



## **Children and Adults at Risk Safeguarding Procedures**

Revised September 2020 by Sarah Witcomb, Creative Learning Manager and Michael Corley, Head of Festival Bridge and Head of Creative Engagement.  
Next review December 2021

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# **1 Definitions**

## **1.1 Children and young people**

For the purpose of this policy document, a child or young person is anyone under the age of 18.

*(Working Together to Safeguard Children 2018, The Children and Young People's Act 1989 and Safeguarding and Vulnerable Groups Act 2006)*

Norfolk & Norwich Festival Trust (the Trust) recognises that there may be additional needs associated for children or young people with protected characteristics as defined by the Children Act 1989, and/or who may be excluded from mainstream services.

## **1.2 Adults experiencing, or at risk of, abuse or neglect**

For the purpose of this policy document adults experiencing or at risk of abuse or neglect shall hereafter be referred to as 'adults at risk'.

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or at risk of, abuse or neglect; and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect (Care and support statutory guidance, Department of Health, 2018)

## **1.3 This policy applies to all Norfolk and Norwich Festival Trust Staff**

For the purpose of this policy, the term 'staff' will be used to describe anybody working on behalf of Norfolk and Norwich Festival Trust, in either a paid or an unpaid capacity.

This includes:

- permanent staff (including Festival Bridge staff)
- temporary/freelance staff
- event assistants
- festival crew
- volunteers
- trustees
- anybody working on behalf of Norfolk and Norwich Festival Trust

## **2 Policy Statement**

This policy exists to enable all Norfolk and Norwich Festival Trust staff to work with and around children and young people and adults at risk whilst being confident in safeguarding welfare. It is vital that all Trust staff are aware of the safety of children and young people and adults at risk involved in our activities at all times. The Trust believes that all children and young people and adults at risk have the right to be treated with respect and dignity. This document gives guidelines for good practice.

The Norfolk and Norwich Festival Trust enables all staff to make informed and confident decisions regarding safeguarding issues and takes all concerns and allegations of abuse seriously. The Trust expects all staff to have read, understood and to adhere to this policy and related procedures, except where it has been formally agreed that another appropriate policy provides greater protection for children and young people and adults at risk.

The Trust will ensure that a culture of openness exists within the organisation and with its partners; if anyone is at all unsure at any time, they should ask the Designated Child and Adults at Risk Safeguarding Lead for advice.

The Norfolk and Norwich Festival Trust understands the importance of effective safeguarding arrangements for children and young people in every local area and should be underpinned by two key principles:

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part.
- a child-centred approach: for services to be effective, they should be based on a clear understanding of the needs and views of children and young people. (*Working Together to Safeguard Children 2018*)

We equally understand the importance of effective safeguarding arrangements for adults at risk, which are underpinned by the following 6 principles. The principles should inform the ways in which professionals and other staff work with adults.

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

### 3 Organisation statement

Norfolk and Norwich Festival Trust shares exceptional arts experiences across East England. We lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk for 17 days each May. The Festival programme is multi-artform, contemporary, international and audience-centred. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences. Year-round Norfolk & Norwich Festival brings our ‘festival spirit’ to initiatives – including Festival Bridge, Common Ground and Norfolk Open Studios (NOS) – which extend our reach and influence across East England.

- Creative Engagement creates opportunities for people of all ages to engage with Festival projects, with arts, culture and heritage. Within this department, Creative Learning produces our wider educational and participation programme, it creates opportunities for children in school, community outreach linked to Festival programming and project work with more vulnerable members of the community. This also includes our Common Ground project, enabling young people from backgrounds of low cultural engagement to lead and develop new and exciting ways for themselves and their peers to engage in their local heritage.
- Festival Bridge creates and facilitates partnerships and networks that improve the cultural offer for all children and young people across Cambridgeshire, Norfolk, Peterborough and Suffolk.
- Norfolk Open Studios celebrates the creative talents of the visual arts and crafts community in Norfolk. Over 16 days in October artists open their studios (including school settings) to visitors who can learn about, enjoy and buy new art.

#### **Our festival spirit is to be:**

<b>Creative</b>	We champion artistic excellence and value creativity in everyone.
<b>Curious</b>	We explore and reflect the changing social and physical contexts in which we live.
<b>Inclusive</b>	We are respectful of the diversity and difference of people and their views and values.
<b>Collaborative</b>	We work with artists, communities, peers, partners and stakeholders to achieve common goals.
<b>Strategic</b>	We balance artistic and social ambition with a sustainable business.

Norfolk & Norwich Festival’s goals are:

- to have more people experience and value the arts
- to be a champion for excellence in the arts
- to be valued – locally and internationally – for our unique and distinctive arts festival
- to be embedded in Norfolk and Norwich and to extend our reach and influence across East England and beyond
- to be socially responsible, committed to questions and actions about a changing world including diversity and difference, environmental sustainability and technological change
- to have a stable and adaptive business structure with diverse income streams.

## **4 Code of conduct and behaviour**

All Norfolk and Norwich Festival Trust staff, should demonstrate best practice when working with or around children and young people and adults at risk. The following code of conduct contains examples of best practice to protect the welfare of children and young people and adults at risk, and to protect Trust staff from allegations of misconduct.

### **4.1 Good practice**

It is good practice to:

- always work in an open environment
  - avoid private or unobserved situations
  - encourage open communication without secrets
  - do not remain alone with a child/adult at risk
- be aware of situations which may present risks and manage these risks as described in this policy
- be aware that others might misinterpret staff member's actions, no matter how well intentioned those actions may have been
- ensure that a culture of openness exists
- ensure that a sense of accountability exists between staff so that poor practice, or potentially abusive behaviour, does not go unnoticed and can be challenged
- never permit abusive peer activities (such as ridiculing or bullying)
- avoid physical contact with children and young people/adults at risk (except in emergencies)
- don't transport a child/adult at risk in a car on your own or in your own vehicle
- don't use your personal device to take pictures of children/adults at risk
- never make suggestive comments or remarks - even in jest
- never accompany children and young people/adults at risk to the toilet without another staff member present
- never discriminate against, show differential treatment or favour particular individuals to the exclusion of others
- adhere to Safer Working Practice document, copies can be supplied on request from designated officer or online here <https://www.norfolkscb.org/about/policies-procedures/8-2-safer-working-practice-supervision-and-culture>
- speak to the Designated Child Safeguarding Lead or Alternative Safeguarding Lead with any concerns involving a child or young person or an adult at risk.

