



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

Reviewed February 2025 by  
Brenda Seymour, General Manager and David Stothard, Festival Connect & Create Senior Manager

Reviewed and Signed off by Norfolk SAFER Team 13 March 2025

**Next review February 2026**

## Contacts and Roles

Role	Name and Contact Details	Responsibility
Designated Safeguarding Person (DSP)	David Stothard Festival Connect & Create Senior Manager 01603 877750 (from 9am to 5.30pm) David.Stothard@nnfestival.org.uk	<ul style="list-style-type: none"> <li>Monitoring and recording concerns</li> <li>Discussing with and making referrals to Children's Services and Adult Social Care.</li> <li>Arranging awareness training for NNF staff.</li> <li>Ensuring partner organisations NNF works with or who are working on NNF's behalf have the correct safeguarding policies in place and have read and understood NNF's safeguarding policy.</li> </ul>
Deputy Designated Safeguarding Person (DDSP)	Alex Anslow Festival Connect & Create Senior Producer 01603 877750 (from 9am to 5.30pm) Alex.Anslow@nnfestival.org.uk	<ul style="list-style-type: none"> <li>Referral of safeguarding concerns in the absence of the DSP.</li> </ul>
Executive Lead	Brenda Seymour General Manager 01603 877750 (from 9am to 5.30pm)	<ul style="list-style-type: none"> <li>Provide support to DSP and deputy to review safeguarding policy and procedures.</li> <li>Inform Board of Trustees of any safeguarding incidents.</li> </ul>
Lead Trustee for Safeguarding	Corrienne Peasgood Contact: via Sava Radulovic 01603 877750 (from 9am to 5.30pm)	<ul style="list-style-type: none"> <li>Leads on concerns over policy or procedures and complaints about DSP and DDSP.</li> </ul>
Local Authority Designated Officer (LADO)	LADO@norfolk.gov.uk For neighboring counties see appendix	<ul style="list-style-type: none"> <li>Oversees and manages all allegations and concerns in respect to adults who work with CYP.</li> </ul>
The Children's Advice and Duty Service (CADS)	0344 800 8021 (Norfolk) For neighboring counties see chapter 21	<ul style="list-style-type: none"> <li>Provides advice and support to professionals, family members and public concerned about a child's safety or welfare.</li> <li>Receives calls from DSPs with concerns that a child is experiencing or likely to suffer significant harm.</li> </ul>
<p>If the DSP's cannot be contacted, anyone with a safeguarding concern about a <b>child</b> can contact The Children's Advice and Duty Service (CADS):</p> <ul style="list-style-type: none"> <li>A staff member or volunteer can call (0344 800 8021)</li> <li>A member of the public or parent can call (0344 800 8020).</li> </ul> <p>Or if you are suspicious or concerned about an <b>adult's</b> safety, call Norfolk Adult Social Services on 0344 800 8020.</p> <p>For neighboring counties see chapter 21.</p>		

**If someone is in immediate danger or risk, or a crime has been committed call the emergency services on 999.**

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Registered in England: 09896066  
VAT Registration No. 230 8577 07

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## 1. Organisation statement

Norfolk & Norwich Festival (NNF) shares exceptional arts experiences across East Anglia. Through our two main activities – the Festival and Festival Connect & Create – we lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk each May. 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.

Festival Connect & Create (FC&C) activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. FC&C is a year-round initiative across East Anglia (Norfolk, Suffolk, Cambridgeshire and Peterborough).

## 2. Policy Statement

This policy exists to enable all Norfolk & Norwich Festival (NNF) staff to work with and around children and young people and adults at risk whilst being confident in safeguarding them from harm. It is vital that all NNF staff are aware of the safety of children and young people and adults at risk involved in our activities. NNF believes all children and young people and adults at risk have the right to be treated with respect and dignity. NNF enables all staff to make informed and confident decisions regarding safeguarding issues and takes all concerns and allegations of abuse seriously.

NNF expects all staff to have read, understood and to adhere to this policy and procedures. Staff may be required to read additional partner organisation policies and procedures as there may be times when a partner organisation's policy and procedures provide greater protection for children and adults at risk, e.g. a school or care setting. Therefore, their policy takes precedence.

NNF will ensure 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 Safeguarding Person for advice.

NNF understands the importance of effective safeguarding arrangements for children and young people - 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 person/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 2023)*

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

- Empowerment – People are 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.

We will communicate this policy:

- through staff inductions into the organisation,
- through training staff working delivering activities to or with children and young people or adults at risk,
- by uploading a copy on to our website,
- by displaying a summary on the office wall.

This document gives guidelines for good practice, and we are committed to reviewing this policy annually.

### 3. Definitions

#### **Children/Child**

Within this policy, a child is anyone under the age of 18.

*(Working Together to Safeguard Children 2023, The Children Act 1989 and Safeguarding and Vulnerable Groups Act 2006)*

Norfolk & Norwich Festival Trust recognises that there may be additional needs associated for children with protected characteristics as defined by the Equality Act 2010, and/or who may be excluded from mainstream services.

#### **Adults at risk**

Within this policy adults experiencing or at risk of abuse or neglect, sometimes referred to as vulnerable adults shall 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)

#### **Norfolk & Norwich Festival Staff**

Within this policy the term 'staff' is used to describe anybody working on behalf of the Norfolk & Norwich Festival Trust (NNF), in either a paid or an unpaid capacity. This includes:

- permanent staff
- temporary/freelance staff
- artists
- event assistants
- festival crew
- volunteers
- trustees
- anybody working on behalf of NNF

#### **NNF**

Norfolk & Norwich Festival Trust, Guildhall, Gaol Hill, Norwich, NR2 1JS, referred to hereafter as NNF.

#### **Safeguarding**

Safeguarding is the process of protecting people's health, wellbeing, and human rights, and ensuring they are free from abuse, neglect, and harm. Safeguarding is important for people who are particularly vulnerable, such as:

- Children
- Young people
- Adults with learning difficulties or disabilities
- Adults receiving care
- Elderly people
- People with mental health needs
- People with long-term illnesses or conditions
- People who misuse substances or alcohol

- Carers who are subject to abuse

Safeguarding involves people and organisations working together to prevent and stop abuse or neglect. It also involves considering the views, feelings, wishes, and beliefs of the person being protected.

### **Child Abuse**

Child abuse is a form of maltreatment of a child.

- Somebody may abuse or neglect a child by inflicting harm, or by failing to prevent harm.
- Children may be abused in a family or in an institutional or community setting 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.

See section 16 for types of child abuse.

### **Child Protection**

Child protection is part of safeguarding and promoting welfare. It is activity undertaken to protect specific children who are suffering, or who are at risk of, significant harm.

### **Vulnerable Adult / Adult at Risk Abuse**

Is any incident of threatening, coercive, violent, or abusive behaviour.

See section 17 for types of vulnerable adult abuse.

### **Disclosure**

This is when an individual shares or starts to share their experiences of abuse with others.

### **Suspicious and Concerns**

This is when a member of staff witnesses something that gives them concern that a child or adult at risk may be at risk of abuse.

### **Allegations**

This is when a person of trust has acted in a way that may be harmful to a child or an adult at risk.

## 4. Code of conduct and behaviour

NNF is committed to ensuring partners and participants have an enriching, positive and beneficial experience through engagement in our activities. We believe all partners and participants have a right to feel safe while taking part in projects, programmes and activities facilitated by NNF.

NNF 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

When working with or around children and young people and adults at risk all NNF staff should follow the code of conduct set out below to protect the welfare of children and young people and adults at risk, and to protect NNF staff from allegations of misconduct.

