



Safeguarding Policy

Owner	Debbie Gates, Executive Director, Central Services		
Responsible Person (non-substantive updating)	Becky Box, Assistant Director, Central Services		
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The designated safeguarding co-ordinator for the Borough Council of King's Lynn & West Norfolk is Debbie Gates, Executive Director Central and Community Services, to whom all concerns should be addressed in the first instance:

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King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX**

The Council's Deputy safeguarding co-ordinator, who should be contacted in Debbie's absence, is Becky Box, who can be contacted on 01553 616502, becky.box@west-norfolk.gov.uk, address as above

Executive Summary

Local authorities have overarching responsibility for safeguarding and promoting the welfare of all children, young people and adults experiencing or at risk from abuse or neglect in their area. Whilst local authorities play a lead role, safeguarding and protecting from harm is everyone's responsibility. Everyone who comes into contact with children, young people, adults experiencing or at risk from abuse or neglect and families, or who works for a local authority, has a role to play.

Safeguarding and promoting the welfare of children, young people at adults experiencing or at risk from abuse or neglect is defined for the purposes of this policy as:

- protecting children, young people and adults experiencing or at risk from abuse or neglect from maltreatment;
- preventing impairment of children's, young people and adults experiencing or at risk from abuse or neglect health or development;
- ensuring that children, young people and adults experiencing or at risk from abuse or neglect grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children, young people and adults experiencing or at risk from abuse or neglect to have the best outcomes.

This council, together with local agencies including the police and health services, also has a duty under section 11 of the Children Act 2004 to ensure that it considers the need to safeguard and promote the welfare of children when carrying out its functions. This duty extends to contractors who deliver services to children and families on behalf of the council.

Under section 42 of The Care Act 2014 the Borough Council has a duty to safeguard adults. Professionals working in agencies with these duties are responsible for ensuring that they fulfil their role and responsibilities in a manner consistent with the statutory duties of their employer.

This policy sets out the arrangements to ensure this will be achieved within the Borough Council of King's Lynn and West Norfolk.

1. Introduction

- 1.1 The Borough Council of King's Lynn and West Norfolk believes that all residents have the right to live their lives to the fullest potential, to be protected, to have the opportunity to participate in and enjoy any activity, and to be treated with dignity and respect. Although many children, young people and adults have wonderful experiences, abuse does happen.
- 1.2 This Safeguarding Policy is designed to ensure the Borough Council of King's Lynn & West Norfolk meets its responsibilities and safeguards children (including unborn babies), young people and adults experiencing or at risk from abuse or neglect as well as protecting itself and its staff, elected members and volunteers.
- 1.3 The Council is committed to safeguarding and will establish policies, procedures and guidance to support the effective delivery of this policy across all its services and functions.

2. Overarching Definitions

2.1 Safeguarding

Safeguarding is protecting children, young people and adults experiencing or at risk from abuse or neglect. It includes:

- promoting the welfare of children, young people and adults experiencing or at risk from abuse or neglect
- protecting children, young people and adults from abuse and maltreatment preventing harm to the health or development of children, young people and adults experiencing or at risk from abuse or neglect
- ensuring children and young people grow up with the provision of safe and effective care
- taking action to enable all children, young people and adults experiencing or at risk from abuse or neglect to have the best outcomes
- the provision of specialist services where harm or abuse has, or is suspected to have occurred

Safeguarding is everybody's business – the public, volunteers and professionals.

2.2 Child¹

The term children or young person is used to refer to anyone under 18 years of age.

2.3 Adults experiencing or at risk from abuse or neglect²

Under the Care Act 2014, a person who is 18 years of age or older is considered to be an adult at risk if she or he:

- 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**;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

- 2.3.1 Note: Where someone over 18 is still receiving children's services, for example in an education setting until the age of 25, and a safeguarding issue is raised the matter should be dealt with through adult safeguarding arrangements. Children's safeguarding and other relevant partners should be involved as appropriate. The level of needs is not relevant and the young adult does not need to have eligible needs for care and support under the Care Act.

1 Taken from 'Working together to safeguard children' Department of Children, Schools and Families (2015)

2 Taken from 'the Care Act 2014' Department of Health (2014)

2.4 Other Terms

- The term parent is used as a generic term to represent parents, carers and guardians
- The term staff or employee is used to refer to any person working for or on behalf of the Council in a paid or voluntary capacity, including employees of Alive West Norfolk
- The term Elected Member is used to refer to any Councillor elected to serve the Borough Council of King's Lynn & West Norfolk.
- The term contractor or sub-contractor is used to describe any individual or organisation delivering services to children and families on behalf of the Council.
- The term third parties is used to refer to those leasing Council owned properties/and those obtaining licences from the Council.

3. Policy Statement

- 3.01 The Borough Council believes that all children, young people and adults irrespective of their age, class, religion, culture, disability, gender, ethnicity or sexual preference have the right to protection from harm. We have a duty to promote the welfare of and safeguard all children, young people and adults experiencing or at risk from abuse or neglect as far as is reasonably practicable. We will do this by:
- Raising awareness of safeguarding across the organisation so that all staff are aware of their responsibilities
 - Ensuring our recruitment procedures are robust and proper checks and procedures are followed
 - Where appropriate, ensuring contractors and funded organisations and other relevant third parties have safeguarding policies and procedures in place
- 3.02 The senior office responsible for safeguarding is the Executive Director, who is the Designated Safeguarding Co-ordinator for the Council. However, on a day-to-day basis, the points of contact for raising safeguarding concerns are the designated safeguarding officers listed in our safeguarding procedure flowchart (see page 15)
- 3.03 This policy is written in accordance with the Children Act 2004, the Care Act 2014 and associated guidance, council policies and procedures. The Council works in partnership with a range of agencies to safeguard children and adults at risk of or experiencing abuse or neglect in the borough, including the Norfolk Safeguarding Children Partnership and the Norfolk Safeguarding Adults Board. This policy aligns with the Norfolk Multi-Agency Safeguarding Arrangements.
- 3.04 The Counter Terrorism and Security Act 2015 has placed a duty on the Council to have due regard to the need to prevent people from being drawn into extremism and terrorism. "Prevent" is the name given to part of the Government's strategy to prevent terrorism by reducing the possibility of radicalisation and is included as part of our safeguarding responsibilities in accordance with published guidance.
- 3.05 This policy will be made available to all employees, Councillors, volunteers, contractors, those we fund and other relevant third parties. Training will be provided commensurate with roles and responsibilities.
- 3.06 This policy will be available on the Council's website and intranet.

The Borough Council of King's Lynn & West Norfolk accepts the moral and legal responsibility to implement procedures, to provide a duty of care for children, young people and adults experiencing or at risk from abuse or neglect, safeguard their wellbeing and protect them from harm when they are engaged in services organised and provided by the Council.

3.1 Scope

- 3.1.1 This policy applies to all Council activity, including that of our wholly owned companies (Alive West Norfolk, West Norfolk Housing Company Limited and West Norfolk Property Limited) whether functions are directly provided or commissioned from a third party.
- 3.1.2 It sets out the corporate arrangements made by the Council to meet its responsibilities. The accompanying supporting notes provide detailed guidance. It remains the responsibility of each service area, function or facility to make appropriate arrangements to comply with these responsibilities. These arrangements will reflect local circumstances and the nature of the service provided.
- 3.1.3 Authority to amend/update this policy to ensure it remains compliant with legislation has been delegated to the Executive Director in consultation with the relevant portfolio holder. The policy will be fully reviewed on a rolling three year basis, or updated as required between formal reviews.

3.2 Aims

With this Safeguarding Policy, the Council aims to:

- Raise awareness of the duty of care responsibilities relating to children, young people and adults experiencing or at risk from abuse or neglect throughout the Council
- Actively encourage good practice amongst all staff, elected members and volunteers throughout the Council and promote wider awareness wherever possible, i.e. partnership organisations and user groups
- Create a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- Respect and promote the rights, wishes and feelings of children, young people and adults experiencing or at risk from abuse or neglect. Listen to children, young people and adults experiencing or at risk from abuse or neglect, minimising dangers and working closely with other agencies
- Recruit, train, supervise and support staff who work with children, young people and adults experiencing or at risk from abuse or neglect to adopt best practice to safeguard and protect children, young people and adults, and themselves against false allegations. Staff who work with children, young people and adults experiencing or at risk from abuse or neglect will be subject to the appropriate level of Disclosure and Barring Services (DBS) check
- Respond to any allegations and concerns against staff appropriately
- Require staff to adopt and abide by the Council's Safeguarding Policy and Procedures and Council's Officer Code of Conduct (as detailed in the Employee Handbook).
- Require elected members to adopt and abide by the Council's Safeguarding Policy and the Members code of conduct.

3.3 Objectives

The Council will do this by:

- Providing appropriate training for staff and Elected Members to enable them to recognise the potential signs and indicators of abuse or harm and to promote good practice
- Aiding staff to respond sensitively and seriously to someone who discloses information about abuse and be confident and able to take appropriate action swiftly, regardless of whom the allegation is about, e.g. carer/staff member
- Maintaining a level of good working practice at all times and therefore reducing the risk to children, young people and adults experiencing or at risk from abuse or neglect under the care of our staff and volunteers
- Promoting the general welfare and wellbeing of children, young people and adults experiencing or at risk from abuse or neglect during and within Council services
- Developing and implementing effective procedures for recording and responding to incidents, accidents, and complaints of alleged or suspected abuse.

3.4 Roles and Responsibilities

3.4.1 Safeguarding is everybody's responsibility. Therefore responsibility for the implementation of this policy lies at all levels of the Council.

3.4.2 Designated Safeguarding Co-Ordinator (Executive Director)

- Ensuring the Safeguarding Policy is adhered to and kept up to date with legislation and best practice
- Ensuring that the relevant staff member records their concerns/completes the disclosure form as soon as possible.
- Recording their own conversations with the person, staff member or child/adult to whom the disclosures were made.
- Making referrals to children/adults service including passing on full details including factual information that they have on the child/adult.
- Providing a contact telephone number for Children's Services or Adult Services to get back to the Council.
- Ensuring Children's Services confirm who will liaise with the parent/carer.
- Ensuring Adult Services confirm who will liaise with the individual
- Increasing awareness of safeguarding issues within the Council.
- Maintaining clear communication channels between Co-ordinators.
- Ensuring that if a disclosure has been made to another member of staff that the child or adult experiencing or at risk from abuse or neglect is not re-questioned by any other officer of the Council.

3.4.3 The designated safeguarding co-ordinator for the Borough Council of King's Lynn & West Norfolk is:

Debbie Gates, Executive Director

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The Council's deputy safeguarding co-ordinator is:

Becky Box, Assistant Director Central Services

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Address as above

3.4.4 Management Team

- Oversee implementation of the policy.
- Help to set the overall tone of the Council's response to safeguarding issues.
- Raise the profile of and help to embed safeguarding processes, support the policy, and promote the development of services to ensure the protection of children and adults at risk within the Borough

3.4.5 Assistant Directors and Service Managers

- Sharing information with appropriate agencies (see page 11).
- Raising awareness of how staff can avoid putting themselves in vulnerable positions during the course of their daily duties, including the risks associated with lone working (covered by lone working policy and procedures)).

- Providing suitable support and supervision to staff dealing with safeguarding concerns and signposting to the appropriate colleague(s).
- Looking after the welfare of staff who may be affected by any safeguarding issues.
- Working with Personnel Services to ensure that all staff are recruited following recommended procedures including reference to the Disclosure and Barring Service (DBS) Guide to Eligibility to assess whether a role requires a disclosure.
- Ensure that all staff coming into regular contact with vulnerable individuals are DBS checked.
- Ensuring that safeguarding concerns identified by members of staff are raised through the Council's internal procedures.
- Considering safeguarding implications when developing policies and procedures, procuring services on behalf of the Council and in decision making processes.
- Ensuring that staff attend the appropriate safeguarding training for their role
- Ensuring contractors have appropriate safeguarding policies in place – using the council's safeguarding risk assessment process.
- Ensuring volunteers working on behalf of the Council are aware of their safeguarding responsibilities.
- Being aware that safeguarding duties will extend to any employees aged under 18, and those on work experience placements and ensuring risk assessments are in place which reflect this.
- Certain services, such as Housing and Community Safety, have specific operational safeguarding guidance and procedures which should be adhered to at all times.

3.4.6 **All Employees**

- Familiarising self and comply with the Council's safeguarding policy and procedures.
- Attending safeguarding training as required.
- Reporting any safeguarding concerns through the appropriate referral process

3.4.7 **Personnel Services**

- Administering training for Members and officers covering relevant subjects such as safeguarding and 'Prevent'
- Managing the Disclosure and Barring Service (DBS) process in conjunction with recruiting managers

3.4.8 **Corporate Policy Team**

- Co-ordinating the Council's day to day safeguarding activities, policies and procedures and providing advice and guidance to employees on safeguarding concerns.
- Maintaining a central record of safeguarding issue and concerns.
- Making safeguarding referrals on behalf of colleagues.
- Co-ordinating the Council's in-house safeguarding group.
- Developing a training plan to meet safeguarding development needs.
- Disseminating safeguarding related information throughout the Council.
- Ensure the safeguarding policy, procedures and guidance remains relevant and up to date.