<b>Designated Safeguarding Officer</b>	<b>Alternative Safeguarding Officer</b>
Sarah Witcomb Creative Learning Manager T: 01603 878286 E: <a href="mailto:sarah.witcomb@nnfestival.org.uk">sarah.witcomb@nnfestival.org.uk</a>	Michael Corley Head of Festival Bridge and Head of Creative Engagement T: 01603 878285 E: <a href="mailto:michael.corley@nnfestival.org.uk">michael.corley@nnfestival.org.uk</a>

## **4.2 Guiding principles**

"No matter where you work, you are likely to encounter children during the course of your normal working activities. You are in a unique position to be able to observe signs of abuse or neglect, or changes in behaviour that may indicate a child may be being abused or neglected. You should make sure that you are alert to the signs of abuse and neglect, that you question the behaviour of children and parents/carers and don't necessarily take what you are told at face value. You should make sure you know where to turn to if you need to ask for help."

– '*What to do if You're Worried a Child is Being Abused: Advice for Practitioners*' 2015,  
HM Government.

## **4.3 Code of conduct when working with children and young people or adults at risk**

As good practice, the Trust has created a public-facing code of conduct when working with children and young people and adults at risk to ensure clear expectations:

- the Trust is committed to ensuring that partners and participants have an enriching, positive and beneficial experience through engagement facilitated by the Norfolk and Norwich Festival Trust. We believe that all partners and participants have a right to feel safe while taking part in projects, programmes and activities facilitated by the Trust.

The Norfolk and Norwich Festival Trust will keep CYP and Adults at Risk safe by:

- carrying out Safer Recruitment, staff inductions and training
- ensure that all our staff and participants are aware of their individual responsibilities, roles and expectations
- always put partners' and participants' needs first
- treat all children and young people and adults at risk fairly – we will not have favourites
- take steps to ensure activities are as safe as possible
- not tolerate bullying in any shape or form
- ensure that our staff, do not promise secrecy to children and young people or adults at risk under any circumstances as we cannot ensure confidentiality for children and young people or adults at risk even if the disclosure is found to be innocent
- listen to what participants and partners disclose
- ask partners' and participants' permission if physical contact is required
- ensure teachers/carers or an additional adult is always involved in the project or programme
- give constructive feedback to help partners and participants learn from the shared experience
- ensure learning is interesting and creative
- ask all staff to keep a professional manner when working with children or adults at risk, in a position of trust, which includes not communicating with or adding/following any children or adults at risk on social media platforms

## **5. Designated safeguarding lead staff**

Designated safeguarding lead staff are the people that the Norfolk and Norwich Festival Trust has invested with responsibility for ensuring that this policy is invoked and adhered to by all departments and who are 'a first port of call' for any queries or problems relating to working with children and young people and adults at risk and this policy:

### **Designated Safeguarding Lead:**

<b>Sarah Witcomb</b>	Creative Learning Manager
Telephone	01603 878286
Email	sarah.witcomb@nnfestival.org.uk

### **Alternate Safeguarding Lead:**

<b>Michael Corley</b>	Head of Festival Bridge and Head of Creative Engagement
Telephone	01603 878285
Email	michael.corley@nnfestival.org.uk

### **NNF Lead Trustee for Safeguarding**

<b>Corrienne Peasgood</b>	Trustee
Telephone	Via PA 01603 773649

### **5.1 Role of safeguarding lead staff**

Safeguarding lead staff:

- assume overall responsibility for safeguarding and child protection for the organisation
- help the rest of the organisation understand the key issues in relation to safeguarding within the arts, culture and education sectors
- are a point of contact within the organisation for staff, Be aware of local statutory safeguarding procedures and networks
- make contact with the Norfolk Safeguarding Children Partnership (NSCP) and the Norfolk Safeguarding Adults Board (NSAB)
- make safeguarding decisions about children and young people and adults at risk
- receive and assess children and young people and adult at risk safeguarding information from Trust staff
- consult with the statutory agencies to discuss any doubts or uncertainty about the concerns for children and young people or adults at risk
- make a formal referral to a statutory child protection agency, safeguarding adult lead agency or the police without delay (subject to a conversation prior to the referral)
- consult with the Local Authority Designated Officer (LADO) within one day of a concern being raised
- will promote the policy to all staff and any partners. The policy will be made available to all staff, the summary page will be posted on the NNF office wall and given to all staff to carry at events. We will share the policy with any partners and staff who will come into contact with CYP or Adults at Risk
- will ensure the policy is made available to any parents/carers of any CYP they work with
- carry out safeguarding briefings with all members of staff, annually for full staff team and at each new staff member's induction

It is not the role of the Designated or Alternate Safeguarding Lead or NNF to decide whether abuse has taken place. It is the Designated or Alternate Safeguarding Lead's role to ensure that concerns are shared and appropriate action taken.

The Designated or Alternate Safeguarding Lead is responsible for:

- monitoring and recording concerns
- making referrals to Children's Services and Adult Social Care without delay, subject to a conversation prior to the referral.
- liaising with other agencies
- arranging awareness training for all Trust staff
- ensuring partner organisations we work with or who are working on our behalf have the correct safeguarding policies in place and have read and understood the Trust's safeguarding policy

## **5.2 Support for Designated Safeguarding Lead Staff**

The Norfolk and Norwich Festival Trust recognises that acting as Designated Safeguarding Lead Staff can be complex and emotionally challenging. The Trust has put in place a support framework ensuring the Designated and Alternate Safeguarding Lead can seek advice, guidance and support from the Trust's lead Trustee for safeguarding and other relevant organisations such as the Norfolk Safeguarding Children Partnership and Safer Programme, who have extensive safeguarding experience.

## **6 Reporting a safeguarding concern**

Norfolk and Norwich Festival Trust will ensure and emphasise that all staff understand and know to share concerns immediately with the Designated Safeguarding Lead/Alternate through:

- employee induction
- regular briefings
- circulating this policy

It is the duty of anyone who works with children and adults at risk (whether directly or indirectly) to report disclosure of abuse. **Staff should never try to deal with a suspicion, allegation or actual incident of abuse by him/herself.** It is not for individual staff to decide whether a suspicion or allegation is true. All suspicions or allegations must be taken seriously and dealt with according to this procedure.

Please follow the guidance given in section 7 on what to do upon a concern, suspicion or disclosure. Please note that the reporting procedure for an adult at risk is different to that for child protection concerns. If you have a concern about an adult at risk, please follow the guidance detailed in point 7.6 Checklist for reporting an adult safeguarding concern.

All referrals should be made by the Trust's Designated Safeguarding Lead/Alternate, unless there are extreme circumstances, neither are available or the concern is about the Designated Safeguarding Lead/Alternate.