### 4.1 Code of Conduct

- 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 own devices (e.g., personal mobile phones, cameras or other electronic devices with imaging and sharing capabilities, inc. smart watches) to take pictures or audio/visual recordings of children/young people or adults at risk



- 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/young people or adults at risk on social media platforms
- 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 the designated person or online here <https://norfolklscp.org.uk/about/policies-procedures/safer-workforce/82-safer-working-practice-supervision-and-culture>
- Speak to the Designated Safeguarding Person with any concerns involving a child or an adult at risk.

## 5. Roles & Responsibilities

Voluntary, charity and private sector organisations play an important role in safeguarding through the services they deliver.

- In England it is required by law that those who work with children have to keep them safe.
- All practitioners working in these organisations who are working with children and their families are subject to the same safeguarding responsibilities, whether paid or volunteer.

### 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.*

### All Staff

Through the application of this policy NNF will ensure all staff:

- Are in receipt of the policy and accompanying code of conduct and that it is adhered to at all times.
- Receive a safeguarding induction/training appropriate to the level of engagement with children and young people/adults at risk, as determined by the DSP or Executive Lead.
- Know how to raise a concern about a child or an adult at risk, or about the behaviour of an adult.
- Know how to respond to a disclosure made to them by a child or adult at risk.
- Ensure that contracted staff are DBS checked at the appropriate level where required.
- Consider safeguarding when creating any risk assessments.

### Board of Trustees

All charities have a responsibility to ensure they don’t cause harm to anyone who has contact with them. Charities working with children or adults at risk have extra responsibilities. Trustees must ensure this responsibility is fulfilled by making sure the Safeguarding policy and procedures are in place, regularly updated and adhered to by those responsible for overseeing activity for and with children and young people and adults at risk.

The Board of Trustees will nominate a lead Safeguarding Trustee who will be responsible for receiving any complaints about the Designated Safeguarding Persons.

### NNF Executive Lead

The role of the Executive Lead is to:

- ensure the Safeguarding Policy is annually reviewed and adhered to by staff,
- provide support to the Designated Safeguarding Persons in the annual review of the policy,
- alert the Board of Trustees of any safeguarding incidents.

### NNF Designated Safeguarding Lead staff

Designated Safeguarding Lead staff are the people NNF 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.

The role of the safeguarding lead staff includes:

- responsibility for leading safeguarding for the organisation
- helping the rest of the organisation understand the key issues in relation to safeguarding within the arts, culture and education sectors
- being the point of contact within the organisation for staff, and being aware of local statutory safeguarding procedures and networks
- making contact with the Norfolk Safeguarding Children Partnership (NSCP) and the Norfolk Safeguarding Adults Board (NSAB)
- making safeguarding decisions about children and young people and adults at risk
- receiving and assessing children and young people and adult at risk safeguarding information from Trust staff
- liaising/consulting with schools and youth or community settings to report any disclosures or concerns that have occurred on their premises during NNF activity
- consulting with the statutory agencies to discuss any doubts or uncertainty about concerns for children and young people or adults at risk
- making 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)
- consulting with the Local Authority Designated Officer (LADO) within one day of a concern being raised
- promoting the policy to all staff and any partners
- ensuring the policy is made available to any parents/carers of any children or young people NNF work with
- carrying 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 Safeguarding Lead or NNF to decide whether abuse has taken place. It is the Designated Safeguarding Lead's role to ensure that concerns are shared and appropriate action taken.

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

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

## 6. Safeguarding Disclosures, Suspicions, Concerns, and Allegations

### **Definitions:**

#### **Disclosure**

This is when a child or adult at risk shares or starts to share their experiences of abuse with others.

#### **Suspicions and Concerns**

This is when a member of staff witnesses something that gives them concern that a child or adult at risk may be experiencing, or at risk of experiencing abuse.

#### **Allegations**

This is when a person of trust has acted in a way that may be harmful to a child or an adult at risk.

It is the duty of anyone who works with children and adults at risk (directly or indirectly) to report a disclosure of abuse.

Staff should never try to deal with a suspicion, allegation or actual incident of abuse themselves. 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 the following procedures:

## 7. Response Procedures

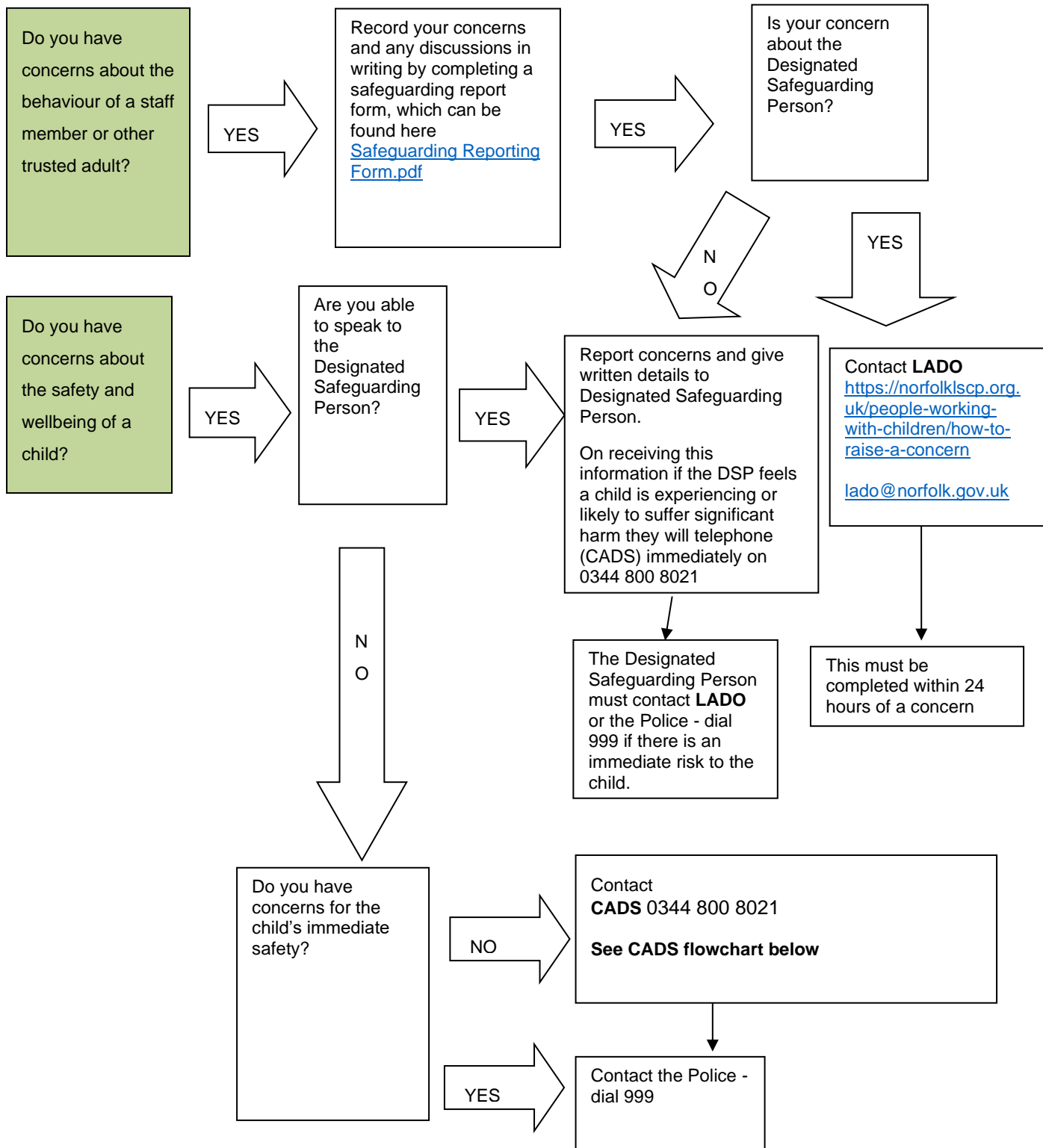
### 7.1 What to do upon suspicion or disclosure from a child or adult at risk:

If someone is in immediate danger, or a crime has been committed, dial 999 for the emergency services.

