

THE DIANA AWARD

SAFEGUARDING POLICY_



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ABOUT US

The Diana Award is the only charity set up in memory of the late Diana, Princess of Wales and her belief that young people have the power to change the world. Our mission is to foster, develop and inspire positive change in the lives of young people.

POLICY STATEMENT

The Diana Award believes that a child or adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all individuals to keep them safe and we are committed to practice in a way that protects them.

LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

Legislation

- Children Act 1989
- United Nations Convention on the Rights of the Child (UNCRC) 1991
- Human Rights Act 1998
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Children and Families Act 2014
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

Statutory Guidance

- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education 2025

INTRODUCTION AND POLICY SCOPE

This policy applies to all staff, including senior managers and the Board of Trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of The Diana Award.

We are committed to reviewing our policy and good practice annually. Earlier reviews will be undertaken if there is a significant change in legislation, change in organisations roles and responsibility or when learning has taken place through experience.

The purpose of this policy is to protect children and adults who receive The Diana Award services from harm. We do this through five key strategic areas:

- 1. Safe Processes**
- 2. Safe Practices**
- 3. Safe People**
- 4. Safe Partnerships**
- 5. Safe Storytelling**

We recognise that:

- The welfare of a child is paramount, as established in The Children Act 1989 and the [United Convention of the Rights of the Child 1991](#).
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, have a right to equal protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of discrimination, previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young peoples' welfare.

The Diana Award is a UK based charity and adheres to UK safeguarding legislation and guidance. We also work with children and young people from around the world and in the instance of a safeguarding concern arising with a young person outside of the UK, we will ensure our safeguarding response is tailored to the young person and their situation.

To ensure young people are protected, The Diana Award will:

- Listen to and respect children/ young people.
- Adopt safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
- Develop and implement an effective online safety policy and related procedures.
- Provide effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- Recruit and select staff and volunteers safely, ensuring all necessary checks are made.
- Record, store and use information professionally and securely, in line with data protection legislation and guidance.
- Employ a dedicated Safeguarding Manager and appoint at least two Designated Safeguarding
- Ensure all new staff receive safeguarding training during their induction period.
- Ensure all staff have read and understand the safeguarding policy and are aware of the indicators of child abuse and how to respond to a concern or possible disclosures of abuse by a child/young person.
- Provide access to The Diana Award Safeguarding Policy to all young people, their families and support via The Diana Award website.
- Promote a safeguarding culture where staff, volunteers and children know how they are expected to behave and feel comfortable about sharing concerns.

FORMS OF HARM AND ABUSE:

To safeguard others, it is vital to understand the forms of harms and abuse and the signs that an individual is being subject to abuse.

Working Together to Safeguard Children 2026 defines abuse as:

“A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.”

There are four major types of abuse:

1. Physical Abuse
2. Emotional Abuse
3. Sexual Abuse
4. Neglect

There are other types of abuse that fit into these categories. These include but are not restricted to Child Sexual Exploitation [CSE], Female Genital Mutilation [FGM], radicalisation, coercive control, domestic abuse, and bullying.

SIGNS OF HARM AND ABUSE:

Signs which may indicate abuse include:

- Unexplained bruising and injuries.
- Sexually explicit languages and actions.
- Sudden changes in behaviour, such as absences, withdrawal or having unexplained material goods, e.g. a second mobile phone.
- Something a young person has said.
- A change observed over a long period of time e.g. losing weight or becoming increasingly dirty/unkempt.

The signs of abuse are not always obvious, and a young person may not tell anyone what is happening to them because they may be scared that the abuser will find out or worried that the abuse will get worse. A young person may also feel that they will not be believed. Sometimes there may not be any signs of abuse and you may just feel something is wrong. At times the individuals being subject to abuse may not even realise what is happening to them is abuse. It is consequently key for all individuals working with young people to be able to recognise signs of abuse.

RESPONSIBILITY FOR SAFEGUARDING

The Diana Award recognises the importance of appointing members of staff who will act as Designated Safeguarding Lead [DSL]. All staff will

follow The Diana Award's reporting process on MyConcern and will report any concerns, incidents or disclosures directly to the DSL.

The current Safeguarding Team is:

- **Designated Safeguarding Lead**
 - **Jen Symes – Head of Programme Delivery**
- **Safeguarding Officer**
 - **Kate Asquith – ABA Programme Manager**
- **Safeguarding Lead Trustee**
 - **Nana Owusu**

Email address is: safeguarding@diana-award.org.uk

RESPONDING TO A SAFEGUARDING CONCERN

Staff must report any and all concerns, incidents and disclosures as soon as possible and no later than 24 hours after the disclosure has been made to the Designated Safeguarding lead.

Staff will record details of the incident securely on the safeguarding case management system MyConcern noting:

- Name of the child/ young person
- Date, time and place
- Who else was present
- Incident details
- If a child/ young person has spoken, recording of their words rather than any interpretation.