### **6.1 Safeguarding body's relevant contacts**

**If someone is in immediate danger or risk please call the Police.**  
Call 101 (non-emergency) or 999 (emergency only)

***Below are details relating to authorities in Norfolk, for neighbouring County Authorities (including Suffolk, Cambridgeshire, Peterborough and Lincolnshire), please see the appendix.***

#### **6.1.1 Norfolk**

##### **Children's Advice and Duty Service (CADS)**

If there is a concern about a child or children the NNF Designated Officer will telephone the Children's Advice and Duty Service (CADS) on 0344 800 8021 immediately. They will be put through to a Social Worker who will take all of the relevant details. The NNF Designated Officer 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. The NNF Designated Officer 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 consent has not been sought 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 and keep NNF 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. NNF will not investigate and will be led by the Local Authority and/or the Police. All referrals will be carefully considered, subject to a conversation prior to the referral.

NNF 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. A written referral is not required.

Full details on this process can be found at <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/>

If NNF 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.

#### **Local Authority Designated Officer (LADO) & Virtual LADO Team**

The role of the Local Authority Designated Officer (LADO) is to oversee and manage all allegations and concerns in respect to adults who work with CYP. The NNF Designated Safeguarding Lead must consult with the LADO within one day of a concern being raised. All consultations/referrals to the LADO are done by using the forms and procedures on the NSCB website under the section 'how to make a referral'. This must be completed within 24 hours of a concern being raised.

There is no longer a telephone helpline; all communication is via the LADO website, a link to further information and the form to complete can be found here:

<https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/>

All queries relating to the LADO should follow the procedures outlined in here and on the NSCB website and be emailed to;

[LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk) or [cs.norfolkLADOsecure@norfolk.gcsx.gov.uk](mailto:cs.norfolkLADOsecure@norfolk.gcsx.gov.uk)

#### **Norfolk County Council Adult Safeguarding Team**

To raise a safeguarding adult concern, telephone the number below and follow the steps given below:

- state that it is an adult safeguarding matter and explain your concerns
- clarify with them what action should be taken and by whom.
- make a note of the person you spoke to including the guidance they gave you, their name and contact details on the reporting form. The reporting form and guidance on the information required when making a referral is available on the NSAB website [www.norfolksafeguardingadultsboard.info/professionals/guidance-and-documents](http://www.norfolksafeguardingadultsboard.info/professionals/guidance-and-documents)
- send a copy to the named contact by e-mail, fax, or post within 24 hours.

Telephone: 0344 800 8020 [operates 24hrs a day/365 days a year] *Follow the prompts to take you to the Safeguarding Option.*

## 7 Response procedure and what to do upon a suspicion or disclosure

### 7.1 What to do upon suspicion or disclosure for a child or young person

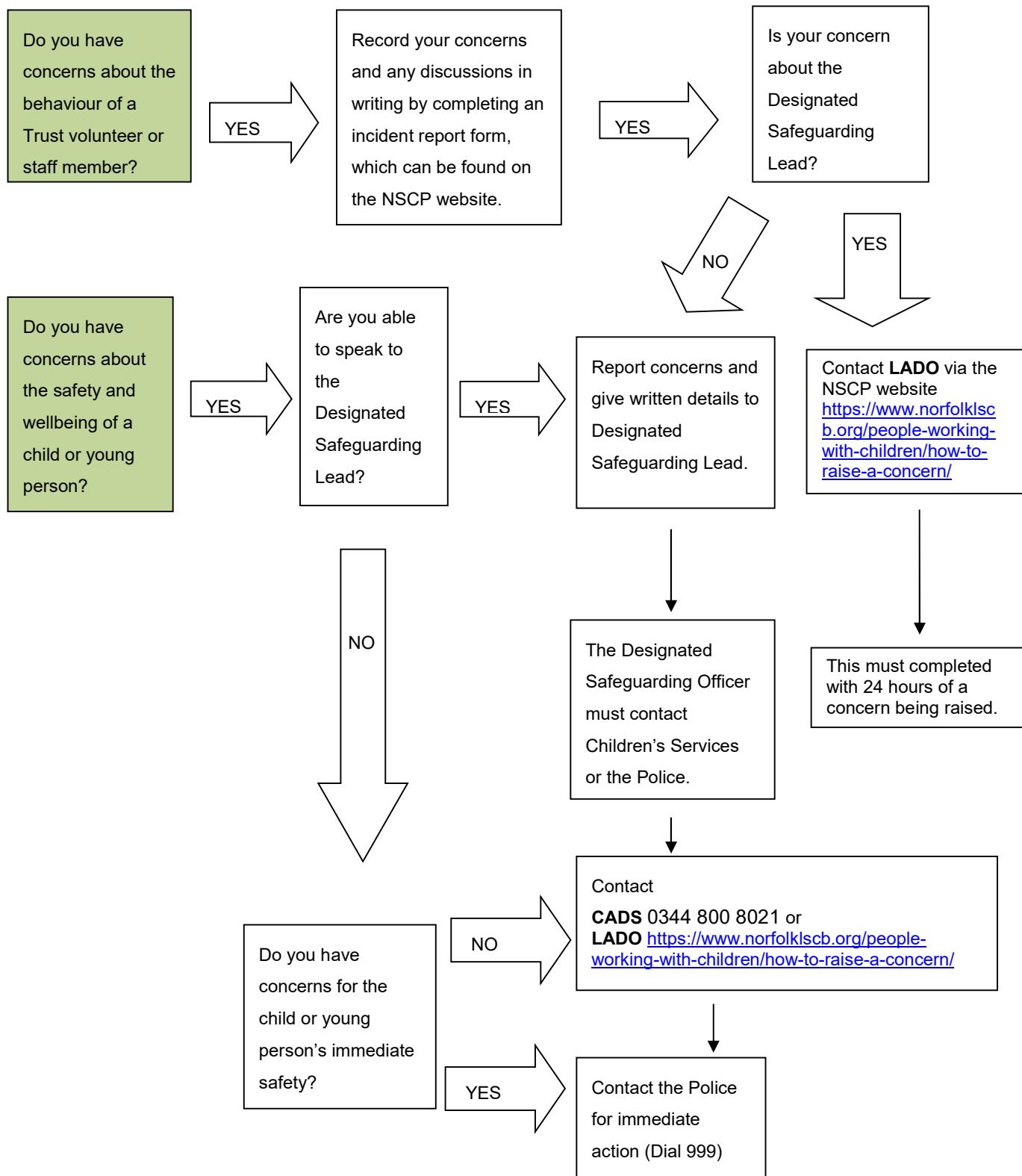
DO	DON'T
<p>Stay calm</p> <p>Listen, hear and believe</p> <p>Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a CYP/adult at risk with speech and/or hearing impairment, and/or differences in language</p> <p>Tell the CYP/adult at risk what you will do next and with whom the information will be shared</p> <p>Record in writing exactly what has been said using the young person's words as soon as possible</p> <p>Sign, time and date (DD/MM/YYYY) the report in ink</p> <p>Seek advice immediately from the Designated Safeguarding Lead or Alternate</p>	<p>Don't Panic</p> <ul style="list-style-type: none"> <li>it is extremely unlikely that the child, young person or adult at risk is in immediate danger</li> </ul> <p>Don't probe for more information</p> <ul style="list-style-type: none"> <li>Questioning the CYP/adult at risk may affect how the disclosure is received at a later date</li> </ul> <p>Don't make assumptions</p> <p>Don't paraphrase</p> <p>Don't offer alternative explanations</p> <p>Don't promise confidentiality</p> <p>Don't promise that everything will be okay</p> <p>Don't try to handle the disclosure alone</p> <p>Don't make negative comments about the alleged abuser</p> <p>Don't gossip with colleagues</p> <p>Don't ask the child, young person or adult at risk to repeat a disclosure unnecessarily</p>