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 child / adult at risk with speech and/or hearing impairment, and/or differences in language</p> <p>Tell the child / 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 child's words as soon as possible. This should be written up using NNF's Safeguarding Report Form</p> <p>Sign, time and date (DD/MM/YYYY) the report</p> <p>Seek advice immediately from the Designated Safeguarding Person</p>	<p>Don't panic</p> <ul style="list-style-type: none"> <li>• it is extremely unlikely that the child 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 child / 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 or adult at risk to repeat a disclosure unnecessarily</p>

## 7.2 How concerns and disclosures are reported for children

All NNF staff, including DSP should follow this flowchart when reporting and escalating a concern about a child:



Do not delay, do not investigate and always seek advice.

*Please note - 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.*

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

If there is concern that a child is experiencing or likely to suffer significant harm the NNF Designated Person we will telephone (CADS) immediately on 0344 800 8021. These details relate to the Norfolk CADS team. For neighbouring County Authorities (including Suffolk, Cambridgeshire, Peterborough and Lincolnshire), please see section 21 of this document.

- When considering whether to make a referral to CADS, the NNF Designated Person will consult the CADS Flowchart below and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP).
- The NNF Designated Person will make sure we are prepared for the call.

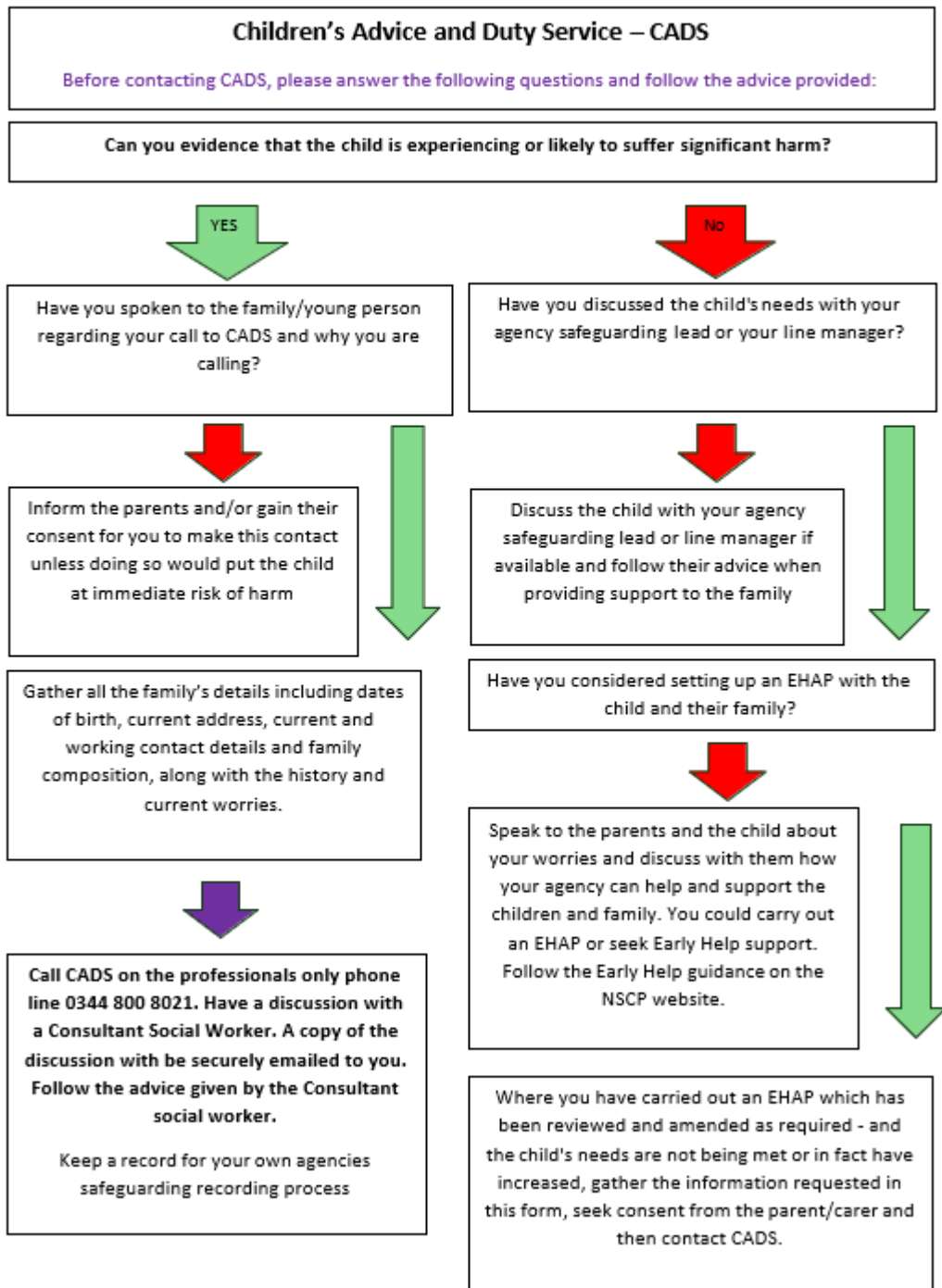
For any call raising concerns about a child, the Children's Advice and Duty Service will ask for:

- ✓ all of the details known to you/your agency about the child;
  - ✓ their family composition including siblings, and where possible extended family members and anyone important in the child's life;
  - ✓ the nature of the concern and how immediate it is;
  - ✓ any and what kind of work/support you have provided to the child or family to date.
  - ✓ They will also need to know where the child is now and whether you have informed parents/carers of your concern.
- The NNF Designated Person will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.
  - CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.
  - A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.
  - NNF will not investigate and will be led by the Local Authority and/or the Police.
  - NNF will keep written dated records of all conversations with CADS, including the dates and times of who we spoke to, the information shared and the action agreed
  - NNF understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolkscp.org.uk/>
  - Members of the public or parents can contact CADS on 0344 800 8020.

## **Children with a Social Worker**

If you have concerns about a child, who you know already has a social worker or practitioner, you should call that worker. If you do not know the worker or their contact details, then please contact Customer Services on 03444 800 8020 and they will help to make sure your call gets put through to the right person.

