such as local authorities and safeguarding partners.
- Acting as a trusted and accessible point of contact for anyone within or connected to the Charity who wishes to raise safeguarding concerns or seek advice and guidance.
- Leading on the development, implementation, communication, and ongoing review of safeguarding policies and procedures, ensuring they remain effective, up to date, and embedded in practice across the organisation.

Contact Details for DSL & DSO:

Rumena Ahmed
Senior Programme Manager
07449 385658

Muhammed Foiz Uddin
Chairman / Trustee
07922 603054

Naeim Joya
Fundraising Manager
07449 385658

Designated Safeguarding Officers (DSOs) Responsibilities

At New Hope Global, Designated Safeguarding Officers (DSOs) play a key role in supporting the Designated Safeguarding Lead (DSL) and embedding a strong safeguarding culture across the organisation.

DSOs are responsible for:

- Supporting the DSL to proactively promote safeguarding awareness across New Hope Global and to ensure that safeguarding concerns and allegations are responded to appropriately and in line with policy.
- Working with the DSL to implement, embed, and promote the Charity's safeguarding policies and procedures within their respective areas of responsibility.
- Acting as a first point of contact for safeguarding advice and support within their teams or departments.
- Contributing to the promotion of a safe working environment, including awareness of health and safety, safer recruitment practices, and the physical and emotional wellbeing of staff, volunteers, children, and adults at risk.
- Supporting colleagues to identify and respond appropriately to concerns regarding the welfare or safety of children and adults at risk, ensuring timely escalation to the DSL where necessary.

All Staff Responsibilities

All staff, volunteers, and individuals working on behalf of New Hope Global have a responsibility to:

- Help provide a safe, supportive, and inclusive environment for children and adults at risk, and remain alert to individuals who may have additional vulnerabilities or require extra support.
- Take appropriate and timely action by reporting any safeguarding concerns in line with the Charity's safeguarding procedures and reporting pathways.

New Hope Global recognises the essential role of statutory agencies in safeguarding children and adults at risk. New Hope Global is committed to working in partnership with local safeguarding partners and external agencies, and to complying fully with their procedures, guidance, and requirements where safeguarding concerns arise.

Staff Development and Training

New Hope Global is committed to ensuring that all staff, volunteers and placement students are confident and competent in recognising, responding to, and reporting safeguarding concerns. It is essential that everyone understands and adheres to this Policy and its associated procedures.

All existing & new staff, volunteers and placement students will undergo a robust induction process that emphasises the importance of safeguarding. This includes taking the time out to reach the Safeguarding Children and Adults at Risk policy and procedure, In addition, completion of safeguarding awareness training during induction period or prior, and access to all relevant safeguarding policies and procedures.

DBS checks are re-checked on a regular basis (e.g., every 3 years) for existing staff and volunteers.

New Hope Global expects all staff and volunteers to attend annual training provided ensuring that safeguarding knowledge and practice are continuously strengthened.

A key area of development is the ongoing support of Designated Safeguarding Officers (DSOs). DSOs receive additional specialist training and have access to regular safeguarding supervision and guidance from the Designated Safeguarding Lead (DSL) and, where appropriate, external safeguarding professionals.

Safer Recruitment

New Hope Global is committed to ensuring that all recruitment processes are conducted in a fair, consistent, transparent, and robust manner, with safeguarding at the core of every appointment decision. Our aim is to attract and appoint individuals who are suitably qualified, committed to our values, and safe to work with children and adults at risk.

Safer recruitment is a key safeguarding measure designed to help identify, deter, and prevent individuals who may pose a risk of harm from gaining positions within New Hope Global. This includes staff, volunteers, trustees, and any other individuals working on behalf of New Hope Global.

To support this commitment, New Hope Global applies a range of safeguarding checks and procedures in line with legal and regulatory requirements. These may include, but are not limited to, two reference verification, identity confirmation, right to work in the UK confirmation, and ensure that DBS clearance is obtained prior to joining the organisation.

All those working with children and vulnerable adults with responsibility for running activities are appropriately trained in safeguarding and protecting children

External contractors, instructors, facilitators, coaches, staff and volunteers appropriately skilled, qualified and insured to undertake their role in providing the activities and require DBS verifications.

Allegations Against Staff

Any concerns or allegations relating to staff, volunteers, or any individuals working on behalf of New Hope Global will be taken extremely seriously and managed promptly, fairly, and in line with safeguarding procedures.

All such concerns will be recorded and overseen by Chairman and Designated Safeguarding Lead (DSL), in liaison with senior management and the Board of Trustees. Advice and Guidance will be taken from ACAS to ensure correct procedural and employment considerations are followed. If allegations within NHG organisation or concerns DSL/DSO then it must be a senior trustee that deals with the matter.

An initial assessment will be carried out by the DSL to determine the appropriate next steps. This may include, but is not limited to:

- Internal safeguarding investigation procedures
- Referral to external safeguarding partners, including the Birmingham Safeguarding Board where concerns involve individuals working with children
- Referral to the Police, where a criminal offence may have been committed
- Notification to the Charity Commission for England and Wales, where required under regulatory reporting duties

New Hope Global is committed to ensuring that all allegations are handled confidentially, impartially, and in a timely manner, with the safety and wellbeing of children and adults at risk as the highest priority at all times.