3.4.9 **Elected Members**

- To be familiar with the Council's safeguarding policy and the indicators of abuse.
- Be mindful of any safeguarding related issues they may encounter.
- Know how to report concerns and seek support when necessary.
- To attend safeguarding training as relevant.
- To follow good practice in terms of safeguarding at all times when undertaking council duties.

3.5.0 **Portfolio Holder**

- To be responsible for promoting safeguarding issues and responsibilities.
- To support the approval of the safeguarding policy through panels, Cabinet and Council as appropriate.

3.5.1 **Volunteers**

- To familiarise themselves with the Council's safeguarding policy and their role/responsibilities when working for the Council.
- To undertake or provide a DBS check if required.

3.5.2 **Internal Safeguarding Group**

- This group consists of representatives from all relevant service areas within the Council and provide strategic oversight for all aspects of safeguarding work across the organisation. Full terms of reference for the group can be found in Appendix K.

3.5.3 **Third parties, contractors and organisations funded by the Council**

- Ensuring safeguarding arrangements meet the Council's requirements and are consistent with Council policy as appropriate.

3.5.4 **Procurement**

- Any contracts awarded for the provision of goods or services must make specific reference to safeguarding.
- Where relevant, the Council's safeguarding risk assessment process should be used to ensure that contractors comply with the Council's safeguarding requirements.

3.5.5 **Council Owned Companies**

- Ensure safeguarding arrangements meet the Council's requirements and are consistent with Council policy.

4 Legislation and Guidance

4.1 Everyone who works with or around children and/adults at risk need to be aware of the laws and guidance that aim to protect those individuals from harm.

4.2 There is a considerable body of legislation, government guidance and standards designed to ensure that children and adults are safeguarded from harm. These include:

- Children Act 1989
- Children Act 2004
- Protection of Children Act 1999
- Human Rights Act 1998
- Sexual Offences Act 2003
- Care Act 2014
- Counter Terrorism and Security Act 2015 (Prevent)
- Equality Act 2010
- Mental Capacity Act 2005
- Modern Slavery Act 2015
- Serious Crime Act 2015
- Domestic Abuse Act 2021
- Working Together to Safeguard Children 2018 document by the Department of Health

A summary of this key legislation can be found in Appendix A.

- 4.3 The statutory inquiry into the death of Victoria Climbié highlighted the lack of priority status given to safeguarding. The Government's responses to these findings included the 'Every Child Matters' green paper and the 2004 Children Act. Section 11 of this act places a duty on organisations and individuals (including this authority) to ensure their functions are discharged with regard to the need to safeguard and promote the welfare of children. The responsibilities and duties placed on the Council by the Children Act 2004, the Children Act 1989 and the Protection of Children Act 1999 are outlined in Appendix A – which in particular highlights the need for inter-agency co-operation and reciprocal duties between such agencies, including district and County Councils.
- 4.4 The Care Act 2014 was adopted in May 2014 and the statutory guidance for the act was implemented in April 2015. The act established a new statutory framework for care and support, including the safeguarding of adults at risk. Further details of the Care Act can be found in Appendix A. For the Borough Council, the Care Act is particularly relevant when we are giving advice to residents (for example with regards to Benefits, Housing, or Planning), training our staff, dealing with instances of hoarding and ensuring housing adaptations are carried out and accessibility is improved. These actions are consistent with the Care Act's overall aim of ensuring people have appropriate and timely information to maintain and enhance their wellbeing.

5 Oversight and Assurance of Policy

- 5.1 The Council participates in an annual Section 11 audit undertaken by the Norfolk Safeguarding Children Partnership (NSCP). This audit is designed specifically to ensure that organisations comply with the requirements of the Children Act 2004. The audit includes a self assessment tool which is used to identify and agree areas for improvement and this information is used to develop an action plan for the following year. This action plan is agreed and monitored by the Internal Safeguarding Group.
- 5.2 Internal Audit undertake periodic reviews of practices at the Council. Any resultant audit report will include an action plan to improve the Council's approach. An overview of progress across all internal audits is considered by the Council's Audit Committee.
- 5.3 The Council's Safeguarding Policy is approved by Cabinet and Council following consideration by Corporate Performance Panel and consultation is undertaken with Management Team, the Internal Safeguarding Group, Norfolk Safeguarding Children's Partnership and Norfolk Safeguarding Adults Board.

6 Partnerships and Networks

- 6.1 The Council participates in a number of groups as part of its commitment to meeting its responsibilities with regards to safeguarding, including:
- Active participation in the Norfolk District Council Advisory Group to the Norfolk Safeguarding Children Partnership (NSCP) which has been established to ensure all Norfolk District Councils are meeting their duties and obligations in accordance with relevant legislation
 - An internal safeguarding group to ensure appropriate discussion on safeguarding matters and the timely sharing and dissemination of safeguarding related information within the organisation (for full terms of reference for the group see Appendix K)
 - Participation in the West Norfolk Local Safeguarding Children Group held to consider matters relating specifically to West Norfolk.

- Participation in the Western Locality Safeguarding Adult Partnership.

6.2 Norfolk Safeguarding Children Partnership (NSCP)

6.2.1 As a requirement of the Children Act 2004 all Local Authorities were required to have a Local Safeguarding Children Partnership (LSCP). These statutory bodies have been put in place to ensure that children are protected from harm and that their welfare is promoted. They do so by working with statutory and voluntary partners who work with families and children and agreeing how the relevant organisations co-operate to safeguard and promote the welfare of children.

6.2.2 As a result of the Children and Social Work Act 2017 and national guidance set out in Working Together 2018 changes were made to the way that agencies come together. There are now three partners in Norfolk who are jointly responsible in statute for the arrangements for keeping children safe:

- Norfolk County Council
- Norfolk Constabulary
- Integrated Care Board (ICB)

6.2.3 This shared responsibility has led to the LSCB changing to the Norfolk Safeguarding Children Partnership (NSCP). The Partnership continues to be the vehicle through which the three partners work together, with other agencies in the wider system.

6.2.4 The NSCP's structure includes independent scrutiny to challenge the effectiveness of its work. Its role is to ensure that arrangements for safeguarding children are co-ordinated and that these arrangements are monitored to evidence impact and effectiveness. The NSCP is also responsible for ensuring that safeguarding practice and performance is scrutinised regularly through audit and data analysis and ensuring that lessons learned from Serious Case Reviews, Safeguarding Practice Reviews and child deaths are acted upon. The work of the Board is driven by locally identified priorities, based on data, learning from SCRs/SPRs and emerging national developments

6.2.5 NSCP have a number of responsibilities, which are undertaken alongside a number of NSCP Sub-Groups. Their key functions include:

- Fulfilling the statutory duty to monitor and evaluate the effectiveness of work done by the Local Authority and partners individually and collectively
- Making decisions regarding and oversees the conduct of child safeguarding practice reviews under Chapter 4 of the guidance Working Together to Safeguard Children 2018
- Undertaking comprehensive and multi-disciplinary review of child deaths to improve the understanding of how and why children in Norfolk die and use the findings to take actions to prevent further child deaths
- The development of policies and procedures for safeguarding and promoting the welfare of children
- Ensuring training is delivered to a consistently high standard, and that a process exists for evaluating the effectiveness of training
- Training of persons who work with children
- Ensuring that all Norfolk's District Councils are meeting their duties and obligations under the Children Act 2004 and Working Together 2018 and increasing the visibility of the district council functions in the work of the NSCP.
- Creating thresholds for intervention
- Communication and raising awareness

For further information about the NSCP, please visit their website: <https://www.norfolklscb.org/>

6.3 Norfolk Safeguarding Adults Board (NSAB)

6.3.1 The Norfolk Safeguarding Adults Board (NSAB) is the formal arrangement which brings together statutory and non-statutory organisations to actively promote effective working relationships between different organisations and professional groups to address the issue of abuse and harm. In doing so NSAB's aim is to promote awareness and good practice in Norfolk in:

- safeguarding adults experiencing or at risk from abuse or neglect
- prevention and detection of abuse
- using the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)

6.3.2 NSAB meets every two months and has an Independent Chair providing leadership to support the board's strategic direction. NSAB has an ambition to enable adults experiencing or at risk from abuse or neglect, and their carers, to influence safeguarding provision and policy.

For further information about the NSAB, please visit their website:

<https://www.norfolksafeguardingadultsboard.info/>

7. Definitions of Abuse and Neglect

Employees and Elected Members should note that it is not their responsibility to determine if a child or adult is being abused, only to record and report their concerns to the Council's Safeguarding Co-ordinator, Children's Services, Adult Services or the Police who have the responsibility to investigate concerns.

7.01 Abuse

A form of maltreatment of a child, young person or adult. Somebody may abuse or neglect a child, young person or adult by inflicting harm, or by failing to act to prevent harm. Children, young people and adults may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or by a child or children.

Children and adults can be subject to different types of abuse, in different contexts, and with different impacts, however, there are a number of similarities.

The law and guidance around safeguarding adults is clear that adults may make unwise choices about risk in their lives or choose not to act at all to protect themselves; it is only in extreme circumstances that the law intervenes. This will often only happen when an adult is assessed to lack capacity in that area, or where the concerns may extend to children, such as when they are living in the same household.

There are many different categories of abuse, which include:

Adults: Care Act 2014	Children: Working Together to Safeguarding Children Guidance
Physical	Physical
Sexual	Sexual
Emotional / psychological	Emotional
Neglect and acts of omission	Neglect
Domestic abuse – including controlling and coercive behaviour	Domestic abuse – including controlling and coercive behaviour
Financial / material	Sexual exploitation
Modern day slavery and human trafficking	Exploitation by criminal gangs and organised crime groups
Discriminatory	Trafficking

Self-neglect (and hoarding)	Online abuse
Organisational	Radicalisation
Additional types of abuse that may be experienced by adults and/or children	
Hate Crime	
Female Genital Mutilation	
Forced marriages	
Honour based abuse	
Bullying and cyber bullying	

7.02 Physical Abuse (child and adult)

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm.

7.03 Sexual Abuse (child and adult)

Involves forcing or enticing a child, young person or adult experiencing or at risk from abuse or neglect, to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or adult is aware of what is happening.

7.04 Emotional Abuse (child and adult)

The persistent emotional maltreatment of a child or adult such as to cause severe and persistent adverse effects on their emotional development.

7.05 Neglect (child)

The ongoing failure to meet a child's basic physical and/or psychological needs, which is likely to result in the serious impairment of their health or development.

Neglect and acts of omission (adult)

Neglect for an adult only applies when the adult lacks mental capacity and is reliant on someone else to carry out activities. Neglect occurs when the individual responsible for carrying out those activities, persistently fails to do so.

7.06 Domestic Abuse (child and adult)

An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member, regardless of gender or sexuality.

Note: Children are now recognised victims of domestic abuse. Being exposed to domestic abuse has serious consequences for children and young people; and it can affect how they feel, think, and behave in harmful ways.

7.07 Financial or Material (adult)

The unauthorised, fraudulent obtaining and improper use of funds, property or any resources from an adult experiencing or at risk from abuse or neglect.

7.08 Sexual Exploitation (child)

Sexual Exploitation is a subset of sexual abuse which involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money, gifts, cigarettes, drugs) as a result of them performing, or others performing on them, sexual activities. In all cases, those exploiting children have power over them by virtue of their age, gender, intellect, physical strength and economic or other resources. Many of these factors are also the same for adults experiencing or at risk from abuse or neglect.

7.09 Modern slavery and human trafficking (adult)

Encompasses slavery, human trafficking, forced labour, forced criminality and domestic servitude.

Trafficking (child)

The action or practice of illegally procuring and relocating children, typically for the purposes of forced labour or sexual exploitation

7.10 Exploitation by criminal gangs (child)

Involves individuals being forced to work under the control of highly organised criminals in activities such as forced begging, shoplifting, and pickpocketing, cannabis cultivation, drug dealing and financial exploitation.

7.11 Discriminatory Abuse (adult)

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals.

7.12 Self-Neglect (adult)

Persistent inattention to personal hygiene and/or environment, repeated refusal of services that would improve their quality of life and causing self-endangerment through unsafe behaviours.

Hoarding (adult, but would have potentially negative effects on any child in the same environment)

Hoarding is a standalone mental illness, although it can also be a symptom of other mental disorders. There are three categories of hoarding: inanimate objects, animal hoarding and data.

Norfolk Safeguarding Adults Board (NSAB) Self-Neglect and Hoarding Strategy and Guidance Document 4 proposes that there should be intervention when self-neglect and/or hoarding raise significant concerns that the individual and/or others could be at risk of serious harm.

7.13 Online (child)

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. And it can happen anywhere online

7.14 Organisational Abuse (adult)

Organisational abuse occurs where the culture of the organisation places emphasis on the running of the establishment and the needs of the staff above the needs and care of the child, young person or adult at risk.

7.15 Radicalisation (child and adult)

The process where a child or adult, often from a vulnerable background, starts to adopt extreme social, political or religious views and engage in extremist activities. Any concerns about individuals and radicalisation should be referred to the safeguarding co-ordinator.

7.16 Hate Crime

Any crime that is motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity.