### 7.3 Process for the Designated Safeguarding Person to follow when reporting a concern or disclosure to CADS:





### 7.3.1 Disclosure Process when working in Schools and Community Settings

If a child/young person in a school or youth/community setting discloses information to you indicating that they may be experiencing, or at risk of experiencing abuse, you should take the following steps:

1. The supervising teacher/staff member must be made aware that there has been a disclosure, as soon as is practically possible.
2. You must inform the setting's Designated Safeguarding Lead (DSL) - or member of the safeguarding team - **before leaving the setting**. Reporting to the DSL in the setting will ensure sustainable support for that child/young person, which NNF cannot provide, due to the short-term nature of the interaction with the child/young person.
3. The actual details of the disclosure must only be shared with the DSL or member of their team, **not** the supervising teacher/staff member in the room.
4. If the DSL is not on site, you should ask what procedure the setting takes when this is the case and follow it accordingly.
5. Inform NNF's DSP, David Stothard, as soon as is practically possible. This is preferably done via email: [david.stothard@nnfestival.org.uk](mailto:david.stothard@nnfestival.org.uk). However, if the situation is urgent you can contact him by phone: 07711 900521. If he is unable you should contact NNF's Deputy, Alex Anslow: [alex.anslow@nnfestival.org.uk](mailto:alex.anslow@nnfestival.org.uk).
6. Complete the Disclosure Report Form in as much detail as possible and send to David Stothard. Ideally, this should be sent **on the same day**, but **must always be received within 24-hours** of the disclosure taking place. Please do not copy other members of NNF staff into this email as it should only be read by the DSP and considered confidential. The DSP may share necessary information about the disclosure with appropriate members of NNF staff in order to ensure effective decision making about next steps. All conversations and communications will remain confidential.
7. On receiving the Safeguarding Report Form, the DSP will confirm receipt and make every effort to contact the school/setting DSL immediately. The DSP will then follow up the matter with the School, to see what action has been taken. If the DSP feels unsatisfactory action has been taken regarding the safeguarding concerns raised, they will contact The Children's Advice and Duty Service (CADS) for guidance on 0344 800 8021.
8. Once receipt has been confirmed by the DSP, you should delete any record of this from your personal devices (including any email attachments).

#### **Important:**

If the disclosure is made by the child/young person to a teacher or staff member in the presence of a member of NNF staff, it is the responsibility of the setting to report to their DSL to progress it. The workshop leader should still complete a Disclosure Report Form and forward to NNF's DSP.

#### **Cause for Concerns:**

You should follow the same process if the incident is a cause for concern rather than a disclosure. If you are reporting a cause for concern, please make this known when you send the Safeguarding Report Form.

## 7.4 Safeguarding Children – Dealing with allegations/concerns about a person in a position of trust

**Role of the Local Authority Designated Officer (LADO)** is to oversee and manage all allegations and concerns in respect to adults who work with children. The NNF Designated Safeguarding Person 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 NSCP website <https://norfolklscp.org.uk/people-working-with-children/how-to-raise-a-concern> . This must be completed within 24 hours of a concern being raised.

All communication is via email [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

Further information and the form to complete can be found here:

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

NNF's aims to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children and young people we work with. However, we recognise sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also understand allegations may be genuine and there are some adults who deliberately seek to harm or abuse children.

An allegation may relate to a person who works / volunteers with children who has:

- behaved in a way that has harmed a child, or may have harmed a child and/or;
- possibly committed a criminal offence against or related to a child and/or;
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The 4<sup>th</sup> bullet point above recognises circumstances where a member of staff or volunteer is involved in an incident outside of the workplace which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.

At NNF we recognise our responsibility to report / refer allegations or behaviours of concern and / or harm to children by adults in positions of trust known to us, but who are not employed by our organisation to the LADO service directly at [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk)

We will take all possible steps to safeguard our children and to ensure that the adults at NNF are safe to work with children. When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children and The Management of Allegations Against People Working with Children Procedure](#) are adhered to and will seek appropriate advice.

If an allegation is made or information is received about *any* adult who works or volunteers with us which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information will inform the Designated Safeguarding Person immediately. This includes concerns relating to freelance, specialist staff, students and volunteers.

Should an allegation be made against the Artistic Director and Chief Executive, this will be reported to the Designated Safeguarding Lead. If the Designated Safeguarding Lead is not contactable on that day, the information must be passed to and dealt with by the nominated safeguarding trustee.

Should an allegation be made against the Designated Safeguarding Lead, this will be reported to the Executive Lead. If the Executive Lead is not contactable on that day, the information must be passed to and dealt with by the nominated safeguarding trustee.

## **7.5 Processes for reporting safeguarding concerns about Adults at Risk**

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

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 Person, who can raise a safeguarding concern to Norfolk County Council.

To raise a safeguarding adult concern, use the checklist overleaf to ensure you have gathered adequate information then telephone 0344 800 8020 [24/7], follow the prompts to take you to the safeguarding option, then follow these steps:

- 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 raising a concern is available on the Norfolk Safeguarding Adults Board website: [Raising a concern | Norfolk Safeguarding Adults Board](#)

## Raising a Safeguarding Adults Concern: Checklist

**Tel: Norfolk Adult Social Care: 0344 800 80 20**

This checklist is to assist you to have the right information when you are raising a safeguarding adult concern. We know that it is often a stressful conversation and you may forget vital information when you make the call. Do not worry if you do not have all the information below. Concerns will always be considered when some of this information is not available.

INFORMATION TO GATHER	ESSENTIAL	DESIRABLE
Name of Alerter (you can remain anonymous; however, without access to the Alerter's contact details for further clarification, this may hinder the investigation.)		✓
Contact details of Alerter		✓
Relationship to Victim		✓
Organisation of Alerter		✓
Name (of adult at risk)	✓	
Address of Adult	✓	
Address, if different, of place of alleged abuse	✓	
Contact details of Adult at risk	✓	
Details of Category of Vulnerability (Older, frail, Mental Health, Learning Difficulties etc.)	✓	
Date of Birth or Age		✓
Gender		✓
Ethnicity		✓
Religion		✓
Capacity and understanding		✓
Communication needs (sensory loss, language, other)		✓
Name of Alleged Perpetrator		✓
Address of Alleged Perpetrator		✓
Date of birth/age of Alleged Perpetrator		✓
Details of Referral – you need to consider the following so that the person taking the referral decision can gain adequate information:		
The nature of the abuse/incident	✓	
When the incident/s happened	✓	
Where the incident/s happened	✓	
Was anyone else involved?		✓
Was the incident witnessed?		✓
Have you had previous concerns regarding this person? If so what?		✓
Does the adult at risk of abuse or neglect know you are making this referral?	✓	
What does the person want to happen?		✓
Have you done anything to assist the adult at risk at this time? (What actions have been taken?)	✓	
How do you want to be contacted in the future?	✓	

## **7.6 Safeguarding Adults - Dealing with allegations/concerns about a person in a position in trust**

A concern about the behaviour of a 'person in a position of trust' should be reported via a Safeguarding Adults Data Sharing (SADS) Referral.

NNF 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 or other adult in a position of trust, this must be reported to the Designated Safeguarding Person. The Designated Safeguarding Person will make the SADS referral.

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.

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.

More information can be found in the NSAB guidance "Allegations against people in a position of trust" (Practice guidance | Norfolk Safeguarding Adults Board):

<https://www.norfolksafeguardingadultsboard.info/protecting-adults/working-with-adults-at-risk/practice-guidance/>

## 7.7 Reporting a Serious Incident to the Charity Commission

All charities are required to report serious safeguarding incidents to the Charity Commission. The Charity Commission defines a serious Safeguarding incident as ‘an adverse event, whether actual or alleged, which results in or risks significant harm to charity beneficiaries, staff, volunteers or others who come into contact with the charity through its work’.

It is the Charity Commission’s role to ensure that trustees comply with their legal duties and that the charity manages the incident responsibly. This means the Commission will be looking for assurance that the charity has taken steps to limit the immediate impact of the incident and, where possible, prevent it from happening again. See Charity Commission guidance here: [How to report a serious incident in your charity - GOV.UK](#)

It is the responsibility of the charity trustees to decide whether an incident is significant and should be reported. More information is available here to help when considering if an incident should be reported:

[Examples table: deciding what to report](#)

[guidance on decision making](#)

At NNF all safeguarding incidents are reported to Trustees through quarterly board reporting. However, should an incident be considered of serious nature by the DSP they will inform the Safeguarding Trustee as soon as is practicably possible, ideally within 24 hours. Unless the incident involves a member of the NNF Executive, the DSP will notify the NNF Executive that a serious incident has occurred, that Trustees have been informed and that the incident has been reported to the Charity Commission. Details about the incident will only be shared on a need-to-know basis.