Designated Safeguarding Officer	Alternative Safeguarding Officer
Sarah Witcomb Creative Learning Manager T: 01603 878286 E: <a href="mailto:sarah.witcomb@nnfestival.org.uk">sarah.witcomb@nnfestival.org.uk</a>	Michael Corley Head of Festival Bridge and Head of Creative Engagement T: 01603 878285 E: <a href="mailto:michael.corley@nnfestival.org.uk">michael.corley@nnfestival.org.uk</a>

For more information about who to report concerns, please see Sections 5 and 6

## 7.2 How concerns and disclosures are reported for children

All NNF staff, including NNF Designated Safeguarding Lead and Alternate will deal with concerns using the following flowchart for concerns detailing how a concern is to be reported and escalated:



Do not delay, do not investigate and always seek advice. Please refer to Section 7.1 What To Do Upon Suspicion or Disclosure page 12

### **7.3 Dealing with allegations of abuse/neglect against our staff or those in a position of trust**

Allegations of abuse or neglect can sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned.

Raising a concern about a ‘person in a position of trust’ is to be reported via a Safeguarding Adults Data Sharing Referral (SADS).

All the people who work and volunteer with the Norfolk and Norwich Festival Trust will be made aware of the procedures that will be followed if an allegation of abuse or neglect is made against them. The Trust will support anyone who, in good faith, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

If you have concerns about the conduct of a member of staff this must be reported to the Designated or Alternate Safeguarding Lead. Designated or Alternate Safeguarding Lead will make a SADS referral.

If an individual is barred from working with adults (or would have been barred, had the person not left first) because the person possesses a risk of harm to adults, the Trust must make a referral to the Disclosure and Barring Service. It is a criminal offence to fail to make a referral without good reason.

To make a SADS referral please ring 0344 800 8020, select Option 1 and ask to speak to a member of the Social Care Community Engagement team (SCCE). Then ask them to send a Safeguarding Adults Data Sharing Referral (SADS) Form.

When a person’s conduct towards an adult may impact on their suitability to work with or continue to work with children, this must be referred to the Local Authority’s Designated Officer (LADO).

Any allegations that are made to the Police or Adult Social Care about an employee will be referred to the MASH who will liaise with NNF as to the appropriate course of action.

### **7.4 What to do when reporting an adult safeguarding concern**

This checklist overleaf is to assist Trust staff to have adequate information when raising a concern. The Trust recognises that a disclosure can be stressful and can cause the rater to forget vital information. Referrals will be considered when some of this information is not available.

### **7.5 Handling allegations and dealing with complaints and grievance procedures**

The Norfolk and Norwich Festival Trust has clear policies about handling allegations. The Trust’s disciplinary and grievance procedures are set out in the Employee Handbook and this is made available to all staff.

The Norfolk and Norwich Festival Trust will discuss any incident with the LADO team before making an open decision about the best way forward in any case where a complaint has been made with regards to any inappropriate or poor practice regarding safeguarding.

It is the responsibility of the Designated Safeguarding Lead/Alternate to ensure that these procedures are rigorously adhered to. In the case that the Designated Safeguarding Lead is implicated, the Safeguarding Alternate Lead should be informed. In the exceptional circumstances that both are involved, it is the duty of the alerter to contact the LADO team.

NNF will not take disciplinary steps and/or grievance procedures until the incident/s are fully discussed, including an agreed strategy from the MASH team and/or the Police. Any follow up investigation by the MASH team and/or the Police will override the need to implement any such procedures.

#### **7.6 Checklist for reporting an adult safeguarding concern**

The Norfolk County Council Adult Social Services Department is the lead responsibility for co-ordinating safeguarding adult investigations where adult abuse is suspected. If there is an immediate risk to the person you are concerned about contact the Police. If there is no immediate risk, please speak to your Designated Safeguarding Officer, who can raise a safeguarding concern to NCC. NCC Adult Social Services can be contacted for further advice on safeguarding adults. See page 13 for contact details.

WHO/ WHAT	INFORMATION TO GATHER	ESSENTIAL	DESIRABLE
The Alerter (You)	Name (you can remain anonymous; however, without access to the Alerter's contact details for further clarification, this may hinder the investigation.)		✓
	Contact details		✓
	Relationship to the alleged victim		✓
	Employer or organisation		✓
	If your employer or organisation has been alerted to the alleged abuse?		✓
The Adult at Risk	Name	✓	
	Contact details	✓	
	Date of birth or age		✓
	Gender	✓	
	Other information: ethnicity, religion, etc.		✓
	Details of risk (e.g. disabled physically?)	✓	
	Details of any communication issues		✓
	Details of any capacity issues in relation to making decisions relating to the alleged abuse		✓
	Whether they know that a Safeguarding Adults referral is being made and the reasoning for that action	✓	
	Details regarding their view on what action, if any, they wish to be taken		✓

The Alleged Abuser	Name		✓
	Contact details		✓
	Date of birth/age		✓
	Whether or not they work in a care home		✓
The Alleged Abuse	The nature of the abuse (e.g. physical, sexual, financial, neglect, etc.)	✓	
	When the incident/s happened	✓	
	Where the incident/s happened, including address and other contact details	✓	
	If anyone else was involved in this incident/s		✓
	If anyone witnessed the incident/s		✓
	If there have been previous concerns regarding the alleged abused in the past (please include details if known)		✓
	What, if any, actions have been taken to assist the adult at risk to minimise the risk to the adult's safety. (e.g. if this incident/s occurred at a care home, is there a new risk assessment and action plan in place?)	✓	

## **8. Confidentiality**

Privacy and confidentiality should be respected where possible, but if doing this leaves a child or young person or adult at risk of harm then the child's or adult at risk's safety must come first.

The right of a child or adult at risk to protection takes precedence over his/her right to confidentiality. If a member of Trust staff believes a child or adult at risk has been abused or is at risk of abuse, it must be reported. It is important to observe confidentiality within the Trust.