7.17 Female Genital Mutilation (FGM)

The collective term for procedures, which includes the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons.

7.18 Forced Marriage

Where one or both spouses do not consent to the marriage and there is some element of coercion involved.

7.19 Honour Based Abuse

A crime or incident which has or may have been committed to protect or defend the honour of the family and/or community.

7.20 Bullying and Cyber Bullying

Behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally.

7.21 Abuse by another Adult Experiencing or at Risk from Abuse or Neglect

Where the person causing the harm is also an adult experiencing or at risk from abuse or neglect, the safety of the person who may have been abused is paramount.

A more detailed explanation of the different types of abuse and neglect, together with potential indicators of abuse and neglect, can be found in Appendix B.

8 Definition of Grooming

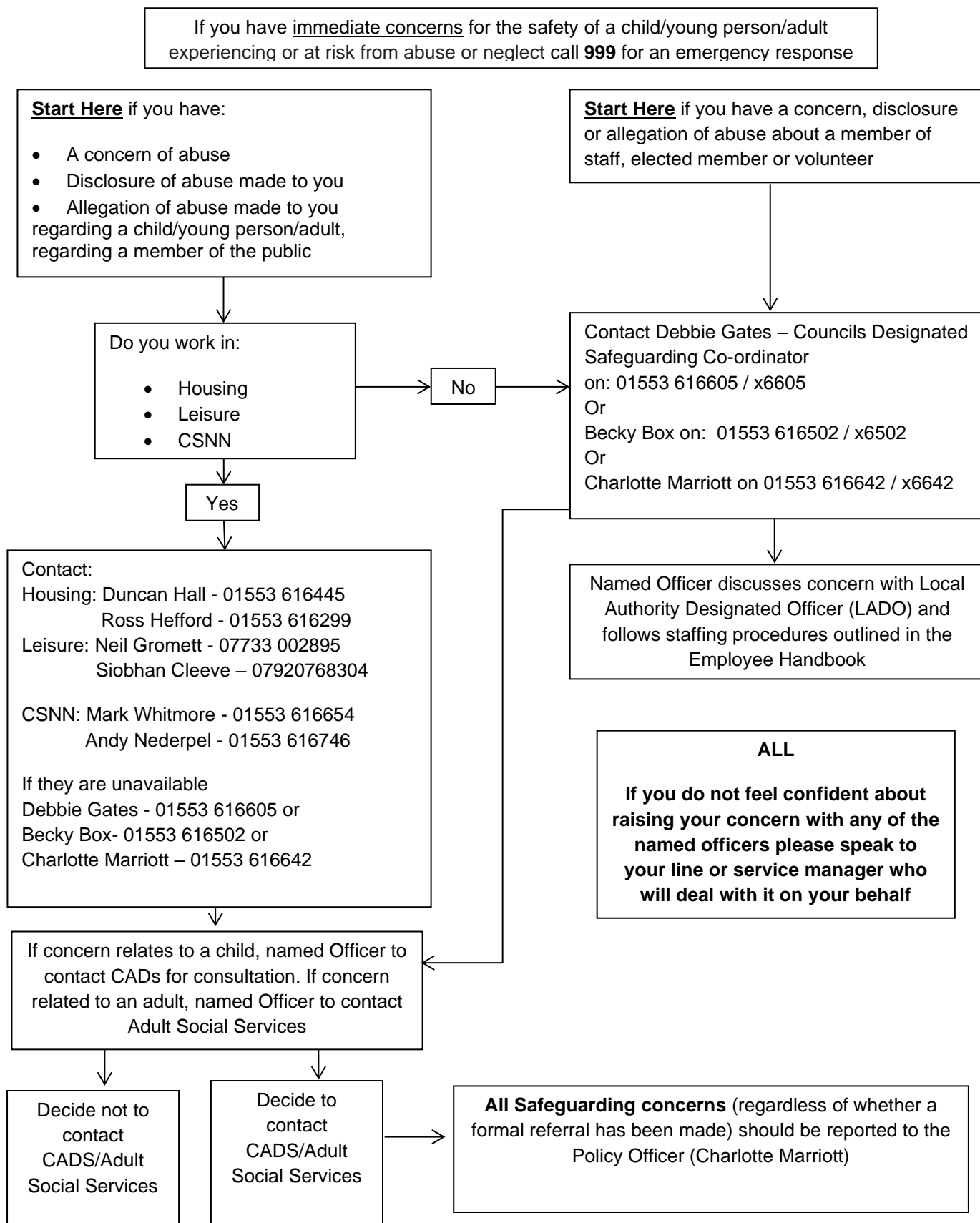
Grooming is when someone builds a relationship with a child or adult and/or their family to gain their trust for the purposes of sexual abuse or exploitation. Groomers do this by:

- pretending to be someone they are not, for example saying they are the same age online
- offering advice or understanding
- buying gifts
- giving the child or adult experiencing or at risk from abuse or neglect attention
- using their professional position or reputation
- taking them on trips, outings or holidays

9. What You Should do if you have a Concern – Safeguarding Procedures

The following procedures are intended to inform all staff, elected members and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected abuse.

9.1.1 Safeguarding Procedure Flowchart



9.1.1 There is a form for recording safeguarding concerns in Appendix D.

9.2 Who to talk to if you have a concern

9.2.1 If you have a concern about a child or an adult experiencing or at risk from abuse or neglect you should follow the procedures set out in Safeguarding Procedures Flowchart above. However if there is an immediate danger dial 999 stating clearly that it is a child/adult safeguarding issue that needs immediate attention.

9.2.2 For concerns related to a child:

Children's Advice and Duty Service (CADS) Norfolk County Council

Norfolk Children's Advice and Duty Service (CADS) is made up of a team of Consultant Social Workers who have had specialist training and use a coaching style to empower partners to be more confident in working with families and meeting needs. The Consultant Social Workers will provide advice, support and signposting, identifying the correct services and support for the child or young person

If you are a professional, i.e. working with a child or young person in a formal or voluntary setting and not a family member or member of the public, you can contact the Children's Advice and Duty Service on their direct line: **0344 800 8021**.

If your concern has arisen in your capacity as a member of the public you can do this through Norfolk County Council's Customer Services on **0344 800 8020**.

9.2.3 For concerns related to an adult:

For non-urgent concerns (i.e. where there is no immediate risk of harm) regarding an adult, you can raise a concern using the online portal at:

<https://adultsocialcare.norfolk.gov.uk/web/portal/pages/human?r=%2Fweb%2Fportal%2Fpages%2Fsafeguarding>

9.2.4 Other contact details for advice:

For specialist Police advice you can contact the Duty Detective Sergeant within the MASH.
Email: MASHSupervisors@norfolk.pnn.police.uk Call: 01603 27(6151)

Any investigation undertaken will be led by Children's Services/Adult Services and sometimes the Police. The relevant contact details for Safeguarding (referrals and consultation) are:

Children's/Adult's Services

Norfolk County Council

Tel: 0344 800 8020

County Hall

Martineau Lane

Norwich

Norfolk

NR1 2DH

Norfolk Safeguarding Children Partnership Support Team: 01603 223409

Norfolk Local Authority Designated Officer (LADO) Team: 01603 223473

If you have concerns about an adult working with a child under the age of 18 that you would like to report, please see the LADO Guidance and consultation documents below.

[LADO consultation and referral guidance](#)

If any concerns/allegations are made regarding an employee in relation to safeguarding this must be reported immediately to Debbie Gates, Executive Director as the Council's Designated Safeguarding Officer. The Executive Director will then follow the process outlined in the Council's Disciplinary and Dismissal procedure. Similarly if you have a concern that a colleague may be the victim of abuse, a disclosure of this nature is made to you by a colleague or if you are the victim of such abuse you should contact the Personnel Officer (Welfare) or Personnel Services Manager.

10 Responding to Concerns, Disclosures and Allegations

10.1 Duty to Refer

Any allegations or disclosures should be taken seriously. There is a duty on us all to report concerns about children, young people and adults where they may be at risk of harm or abuse. It is appropriate to gather and record facts about the concern, but care must be taken not to prejudice formal investigations which must be conducted in accordance with laid down procedures. There are a range of situations that staff, Elected Members and volunteers may need to respond to where there is a concern or case of alleged or suspected harm. For example:

- responding to a child, young person or adult experiencing or at risk from abuse or neglect, staff member etc disclosing abuse, i.e. they make an allegation of harm
- responding to allegations or concerns about a member of staff or volunteer
- responding to allegations or concerns about any other person, i.e. parent, carer, other service user and the impact their actions may have on a child, young person or adult experiencing or at risk from abuse or neglect.

10.2 Actions to Take

- Stay calm and listen carefully to what is said
- Take the allegation or concern seriously
- Consider any allegation or concern to be potentially dangerous to the individual
- Find an appropriate opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets – but with adults you must consider consent from the person where they have the capacity to make their own decisions
- Allow the individual to continue at their own pace
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer
- Reassure the individual that they have done the right thing in telling you
- With adults, find out what they would like to happen next where they have the capacity to make that decision
- Tell them what you will do next and with whom the information will be shared
- Record in writing all the details that you are aware of as soon as possible. You can use the safeguarding incident reporting form for this purpose. Fill in all the details that you are aware of and what was said using the child, young person or adults own words. An example of this form and accompanying guidance can be found in Appendix C and D
- Report and inform the Safeguarding Co-ordinator as outlined in the Safeguarding Procedure Flowchart in section 9.
- Complete information required within the referral form (including consideration of consent)

- The Safeguarding Co-ordinator informs relevant persons, i.e. Children's Services and/or the Police if appropriate.
- If forced marriage or honour based abuse is disclosed, staff need to be aware of the "one chance" rule. That is, they may only have one opportunity to speak to a victim or potential victim and may only have one chance to save a life. If the victim is allowed to leave without the appropriate support and advice being offered, that one chance might be wasted.

REMEMBER: It is not your job to judge or investigate BUT to inform

If there is an immediate risk to a child, young person or adult, call 999

11. Allegations of Previous Abuse

Allegations of abuse may be made some time after the event, for example by an adult who was abused as a child by a member of staff who is still working with children. Where such an allegation is made, the procedures detailed above should be applied, and the matter reported to Children's Services or the police. This is because others may still be at risk. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999, which states that it is an offence for such an individual to apply for or for an employer to offer, employment with children, young people and adults experiencing or at risk from abuse or neglect. Jobs which require contact with children and young people will require a Disclosure and Barring Service (DBS) check which reveals any previous convictions which make applicants ineligible for such a role. Relevant employees will have their DBS rechecked every three years by Personnel.

12. Confidentiality and Information Sharing

- 12.01 Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only, i.e. the Safeguarding Co-ordinator, Children's Services, Adult Services, and the Police. Any breach of confidentiality could be damaging to the child, young person or adult experiencing or at risk from abuse or neglect, their family, the person whom the allegation is being made against and any safeguarding investigations that may follow.
- 12.02 Information sharing guidance from HM Government states that 'where there are concerns about the safety of a child, the sharing of information in a timely and effective manner between organisations can reduce the risk of harm. Whilst the Data Protection Act 1998 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child or vulnerable adult being placed at risk of harm. Similarly, human rights concerns, such as respecting the right to a private and family life would not prevent sharing where there are real safeguarding concerns'. If you have a concern but are unsure about issues of confidentiality and information sharing, please contact the Council's Safeguarding Co-ordinator.
- 12.03 Sharing Concerns with Parents/Family/Carers

For children:

Informing the parents of a child or young person you may have concerns about needs to be dealt with in a sensitive way and wherever possible will be co-ordinated by the Council's Designated Safeguarding Co-ordinator in consultation with Children's Services and/or the Police. Parents' agreement (known as obtaining consent) should be obtained prior to contacting CADS/Children's services.

For adults:

The law and guidance around safeguarding adults is clear that adults may make unwise choices about risk in their lives or choose not to act at all to protect themselves; it is only in extreme circumstances that the law intervenes. This will often only happen when an adult is assessed to lack capacity in that area, or where the concerns may extend to children, such as when they are living in the same household. Where there are concerns about an adult it is necessary to obtain their agreement (known as obtaining consent) before a referral is made.

For both children and adults:

It is recognised that this may be difficult to obtain, and consent should never be sought in circumstances where to do so may place the child or adult at increased risk of suffering or likely to suffer significant harm. In addition, consent is not required in circumstances where requesting it might undermine the investigation of a serious crime. If a parent or carer refuses to give consent (i.e. refuses to give permission for a referral) further advice will be sought by the Designated Safeguarding Co-Ordinator.

Remember: if there is an immediate risk to a child, young person or adult, call 999.

13. Good Practice for Staff, Elected Members and Volunteers

- 13.01 Promoting good practice among staff, Elected Members and volunteers will limit the possibilities of allegations against themselves, the Council and potential risks in which situations of harm or abuse of a child or adult may occur.
- 13.02 The guidelines in Appendix E aim to promote positive practice and are examples of care which should be taken by staff, elected members and volunteers while working with children, young people and adults experiencing or at risk from abuse or neglect.