## 8. Making a Barring Referral to the Disclosure and Barring Service

If an allegation has been made about a member of staff, then NNF has a legal duty to make a barring referral if the following conditions are met:

### Condition 1

- you withdraw permission for a person to engage in regulated activity with children and/or vulnerable adults. Examples: dismissed, re-deployed, retired, been made redundant or retired.

### Condition 2

You think the person has carried out 1 of the following:

- engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk of harm or;
- satisfied the harm test
- received a caution for, or a conviction for, or been convicted for a relevant offence

More information on Barring Referrals can be found [online](#)

If we need guidance on making a Barring Referral, NNF's Designated Safeguarding Person will contact the [East of England DBS Outreach Advisor](#) for support.

A Barring Referral can be completed online via the DBS [website](#)

At NNF the Designated Safeguarding Lead, will have the responsibility for making a barring referral. If the allegation is made against the Designated Safeguarding Person, then the Executive Lead would make the referral.

There could be times when we might consider that we should still make a referral in the interests of safeguarding vulnerable persons even if the legal duty to refer has not been met. This could include acting on advice of the police or a safeguarding professional, or in situations where there may not be enough evidence to dismiss or remove a person from working with vulnerable groups. DBS are required by law to consider any and all information sent to them from any source. This includes information sent to them where the legal referral conditions are not met. If we do make a referral to DBS where the referral conditions are not met, we will do so in consideration of relevant employment and data protection laws.



## 9. Confidentiality and storage of files

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

NNF cannot guarantee confidentiality if there is a safeguarding concern, as we will need to share these concerns with the relevant authorities. It is an expectation that NNF will seek consent to share information first, unless to do so would place somebody at risk of harm or undermine a criminal investigation.

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 NNF.

NNF will ensure:

- Confidentiality concerning the names of children, adults at risk or staff members about whom there are concerns, or who have breached the Code of Conduct.
- Electronic records will be password protected in compliance with NNF's Data Protection Policy and the Data Protection Act 2018 and General Data Protection Regulations 2018. Documents will only be accessible to the Designated Safeguarding Persons and Executive Lead.
- We have a safeguarding reporting form, that must be filled in when any concerns are raised.
- Information about child protection concerns and referrals are to be kept in a separate child protection file for each child, rather than in one central file. The file should be started as soon as you become aware of any concern and stored on the organisation's internal server. Documents should be password protected and only accessible to NNF staff on a 'need to know' basis. When required to be shared electronically files should be encrypted. Paper records obtained by NNF will be stored in a central, lockable cabinet.
- Records are kept in line with guidance from the Norfolk Safeguarding Children Partnership and retained until a child's 25<sup>th</sup> birthday (6 years after the subject's last contact with the Local Authority) and as detailed here: [11-record-keeping-guidance v2.docx](#)

## **10. Offsite Working**

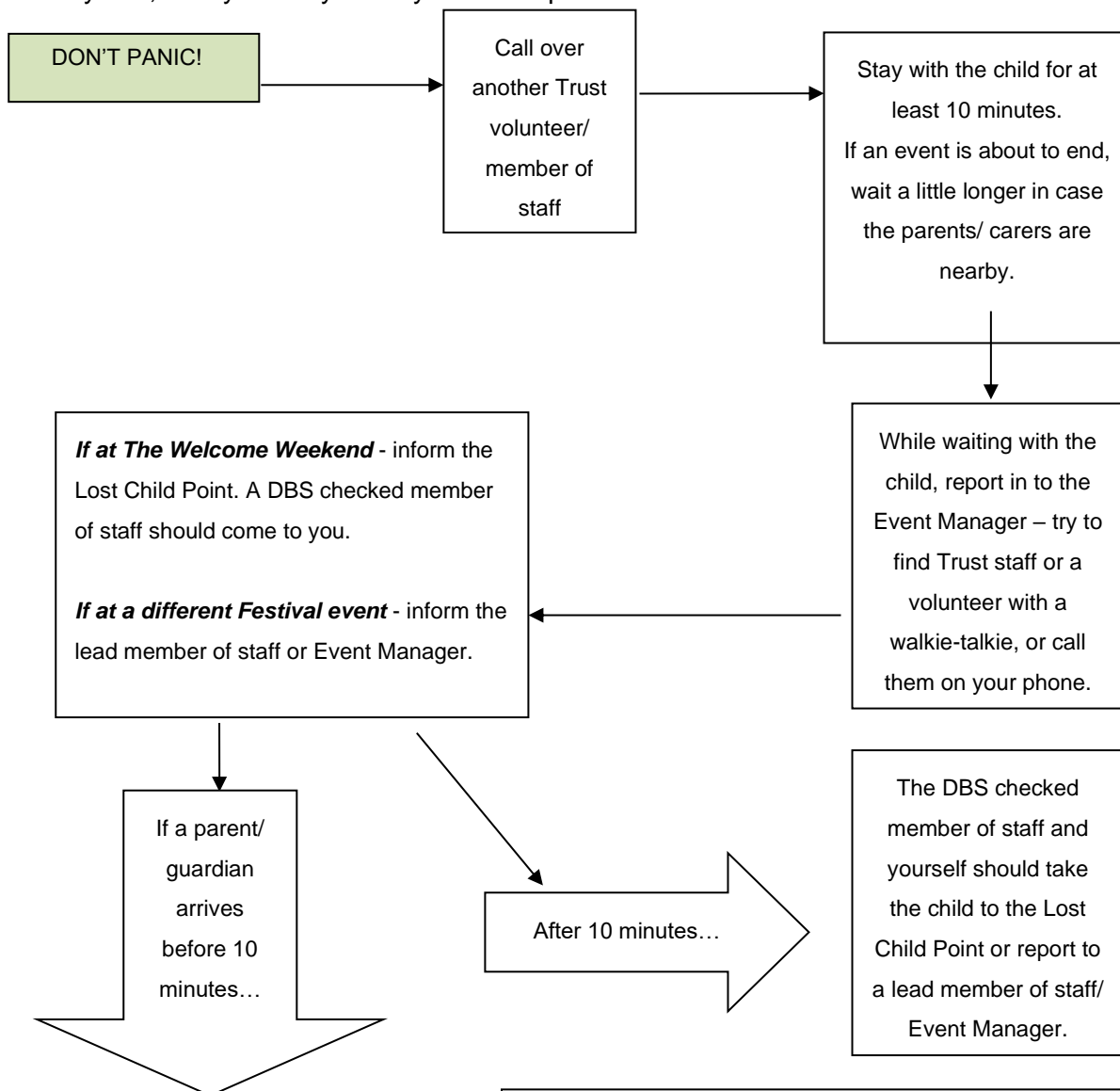
If a child or adult at risk safeguarding issue arises whilst delivering work in another organisation or setting, NNF will defer to the organisation's/setting's safeguarding policy.

Any incidents, concerns or disclosures should be reported to the organisation's/setting's Designated Safeguarding Person in addition to NNF's Designated Safeguarding Person. Any referrals made through a setting which involve NNF or a member of NNF's staff must be fed back to the Designated Safeguarding Person from the setting and the CADS team, to ensure that everything has been done to safeguard the individual involved. Secure records must be kept of any action taken.

**If a NNF staff member or volunteer is ever in doubt, contact the Designated Safeguarding Leads who can offer advice.**

## 11. 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 Welcome Weekend) when a full programme of daytime, family-friendly activity will be in place.