The Diana Award staff should not discuss incident details with anyone other than a named DSL on a need-to-know basis. All reports should be entered on MyConcern where possible or on a paper form where access to MyConcern is not available. The paper form should be entered securely onto MyConcern as soon as possible and then the paper form destroyed securely.

If there are any concerns regarding the conduct of a DSL from The Diana Award, a report should be made directly to the Safeguarding Lead Trustee.

In the event of a safeguarding disclosure, it is important to make clear to the child or adult who has made the disclosure that you will not be able to keep what they say a secret. It is important to explain that you will need to follow procedures to protect them.

Where possible, let the child/ young person know that you are required to speak with a DSL about the incident. The DSL will follow up all disclosures/ concerns and may wish to take advice from Local Authorities.

All notes of the disclosure/ concern will be kept securely in MyConcern in case they are needed in the future.

LOW-LEVEL SAFEGUARDING CONCERNS

A low-level safeguarding concerns is still a concern no matter how small. A low-level concern is any concern that an individual has acted in a way that is inconsistent with the staff code of conduct but does not meet the threshold of harm or is not considered serious enough for a referral to a local authority.

Examples of a low-level concern are staff being inadvertently in a room on a one-to-one basis with a child, or overly friendly behaviour with children. The Diana Award will handle low-level safeguarding concerns in line with our procedures to handle all safeguarding concerns.

SAFER RECRUITMENT

The responsibility for the appointment of all staff and volunteers [with the exception of the CEO] is delegated to the Chief Executive Officer, who may from time to time assign that role to another member of staff.

The Diana Award is committed to recruiting all staff and volunteers in accordance with appropriate vetting checks, code of practice and legislative requirements.

For more information, see Supporting Documents.

STAFF RELATIONSHIPS WITH YOUNG PEOPLE

Whilst The Diana Award Team strives to build and establish relationships with young people, all interactions must be, at all times, on a professional level. All written, telephone, face-to-face and social media communication with them must be appropriately and sensitively handled. In our direct work with young people, appropriate dress code for staff should be observed and ground rules set for group work must be respected by adults and young people alike to ensure professional boundaries are maintained.

RECORDS AND STORAGE OF INFORMATION

Any information relating to a child and adult will be kept secure. All online and electronic database records are appropriately protected by passwords, secured and meet the requirements of the Data Protection Act 2018 and UK GDPR. All staff will protect appropriately the identity of young people and never give personal details or any information [unless specifically granted] to outside sources.

Any paper documents that contain contact details or information of children/ young people must be stored in a secure, locked place and must be destroyed once inputted in a secure way electronically.

The Diana Award uses MyConcern, a specific safeguarding recording and case management system, to electronically store safeguarding information about children/young people we meet through our work.

IMPLEMENTATION, DISSEMINATION AND REVIEW STRATEGIES

This policy is reviewed annually by DSL and any significant changes approved by the Board of Trustees. All members of staff read and agree to the Safeguarding Policy before the start of their employment.

SUPPORTING DOCUMENTS

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents. These procedures are intended to help clarify how we relate to the young people we work with, both in written, online and face-to-face communication. It also demonstrates how we will create an enjoyable and safe environment for young people whilst they engage in all services provided by The Diana Award. This is the responsibility of every adult involved in the organisation.

These supporting documents are available on request from members of the public. For The Diana Award staff, all of these documents can be found in The Diana Award SharePoint:

- Adults at Risk Policy
- Role of Designated Safeguarding Leads
- Dealing with Allegations of Abuse
- Online Safety Guidance
- Reporting Form
- Code of Conducts [for Staff and Volunteers, for young People], Volunteer Agreement & Consent Form
- Photograph and Image Sharing Guidance
- Recording A Safeguarding Concern and Information Sharing
- Risk Assessment Template
- Guidelines, Procedures and Good Practice for The Diana Award Activities & Residentials
- [Anti-Bullying and Harassment Policy](#)
- [Equality of Opportunities](#)
- Recruitment Policy and Procedures
- Health & Safety Policy
- Whistleblowing Policy

SUPPORT

We encourage you to reach out to support services at difficult times. The following link provides information on UK based support services.

[The Diana Award - External Support Services \(diana-award.org.uk\)](https://diana-award.org.uk)

We are conscious we work with children and young people throughout the world and support may be required from outside of the UK. In these circumstances we encourage you to contact support agencies from your home country. If you are unsure who this is, please contact:

safeguarding@diana-award.org.uk for assistance.

Issue No.	Date	Description of Changes	Person(s) responsible for changes
1	July 2021	Undertook significant policy review in line with new policy framework	Safeguarding Forum / DSL team
2	October 2022	Updated legislation Updated DSL (other policies also updated)	Safeguarding Forum / DSL
3	January 2024	Updated legislation and guidance referenced Updated DSL details Added forms of harm and abuse, low level concerns and support service information	Anna Johnson, Safeguarding Manager
4	March 2025	Updated list of DSLs	Director of Operations
5	March 2026	Updated legislation and guidance referenced Updated DSL details	Director of Operations
6	September 2026	Designated Safeguarding Lead updated to Jen Symes – Head of Programme Delivery	Head of Programmes