13.03 Guidance for use of Photographic Filming Equipment including Mobile Phones

The Borough Council of King's Lynn & West Norfolk is keen to promote positive images of its residents and sees the value in photography and videography in doing this. However, it is possible that some people will seek to take inappropriate images or footage of children, young people or adults experiencing or at risk from abuse or neglect. Therefore, in order to mitigate this risk, the following guidelines should be followed:

- When commissioning professional photographers/videographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to safeguarding
- Check credentials of any photographers/videographers and organisations used
- Ensure identification is worn at all times, if they do not have their own – provide it
- Do not allow unsupervised access to children, young people or adults at risk or one to one photographic/videography sessions
- Do not allow photographic /videography sessions outside of the activities or services, or at the home of a child, young person or adult at risk
- Ensure the child, young person or adult gives consent for their image to be taken and that they know what it will be used for
- Parents or carers must be informed that photographs or videos of their child, young person or adult may be taken during Council services, activities or events, and consent forms need to be signed agreeing to this. This must include information about how and where these photographs will be used.
- It is recommended that the names of children, young people or adult experiencing or at risk from abuse or neglect should not be used in photographs or video footage, unless with the express permission of their parent or carers, or in the case of an adult, the individual themselves, as long as they have mental capacity to make that decision.

14. Work with Third Parties and Contracted Services

- 14.01 Children, young people and adults experiencing or at risk from abuse or neglect can be subjected to abuse by those who work with them in any and every setting and it is important that all reasonable steps are taken by the Council to ensure that unsuitable people are prevented from gaining access to them.
- 14.02 As mentioned in section 2, Section 11 of the Children Act 2004 places duties on local authorities to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children. However, this can prove difficult to manage in relation to activities delivered via third parties which are not governed by statute.
- 14.03 The Council recognises that:
- some services are undertaken on its behalf by third party organisations, who may have contact with children, young people and/or adults experiencing or at risk from abuse or neglect
 - it has property which may be used by third parties that may involve contact with children, young people or adults experiencing or at risk from abuse or neglect
 - it provides funding to some groups/organisations who provide services to/on behalf of children, young people or adults experiencing or at risk from abuse or neglect.
- 14.04 The Council has therefore developed a 'safeguarding risk assessment' to enable Executive Directors/Service Managers to assess the level of appropriate action to take in respect of safeguarding in circumstances where the Council is:
- letting contracts, including preferred contractors
 - providing grants or funding to third parties
 - leasing Council owned property
 - issuing licences for concessionary activities (outside the statutory licence process)
 - undertaking event management
 - undertaking general licensing functions
- 14.05 The risk assessment recognises the need to differentiate between the different levels of contact with children, young people and adults experiencing or at risk from abuse or neglect in order to apply the most appropriate level of action. Full details of the Safeguarding Risk Assessment can be found in Appendix H.
- 14.06 **Use of Contractors** – in order to ensure compliance with the Council's legal responsibilities in relation to children and adults experiencing or at risk from abuse or neglect are complied with Executive Directors/Service Managers letting contracts will apply the safeguarding risk assessment at an early stage in the process. This will apply to all contracts let, not just those where a formal tendering process is required. Where 'action required' is identified this will be built into contract specifications and be assessed as part of the selection process used to determine the successful supplier. This requirement will be reflected in the Council's Contract Standing Orders.
- 14.07 **Grants and Funding** – where the Council provides funding or grants to organisations whose work involves children, young people or adults experiencing or at risk from abuse or neglect there is an expectation that the organisation will have relevant safeguarding procedures in place. The Council will build this into the eligibility criteria for such funding and compliance

with requirements will be built into the service level agreements governing the provision of such monies.

- 14.08 **Leasing Council Property and Licences for concessionary activities** - in circumstances where the Council leases property/grants licences to business and individuals who provide services specifically aimed at children or adults experiencing or at risk from abuse or neglect the 'safeguarding risk assessment' will be applied and the level of action required as a result will be adhered to by Property Services.
- 14.09 **Event Management** – the West Norfolk Public Event Safety Advisory Group (PESAG), of which the Council is a member, takes steps to promote good standards of safety for all public events in the borough and as such will provide event organisers with advice and guidance on how to deal with lost children and how to report potential safeguarding issues.
- 14.10 **Licensing** – use of the safeguarding risk assessment will be made when the licence being applied for may incur safeguarding considerations, for example, taxi drivers, amusement arcades, animal establishments and alcohol licensing.
- 14.11 The Council will provide good practice guidance to third parties to assist them in developing their own policies/procedures in relation to safeguarding, which will in turn enable them to meet the Council's safeguarding requirements.

NB. The Council's responsibilities with regards to safeguarding relate to services being delivered on its behalf, with its permission or funding or on its land/property. However, the Council also expects third party organisations with which it engages to comply with all relevant employment and safeguarding legislation with regards to their own employees.

15. Recruitment

- 15.01 It is important that all staff working or having contact with children and young people, or adults experiencing or at risk from abuse or neglect, whether they are full time, part time, paid or unpaid, have the same recruitment and selection procedures applied to them, and that these procedures are used to obtain as much information as possible about the person's previous experience of, and suitability for, working with children, young people or adults experiencing or at risk from abuse or neglect.
- 15.02 The Council follows robust recruitment, selection and appointment procedures for all vacancies. For more detailed information on each recruitment stage, see Appendix G.

16. Current Employees and Safeguarding

16.01 Induction and Training

- 16.01.1 It is important that the recruitment and selection process is followed by relevant induction and training in order to further protect children and young people or adults experiencing or at risk from abuse or neglect. Appropriate training will enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice and concerns or allegations of abuse.
- 16.01.2 The Council's induction e-learning programme includes a general introduction to the Safeguarding Policy and employees roles/responsibilities with regards to safeguarding. All staff and volunteers need to be aware of the procedures they need to follow in response to any concerns that they have and managers will ensure that this policy document is read and understood by all new and existing staff and volunteers. Where necessary, Managers will

also provide clarification of the job expectations, roles and responsibilities (e.g. through a formal or informal work programme / objectives).

- 16.01.3 Where relevant to an employee's job role, or where an employee expresses an interest in learning more about the subject, basic safeguarding awareness training (in relation to child protection, or adult safeguarding, or both) will be provided. This basic awareness training will cover the signs and indicators of abuse and an understanding of employee's responsibility to act swiftly and sensitively when concerns arise.
- 16.01.4 Basic child protection training is undertaken by all relevant employees on a rolling three year basis, as recommended by the Norfolk Safeguarding Children Partnership. Further additional and more specialist training is provided to staff as required. An annual safeguarding training plan is developed to ensure that staff are kept up-to-date on changes in legislation, recommended practice and new legislation/developments. This training plan is agreed by the Internal Safeguarding Group.

16.02 Support for Staff

- 16.02.1 The Council recognises that its employees will be amongst those affected by domestic abuse, for example, as a survivor of domestic abuse, an individual who is currently living with domestic abuse, someone who has been impacted upon by domestic abuse or as an individual who perpetrates domestic abuse. We are committed to developing a workplace culture in which there is zero tolerance for abuse and which recognises that the responsibility for domestic abuse lies with the perpetrator.
- 16.02.2 Any employee who is the victim of domestic abuse may raise the issue with their employer (either their line manager, the Personnel Officer (Welfare) or the Personnel Services Manager) and will receive appropriate support and assistance. Any allegation, disclosure or conviction of a domestic abuse related offence, whether by victim, perpetrator or someone impacted by domestic abuse in any other way, will be treated on a case by case basis using the full range of employment policies and support mechanisms available to the Council, as appropriate to the particular circumstances involved.
- 16.02.3 A Trauma Risk Management (TRiM) procedure and network of TRiM Managers and Practitioners has been introduced to enable employees who are exposed to potentially traumatising workplace events to access NICE-recommended in-house support and signposting to external resources. All incidents that are identified as being potentially challenging and/or upsetting should be referred to a TRiM Manager who will undertake an assessment and provide support as appropriate. Please contact the Personnel Officer, Welfare for more information and guidance.

17. Useful Links and Further Information

Norfolk LSCP www.norfolkscb.org 01603 223409

The Norfolk LSCP has a comprehensive website detailing its protocols and procedures, as well as information on training, guidance and recent updates. It also hosts a number of useful leaflets and guidance which are available to download.

What to do if you're worried a child is being abused -

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

What to do if you're worried an adult is at risk of abuse - [Help an adult at risk of harm - Norfolk County Council](#)

NSAB www.norfolksafeguardingadultsboard.info

The Norfolk Safeguarding Adults Board (NSAB) website contains information, training and advice. There are also leaflets and guidance available to download.

Working Together to Safeguard Children (2018): A guide to inter-agency working to safeguard and promote the welfare of children

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf

Appendix A: Legislation and Guidance

A summary of the key legal requirements

Children Act 1989

This Act provides county councils (children's services departments) and others with powers and duties to protect children whilst at the same time providing safeguards for both children and parents against excessive or unwarranted intervention.

There are a number of general principles which need to be borne in mind when considering any part of the legal framework. The child's welfare is of paramount importance. Under section 47 of the Children Act, Children's Services must make enquiries regarding a child's welfare (investigate) where they:

- are informed that a child who lives, or is found, in their area:
 - is the subject of an emergency protection order; or
 - is in Police protection; or
 - has contravened a ban imposed by a curfew notice made under the Crime and Disorder Act 1998; or
- the Authority has reasonable cause to suspect that a child living or found in their area is suffering, or is likely to suffer significant harm.

The enquiries will enable Children's Services to decide whether they should take any specific action to safeguard and/or promote the child's welfare. It is very important that all investigations into such matters are conducted in accordance within laid down procedures and in a manner that will not prejudice any further action such as a criminal prosecution. For this reason, if you become aware of something that may need further investigation, **do not attempt to investigate the matter yourself.**

Children Act 2004

The Act places responsibilities on organisations and individuals, including the council.

These include:

- the duty under section 10 for local authorities (in this context, county level or 'children's services' authorities) to promote inter-agency co-operation between named agencies (including district councils).
- the reciprocal duty on those agencies (including district councils) to co-operate with the local authority (a duty which is accompanied by budget pooling powers and is the key provision that underpins children's trust arrangements).
- the requirement under section 11 to make arrangements to safeguard and promote the welfare of children, on which statutory guidance was published in August 2005 and came into effect from 1 October 2005.
- Section 11 of this Act places a duty on organisations and individuals (including this authority) to ensure their functions are discharged with regard to the need to safeguard and promote the welfare of children.
- Section 11 places a duty on local authorities that provide children's and other types of services, including children's and adult care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services.
- Section 11 of this Act places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.
- representation on, and participation in, Local Safeguarding Children Boards under section 13
- entitlement to be consulted on the production of the local authority's Children and Young People's Plan under section 17 and subsequent regulations

Protection of Children Act 1999

The Act has four principle objectives:

- to place the previous Department of Health's Consultancy Index (a list of people who are considered to be unsuitable to work with children) on a statutory basis and to require

- certain child care organisations to refer the names of anyone considered unsuitable to work with children for inclusion on the new list (called the Protection of Children Act List)
- to provide rights of appeal against the Protection of Children Act List and the Department for Education and Skills List 99
 - to require regulated child care organisations to check the names of anyone they propose to employ involving regular contact with children against both departmental lists and not to employ them if they are listed
 - to allow the Criminal Records Bureau to act as a central access point for criminal records information and the above two lists.

Human Rights Act 1998

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to. The Act incorporates the European Convention of Human Rights into UK law and this enables claims to be brought in UK courts by individual victims against any public bodies for breach of those convention rights.

The Convention Rights are as follows:

Article 2 - Right to Life	Article 10 - Freedom of expression
Article 3 - Prohibition of torture	Article 11 - Freedom of assembly and association
Article 4 - Prohibition of slavery and forced labour	Article 12 - Right to marry
Article 5 - Right to liberty and security	Article 14 - Prohibition of discrimination
Article 6 - Right to a fair trial	Article 16 - Restriction on political activity of aliens
Article 7 - No punishment without law	Article 17 - Prohibition of abuse of rights
Article 8 - Right to respect for private and family life	Article 18 - Limitation on use of restrictions on rights
Article 9 - Freedom of thought, conscience and religion	

As of January 2010, fifteen protocols to the Convention have been opened for signature. These can be divided into two main groups: those amending the framework of the convention system, and those expanding the rights that can be protected. The former require unanimous ratification by member states before coming into force, while the latter require a certain number of states to sign before coming into force. This Protocol contains three different rights which the signatories could not agree to place in the Convention itself. Monaco and Switzerland have signed but never ratified Protocol 1. The following rights arise from Protocol 1 of the Human Rights Act:

- Article 1 - Right to property
- Article 2 - Right to education
- Article 3 - Right to vote

The Human Rights Act makes it unlawful for a public body to act (by commission or omission) in a way that is incompatible with Convention Rights.

The Act requires all legislation to be interpreted and given effect, as far as possible, compatibly with Convention Rights or the law may be changed.

Sexual Offences Act 2003

Sections 30-33 create offences that rely on the inability of a person to refuse the sexual activity (whether engaging in or watching) on account of a lack of capacity or where they are unable to communicate their refusal. Sections 34-37 relate to situations where a person suffering from a mental disorder is under inducement, threat or deception to enter into sexual activity (whether engaging in or watching) where the person alleged to have caused harm knew the person was suffering from a mental disorder, or reasonably suspects.