Identify abuse and Immediate Action to Ensure Safety

All staff and volunteers must familiarize themselves with the 5 r's in safeguarding, this will ensure that you protect children and adults at risk and make a positive difference. The five Rs provide a clear framework for responding to safeguarding concerns. They are

- Recognise and being aware of potential signs of abuse, neglect, exploitation
- Respond (See below)
- Report
- Record
- Refer

Recognition of Abuse and Neglect

Abuse is any action or failure to act that causes harm to a child. Children may experience abuse in family, institutional, community settings, or (more rarely) by strangers. Common forms of abuse include:

Physical Abuse

Physical abuse includes deliberately causing harm to a child, such as hitting, shaking, throwing, poisoning, burning, scalding, drowning, or suffocating. It also includes fabricated or induced illness, where a parent or carer deliberately causes or exaggerates symptoms of illness in a child.

Emotional Abuse

Emotional abuse is the persistent emotional mistreatment of a child that harms their emotional development. This may include humiliation, rejection, intimidation, bullying, unrealistic expectations, or exposure to situations that cause fear or distress. Emotional abuse can occur alone or alongside other forms of abuse.

Sexual Abuse

Sexual abuse involves forcing, coercing, or persuading a child to take part in sexual activities. This includes both contact and non-contact abuse, such as sexual touching, penetration, exposure to sexual activity, involvement in pornography, or encouraging inappropriate sexual behaviour.

Neglect

Neglect is the persistent failure to meet a child's basic physical, emotional, medical, or educational needs. This may include failing to provide adequate food, clothing, shelter, supervision, medical care, or emotional support, resulting in harm or risk of harm to the child's development.

Additional forms of abuse

Safeguarding concerns may also include:

- **Self-neglect**
- **Exploitation** (including criminal exploitation or modern slavery)
- **Domestic abuse**
- **Online abuse** (including grooming, exploitation, or exposure to harmful content)
- **Bullying and harassment** (including discriminatory abuse based on protected characteristics)
- **Modern Slavery**
- **Financial**
- **Institutional**
- **Radicalisation**

All concerns, regardless of type, must be reported in line with New Hope Global safeguarding procedures.

Whistleblowing

New Hope Global is committed to fostering a culture of openness, transparency, and accountability. Our Whistleblowing Policy encourages staff, volunteers, and others connected with New Hope Global to report safeguarding concerns or suspected wrongdoing at the earliest opportunity.

The Policy provides clear guidance on how to raise concerns and reassures individuals that any genuine concerns raised in good faith will be taken seriously and will not result in any form of victimisation or retaliation. Further details can be found in New Hope Global's Whistleblowing Policy.

Historical Allegations

New Hope Global recognises that safeguarding concerns may relate to historical incidents. All such allegations will be taken seriously and managed in line with relevant statutory guidance and procedures, including those of local safeguarding partners, the Police, and other external agencies where appropriate.

New Hope Global will ensure that relevant internal stakeholders are informed and involved, and that all matters are handled sensitively, thoroughly, and transparently. The safety and wellbeing of children and adults at risk will remain the overriding priority at all times.

Confidentiality

New Hope Global is committed to maintaining strict confidentiality in all safeguarding matters. Information will be shared only on a strict need-to-know basis and in line with safeguarding requirements.

This may include the Designated Safeguarding Lead/Designated Safeguarding Officer, relevant senior leaders or trustees, the individual raising the concern, the person involved (where appropriate), and relevant staff directly handling the case. Information may also be shared with statutory agencies such as the Birmingham Safeguarding Board, Local Authority, Police, or other relevant external bodies where necessary.

All external referrals will be discussed with the Designated Safeguarding Lead prior to submission. Where appropriate, referrals will be made with consent, and a clear record will be securely stored and maintained in line with Data Protection Act 2018 and GDPR 2018 Policies.

Contact Details for referrals:

In an emergency call: 999

Birmingham Children's Safeguarding Team – Birmingham City Council – 0121 303 1888

The Emergency Duty Team (Out of office hours) – 0121 675 4806

Birmingham Adults Social Care team: 0121 303 1234

The Emergency Duty Team (Out of office hours) – 0121 675 4806

Clear note taking and Information Required for a Safeguarding Referral

When making a safeguarding referral, provide as much relevant information as possible. In emergencies, do not delay a referral if all details are not available.

Where possible, include:

- Your name, role, contact number, and the name of the person you are speaking to.
- The adults/child's full name, address, date of birth, and details of siblings.
- Gender, ethnicity, first language, and any additional needs or disabilities.
- Details of household members and any significant individuals, including names, relationships, and dates of birth where known.
- Information about any professionals involved with the child or family (e.g., GP, health visitor, school, social worker).
- A clear description of the concern and how it has come to your attention.
- Any immediate risks and whether urgent action may be required to ensure the child's safety.
- Your view of the child's needs and any known or suspected risks to their welfare.

- Whether consent has been obtained from a person with parental responsibility for the referral (unless doing so would place the child at further risk).

Action Following a Referral

- Record all concerns accurately and contemporaneously.
- Submit written confirmation of the referral to MASH (Multi-Agency Safeguarding Hub) within 24 hours.
- Document any agreed actions or decisions, including where no further action is taken, together with the rationale for that decision.

Staff Training:

All existing staff and volunteers completed level 2 Safeguarding Training on 15th July 2026

Next Training of above staff: 3 years and all new staff to attend training

Review and evaluation

New Hope Global is committed to ensuring that this Policy remains effective, relevant, and aligned with best practice in safeguarding.

New Hope will regularly monitor and evaluate the implementation of this Policy and its associated procedures. A formal review will be undertaken annually, or sooner where required, to reflect changes in legislation, statutory or government guidance, or where organisational developments make review necessary.

Signature:  __Chairman / Trustee (New Hope Global)

Name: Mohammed Foiz Uddin MBE MInstF

Date: 15/07/2026

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