**KEEP THE EVENT MANAGEMENT TEAM FULLY INFORMED –** they'll alert Emergency Services when the child is taken to the Lost Child Point.

All NNF staff and volunteers are briefed on how to deal with children and young people appropriately. The NNF event manager will have a code word to use to report lost children to avoid panic. A child's name must not be made public when searching for a parent/guardian.

If a children or young person remains with the Event Manager for more than 45-mins, the Event Manager will contact the Police (101 or 999 in an emergency) and Children's Services (CADS on 0344 800 8021)

IF THERE IS AN ELEMENT OF DOUBT - explain that procedural issues mean it's necessary to go to the Lost Child Point to log the handover. Once there a reassessment can be made. This handover will be the responsibility of Festival Staff and/or Security.

## **12. Risk Assessments**

NNF will create risk assessments for events specific to children and adults at risk. When planning larger scale engagement opportunities for children 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.

## 13. Safer Recruitment and Training Policy

### 13.1 Recruitment processes

NNF will advertise all positions internally as well as externally where appropriate. The recruitment method will be detailed in the job advert and all applicants will be required to complete an application form. NNF will consider the tasks to be undertaken and the skills necessary for the job or voluntary position. All job descriptions contain reference to adhering to NNF's employment policies and procedures with reference to Safeguarding, Equal Opportunities and Health and Safety.

Person and job specifications will be limited to those requirements necessary for the effective performance of the position concerned. Candidates will be shortlisted and the interviewing processes will be conducted in line with the procedure set out in NNF's Equal Opportunities Policy.

Where relevant, job descriptions specify if a Disclosure and Barring Service check is required, and any subsequent contract will specify that the job offer is conditional on a satisfactory DBS check. Only when the results of the DBS and other recruitment checks - including confirmation of safeguarding qualifications and provision of two references - have been completed, and NNF is satisfied the applicant is suitable for the role, will the member of staff be allowed contact with children and/or adults at risk.

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. NNF's recruitment process anonymises applications, along with information regarding unspent convictions, until after shortlisting of applicants, to avoid bias judgements and discrimination.

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

### 13.2 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 check 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 NNF 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 NNF knows a position that it has recruited for involves Regulated Activity with children and young people and adults at risk, then NNF 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, NNF will check references from their most recent employers and carry out an Enhanced DBS check with both children's and adults' barred lists before they are able to work with any children or adults at risk. NNF will facilitate and pay for these checks through our partners at GBG Online Disclosures. This certificate will remain valid for a period of three years, at which point a new DBS check will need to be processed. DBS checks from other organisations/roles that are not registered with the update service are not accepted by NNF
- After NNF carries out a DBS check, it will direct staff to the opportunity of adding the certificate to the online DBS Update Service. This will allow future employers or partners/schools to check the status of this DBS check with permission.
- If a new member of staff has a DBS check which is already registered to the DBS Update Service, NNF will ask to see a copy of this certificate and for permission to check its status online, rather than carry out a new check in-house. If NNF is not satisfied with the content or information contained in the certificate or given by the or Update Service, it may decide that it is necessary to process a new DBS check 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 NNF with the details of a registered DBS Update Service account, then NNF will rescind any offer of employment, paid or unpaid.
- When contracting creative practitioners and other external partners on behalf of a school/community group, it will be NNF'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) NNF will discuss this with the school/community group contact and jointly decide the best course of action.

Summary of who needs a DBS check and when at NNF:

<b>Who?</b>	<b>Do they require a DBS and what level?</b>	<b>What level of Safeguarding training do they require?</b>
Designated Safeguarding Persons	Enhanced DBS with barred lists	<ul style="list-style-type: none"> <li>• NSCP Introduction to Safeguarding Children training, through the Safer Programme</li> <li>• Designated Safeguarding Person training</li> </ul>
Core NNF Staff – working in roles with children and young people or adults at risk	Enhanced DBS with barred lists	<ul style="list-style-type: none"> <li>• NSCP Introduction to Safeguarding Children training</li> <li>• If the above is not available then NSPCC Introduction to Safeguarding and Child Protection training should be completed</li> </ul>
Core NNF Staff – working in roles which DO NOT come into contact	No DBS required	<ul style="list-style-type: none"> <li>• All members of NNF staff are required to attend a briefing session with the Designated Safeguarding Person</li> </ul>

with children and young people or adults at risk		
Freelance artists working in regular regulated activity with children and young people or adults at risk	Enhanced DBS with barred lists	<ul style="list-style-type: none"> <li>• NSCP Introduction to Safeguarding Children training</li> <li>• If the above is not available then NSPCC Introduction to Safeguarding and Child Protection training should be completed</li> <li>• Where relevant, we will ask to see evidence of existing safeguarding training from an appropriate organisation dated within 12 months of the contract start date. If this unavailable, NNF will provide the NSPCC or NSCP training as detailed above</li> </ul>
NNF Volunteers working in a role with children or young people or adults at risk	Enhanced DBS with barred lists	<ul style="list-style-type: none"> <li>• Briefing session with the Designated Safeguarding Person</li> <li>• NSCP Introduction to Safeguarding Children training</li> <li>• If the above is not available then NSPCC Introduction to Safeguarding and Child Protection training should be completed</li> </ul>
NNF Volunteers working with the general public or supporting staff	No DBS required	<ul style="list-style-type: none"> <li>• All NNF volunteers are required to attend a briefing session with the Designated Safeguarding Person</li> </ul>

### 13.3 Safeguarding Training

All core staff will attend a safeguarding briefing session with the Designated Safeguarding Person as part of their induction to the organisation. This will cover our policy and safeguarding procedures. Attendees will be shown where to locate all relevant documents on the NNF internal system and how to carry out a formal concern procedure. If a role requires additional safeguarding training, the Designated Safeguarding Lead will notify staff of the type of training they need and when this will need to be completed by.

Examples of the training that may be required:

- For working in regulated activity with children and young people NSCP Introduction to Safeguarding Children training is required in addition to an Enhanced DBS with barred lists. If the NSCP Introduction to Safeguarding Children training is not available at the time, NSPCC [Introduction to safeguarding and child protection training | NSPCC Learning](#) is required.
- Those who are not working on a 1-1 basis or in regulated activity, but have the potential to come into contact with children and young people or adults at risk, will be required to carry out NSPCC Introduction to Safeguarding and Child Protection training. Depending on the role, a Basic DBS check may be required.
- All other members of staff will be required to attend a briefing session with the Designated Safeguarding Person, regardless of their role.