In England, the legislation relating to Child Sexual Exploitation is covered under the Sexual Offences Act 2003. Girls and boys under the age of 16 cannot by law, consent to sexual intercourse and anyone engaging in sexual activity (as defined in The Sexual Offences Act

2003) with a child under the age of 16 is committing an offence. Children under 13 years of age cannot under any circumstances consent to sexual activity and specific offences, including rape, exist for child victims under this age.

Care Act 2014

The Care Act 2014 was adopted in May 2014 and the statutory guidance for the act was implemented in April 2015. The act established a new statutory framework for care and support, including the safeguarding of adults. The 6 principles of the Care Act 2014 are:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Under the Act, Norfolk County Council and its partners, such as the Borough Council, NHS bodies and chief officers of the police, have a responsibility to co-operate in preventing, reducing and delaying the development of need for care and support. This is done by:

- Promoting individual wellbeing
- Preventing people's care and support needs from becoming more serious
- Promoting integration of care and support with health services
- Providing information and advice
- Promoting diversity and equality in the provision of services
- Co-operating generally with its relevant partners such as other local councils, the NHS and Police
- Co-operating in relation to specific cases with other Local Authorities and their relevant partners.

Counter Terrorism and Security Act 2015 (Prevent)

The 'Prevent' strategy was launched by the Home Office in 2011 and aims to prevent people being drawn into terrorism. Section 26 of the Act requires a specified authority to have due regard to the need to prevent people from being drawn into terrorism. 'Prevent' is not designed to criminalise individuals, but rather to offer support to those who may be at risk. Local Authorities have a duty under the Counter-Terrorism and Security Act 2015 (the 'Prevent Duty') to have due regard to the need to prevent people from being drawn into terrorism.

The 'Channel' programme was developed as a key part of the 'Prevent' strategy. 'Channel' is a Home Office funded programme to utilise the existing partnership working and expertise between the police, local authority, other partner agencies and the local community in the form of a professionals panel to identify those at risk of being drawn into terrorism or violent extremism and to provide them with community-based safeguarding strategies and interventions. 'Prevent' will address all forms of terrorism but continue to prioritise according to the threat posed to our national security.

Further information about 'Prevent' can be found at: www.ltai.info/

Norfolk Safeguarding Children's Partnership has published specific guidance for reporting concerns relating to terrorism. If you have concerns of this nature please follow the procedure as outlined in the safeguarding flowchart at Appendix D in the council's Safeguarding Policy.

Equality Act 2010

The Act specifies a Public Sector Equality Duty to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.

- Foster good relations between people who share a protected characteristic and those who do not.

The equality duty covers the nine protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation
- marriage or civil partnership status.

The council is bound by the provision and spirit of the relevant legislation and all its work is informed by a commitment to the promotion of diversity. We believe that the welfare of children, young people and adults experiencing or at risk from abuse or neglect is of paramount concern, and that their individual needs and rights should be respected.

Mental Capacity Act 2005

The Mental Capacity Act 2005 applies to everyone aged 16 and over. It is designed to protect and restore power to people who may lack the capacity to make decisions themselves.

The Act is underpinned by 5 key principles:

- A presumption of capacity - a person must be assumed to have the capacity to make the decision in question unless it is established that he or she lacks the capacity to do so.
- Individuals being supported to make their own decisions – a person is not to be treated as unable to make a decision unless all practicable steps to help her or him to do so have been taken without success.
- Unwise decisions - a person is not to be treated as unable to make decisions merely because she or he makes an unwise decision.
- Act in best interests - an act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his or her best interests.
- Less restrictive option - Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be achieved in a way that is less restrictive of the person's rights and freedoms of action.

Modern Slavery Act 2015

- The Modern Slavery Act 2015 consolidates the current offences relating to trafficking, slavery and domestic servitude. The Act makes it an offence for a person to knowingly hold another person(s) in slavery or servitude for the purposes of forced or compulsory labour. An offence is also committed under this act if a person arranges or facilitates travel of another person with a view to exploiting them. This includes travel to, from and within the UK.
- The Act ensures tougher sentencing for human traffickers and provides support mechanisms for victims; it also introduces a defence for victims of slavery and trafficking.
- Under the Act businesses over a certain size are required to disclose each year what action they have taken to ensure there is no modern slavery in their business or supply chains.
- All First Responders, which includes district and borough councils, have a duty, under the Act, to notify the National Referral Mechanism of potential victims of slavery and/or trafficking.

Serious Crime Act 2015 (mandatory reporting duty for Female Genital Mutilation)

- The duty applies to professionals working within healthcare or social care, and teachers. The legislation also states that non-regulated practitioners also have a responsibility to

take appropriate safeguarding action in relation to any identified or suspected case of Female Genital Mutilation (FGM), in line with wider safeguarding frameworks. Council staff should be aware of this Act in the event of a case of FGM being disclosed to them the council's safeguarding procedures must be followed.

- The Serious Crime Act 2015 also prohibits any information likely to identify victims of FGM (in order to encourage more victims to come forward).
- Failure to protect a girl from FGM is also a new offence and relates to anybody with parental responsibility for girls under 16 years old.
- A Female Genital Mutilation Protection Order (FGMPO) protects and safeguards potential victims of FGM. An FGMPO can contain conditions that, for example, include surrendering a passport to prevent a potential victim being taken abroad for the purposes of FGM.

Domestic Abuse Act 2021

The act seeks to

- Raise awareness and understanding of the devastating impact of domestic abuse on victims and their families
- Further improve the effectiveness of the justice system in providing protection for victims of domestic abuse by bringing perpetrators to justice
- Strengthen the support for victims of domestic abuse by statutory agencies

Appendix B: Indicators of Abuse

Physical Abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or adult.

Indicators of physical abuse or harm may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Bruising especially: <ul style="list-style-type: none"> - bruising on the trunk - bruises on the upper arm, shoulders and/or neck consistent with gripping - finger tip bruising/finger marks • Burns and scalds especially: <ul style="list-style-type: none"> - cigarette burns - burns caused by lengthy exposure to heat • Human bite marks • Fractures, particularly spinal fractures • Swelling and lack of normal use of limbs • Any serious injury with no explanations/inconsistent accounts • Untreated injuries 	<ul style="list-style-type: none"> • Unusually fearful with adults • Unnaturally compliant to parents or carers • Refusal to discuss injuries/fear of medical help • Withdrawal from physical contact • Aggression towards others • Wears cover-up clothing

Emotional Abuse

The persistent emotional maltreatment of a child or adult such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child or adult 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, young person or adult 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 someone. These may include interactions that are beyond a child, young person or adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them from 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, young people or adults experiencing or at risk from abuse or neglect frequently to feel frightened or in danger, or the exploitation or corruption of children, young people or adults experiencing or at risk from abuse or neglect. Some level of emotional abuse is involved in all types of maltreatment of a child, young person or adult, though it may occur alone.

Indicators of emotional abuse may or may not include:
<ul style="list-style-type: none"> • Physical, mental and emotional development lags • Acceptance of punishment which appears excessive • Over reaction to mistakes • Continual self-depreciation • Sudden speech disorders • Fear of new situations • Inappropriate emotional responses to painful situations • Neurotic behaviour (such as rocking) • Self harming • Fear of parents or carers being contacted • Extremes of passivity or aggression • Drug/solvent abuse • Running away • Compulsive stealing, scavenging • Disturbed sleep

- Confusion
- Sharp changes in behaviour in the presence of certain people
- Loss of appetite

Sexual Abuse

Involves forcing or enticing a child, young person or adult experiencing or at risk from abuse or neglect, to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or adult 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, young people or adults experiencing or at risk from abuse or neglect in looking at, or in the production of, sexual images, watching sexual activities, encouraging children, young people or adults experiencing or at risk from abuse or neglect to behave in sexually inappropriate ways, or grooming a child, young person or adult in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can children.

Indicators of sexual abuse may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Damage to genitalia, anus or mouth • Sexually transmitted infections • Unexpected pregnancy in very young girls • A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant • Soreness around the genital area, anus or mouth • Unexplained recurrent urinary tract infections and discharges or abdominal pain 	<ul style="list-style-type: none"> • Sexual knowledge inappropriate for age • Sexualised behaviour in young children • Sexually proactive behaviour/promiscuity • Hinting at sexual activity • Inexplicable falling off in school or work performance • Sudden apparent changes in personality • Lack of concentration, restlessness and aimlessness • Socially withdrawn • Overly compliant behaviour • Acting out, aggressive behaviour • Poor trust in significant adults • Regressive behaviour, onset of wetting by day or night • Onset of insecure, clinging behaviour • Arriving early at school, leaving late, running away from home • Suicide attempts, self-harm, self-disgust • Eating disorders, hysteria attacks in adolescents

Domestic Abuse

An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member, regardless of gender or sexuality. Domestic abuse can be physical, emotional, sexual or financial.

Indicators of domestic abuse may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Frequent injuries with the excuse of "accidents" • Frequently missing work, school, or social occasions, without explanation • Dressing in cover up clothing (wearing long sleeves in the summer or sunglasses indoors) • Physical symptoms of stress and anxiety 	<ul style="list-style-type: none"> • Being prevented from seeing family or friends • Prevented from attending college or work • Being followed or continually being asked where they are • Receiving accusations regarding other relationships unjustly • Feeling scared of others • Being threatened personally or receiving threats against other family/friends • Prevented from leaving the home

	<ul style="list-style-type: none"> • Have limited access to credit cards or money • Being forced to do something unwanted for their partner • Being spoken for at appointments • Minimalising or carrying the blame for the perpetrator's behaviour • Going along with everything the perpetrator says or does
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Financial or Material Abuse

Financial or material abuse is the unauthorised, fraudulent obtaining and improper use of funds, property or any resources from an adult experiencing or at risk from abuse or neglect. This can be opportunistic, or an involve serial abuse where the victim has been sought out and 'groomed' by the perpetrator who has gained the victims trust over a period of time before the abuse begins. It can involve theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills/property/inheritance/financial transactions, and misuse or misappropriation of property/possessions/benefits. The perpetrator may deceive or manipulate a person out of money or property, or withhold or misuse money, property or possessions belonging to the adult experiencing or at risk from abuse or neglect.

Indicators of financial or material abuse may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Personal possessions going missing • Contrast between known income and actual living conditions • Unexplained withdrawal of money from accounts 	<ul style="list-style-type: none"> • Unexplained or sudden inability to pay bills • Unusual interest by friend/relative/neighbour in adult experiencing or at risk from abuse or neglects financial matters • Pressure from next of kin for formal arrangements being set up

Modern Slavery

Modern slavery encompasses slavery, human trafficking, forced labour, forced criminality and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Indicators of modern slavery may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • May show signs of physical or psychological abuse, look malnourished or unkempt, or appear withdrawn • May have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work 	<ul style="list-style-type: none"> • Rarely allowed to travel on their own, seem under the control or influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work • Living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address • Have little opportunity to move freely and may have had their travel documents (e.g. passports) retained • May be dropped off/collected for work on a regular basis either very early or very late at night • May avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family

Discriminatory Abuse

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. This discrimination can be based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as protected characteristics under the Equality Act 2010).

Indicators of discriminatory abuse may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Being subjected to racist, sexist, ageist, gender based abuse • Abuse specifically about their disability • Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic • Acts or comments motivated to harm the individual including inciting others to commit abusive acts • Substandard service provision relating to a protected characteristic 	<ul style="list-style-type: none"> • Experiencing harassment or deliberate exclusion on the grounds of a protected characteristic • Lack of effective communication provision eg. Interpretation, signer or lip reader • The person appears withdrawn and isolated • Expressions of anger, frustration, fear or anxiety

Organisational Abuse

Organisational abuse occurs where the culture of the organisation places emphasis on the running of the establishment and the needs of the staff above the needs and care of the child, young person or adult. This can include neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home from domiciliary services. This may range from one off incidents to on-going ill-treatment. It can be as a result of the structure, policies, processes and practices within an organisation.

Indicators of organisational abuse may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Run-down or overcrowded establishment • Lack of care plans • No flexibility or lack of choice eg. time when to get up in a morning or go to bed or what to eat • Routines are engineered for the benefit of staff • Lack of personal effects • Strong smell of urine • Staff not visiting for allocated time due to pressure resulting in some tasks not being carried out fully • Poor moving and handling practices • Failure to provide care with dentures, spectacles or hearing aids • Inadequate staffing levels • People being hungry or dehydrated • Poor standards of care • Lack of personal clothing and possessions and communal use of personal items • Lack of adequate procedures • Poor record-keeping and missing documents • Public discussion of personal matters or unnecessary exposure during bathing or using the toilet 	<ul style="list-style-type: none"> • Contact with outside world not encouraged • Discouraging or refusing visits or the involvement of relatives or friends • Lack of flexibility and choice for adults using the service • Few social, recreational and educational activities

Hate Crime

Hate crime is any crime that is motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity. There are three categories of hate crime in legislation:

incitement to hatred offences on the grounds of race, religion or sexual orientation; specific racially and religiously motivated criminal offences (such as common assault); and provisions for enhanced sentencing where a crime is motivated by race, religion, sexual orientation, disability or transgender identity.