Norfolk and Norwich Festival Trust will ensure:

- confidentiality concerning the names of children and young people, adults or staff members about whom there are concerns or who have breached the Code of Conduct (page 5).
- any paper records obtained by Norfolk and Norwich Festival Trust will be stored in a central, lockable cabinet. (The government recommends that records should be kept for 6 years and then destroyed.)
- any electronic records will be password protected in compliance with Norfolk and Norwich Festival Trust's Data Protection Policy and the Data Protection Act 1998 and General Data Protection Regulations 2018. Both paper and electronic files will only be accessible to the Designated Safeguarding Lead and Alternate and Executive Director.

## **9 Offsite Working**

If a child, young person or adult at risk safeguarding issue arises whilst delivering work in another organisation or school, the Norfolk and Norwich Festival Trust will defer to the organisation's/school's child or adult safeguarding policy.

Any incidents, concerns or disclosures should be reported to the organisation's/school's named/designated safeguarding person in addition to the Trust's Designated Safeguarding Officer. Any referrals made through a school which involve the Trust or a member of the Trust's staff must be fed back to the Designated Safeguarding Lead or Alternate from the school and the CADS team, to ensure that everything has been done to safeguard the young person involved. Secure records must be kept of any action taken.

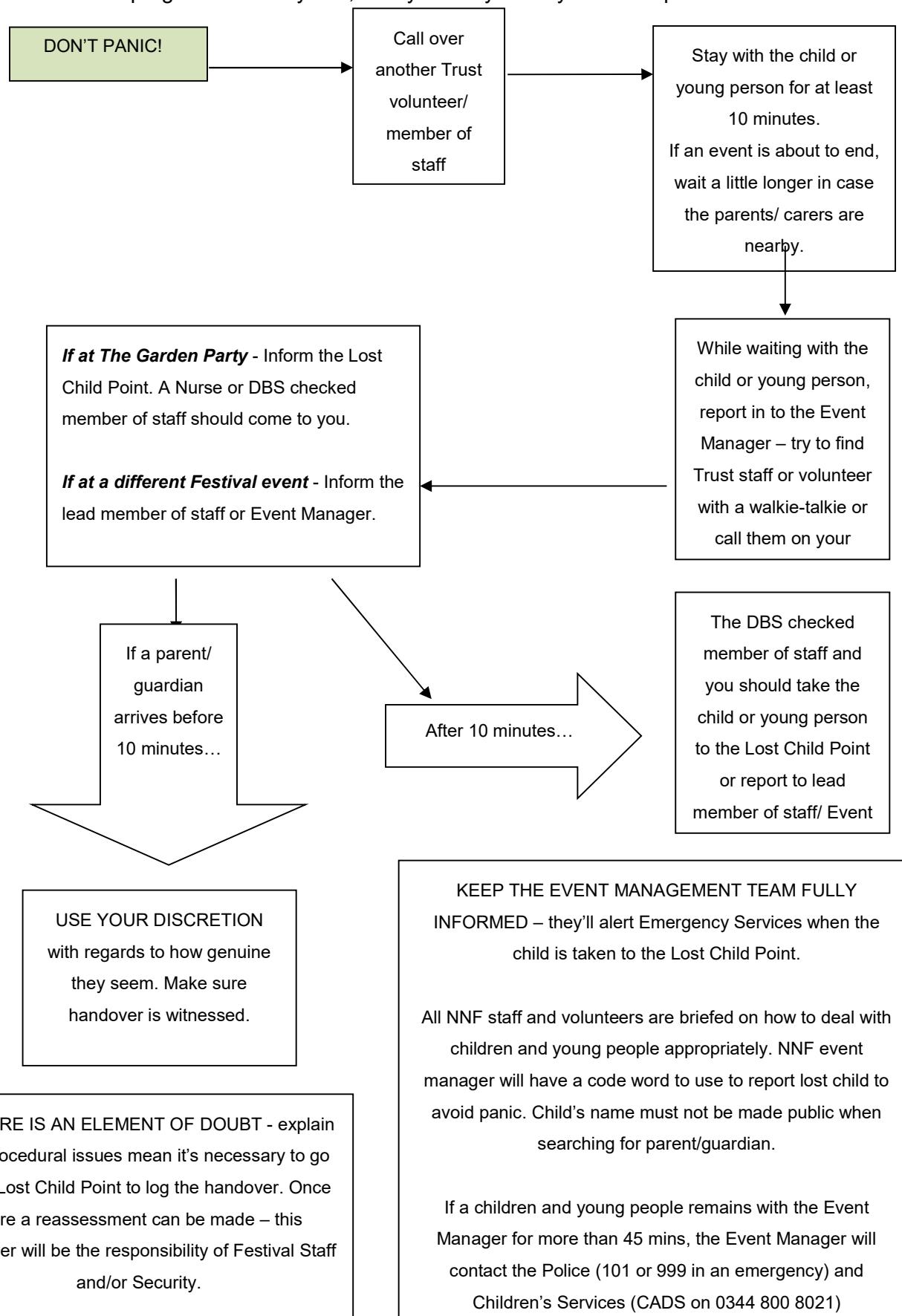
**If a Norfolk and Norwich Festival Trust staff member or volunteer is ever in doubt, contact the Designated Safeguarding Leads who can offer advice.**

<b>Designated Safeguarding Officer</b>	<b>Alternative Safeguarding Officer</b>
Sarah Witcomb Creative Learning Manager T: 01603 878286 E: <a href="mailto:sarah.witcomb@nnfestival.org.uk">sarah.witcomb@nnfestival.org.uk</a>	Michael Corley Head of Festival Bridge and Head of Creative Engagement T: 01603 878285 E: <a href="mailto:michael.corley@nnfestival.org.uk">michael.corley@nnfestival.org.uk</a>

For more information about how to report concerns, please see Sections 5 and 6

## 10 Lost child procedures

When working with children or young people on a project or at an event and a child is found and assessed as lost, please follow the procedure flow chart below for guidance. A Lost Child Point will be set up for any weekend daytime Festival event (e.g. The Garden Party) when a full programme of daytime, family-friendly activity will be in place.



## **11 Risk Assessments**

Norfolk and Norwich Festival will create risk assessments for events specific to children and young people and adults at risk with necessary care and attention. When planning larger scale engagement opportunities for children and young people and adults at risk, a safeguarding considered risk assessment will be completed in detail and discussed with the Head of Production and Programme at early planning stages.

Please consult the Health and Safety Policy where guidance on risk assessments and templates can be found.