### 13.4 Safeguarding checklist for working with Freelance artists or contracted employees:

	<p>Is the artist/employee working frequently and intensively or 1-1 with children, young people or adults at risk?  Frequently and intensively means regular contact or regulated activity, either once a week or more, or on 4 or more days in a 30-day period, or in some cases, overnight</p>	
	<p>YES ↓</p>	<p>NO ↓</p>
DBS	NNF to conduct a DBS check	No DBS Required
Safeguarding Policy	<p>Will they use our policy or their own?  Have they spoken to a Designated Safeguarding Person for a safeguarding briefing and read our safeguarding policy?</p>	<p>Do they feel confident keeping participants safe?  Have you checked to see if a DSL thinks they need a safeguarding briefing?</p>
Safeguarding Training	<p>What training do they have? If none, or they feel that there are gaps in their knowledge, NSPCC training should be provided</p>	<p>What would help them feel confident?</p>
Are there additional artists?	<p>Has the policy been shared with them?  Do they need a DBS check?  Will the lead artist be present at all times, or will anyone else be leading a workshop on their own?</p>	<p>Have they discussed safeguarding as a team?</p>
Risk Assessment	<p>Has the site been Risk Assessed?  Has the activity been Risk Assessed?  Have they included safeguarding in their RA?</p>	<p>Send a copy of any risk assessment to NNF  Have they included safeguarding in their RA?</p>
Emergency Contacts	<p>Do they have emergency contact details for participants and how will they keep them secure?</p>	<p>Do they have emergency contact details for participants and how will they keep them secure?</p>
First Aid	<p>Are they first aid trained?  Decide who will be the official first aider, and ensure participants know who to approach for first aid.  Ensure a first aid kit is present at all activity.</p>	<p>Will there be a first aid kit available?</p>
Public Liability Insurance	<p>Have they sent a copy of their insurance to NNF?</p>	<p>Have they sent a copy of their insurance to NNF?</p>
Image Consent	<p>Has image consent been collected within a project booking form?  Is there anyone who has not / is not able to give consent?  How will images be stored and shared?</p>	<p>Only verbal image consent is required.  Will they be sharing images of activity and will we be able to share them too?</p>
<p>If at all unsure, please speak to the Designated Safeguarding Person for guidance.</p>		



## **14. Online Safety Policy**

Online Safety includes the use of photography and video, the internet and social media sites, mobile phones and smart watches.

As our digital work and digital presence increases, it is important that we consider safeguarding children and adults at risk in our online activity and when they may be online.

The following guidance will be followed in line with NNF's **Digital Security and Acceptable Use Policy**.

### **Training and induction**

All staff through their safeguarding induction 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 and training needs audited by the Designated Safeguarding Person.

### **Reporting and monitoring**

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

### **Digital interaction with children and adults at risk**

Any communication between NNF staff with children and adults at risk shall be professional in tone, content and intention. Communication/digital interaction shall only occur via NNF's official channels.

NNF staff will 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/young people or adults at risk on social media platforms.

NNF staff will not use any of their own devices (e.g., personal mobile phones, cameras or other electronic devices with imaging and sharing capabilities, inc. smart watches, to take pictures or audio/visual recordings of children/young people or adults at risk.

Where activity takes place in a school or education setting, NNF staff will defer to the school/education setting's online safety policy and procedures.

Where activity is taking place offsite, each activity will be risk assessed on an individual basis to ensure the safety and comfort of all participants. Where appropriate, children/young people and adults at risk will be required to adhere to NNF's staff code of conduct with regards to the use of personal devices.

Where parents/carers are onsite for an activity, an individual risk assessment will be undertaken to ensure the safety and comfort of all participants. Parents/carers will be required to refrain from taking pictures or recordings as appropriate.

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

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

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

A proportionate level of online safety training will be provided for children and adults at risk when involved in a project with a digital element. *(NNF consulted with E-Safety Mark Assessor for UK's Safe Internet Centre Julia Lawrence on 28/03/2017 for Section 12).*

## 15. Image consent

NNF's Image Consent Policy Statement:

During public performances, events and workshops NNF may take photographs and video to document events and for use on our digital platforms, printed materials and other promotional activity. This includes, but is not limited to, our website, social media channels, leaflets, posters and media releases. NNF will also share these images with relevant partners and artists relating to an event or activity to use for the same purposes. NNF will display signage at events to notify audiences if this is taking place.

If close-up images at public events are taken, NNF will endeavour to ask for an individual's permission. NNF will ask for verbal consent from subjects aged 18 or over. For anyone under 18 or for adults at risk, NNF will ask for written permission from a parent or guardian, as well as verbal consent from the subject themselves.

At educational workshops and participation events, NNF will ask for written consent for anyone aged under 18 and for adults at risk. When working with schools, this may be acquired through permissions that they have already sought. [nnfestival.org.uk/privacy-policy](http://nnfestival.org.uk/privacy-policy)

When capturing photographic images/film, NNF will gain consent with the following terms:

- NNF 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 online blogs or social media.
- If an adult is signing on behalf of a child or adult at risk, NNF 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 also ask for verbal consent from the subject themselves. NNF 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.
- NNF 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 years, securely with NNF 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)

### 15.1 Permissions for projects in schools or institutions

For any work taking place in schools or institutions, NNF will obtain permissions from participants using the terms outlined above. In some instances, NNF may ask the Headteacher to sign a form to declare that it has obtained the correct permissions.

In particular NNF:

- will not use names in image/video captions. If a nametag is visible in the image/video, NNF 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 children or adults at risk.
- will not approve photography sessions outside of a Trust event.
- will store images/recordings of children or adults at risk securely, as 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 NNF will indicate what purpose(s) they are to be used for and will state that NNF intends to store and use any image(s)/video(s) on file for future publications with NNF. If NNF 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, NNF will be aware that a school cannot grant usage that contradicts that which they have gained from parents and carers. If NNF 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.

### **15.2 Permissions for public and private performances**

NNF 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 NNF.

All NNF 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 the Trust. The audience member should then be pointed out by the Festival staff to the photographer/videographer, and no longer photographed/filmed.

NNF may ask for verbal permission for any close up picture or video of children or adults at risk. NNF will make sure that both the children or adults at risk and responsible adults or carers present are notified and asked permission to be photographed or filmed. The purposes of the photography should be explained to the child or adult at risk according to their age, development and understanding, and to the parent/carer. A child 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 or adopted children and try our utmost to identify looked after or adopted children when entering a project/piece of work.

### **15.3 NNF websites and social media**

NNF will consider carefully the implications of putting images of children and adults at risk on its or other websites and social media, and ensure the school and parents or carers are aware of, and have thought about, the potential consequences of digital use. Pictures should not identify any child or adult at risk or give details that could lead to their identification, such as a school logo, sign or name.

## **16. Types of Abuse relevant to children and young people**

*defined in Working Together to Safeguard Children, 2023*

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

Child protection is defined as: Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

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 children.

### **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.

### **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.

### **Sexual abuse**

Involves forcing or enticing a child 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.

### **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.

**Additional safeguarding concerns to be aware of are:**

- Child Sexual Exploitation
- FGM – Female Genital Mutilation
- Forced Marriage
- Honour-based Abuse
- County Lines
- Child Criminal Exploitation
- Radicalisation
- Online Abuse
- Domestic Abuse

For more information see section 18.

For more information on addressing concerns about radicalisation consult section 19.

## 17. 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 Person).

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.

### **Physical abuse**

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

### **Domestic abuse**

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

### **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.

### **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

### **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

### **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.)

### **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.)

### **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.



**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.

**Self-neglect**

Self-neglect covers a wide range of behaviour re: 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.

## 18. Additional forms of Abuse

**Child Sexual Exploitation (CSE)** - a form of child sexual abuse. It occurs when an individual or group take advantage of an imbalance of power to coerce, manipulate or deceive a children under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through the use of technology.

**FGM – Female Genital Mutilation (FGM)** - a procedure where the female genitals are deliberately cut, injured or changed, but where there is no medical reason for this to be done. It's also known as "*female circumcision*" or "cutting". FGM is often performed by someone with no medical training who uses instruments such as a knife, scalpel, scissors, glass or razor blade. Children are rarely given anesthetic or antiseptic treatment and are often forcibly restrained.

FGM is often motivated by beliefs about what is considered acceptable sexual behaviour. It aims to ensure premarital virginity and marital fidelity. In many communities, FGM is believed to reduce a woman's libido and therefore believed to help her resist extramarital sexual acts. **It is illegal to carry out FGM in the UK.** It is also a criminal offence for UK nationals or permanent UK residents to perform FGM overseas or take their child abroad to have FGM carried out. The maximum penalty for FGM is 14 years' imprisonment.