Hate incidents can include: name calling, physical attack, vandalism, hate mail and texts, hate material on social media and theft.

Radicalisation

Radicalisation is a process where a child or adult, often from a vulnerable background, starts to adopt extreme social, political or religious views and engage in extremist activities. The process can occur when someone comes across individuals with extremist views, who groom them into adopting radical views.

The PREVENT strategy, launched by the Home Office in 2011, aims to prevent people being drawn into terrorism. PREVENT is not designed to criminalise individuals, but rather to offer support to those who may be at risk and stop people becoming terrorists or supporting violent extremism in all its forms.

‘Channel’ is a key element of the PREVENT strategy. It uses existing collaboration between partners (such as the education, employment and housing) to support individuals and protect them from being drawn into terrorism.

Indicators of radicalisation may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Expressing opinions in support of violence and terrorism • Airing political or religious based grievances • Possession of extremist literature and imagery (digital or hard copy) • Attempts to access extremist websites and associated password protected chat rooms • Possession of material regarding weapons and or explosives • Possession of literature regarding military training, skills and techniques • Claims or evidence of involvement in organisations voicing violent extremist ideology in this country or overseas • Claims or evidence of attendance at military/terrorist training in the UK or overseas • Claims or evidence of involvement in combat/violent activity, particularly on behalf of violent extremist non state organisations 	<ul style="list-style-type: none"> • Unaccepting of other nationalities, religions or cultures • Withdrawal from family, peers, social events and venues • Hostility towards associates and family • Association with organisations which hold extremist views that stop short of advocating violence in this country

Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a collective term for procedures, which includes the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences. The age at which girls undergo FGM varies but is typically performed on girls aged between 5 and 8, but also on new-born infants, and young women before marriage or pregnancy.

FGM is much more common than is generally realised both worldwide and in the UK. UK Communities that are most at risk of FGM include Kenyan, Somali, Sudanese, Serra Leonean, Egyptian, Nigerian and Eritrean. Non-African communities include Yemeni, Afghani, Kurdish, Indonesia and Pakistani.

Indicators of FGM may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Difficulty walking, sitting or standing • Frequent urinary or menstrual problems • Older women in the family who have already had the procedure may prompt concern as to the potential risk of harm to other female children in the same family 	<ul style="list-style-type: none"> • Spending longer than normal in the bathroom or toilet due to difficulties urinating • Long periods of time away from a classroom during the day with bladder or menstrual problems • Prolonged or repeated absences from school or college • Prolonged absence from school or college with noticeable behaviour changes (e.g. withdrawal or depression) on the girl's return could be an indication that a girl has recently undergone FGM • Particularly reluctant to undergo normal medical examinations • May ask for help, but may not be explicit about the problem due to embarrassment or fear

Forced Marriage

A forced marriage is where one or both spouses do not consent to the marriage and there is some element of coercion involved. Coercion can include physical, psychological, financial, sexual or emotional pressure. Forced Marriage affects both men and women and is an abuse of human rights and, where a child is involved, an abuse of the rights of the child.

Indicators of forced marriage may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Victim or other siblings within the family reported missing or running away from home • A history of older siblings leaving education early and marrying early • Suddenly announcing engagement to a stranger • Unreasonable restrictions such as being kept at home by their parents ("house arrest") or being unable to complete their education • Reports of domestic abuse, harassment or breaches of the peace at the family home • Death of a parent • Female Genital Mutilation (FGM) • The victim reported for offences e.g. shoplifting, substance misuse or burglary • Threats to kill and attempts to kill or harm • Reports of other offences such as rape or kidnap • A person always being accompanied including to school and doctor's appointments • Employment difficulties such as poor performance, poor attendance, limited career choice, not being allowed to work, unable to be flexible in work arrangements and always being accompanied to and from work 	<ul style="list-style-type: none"> • Absence from school or work • Fear of forthcoming school holidays or annual leave • Decline in behaviour • Becoming withdrawn from school or work • Removal from day centre care • Prevented from going on to higher education • Depressive behaviour including self-harming, attempted suicide, eating disorders, substance misuse and early unwanted pregnancy

Honour Based Abuse

Honour based abuse is as a crime or incident which has or may have been committed to protect or defend the honour of the family and/or community. It is a collection of practices, which are used to control behaviour within families or other social groups.

In the attempt to protect perceived cultural and religious beliefs and/or honour, honour based abuse can result in: common assault, domestic abuse, forced marriage, cruelty to persons under 16 (including neglect and abandonment), theft (e.g. passport), child abduction, abduction of an unmarried girl under the age of 16 from parent or guardian, abduction of a woman by force or for the sake of her property, rape, aiding and abetting a criminal offence, kidnapping, false imprisonment, Female Genital Mutilation (FGM) and murder.

Bullying and Cyber Bullying

Bullying is behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally. Bullying can take many forms (for instance, cyber-bullying via text messages or the internet), and is often motivated by prejudice against particular groups, such as on grounds of race, religion, gender, sexual orientation, or because a child is adopted or has caring responsibilities. It might be motivated by actual differences between individuals, or perceived differences.

The rapid development of, and widespread access to, technology has provided a new medium for 'virtual' bullying. Cyber-bullying is a different form of bullying and can happen at all times of the day, with a potentially bigger audience, and more accessories as people forward on content at a click.

Indicators of bullying or cyber bullying may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Belongings get 'lost' or damaged at school, work or day centre • Physical injuries such as unexplained bruises • Being afraid to go to school, being mysteriously 'ill' each morning, or skipping school • Asking for unusual amounts of money, or stealing money (to give to a bully) • Bullying others 	<ul style="list-style-type: none"> • Not doing as well at school or work • Changing normal route to school, day centre, work • Being nervous, losing confidence, or becoming distressed and withdrawn • Unusually hungry when getting home from school, day centre or work, despite having had lunch money • Problems with eating or sleeping • Have few friendships • Aren't accepted by their peers • Are wary and suspicious of others • Suddenly stops using the computer or smartphone

Abuse by another Adult Experiencing or at Risk from Abuse or Neglect

Where the person causing the harm is also an adult experiencing or at risk from abuse or neglect, the safety of the person who may have been abused is paramount. Organisations may also have responsibilities towards the person causing the harm, and certainly will have if they are both in a care setting or have contact because they attend the same place (e.g. a day centre). In this situation, it is important that the needs of the adult experiencing or at risk from abuse or neglect who is the alleged victim are addressed separately from the needs of the person allegedly causing harm.

It may be necessary to reassess the adult allegedly causing the harm. This will involve a meeting where the following could be addressed:

- the extent to which the person causing the harm is able to understand his or her actions
- the extent to which the abuse or neglect reflects the needs of the person causing the harm not being met (e.g. risk assessment recommendations not being met)
- the likelihood that the person causing the harm will further abuse the victim or others

The principles and responsibilities of reporting a crime apply regardless of whether the person causing harm is deemed to be an adult experiencing or at risk from abuse or neglect.

Neglect

Note: Neglect for an adult is only relevant where the adult has a care need, and relies on another person for specific things, which fail to happen. This can be intentional or unintentional (often referred to as 'neglect and acts of omission').

The persistent failure to meet the basic physical and/or psychological needs of a child or adult experiencing or at risk from abuse or neglect, which is likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy as a result 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 or adult from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to the basic emotional needs of a child, young person or adult experiencing or at risk from abuse or neglect.

Indicators of neglect may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Poor personal hygiene • Poor state of clothing • Inappropriate clothing • Emaciation, pot belly, short stature • Poor skin tone and hair tone • Untreated medical problems • Obesity • Repeated infections • Repeated or unexplained falls or trips • Pressure sores or ulcers • Inconsistent or reluctant contact with medical and social care organisations • Accumulation of untaken medication 	<ul style="list-style-type: none"> • Constant hunger • Constant tiredness • Frequent lateness or non-attendance at school or work • Destructive tendencies • Low self-esteem • Neurotic behaviour • No social relationships • Running away • Compulsive stealing or scavenging • Multiple accidents and accidental injuries • Uncharacteristic failure to engage in social interaction

Self-Neglect

Whilst there is no accepted operational definition of self-neglect, literature suggests that it can be described as: persistent inattention to personal hygiene and/or their environment, repeated refusal of services that would improve their quality of life, and causing self-endangerment through unsafe behaviours.

Indicators of self-neglect may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Dehydration • Malnutrition • Poor personal hygiene • Untreated medical conditions • Hazardous or unsafe living conditions • Unsanitary or unclean living quarters • Inappropriate or inadequate clothing • Lack of necessary medical aids (glasses, hearing aids, dentures, walking aids) • Grossly inadequate housing or homelessness 	<ul style="list-style-type: none"> • Unwillingness to attend external appointments • Refusing prescribed medication or community health care support • Refusing to allow other organisations with an interest into the property e.g. utilities companies, housing services • Repeated episodes of anti-social behaviour, either as a victim or perpetrator • Social isolation

Hoarding

Hoarding is a standalone mental illness, although it can also be a symptom of other mental disorders. There are three categories of hoarding: inanimate objects – such as clothes or paper, animal hoarding, data hoarding – such as data collection equipment or the need to store copies of information, such as emails. Hoarding is distinct from the act of collecting or general untidiness; the difference being that hoarders have a strong emotional attachment to their objects which are in excess of their real value. Hoarding is not a lifestyle choice.

Growing up in a hoarded property can put a child at risk and could lead to neglect, which is a safeguarding issue. The needs of the child must come first and any actions should reflect this.

Indicators of hoarding may or may not include:	
Physical Observations	Behavioural Observations
<ul style="list-style-type: none"> • Extreme clutter • Self-care: a person who hoards may appear unkempt and dishevelled • Large number of pets: this can be a source of complaints by neighbours. They may be a self-confessed “rescuer of strays” or seek comfort in keeping large numbers of animals • Health Hazards • Loss of living space inside the home 	<ul style="list-style-type: none"> • Fear and anxiety (where hoarding becomes their comfort blanket) • Long term behaviour pattern of collecting and saving over many years • Excessive attachment to possessions • Indecisiveness in the decision to discard items that are no longer necessary, including rubbish. • Unrelenting standards: finding faults with others, while struggling to organise themselves and complete daily living tasks • Socially isolated: alienates family and friends and refuses home visits from professionals • Mentally competent: people who hoard are typically able to make decisions that are not related to hoarding. • Churning: moving items from one part of a person’s property to another • Poor insight: a person who hoards will typically see nothing wrong with their behaviour and the impact it has on them or others

Appendix C: Guidance notes for recording concerns and allegations.

LS3 GUIDANCE NOTES FOR RECORDING CONCERNS & ALLEGATIONS

Box	Notes
1	Only fill in the details you have.
2	Only complete if details are known.
3	Remember to remain calm and listen to them. If you need to, you may ask open questions to clarify a statement. i.e. "How did that happen?" It is important to write down as far as you can remember the exact words that were used including your questions if any. Do not write up notes in presence of person disclosing. Where appropriate do be honest with the person disclosing and inform them of what you will do next. Remember do not promise to keep secrets.
4	Do not investigate further to find this information. Only use it where it has been included in dialogue.
5	It is important not to discuss serious concerns with anyone else other than the designated officer for safeguarding as this may jeopardise any investigation by the Police or Children's/Adult's Services.
6	It is vital that consultation with the designated safeguarding co-ordinator takes place as soon as possible and records made. In the absence of the designated safeguarding co-ordinator, delay must be avoided; consult with your line manager. However, this should not delay any referral to Children's/Adult's Services.
7	Refer to the guidance on completing the referral form below

Responding when someone tells you something that raises concerns:

- ✓ Be calm and sensitive
- ✓ Listen – let them talk, don't interrupt
- ✓ Let them know you are taking them seriously
- ✓ Acknowledge their courage
- ✓ Explain next steps
- ✓ Seek their permission to share (tell them you will pass the information on, to the relevant people)
- ✓ Record the conversation
- ✓ Contact your key safeguarding contact

If there is an immediate danger call 999 stating that it is a child/adult safeguarding issue that needs immediate attention

Guidance on completing the 'Safeguarding Referral Form' (Appendix D on this Policy)

Details of the person completing this form	
Name	Job title
Service Area	Date of referral
Contact details	
Telephone	Email

Details of person completing the form - your details – complete in full

Is the person being referred a child or an adult? Child Adult

Identify if the person you are concerned about is a child or an adult. This is important as there are different processes and organisations involved. *Remember, in England a child is defined as anyone who has not yet reached their 18th birthday.*

Has the person being referred (if referral relates to a child, the person with parental responsibilities) given their consent for this referral to be made? Yes No

If 'no', please explain why:

Information sharing is crucial for effective safeguarding. We should seek consent to share information, as long as this will not put the individual at risk of harm or undermine a criminal investigation, on these occasions we will share without consent.

If you have sought consent, but the individual does not agree to you sharing the information (we may still share without their consent) please record their justification for not giving consent.

Do not delay disclosing information to obtain consent if that might put the individual at risk of significant harm.

