



Safeguarding at Narthex

Everyone who comes to Narthex has the right to be safe.

Narthex works with people facing hardship and crisis in Birmingham. Many of the people we support are vulnerable, and we take our responsibility to keep them safe seriously. We are committed to protecting children, vulnerable adults, and adults at risk from harm, and to creating a welcoming place where people are treated with dignity and respect.

Who we protect

Our safeguarding work covers everyone who comes into contact with Narthex, including children and young people, vulnerable adults and adults at risk, people who are homeless or sleeping rough, people seeking asylum, people with no recourse to public funds, and anyone at risk of exploitation, abuse, or neglect. Your immigration status will never stop us from helping to keep you safe.

What we believe

- **Safeguarding is everyone's responsibility.** Every member of our staff, volunteers, and trustees has a part to play in keeping people safe.
- **A child's safety always comes first.** Where a child is at risk, their welfare is our priority.
- **We listen, and we respect your choices.** We take every concern seriously, and we support people in a way that is kind and free of judgement.
- **We handle information carefully.** What you tell us is treated as confidential. We will only share it without your agreement when someone is at risk of serious harm, or the law requires it.

Worried about someone? Here is what to do

If someone is in immediate danger, call the emergency services now.

999

Tell our safeguarding team

Patricia Coleman-Taylor

Designated Safeguarding Lead

Sufina Akhtar

Deputy Designated Safeguarding Lead

To raise a safeguarding concern, email enquiries@narthex.org.uk and ask to speak to the safeguarding lead, or speak to a member of staff in person at any of our sites.

Other places you can get help

You can also contact these free, confidential helplines at any time.

If you need...	Helpline	Number
Help for a child you are worried about	NSPCC	0808 800 5000
Support for a child or young person	Childline	0800 1111
Help with domestic abuse	National Domestic Abuse Helpline	0808 2000 247
Help if you suspect modern slavery	Modern Slavery Helpline	08000 121 700
Someone to talk to in distress	Samaritans	116 123

What happens when you tell us

When you raise a concern, our trained safeguarding lead will listen, make sure the person at risk is safe, and decide together with you what should happen next. We keep careful, confidential records, and where someone is at risk we work with the police, social care, and other services to get the right help. We will not promise to keep something secret if telling someone is the only way to keep a person safe, and we will always be honest with you about what we need to do.

Our full Safeguarding Policy. This page is a summary. Our full Safeguarding Policy and Procedures was approved by the Narthex Board of Trustees in May 2026 and is reviewed every year. A copy is available on request by emailing enquiries@narthex.org.uk.

Narthex Charity (Narthex Sparkhill) | Registered Charity No. 1100358 | Sparkhill, Birmingham