## **12 Recruitment**

### **12.1. Disclosure Barring Service (DBS) Checks**

- An Enhanced DBS check is always required for staff working in Regulated Activity with children and young people or adults at risk staff should not be working with children and young people or adults at risk until a satisfactory DBS has been received.
- Regulated Activity is defined as:
  - unsupervised activities: teaching, training, instructing, caring for or supervising CYP; providing advice / guidance on well-being, or driving a vehicle only for CYP
  - working for a limited range of establishments (specified places), with opportunity for contact. For example schools, children and young people's homes, childcare premises (but not work by supervised volunteers)
  - activity is only defined as Regulated if done regularly. In this context, regular means carried out by the same person frequently (once a week or more), or on 4 or more days in a 30-day period (or in some cases, overnight)
- In general, the work the Trust carries out will be unregulated and infrequent, therefore on most occasions a DBS check will not be required. However, this will be assessed on a project-by-project basis.
- If the Trust knows that a position that it has recruited for involves Regulated Activity with children and young people and adults at risk, then the Trust must receive a satisfactory DBS before engaging in Regulated Activity with children and young people and/or adults at risk.
- If a DBS check is required for a new member of staff who will have direct access to children and young people or adults at risk as part of their job role, the Trust will check their references from their most recent employers and carry out an Enhanced Disclosure check before working with any children and young people and/or adults at risk, which the Trust will pay for and facilitate, through our partners at Momentum
- After the Trust carries out a DBS check it will direct new staff to the opportunity to add the completed DBS to the online DBS Update Service, allowing future employers or partners/schools to check DBS status with permission.

- If a new member of staff has already registered a completed DBS Check to the DBS Update Service, the Trust will ask for details and permission to check status online, rather than carry out a new DBS check in-house. If the Trust is not satisfied with the content or lack of information given by the online DBS Update Service it may decide that a DBS check is necessary to be carried out in-house. This will be decided upon on a case-by-case basis.
- If a new member of staff is due to work with children and young people or adults at risk and refuses to complete a DBS check or provide the Trust with the details of a completed DBS Update Service account, then the Trust will rescind any offer of employment, paid or unpaid.
- Any full time, freelance staff, Trustees and volunteers who will have direct frequent and intensive contact with children and young people and/or adults at risk will complete 'An Introduction to Child Protection Training' course delivered by NCSP's Safer Programme.
- As part of the Trust's staff induction process, it will provide an induction briefing on safeguarding children and young people and adults at risk, explaining children and young people and adult safeguarding policies and procedures. This will be carried out with all relevant staff before embarking upon any work with any children and young people or adults at risk.
- When contracting creative practitioners and other external partners on behalf of a school/community group etc., it will be the Trust's responsibility to check references from their most recent employers and carry out Enhanced DBS checks. If there is a problem with an external partner's Disclosure (e.g., it has not arrived before the start of the project) the Trust will discuss this with the school/community group contact and jointly decide the best course of action.

## **12.2. Safeguarding Training**

If a role for the Trust requires additional Safeguarding training the Designated Safeguarding Officers will notify staff of the type of training and when they will need to carry it out. All staff will attend a briefing session with the Designated Safeguarding Lead.

Example of the training required is:

- for lone working with children and young people or working in regulated activity with children and young people NSCP Introduction to Child Protection training is required in addition to a Enhanced DBS with barred lists.
- for those who are not working on a 1-1 basis, but still coming into contact or have the potential of coming into contact with children and young people will be required to carry out NSCP Introduction to Child Protection training (for example volunteers, event managers or box office staff). Some may require a Basic DBS check, depending on the role.

- all other members of staff will be required to attend a briefing session with the Designated Safeguarding Lead, regardless of their role.

### **12.3 Recruitment processes**

Norfolk and Norwich Festival Trust will advertise all positions internally as well as externally where appropriate. The recruitment method will be detailed in the advert and internal applicants should inform their line manager of their intention to apply.

Candidates will be shortlisted and the interviewing processes will be conducted fairly, objectively and without unlawful bias. Person and job specifications will be limited to those requirements necessary for the effective performance of the position concerned.

Safeguarding qualifications of staff must be checked and originals seen before appointment.

#### **12.3.1 Job and role descriptions and safeguarding**

The Trust carefully considers the tasks to be undertaken and the skills necessary for the job or voluntary position when drawing up job and role descriptions. All job descriptions contain reference to our safeguarding policies and procedures and include the standard clause that staff are required to: adhere to Norfolk & Norwich Festival's employment policies and procedures with particular reference to Safeguarding Children and Adults at Risk, Equal Opportunities and Health and Safety.

Where relevant job descriptions specify if a Disclosure and Barring Service check is required, and then subsequently contracts for these roles will specify that these are conditional on a satisfactory DBS check. When the results of the DBS check and all other recruitment checks have been completed and when the Trust is satisfied that the applicant is suitable for the role the member of staff will be allowed to have contact with children and young people and/or adults at risk. All applicants will be required to complete an application form.

In instances where the post advertised is not identified as being exempt from the Rehabilitation of Offenders Act (1974), applicants are asked to declare if they have ever been convicted of a criminal offence which is not 'spent' with further details to be provided to the General Manager who will consider these to assess whether applicant(s) are suitable for the position applied for.

#### **12.3.2 Publicising vacancies**

Vacancies are publicised widely through a combination of paid and unpaid advertising media, through social media and appropriate networks. Job application packs are available to download from the Festival website.

#### **12.3.3 Written applications**

Written applications are required, either through the application form or by providing a CV and covering letter. This will include candidates providing personal details, past and current work as well as volunteering experience.

#### **12.3.4 Selection criteria**

Candidates are shortlisted against the essential and desirable criteria in the job description by at least two members of staff to determine the final shortlist for interview.

#### **12.3.5 Interviews**

Candidates are invited for interview by a panel of at least two people. Most interviews are face to face, using Skype or equivalent platforms when meeting in person is not possible. Where it is relevant to the post interest and motivation in working with children and young people is explored, alongside experience of similar roles.

#### **12.3.6 Right to work and identity check**

Candidates are asked to present a passport or other qualifying documents at interview to prove their identity and right to work in the UK.

#### **12.3.7 References**

Two references are taken up on successful candidates, either by telephone then recorded in writing on the file or in writing.

#### **12.3.8 Induction**

All new staff receive an induction and a briefing about safeguarding relevant to their role. Everyone is asked to sign a declaration form to confirm that they have received, understood and agree to abide by the Trust's Safeguarding Policy.

## **13 Online safety**

Young people are spending increasing amounts of time online, as demonstrated in Ofcom's media use and attitudes report;

'Youtube is becoming the viewing platform of choice, with rising popularity particularly among 8-11s... Online gaming is increasingly popular, three-quarters of 5-15s who play games do so online....18% of 8-11s and 69% of 12-15s have a social media profile and 93% of 8-11s go online for around 13.5 hours per week and 99% of 12-15s go online for around 20.5 hours per week'— *Children and parents: media use and attitudes report*, Ofcom, 2018.