Details of person being referred – the person who is at risk			
Name (include all middle names)			
Address			
Date of birth	Age	Gender	
Ethnicity	Primary language spoken		
Religion (if referral relates to a child, include parents' religion) – if known			
For adult referrals		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does this person have a disability / additional support need? If 'Yes', please specify support need (e.g., translator or signer required)			
For child referrals		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does the person (or people) with parental responsibility have a disability / additional support need? If 'Yes', please specify support need (e.g., translator or signer required)			
Contact details			
Telephone	Email		
Address			

Record details of the individual at risk. Complete as much of this section as you possible can. If you do not know the answer, please state 'unknown'.

Referral information – details of concern <i>(please tick all that apply)</i>	
<input type="checkbox"/> Physical abuse <input type="checkbox"/> Emotional abuse <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Neglect <input type="checkbox"/> Financial / material abuse <input type="checkbox"/> Modern slavery / human trafficking <input type="checkbox"/> Child exploitation (criminal or sexual) <input type="checkbox"/> Organisational <input type="checkbox"/> Discriminatory abuse <input type="checkbox"/> Self-neglect / Hoarding <input type="checkbox"/> Contextual safeguarding referral <input type="checkbox"/> Child to parent abuse <input type="checkbox"/> Other, please specify: _____	
How did you become aware of this safeguarding concern?	<input type="checkbox"/> I witnessed the incident in person <input type="checkbox"/> Disclosure from person being referred <input type="checkbox"/> Reported by someone else <input type="checkbox"/> Anonymous contact <input type="checkbox"/> Other, please specify: _____
If this concern was identified by someone else, please provide their details, if known	

Here you need to record details of the concern(s) you have, including the potential type of abuse the individual may be experiencing (or at risk of), and how you became aware of this concern.

⊕ Details of concerns – what are you worried about? What is the impact on the individual, and others in the environment (particularly with regards to adult safeguarding, consider the impact on children/dependents)? (Past harm and future risk)			
Where did the incident (or disclosure) that caused concern happen? (e.g., referee's home)			
Date of the incident		Time of the incident	
Concern (what you saw, heard or were told that caused concern):			
Impact (actual and potential):			
Additional information or comments that support this referral or help to identify urgency / priority			

Record your concern here, including the date and time of the incident. Explain exactly what happened that caused concern. It is important to record the facts, not your opinion. Record exactly what you saw, heard or were told – try to use the exact words.

Details of other people living in the household <i>(delete or add rows as required)</i>			
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	

This section is particularly relevant to safeguarding incidents that are observed in the home setting.

Details of other individual's living in the property (only if relevant, e.g., if the incident took place in town, then there would be no need to complete this section, as the information would not be known)

Complete this section, only if known.

Declaration – I confirm that the details I have provided on this form are accurate, to the best of my knowledge and are a true and factual reflection of the incident.			
Name		Signature	Date

Complete the declaration.

Electronic signature will be accepted.

Email the completed form to you key safeguarding contact.

If you key safeguarding contact is not Charlotte Marriott, please send an additional copy to Charlotte (or cc Charlotte into your initial email) charlotte.marriott@west-norfolk.gov.uk

Key safeguarding contacts:

If you work in Housing or CSNN:

Housing: Duncan Hall – 01553 616445
 Ross Hefford – 01553 616299

CSNN: Mark Whitmore – 01553 616654
 Andy Nederpel – 01553 616746

For all other services, or if your key contact is not available:

Charlotte Marriott – 01553 616642
 Becky Box – 01553 616502
 Debbie Gates – 01553 616605

Now what?

Now you have passed the safeguarding referral form to your key contact, they will take it from here, contacting any external agencies needed. These may include Children's Advice and Duty Service (CADS), Norfolk County Council (NCC), Multi Agency Safeguarding Hub (MASH) or the Local Authority Designated Officer (LADO) – depending on the age of the individual, nature of the concern/allegation and the advice given by those external agencies.

Remember: Get help and support for yourself when needed.

Safeguarding incidents can be incredibly stressful and upsetting for everyone involved, even those reporting it. It is important that you know where to get help if you have been affected by something you have seen, heard or have been told.

For help, support or to simply have a conversation, contact:

- Your Line Manager
- Your Safeguarding Key Contact

- Personnel Officer (Welfare) – Jo Shinn (jo.shinn@west-norfolk.gov.uk, direct dial: 01553 616368)

For further information or advice please refer to our [Safeguarding policy](#) (available on our website) or contact Charlotte Marriott (ext. 6642)

Appendix D: BCKLWN Internal Form for Recording Safeguarding Concerns and/or Allegations

Recordings must be made as soon as possible after the event. **Do not delay.** Any additional information should be recorded on a separate sheet and attached. **REMEMBER – DO NOT INVESTIGATE; Children’s/Adult’s Services will undertake this role.**

Safeguarding Referral Form – Children and Adults at risk

If you need help completing this form, please contact Charlotte Marriott – 01553 616 642, or charlotte.marriott@west-norfolk.gov.uk

Guidance on completing this form: please only include the information you have; you do not need to complete every section. If you are unsure or do not know, please state ‘unknown’.

Details of the person completing this form			
Name		Job title	
Service Area		Date of referral	
Contact details			
Telephone		Email	

Is the person being referred a child or an adult? Child Adult

Has the person being referred (if referral relates to a child, the person with parental responsibilities) given their consent for this referral to be made? Yes No

<i>If ‘no’, please explain why:</i>

Details of person being referred – the person who is at risk			
Name (include all middle names)			
Address			
Date of birth		Age	
Ethnicity		Primary language spoken	
Religion (if referral relates to a child, include parents’ religion) – if known			
<i>For adult referrals</i>			Yes <input type="checkbox"/> No <input type="checkbox"/>
Does this person have a disability / additional support need? <i>If ‘Yes’, please specify support need (e.g., translator or signer required)</i>			
<i>For child referrals</i>			Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the person (or people) with parental responsibility have a disability / additional support need? <i>If ‘Yes’, please specify support need (e.g., translator or signer required)</i>			
Contact details			
Telephone		Email	
Address			

Referral information – details of concern (please tick all that apply)	
<input type="checkbox"/> Physical abuse <input type="checkbox"/> Emotional abuse <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Neglect <input type="checkbox"/> Financial / material abuse <input type="checkbox"/> Modern slavery / human trafficking <input type="checkbox"/> Child exploitation (criminal or sexual) <input type="checkbox"/> Organisational <input type="checkbox"/> Discriminatory abuse <input type="checkbox"/> Self-neglect / Hoarding <input type="checkbox"/> Contextual safeguarding referral <input type="checkbox"/> Child to parent abuse <input type="checkbox"/> Other, please specify: _____	

How did you become aware of this safeguarding concern?	<input type="checkbox"/> I witnessed the incident in person <input type="checkbox"/> Disclosure from person being referred <input type="checkbox"/> Reported by someone else <input type="checkbox"/> Anonymous contact <input type="checkbox"/> Other, please specify:		
If this concern was identified by someone else, please provide their details, if known			
Details of concerns – what are you worried about? What is the impact on the individual, and others in the environment (particularly with regards to adult safeguarding, consider the impact on children/dependents)? (Past harm and future risk)			
Where did the incident (or disclosure) that caused concern happen? (e.g., referee's home)			
Date of the incident		Time of the incident	
<p>Concern (what you saw, heard or were told that caused concern. Please include details of the potential perpetrator, if known):</p> <p>Impact (actual and potential):</p>			
Additional information or comments that support this referral or help to identify urgency / priority			

Declaration – I confirm that the details I have provided on this form are accurate, to the best of my knowledge and are a true and factual reflection of the incident.			
Name		Signature	Date

Please email a completed copy of this form to you key safeguarding contact and Charlotte Marriott, Policy Officer (Central Services) – charlotte.marriott@west-norfolk.gov.uk

Details of other people living in the household <i>(delete or add rows as required)</i>			
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	
Name		Relationship to referee	
Gender		Age	

For completion by Key Safeguarding Contact only			
Child safeguarding referral CADS – 0344 800 8021		Adult safeguarding referral Norfolk County Council – 0344 800 8020	
CADS advice sought?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Date	
CADS contacted on (date)		Time	
Time CADS contacted		NCC contacted by	
By (name)		Name of person concern referred to at NCC	
Name of person concern reported to at CADS		Online portal used (include date)	
Outcome of CADS discussion		Outcome of referral	
<input type="checkbox"/> Refer to Early Help <input type="checkbox"/> Refer to Social Work Team <input type="checkbox"/> Refer to MASH <input type="checkbox"/> PREVENT referral <input type="checkbox"/> No action / referral needed <input type="checkbox"/> Other, please state below			
Action(s) needed:			

MASH reference number (if applicable)			
MASH Feedback: Outcome of referral (if applicable)			
Outcome challenged?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Outcome challenged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If outcome challenged		If outcome challenged	
By who?		By who?	
Date of challenge / appeal		Date of challenge / appeal	
Outcome of challenge / appeal		Outcome of challenge / appeal	

Lessons learned – identify any corrective or improvement actions			
Action	By who	By when	Completed?
1.			
2.			
3.			

Appendix E: Good Practice for Staff, Elected Members and Volunteers: Guidelines

Always

- Be publicly open when working with children, young people and adults experiencing or at risk from abuse or neglect
- Avoid situations where a member of staff, elected member or volunteer and an individual child, young person or adult experiencing or at risk from abuse or neglect are alone unobserved. If a conversation is being held in a room away from others, where possible it should be held in a room with a glass door or window, and more than one adult should be present
- Children, young people or adults experiencing or at risk from abuse or neglect should never be left unattended. For example, it is the parents/carers responsibility to supervise any children, young people or adults experiencing or at risk from abuse or neglect in their care whilst they are visiting the Council offices and children should not be left unattended within the Council offices
- Respect the child, young person or adult experiencing or at risk from abuse or neglect and provide a safe and positive environment.
- If any form of physical contact is required it should be provided openly and according to appropriate guidelines, i.e. National Governing Body of Sport Guidelines
- If supervision in changing rooms or similar environments is required, ensure staff work in pairs and never enter opposite sex changing rooms
- With mixed groups, supervision should be by a male and female member of staff, where possible
- Staff, elected members and volunteers must respect the rights, dignity and worth of every person and treat everyone equally within the context of the activity
- Staff, elected members and volunteers must place the wellbeing and safety of the child, young person or adult experiencing or at risk from abuse or neglect above the development of performance
- Staff, elected members and volunteers must feel confident to report concerns or worries about other staff members, elected members or volunteers to the appropriate person in authority, as outlined in the reporting flowchart.
- If a child, young person or adult experiencing or at risk from abuse or neglect is accidentally injured as the result of a staff member, elected member or volunteers actions, seems distressed in any way, appears to be sexually aroused by your actions, misunderstands or misinterprets something you have done, always report such incidents as soon as possible to your Line Manager and make a written report
- If a child, young person or adult experiencing or at risk from abuse or neglect arrives at the activity or service showing any signs or symptoms that give you cause for concern you must act appropriately and follow the procedures outlined in this document under section 7
- The Safeguarding Co-ordinator must be informed of all potential safeguarding incidents or concerns at the earliest opportunity. Parents/Carers will be contacted through the relevant Children's Services Department or Adult's Services Department and not by any Officer from the Borough Council of King's Lynn & West Norfolk.

It is **not** good practice for staff, elected members and volunteers to:

- Spend unreasonable amounts of time alone with children, young people or adults experiencing or at risk from abuse or neglect away from others
- Take children, young people or adults experiencing or at risk from abuse or neglect alone on a car journey, however short
- Take children, young people or adults experiencing or at risk from abuse or neglect to your home where they will be alone with you
- Arrange to meet children, young people or adults experiencing or at risk from abuse or neglect outside an organised activity or service.

If these situations are unavoidable, they should only occur with the full prior knowledge and consent of your line manager and the parents or carers of the child, young person or adult experiencing or at risk from abuse or neglect. Written consent may be desirable.

Never

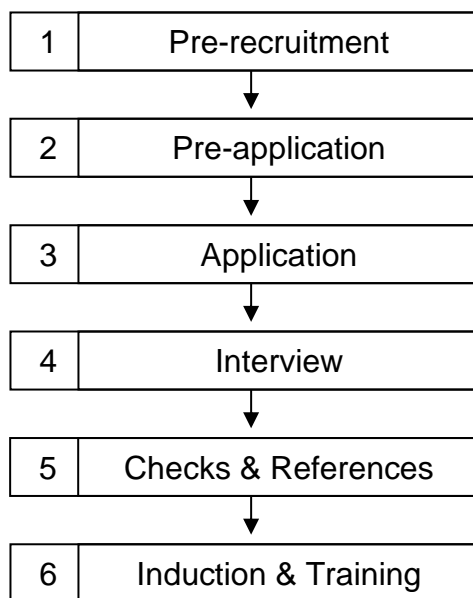
- Engage in rough physical games including horseplay
- Engage in sexually provocative games
- Allow or engage in inappropriate touching of any form
- Allow children, young people or adults experiencing or at risk from abuse or neglect to use inappropriate language unchallenged, or use it yourself
- Make sexually suggestive comments about or to a child, young person or adult, even in fun
- Let any allegation that is made be ignored or go unrecorded
- Do things of a personal nature for a child, young person, or adult that they can do for themselves, e.g. assist with changing.