**Forced Marriage** - People have the right to choose who they marry, when they marry, or if they marry at all. Forced marriage is when someone faces physical pressure to marry (e.g., through threats, physical violence or sexual violence) or emotional and psychological pressure (e.g., if they're made to feel like they're bringing shame on their family).

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

**Honour-based Abuse** – Honour-based abuse is a violent crime or incident which may have been committed to protect or defend the 'honour' of a family or community.

It is often linked to family members or acquaintances who mistakenly believe someone has brought shame on their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour-based abuse might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture

Women and girls are the most common victims of honour-based abuse. However, it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence
- sexual or psychological abuse
- forced marriage

- being held against your will or taken somewhere that you don't want to go
- assault/killing

**County Lines** - A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and young people or vulnerable adults to move and store drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

**Child Criminal Exploitation** - A term to describe where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child into any criminal activity:

- (a) in exchange for something the victim needs or wants; and/or
- (b) for the financial or other advantage or the perpetrator or facilitator; and/or
- (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

**Radicalisation** - When we talk about radicalisation it means someone is being encouraged to develop extreme views or beliefs in support of terrorist groups and activities. Radicalisation and the potential path towards terrorism and extremism can occur through face to face or online interactions. It is sadly the case that it is becoming easier than ever to be groomed by terrorist recruiters on the internet and to find extremist materials.

Encouraging susceptible individuals to commit acts of terrorism on their own initiative is a deliberate tactic seen in emerging ideologies and their propaganda. This is exacerbated by online environments which bring together and facilitate individuals sharing and validating thoughts and ideas.

Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. The importance of noticing the hallmarks of concern within these online communities, in friends or wider social spaces, as well as work and educational settings, has probably never been as important as it is now. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

It is often the case that professional curiosity and belief in your own ability to determine if something just doesn't sit right is sometimes a good check point to flag up where something may be going wrong, especially in the early stages of radicalisation.

**Online Abuse** - Any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets, and mobile phones. It can happen anywhere online, including: social media, text messages and messaging apps, emails, online chats, online gaming and live-streaming sites. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

Children may experience several types of abuse online: Cyberbullying, Emotional abuse - which can include emotional blackmail, Sexting - pressure or coercion to create sexual images, Sexual abuse, Sexual exploitation and Grooming - perpetrators may use online platforms to build a trusting relationship with the child to abuse them.

A child experiencing abuse online might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet

Be mindful that some of the signs of online abuse are similar to other types of abuse.

**Domestic abuse** - The statutory definition is clear that domestic abuse may be a single incident or a course of conduct which can encompass a wide range of abusive behaviours, including a) physical or sexual abuse; b) violent or threatening behaviour; c) controlling or coercive behaviour; d) economic abuse; and e) psychological, emotional, or other abuse. Under the statutory definition, both the person who is carrying out the behaviour and the person to whom the behaviour is directed towards must be aged 16 or over and they must be “personally connected” (as defined in section 2 of the Domestic Abuse Act 2021). The definition ensures that different types of relationships are captured, including ex-partners and family members. All children can experience and be adversely affected by domestic abuse in the context of their home life where domestic abuse occurs between family members, including where those being abusive do not live with the child. Experiencing domestic abuse can have a significant impact on children. Section 3 of the Domestic Abuse Act 2021 recognises the impact of domestic abuse on children (0 to 18), as victims in their own right, if they see, hear or experience the effects of abuse. Young people can also experience domestic abuse within their own intimate relationships.

## 19. The Prevent Duty in Norfolk

**PREVENT** - Prevent is part of the UK's Counter-terrorism strategy CONTEST. The aim of Prevent is to stop people from becoming terrorists or supporting terrorism.

The key terms to be aware of are as follows:

**Extremism** - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.

**Radicalisation** - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

**Terrorism** - action that endangers / causes serious violence to a person / people; causes serious damage to property; or seriously interferes with / disrupts an electronic system.

### **Responding to a Concern – Notice – Check – Share**

**Notice** - A staff member or volunteer working with a child could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

**Check** - The next step is for the staff member or volunteer to speak to the manager or safeguarding lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

**Share** - Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and sent to: [preventreferrals-NC@Norfolk.police.uk](mailto:preventreferrals-NC@Norfolk.police.uk)

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

**For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.**

Additional [information and guidance on Prevent](#) is available on the Norfolk County Council website.

## 20. Dissemination of information about safeguarding children and young people and adults at risk

ACTION	WHO	WHEN
Induction of new staff	<b>Designated Safeguarding Person</b>	Within the first month of joining NNF
Refresher training for Trust office staff – staff will sign to confirm they have read the reviewed policy	<b>Designated Safeguarding Person</b>	April
Child and Adults at Risk Safeguarding procedure briefing for volunteers	<b>Designated Safeguarding Person</b>	April / May
Child and Adults at Risk Safeguarding Policy to be included in Volunteer Handbook	<b>Designated Safeguarding Person and Volunteer’s Coordinator</b>	May
Continue to check for updates regarding DBS changes	<b>Designated Safeguarding Person and Office Manager</b>	Ongoing
Annually review policy and note any actions taken	<b>NNF’s Designated Safeguarding Person and representative from Norfolk Safeguarding Children Partnership, representative from Norfolk Safeguarding Adults Board and appropriate assigned NNF Lead Trustee for Safeguarding</b>	November / December annually

### Working with Parents/Carers

- Parents will sign a consent form at the start of their child’s involvement, which will include a copy of the safeguarding policy to sign.
- Parents will be informed of our legal duty to assist other agencies with Safeguarding enquiries and what happens should we make a referral to Children’s Services and or the Police.
- Parents will be made aware that we will need to share information with the relevant authorities if we have concerns about the welfare of their child, and that we do not have to seek consent from them, if there are serious concerns about harm or likely harm to their child/children.

### Other Relevant Policies

Our safeguarding policy should be read in conjunction with the other following policies which also fall under our safeguarding umbrella:

- Equal Opportunities
- Data Protection
- Health and Safety

- Whistleblowing

This policy has been created based on law and guidance that seeks to protect children and adults at risk, namely:

### **Relevant Guidance and Legislation**

- Working Together 2023
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- Norfolk Continuum of Needs Guidance 2023  
Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC (norfolkscp.org.uk)
- Norfolk Safeguarding Children Partnership Policies and Procedures  
Polices & Procedures | Norfolk Safeguarding Children Partnership (norfolkscp.org.uk)
- The Online Safety Act 2023
- United Convention of the Rights of the Child 1991
- Data Protection Act 2018
- Sexual Offences Act 2003
- Protection of Freedoms Act 2012
- The Care Act 2014
- Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Bill
- Mental Health Act 1983
- Public Interest Disclosure Act 1998

### **Useful Contacts**

- Norfolk Children's Advice and Duty Service (CADS) 0344 800 8021
- Norfolk Children's Services (24 hours) 0344 800 8020
- Norfolk Police 101 / In an emergency 999
- Norfolk Local Authority Designated Officers (LADO) Team [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk)
- Norfolk Safeguarding Children Partnership (NSCP) [norfolkscp.org.uk](http://norfolkscp.org.uk)
- Safer Programme 01603 228966 [safer@norfolk.gov.uk](mailto:safer@norfolk.gov.uk)
- Norfolk Adult Social Services 0344 800 8020
- The Disclosure and Barring Service Regional Outreach Service [The DBS Regional Outreach service - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## 21. Neighbouring areas contacts

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 and 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) 0345 045 5202,

For concerns about adults email: [referralcentre-adults@cambridgeshire.gov.uk](mailto:referralcentre-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/>