As our digital work and digital presence increases, it is important that we consider safeguarding children and young people and vulnerable adults in our online activity and when they may be online. As this is an ever-evolving area if there is any lack of clarity about online safety, please consult with the Designated Safeguarding Lead or Alternate for advice.

### **13.1 Mandatory policies and training for staff**

#### **13.1.1 Training and induction**

All staff will be made aware that safeguarding includes appropriate consideration of online activity. As and when legislation and national policies are updated the briefings will also be updated. This policy will be regularly reviewed by the Designated Safeguarding Lead and training needs audited annually.

#### **13.1.2 Reporting and monitoring**

All staff will be made aware of mechanisms to report any concerns about online safety to the Designated Safeguarding Officer. Any written reports will be saved in a password-protected file on the Trust's Y:Drive to which only the Designated Safeguarding Lead and Alternate will have access. All reports will be reviewed promptly by the Designated Safeguarding Lead and the Alternate Safeguarding Lead, and policies and procedures will be adapted accordingly.

#### **13.1.3 Digital interaction with children and young people and adults at risk**

Any communication between Norfolk and Norwich Festival Trust staff with children and young people and adults at risk shall be professional in tone, content and intention. Communication/digital interaction shall only occur via the Trust's official channels.

#### **13.1.4 Appropriate digital sharing of content and images**

The Trust will ensure frequent moderation of shared digital content of children and young people and adults at risk. Images and videos of children and young people and adults at risk can only be shared and captured via the Trust's official platforms, in accordance with the Acceptable Use Policy. All images and videos will be captured in accordance with the Trust's Image Consent Policy and in line with the Trust's Acceptable Use Policy. All appropriate permissions must be sought before disclosing any information digital or otherwise about a project/ programme/ rehearsal.

### **13.2 Mandatory procedures for children and young people and adults at risk**

A proportionate level of online safety training will be provided for children and young people and adults at risk when involved in a project with a digital element.

Children and young people and adults at risk are required to adhere to an Acceptable Use Policy. Depending on scope of project, CYP and adults at risk will input into the creation of the Acceptable Use Policy. (*The trust consulted with E-Safety Mark Assessor for UK's Safe Internet Centre Julia Lawrence on 28/03/2017 for Section 12*).

## 14 Image consent forms

In order to comply with the Data Protection Act 2018 the Trust will first gain the permission of parents or carers, when taking or use images/videos of children or young people or adults at risk participating in Norfolk and Norwich Festival Trust projects.

When capturing anyone we will gain consent with the following terms:

- We will gain consent to taking, recording, storing, reproducing and using any images (still or film) of the named subject, which could be used in marketing materials, press releases and/or educational materials. These materials might include, but are not limited to, printed or electronic publications, presentations, web sites or other electronic communications such as an online blogs or social media.
- If an adult is signing on behalf of a child/ young person/ adult at risk we will confirm that we have obtained the consent of the parent, carer or person with responsibility for any children, young people or adults at risk who appear in the image(s) and film(s). We will confirm that we have been made aware (on the day of the event) of any children, young people or adults at risk who do not have photo consent.
- We will notify the parent, school, organisation, children, young people or adults at risk participating in the assignment, that the people whose images appear in the photograph(s) or film(s) have no rights of ownership, copyright or other interest in the photograph(s) or film(s) produced from this assignment.

NNF and any project partners listed in the consent form will;

- Store a copy of the image(s)/recording for 3 year, securely with Norfolk & Norwich Festival Trust from the date on consent form, after which consent will automatically expire and we will not re-use any images for publicity purposes, but may keep them for archive and reporting purposes.
- Not include details or full names (first name and last name together) of the person without good reason when using the image(s), without requesting further consent
- Not use images of people who are inappropriately dressed
- Not be under any obligation to use the image(s) produced

We will be clear in advertising where our Privacy Policy can be viewed:

[nnfestival.org.uk/privacy-policy](http://nnfestival.org.uk/privacy-policy)

### 14.1 Image permissions for photography and videography for projects in schools or institutions

In schools, the Trust will ask the Headteacher to sign a form to declare that it has obtained the correct permissions.

In particular the Trust:

- will not use names in image/video captions. If a nametag is visible in the image/video, the Trust will not use the image/video or make it unreadable.
- will only use images of children or young people or adults at risk in suitable clothing to reduce the risk of inappropriate use.
- will not use images accompanied by personal information as it could be used to learn more about a child prior to grooming them for abuse.
- will provide written expectations to photographers/press.
- will not allow photographers unsupervised access to CYP/adults at risk.
- will not approve photography sessions outside of a Trust event.
- will store images/recordings of children or young people or adults at risk securely outlined in the Data Protection Policy.
- will list on the image consent any partners that the images will be shared with.

When requesting permission for usage of an image/video the Trust will indicate what purpose(s) they are to be used for and will state that Trust intends to store and use any image(s)/video(s) on file for future publications with the Trust. If the Trust seeks permission for anything other than a single usage it will ensure that the Image Consent Form specifies the variety of different media to be used, for example, printed publications, presentations, banners, social media and other marketing materials.

In accepting schools' declarations that they have sought and gained permission, the Trust will be aware that a school cannot grant usage that contradicts that which they have gained from parents and carers. If the Trust wishes to use the images/videos in ways that are not covered by the school's original consent form, the Headteacher will need to get further permission from parents and carers before granting this usage.

#### **14.2 Photography and videography permissions for public and private performances**

The Trust will use signage at all performances with a photographer or videographer present to make sure that all children or young people or adults at risk and their responsible adult/carer are aware that their picture/image might be taken and used in the future by the Trust.

All Trust staff will be briefed before events and performances that have a photographer/videographer present, in the event that an audience member declines from their picture/image being taken or used by Trust. The audience member should then be pointed out by the Festival staff to the photographer/videographer, and no longer photographed/filmed.

The Trust may ask for verbal permission for any close up picture or video of children or young people or adults at risk. The Trust will make sure that both the children or young people or adults at risk and responsible adults or carers present is notified and asked permission to be photographed or filmed. The purposes of the photography should be explained to the child young person or adult at risk according to their age, development and understanding and to the parent/carer. A child or young person or adult at risk must not be

photographed/filmed if they do not wish to be or if their parent/carer does not wish them to be. (Source: *Developing a photography policy*, NSPCC, 2017)

We will not photograph or film any known looked after children, and try our upmost to identify looked after children when entering a project/piece of work.

#### **14.3 Norfolk and Norwich Festival Trust websites and social media**

The Trust will consider carefully the implications of putting images of children and young people and adults at risk on its website, other websites and social media, and ensure that the school and parents or carers are aware of, and have thought about, the potential consequences of digital use. All pictures should not identify any child, young person or adult at risk or give any details that could lead them to be identified through the pictures, such as a school sign or name.

## **15 Types of Abuse relevant to children and young people**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or child or young person.

