**NCHA CORPORATE SAFEGUARDING POLICY STATEMENT**
**JULY 2026**

NCHA is committed to ensuring the safety and welfare of the people who use our services. All persons have the right to live their lives free from violence, abuse and neglect. This right is underpinned by the Human Rights Act (1998) and the duty of agencies to intervene proportionately to protect the rights of citizens.

## 1 RESPONSIBILITIES

The Care Act (2014) conveys a responsibility on NCHA to ensure that customers are safeguarded against risk of abuse by taking reasonable steps to identify the possibility of abuse, prevent it before it occurs where possible and respond appropriately to any allegation of abuse. All NCHA colleagues have safeguarding responsibilities to protect people from harm.

NCHA is committed to safe recruitment practices. As a care and support provider we are required to check whether a prospective colleague/ volunteer is suitable and/or barred from providing 'regulated care activities'. Checks are made by NCHA's People team via the Disclosure and Barring Service (DBS) to the highest level allowed by the DBS, which is dependent on the role and designation of the service. The type of check required will range from basic to enhanced with adult and/or child barred lists. Prospective or existing colleagues/volunteers will not be allowed to commence/continue lone working in care positions until satisfactory checks have been conducted and, where required a risk assessment has been undertaken.

We have a duty to refer colleagues or ex-colleagues to the DBS where NCHA withdraws permission for them to engage in regulated care activity or where we have concerns about an individual. In addition to this, we have safeguarding obligations to children and to report these concerns to the Local Authority Designated Officer (LADO).

As part of our commitment to safeguarding, preventing and responding to abuse, NCHA has developed policies, procedures and training aids to assist colleagues working with and supporting individuals who may be experiencing abuse. A full definition of safeguarding, abuse and domestic abuse can be found in these policies.

If any colleague has an immediate concern about a customer or colleague in relation to safeguarding and is unsure about what to do, they should immediately refer to their line manager or to the Care and Support Duty Manager via Customer Wellbeing on 0115 773 9514 If there is a risk of immediate harm or life is in danger, call the Police on 999.

## 2 RELEVANT POLICIES AND PROCEDURES

Our safeguarding policies have been drawn up in conjunction with the procedures for safeguarding adults, children and young persons produced by the Local Authorities we work with.

All colleagues must familiarise themselves with these policies and procedures where relevant.

- NCHA Safeguarding Adults, Children and Young Persons policy and procedures
- Domestic Violence & Abuse Policy
- Colleague Handbook Domestic Abuse and Stalking Policy
- Tenancy Policy
- Care and Support Medication Policy
- Anti-Social Behaviour Policy
- Modern Slavery and Human Trafficking Statement
- Whistleblowing Policy
- Recruitment Policy
- Managing Behaviour of Concern
- Behaviour Management for young people aged 16-17
- Positive Behaviour Support
- Ligature Risk Reduction
- Missing Young Persons aged 16-17
- Duty of Candour Policy

## 3 LEAD MANAGERS/SENIOR MANAGERS

The following colleagues are nominated lead officers and responsible for the co-ordination of safeguarding within their departments:

- Resources: HR Business Partner
- Head of Care and Support (safeguarding leads for adults and children)
- Development/Assets: Assistant Director of Property Services

NCHA has also identified the Assistant Director of Homes and Wellbeing as the overall NCHA safeguarding lead to organise and co-ordinate organisational and inter-agency safeguarding arrangements.

## 4 TRAINING

All colleagues will receive Safeguarding Adults training via e-learning as part of their induction to NCHA. In care and support services, this safeguarding training should take place within the first 6 weeks of employment. Colleagues working within relevant projects will also receive Safeguarding Children training via e-learning within 6 weeks of employment.

In care and support services, Safeguarding Adult training and (when applicable) Safeguarding Children training is refreshed on an annual basis. For all other colleagues, safeguarding training is refreshed on a 3 yearly basis.

Additional safeguarding training is also required for NCHA colleagues who have a designated role in fulfilling our corporate responsibilities; these include the safeguarding lead managers and senior managers and should be refreshed on a 3 yearly basis.

## 5 RECORDING AND ANALYSIS

NCHA records all allegations and incidents of safeguarding concerns as follows:

- For Care and Support customers, all allegations and incidents will be recorded on SuRe and the appropriate notifications to CQC, Ofsted and the Local Authority will be initiated along with an investigation if appropriate.
- For all other customers, any allegations or incidents regarding tenants should be reported, via your line manager if appropriate, to the relevant Community Co-Ordinator, who will contact the alleged victim and arrange for a meeting to complete the required risk assessment and action plan to provide appropriate support. The Community Co-Ordinator will also open a safeguarding contact on Capita and make the referral to the local authority.

To comply with our responsibilities conveyed through the Care Act (2014) NCHA's Care Committee (sub-committee of the main Board of Management) reviews the safeguarding statistics quarterly and considers a full analysis of trends annually through our detailed safeguarding review. The minutes from the Care Committee are reported to the NCHA main Board.

Where concerns or trends are noted through our reporting analysis and where NCHA has a duty to respond or change our approach, the action required will be recommended to and approved by the Care Committee for the whole Association.