*Working Together to Safeguard Children, 2018. HM Government:*

### **15.1 Physical abuse**

Physical abuse 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.

### **15.2 Emotional abuse**

Emotional abuse can be 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 or young people. 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 or young people frequently to feel frightened or in danger, or the exploitation or corruption of children or young people. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **15.3 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.

### **15.4 Neglect**

Neglect is 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 because 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 care-givers)
- ensure access to appropriate medical care or treatment.

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

## **16 Types of abuse specific to adults at risk**

The following is taken from Care Act 2014 – updated February 2017 (This document can be provided in full by the Designated Safeguarding Lead).

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. It can happen to both men and women.

### **16.1 Physical abuse**

Physical abuse includes: assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.

### **16.2 Domestic violence**

Domestic violence includes: psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

### **16.3 Sexual abuse**

Sexual abuse includes: rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.

### **16.4 Psychological abuse**

Psychological abuse includes: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks

### **16.5 Financial or material abuse**

Financial or material abuse includes: theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits

### **16.6 Modern slavery**

Modern slavery encompasses: slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal

to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. (Read ‘Modern Slavery: How the UK is Leading the Fight’ for further information.)

### **16.7 Discriminatory abuse**

**Discriminatory abuse including:** harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, or religion. (Read ‘Discrimination: Your Rights’ for further information.)

### **16.8 Organisational abuse**

Organisational abuse including: neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

### **16.9 Neglect and acts of omission**

Neglect and acts of omission including: ignoring medical advice, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

### **16.10 Self-neglect**

Self-neglect covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a safeguarding adult enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. Incidents of abuse may be one-off or multiple, and affect one person or more. Repeated Instances of poor care may be an indication of problems that are more serious and of what NNF now describe as organisational abuse.

## **17 Dissemination of information about safeguarding children and young people and adults at risk**

<b>ACTION</b>	<b>WHO</b>	<b>WHEN</b>
Induction of new staff	<b>Sarah Witcomb</b> (Creative Learning Manager)	Ongoing as necessary
Refresh training for Trust office staff – staff to sign to say they have read the reviewed policy	<b>Sarah Witcomb and Michael Corley</b> (Head of Bridge)	April 2021
Child and Adults at Risk Safeguarding procedure briefing for volunteers	<b>Sarah Witcomb</b>	April/May 2021
Child and Adults at Risk Safeguarding Policy to be included in Volunteer Handbook	<b>Sarah Witcomb and Sophie Chapman-Smith (Volunteers Officer)</b>	May 2021
Continue to check for updates regarding DBS changes	<b>Sarah Witcomb and Michael Corley</b>	Ongoing 2020/21
Annually review policy and any actions taken.	<b>Sarah Witcomb, Michael Corley, representative from Norfolk Safeguarding Childrens Partnership, representative from Norfolk Safeguarding Adults Board and appropriate assigned NNF Lead Trustee for Safeguarding</b>	December 2021

## **18 Appendix:**

### **Neighbouring areas**

Safeguarding is dealt with by the Local Authority of the individual's home address not at the point where the incident took place or was reported. We will endeavour to report to the relevant authority. We have included neighbour authority contact details as follows:

#### **Suffolk**

**Children and Young People:** If you would like to discuss whether or not a referral is required, please call the Professional Consultation Line on **03456 061 499** to speak with a MASH social worker.

**Please note:** From Monday 12 November 2018 the Multi-Agency Referral Form (MARF) **must** be completed and submitted using the new secure Suffolk Children and Young People's Portal:

#### **Local Authority Designated Officer (LADO) Referrals**

Local Authority Designated Officers can be contacted via email on LADO@suffolk.gov.uk or using the LADO central telephone number **0300 123 2044**, for allegations against all staff and volunteers.

#### **Adults:**

If you would like to discuss whether or not a referral is required, call the Professional Consultation Line on **03456 061 499** to speak with a MASH social worker.

**Please note:** From Monday 12th November 2018, if you have a concern about an adult and wish to make a safeguarding referral you will need to use the new Suffolk County Council Adult Care Portal. The first time you complete a form you will be asked to create a new portal account. It's quick and easy to register for an account, and means the information you send to us is secure.

#### **Peterborough**

For concerns about children and young people call 01733 864170 and for out of hours (5pm – 9am), please contact the Emergency Duty Team on 01733 234724. Children's Social Care MASH – 01733 864170 or 01733 864180 (Mon – Fri 9am to 5pm) or Early Help Helpline – 01733 863649

**If there are any concerns for the safety of any children:** these must be referred to children's MASH <http://safeguardingcambspeterborough.org.uk/children-board/reporting-concerns/>

For concerns about adults the concern must be reported to the relevant Multi-Agency Safeguarding Hub (MASH) by telephone, secure email or fax using the Safeguarding Adults Referral Form. Professionals should also inform their line manager or their agency's safeguarding manager and follow their agency's procedures. Peterborough Customer Services – 01733 747474 (9am to 5pm Monday to Friday) or email: [adultsocialcare@peterborough.gcsx.gov.uk](mailto:adultsocialcare@peterborough.gcsx.gov.uk)

**In an emergency, outside office hours:** If someone is in danger and unable to protect themselves or cannot remain in the community without immediate intervention telephone: 01733 234 724

### **Cambridgeshire**

For concerns about children and young people in Cambridgeshire call 0345 045 5203 or Customer Services (8am to 6pm Monday to Friday, 9am to 1pm on Saturday) Telephone: 0345 045 5202,

For concerns about adults email: [referral.centre-adults@cambridgeshire.gov.uk](mailto:referral.centre-adults@cambridgeshire.gov.uk) or [gcsx.referralcentreadults@cambridgeshire.gcsx.gov.uk](mailto:gcsx.referralcentreadults@cambridgeshire.gcsx.gov.uk), Minicom: 01480 376 743, Text: 07765 898 732

### **Lincolnshire**

For concerns about children and young people contact Children Services Customer Service Centre (CSC) on 01522 782111. If it is outside normal office hours you can contact the Emergency Duty Team (EDT) on 01522 782333

If you believe a child or young adult under the age of 18 years might be suffering, or is likely to suffer significant harm (including any mistreatment or abuse), contact the Children Services CSC on 01522 782111. If it is outside normal office hours you can contact the Emergency Duty Team on 01522 782333.

For concerns about adults, if you're worried about an adult and think they may be a victim of neglect, abuse or cruelty, please call the Customer Service Centre (CSC) on 01522 782155. Outside office hours contact the Emergency Duty Team on 01522 782333.

If you are concerned that you or someone you know is experiencing Domestic Abuse and you want advice or support contact EDAN Lincs:

- Telephone: 01522 510041
- Email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)
- Web: <https://edanlincs.org.uk/>