NB. It may sometimes be necessary to do things of a personal nature for children, young people or adults experiencing or at risk from abuse or neglect, particularly if they are very young or are disabled. These tasks should only be carried out with the full understanding and consent of the parents or carers, or in the case of adults, with the individual themselves, where they have capacity to. In an emergency situation that requires this type of help, you should endeavour to have someone present and fully inform the parents or carers as soon as it is reasonably possible. In such situations it is important that you ensure that all staff etc. are sensitive to the child, young person or adult and undertake personal care tasks with the utmost discretion.

- Share a room with a child, young person or adult experiencing or at risk from abuse or neglect
- Enter areas designated only for the opposite sex
- Use the internet to access child pornography sites
- Should not take a child, young person or adult experiencing or at risk from abuse or neglect to the toilet, unless this is an emergency and a second, same sex member of staff is present
- Use a mobile phone in changing areas, as most modern phones also have a camera built into them
- Leave a venue until you are certain that all the children, young people and adults experiencing or at risk from abuse or neglect have been collected.

Appendix F: Recruitment and Selection of Staff

The fundamental stages of the procedure for recruiting and selecting staff are illustrated in the following diagram:



Stage 1: Pre-recruitment

It is essential that the need to work with children or adults experiencing or at risk from abuse or neglect is clearly identified from the outset of the recruitment process for any post. When preparing paperwork for the position (job description, personal specification etc) clear reference should be made to this requirement. If such a post requires the successful candidate to be checked by the Disclosure and Barring Service, it is essential that this is agreed with Personnel Services prior to any job advertisement being placed. This is in accordance with the Council's procedure for dealing with DBS checks

When recruiting for staff the advertisement will reflect:

- The key responsibilities and duties of the role
- The level of experience or qualifications required (e.g. experience of working with children is an advantage)
- Any requirements for disclosure checks via the Disclosure and Barring Service

It is noted that potential employees seeking casual work may approach the Council direct. All such enquirers are asked to formally apply via the recruitment pages on The Council's website, through the register advert, which outlines the casual work for which there are regular vacancies. Applications for any positions are only progressed once full details have been registered in this manner.

It is noted that often volunteers may approach or be approached by the Council to become involved in a particular event/initiative, rather than in response to an advertisement. In these cases, when discussing the requirements of the role, the Manager leading the process must explain the checks that will be required (see below).

Stage 2: Pre-application information

Information on all Council job opportunities are published on the recruitment pages of the Council's web-site. Such information will be:

- A job description detailing the roles and responsibilities of the position
- A person specification (e.g. stating qualifications or experience required)
- An online application form
- A copy of the Council's Equal Opportunities Policy for Employment

- A Rehabilitation of Offenders Act Disclosure Form (as part of the main application form)
- An equal opportunities monitoring form (as part of the main application form)
- The Council's Policy on the Employment of Ex-Offenders
- The Council's policy on the use and storage of Disclosure and Barring Service checks (if relevant)

Stage 3: Applicant information

Information that will be requested from applicants for vacancies will include:

- Personal Details including full name, address and contact numbers
- Past career, including duties undertaken within previous posts and reasons for leaving
- Relevant experience, educational qualifications, job specific qualifications and training
- Motivation for applying for that particular position, and a chance for applicants to show what they can bring to the role
- Details of any criminal record or disciplinary history with previous employers, in accordance with the Rehabilitation of Offenders Act 1974 and Rehabilitation of Offenders (Exceptions Order) 1979 (via the Council's Rehabilitation of Offenders Disclosure form)
- The names of at least two people (not relatives) willing to provide written references who are able to comment on the applicant's previous experience of and suitability for the job applied for. One of the provided referees must be the applicant's current or most recent employer, and one referee must be the most recent employer for whom the applicant worked in a capacity that involved working with children/adults experiencing or at risk from abuse or neglect. Therefore at least one of the referees will have knowledge of the applicants previous experience of, and suitability for, working with children, young people or adults experiencing or at risk from abuse or neglect
- Completion of an equal opportunities monitoring questionnaire

By highlighting the need for a Disclosure and Barring Service check (where appropriate) in the paperwork relating to a post the Council is fulfilling its obligation to make applicants aware of the need for such a check, should they be successful in their application.

Managers engaging volunteers should request equivalent information relating to career history, previous offences and referees are supplied.

Stage 4: Interview

At least two people must conduct any job interview, and at least one member of the interview panel must have attended the Council's in-house recruitment and selection training course. This training course covers all the Council's requirements with regards to recruitment and selection, including issues relating to posts working with children. Ideally at least one member of the interview panel should have also received basic training in child protection issues.

During the interview the interview panel should explore information contained in the application form against the qualities and skills needed in the post. Any areas of concern, such as frequent job changes, gaps in candidates' career history or changes in career path, should also be explored during the interview. Interviews also check original qualifications and identity documents as part of the interview process.

Having completed interviews and determined the successful candidates, interview panels must always discuss their choice with Personnel Services prior to making a provisional offer of employment. This enables Personnel Services to check confidential information held on the Rehabilitation of Offenders Disclosure Form and Equal Opportunities Monitoring form.

All offers of employment are made subject to the receipt of two written references considered satisfactory by the Authority (and in the case of posts working with children/adults experiencing or at risk from abuse or neglect, which comply with the requirements outlined above) and receipt of a satisfactory medical enquiry form. A check is also completed to ensure that the candidate is legally entitled to work in the UK.

In cases where a Disclosure and Barring Service check is required the post must also be made subject to receipt of a satisfactory disclosure check.

Any start date agreed for a new recruit is only made on a provisional basis pending completion of the above checks being satisfactory completed. Written provisional offers of employment issued by Personnel Services will reflect these conditions. No new employees will commence working for the

Council until such time as the necessary checks have been completed satisfactorily. This requirement will be waived only in exceptional circumstances, approved by the relevant Executive Director, and where a risk assessment of the situation has been completed.

Stage 5: Checks and References

All staff and volunteers recruited to work in services for children and young people or adults experiencing or at risk from abuse or neglect must be checked for any possible irregularities, which may give reason for concern.

- **Disclosure and Barring Service**

The Council is registered with the Disclosure and Barring Service for the purpose of undertaking 'disclosure' checks for employees and volunteers engaged in the delivery of Council services / projects. As outlined above, it must be made clear from the outset if a disclosure is required for a particular post. Queries regarding the eligibility of a post for a disclosure check should be discussed with Personnel Services. For posts where a check is deemed necessary:

- Paperwork issued during the recruitment process will reflect this fact and any offer of employment will be made subject to a satisfactory check.
 - Once a provisional offer of employment has been made on these grounds, Personnel Services or an officer nominated to deal with disclosure checks within the relevant service (NB. All such nominated officers, including relevant Personnel staff, have themselves been subject to a DBS check), will issue a disclosure application form.
 - Once completed, this form must be returned to Personnel Services/the nominated officer within the service together with original personal documentation (such as a passport, driving licence, birth certificate – a list of acceptable documents, as determined by the Disclosure and Barring Service, is supplied with the application form).
 - The officer receiving this paperwork is then required to undertake a number of checks, which are also recorded on the disclosure application form.
 - The disclosure application form is then forwarded to the Personnel Services Manager who reviews the information contained on the form and may then authorise the check, despatching the form to the Disclosure and Barring Service.
- New recruits to posts which require a disclosure to be undertaken will not commence their new job until a satisfactory disclosure certificate has been received and Personnel have confirmed that it is acceptable.

NB. The Council's use of the Disclosure and Barring Service is subject to Council having a Policy Statement on the Recruitment of Ex-Offenders and a Policy Statement on the Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Both these policy statements can be found on the Council's website at [Guidance notes for applicants documents | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](#)

- **Employment References**

A minimum of two references must be taken up, and these should meet the conditions outlined above. Where relevant queries arising from the reference must be discussed with Personnel Services and followed up by letter or telephone.

- **Working with volunteers.** When appointing volunteers Managers should request references in accordance with the requirements of this policy. It is the responsibility of Managers to take up and check these references – Personnel Services can supply a standard form to assist with this process.

Recruitment procedure for posts where 'Disclosure' (formally police checks) are required

Stage	Action	Who's Responsibility
Before the job advert is placed	Evaluate the need for Disclosure	Line Manager
	If Disclosure required, advise Personnel Manager as soon as possible	Line Manager
	Determine at what level (Standard or Enhanced) Disclosure required	Personnel in discussion with Line Manager
Formulating recruitment paperwork	Advert – must state that <ul style="list-style-type: none"> • the post requires a Disclosure and should state that • the successful candidate will be asked to apply for a Disclosure • the level of the Disclosure required 	Personnel
	Application Form/Job Description/Personal Specification – must include a statement that <ul style="list-style-type: none"> • the successful candidate will be asked to apply for a Disclosure • the level of the Disclosure required • that further information about the Disclosure scheme can be found at www.disclosure.gov.uk 	Personnel
Selection process	Confirm candidate's identity and evaluate qualifications, skills and experience	Interview panel
	Make final selection on candidate subject to references and Disclosure	Person making job offer
	Formal offer of employment to state subject to references and Disclosure	Personnel
Disclosure Application	Contact DBS to request Disclosure	Personnel
	Disclosure application completed and returned to DBS	Successful candidate
	Disclosure undertaken and results notified to successful candidate and organisation	DBS
	Line manager notified of Disclosure results	Personnel
	Candidate contacted to arrange start date	Line Manager
	Candidate contacted in writing to confirm satisfactory Disclosure received	Personnel

Appendix G: Risk assessments for applying Safeguarding Policy

Having looked at the various types of 3rd party engagement the Council has, there is a need to differentiate between the different levels of contact with children and vulnerable adults in order to apply the most appropriate level of action. The table below provides simple definitions and required actions in order to guide staff.

Risk rating	Criteria	Action required
High	Extreme likelihood of prolonged contact with children OR irregular/ one-off activity with high risk of significant or physical contact with children and/or potential opportunities for grooming; whole purpose of the activity is directed at children.	Safeguarding policy required or adoption of the Council's policy. Annual report may be required from 3 rd party on training provided to staff and the record of DBS checks, from which a sample may be selected for checking.
Medium	Likely that contact with children will be made on a day-to-day basis, but not on a prolonged basis and activity not directed specifically at children.	Guidance provided (based on an adapted version of the guidance provided to taxi drivers that has been approved by the Norfolk Safeguarding Children Partnership).
Low	Unlikely contact with children and activity directed more at adults or other businesses.	No action required.

The above risk assessment should be used when:

- Letting contracts, including preferred contractors (e.g. Care and Repair, Pest Control)
- Providing grants or funding to 3rd parties
- Leasing Council owned property and issuing licences for concessionary activities (outside the statutory licence process)
- Events management
- Licensing

Appendix H: Internal Safeguarding Group Terms of Reference (ToRs)

Membership

The Internal Safeguarding Group includes representatives from all relevant, key service areas within the Council and Alive West Norfolk, including:

- Corporate Policy
- Housing
- CSNN
- Public Open Spaces
- Alive West Norfolk
- Property Services
- Revenues and Benefits

Membership of the group is detailed at appendix H.1.

Roles and Responsibilities

The role and responsibilities of the Internal Safeguarding Group are to:

- Provide strategic oversight for all aspects of safeguarding work across the organisation.
- To identify key safeguarding priorities
- Ensure our policies and procedures are up to date and that they:
 - remain effective in protecting people who use our services from potential or actual harm and abuse
 - are being correctly implemented by staff, volunteers, and elected members
- Suggest improvements to processes that underpin all safeguarding policies and processes
- To ensure that the BCKL&WN responds appropriately and in a timely manner to changes in relevant legislation which have a bearing on Safeguarding policies and procedures
- Ensure that a safeguarding culture is embedded into all work of the BCKL&WN
- Actively promote awareness of all aspects of safeguarding across the organisation - raising awareness of types of abuse, how to recognise the signs and how to effectively deal with safeguarding concerns and disclosures (including our internal processes)
- Continually review staff training and development activity around safeguarding practice to equip staff with the confidence, awareness, and attitudes to enable a consistently proactive safeguarding culture
- To monitor progress of actions identified within the Safeguarding Action Plan
- To oversee self-assessment processes (including subsequent action plans), such as the Section 11 for children, to ensure they are completed in a timely manner, and that they accurately reflect practice
- To consider the findings of any audits undertaken in relation to safeguarding
- To ensure key safeguarding themes and information are appropriately disseminated to all staff, volunteers, and elected members
- To review key learning from published:
 - Serious Case Reviews (SCR)
 - Safeguarding Adult Reviews (SAR)
 - Domestic Homicide Reviews (DHR)
 - And to ensure this learning is effectively disseminated and embedded, where appropriate.
- To ensure the effective dissemination of information from other, key external, groups, partners and agencies including:
 - Norfolk Safeguarding Children Partnership (NSCP)
 - Norfolk Safeguarding Adults Board (NSAB)

- Norfolk Anti- slavery Network
- PREVENT Network
- Vulnerable Adolescents Group

Quorum

The quorum for a meeting is a minimum of three (3) key members, not including the chair or minute taker.

Frequency

The group will meet quarterly. Extraordinary meetings may be convened in response to need.

Accountability

The group is accountable to Debbie Gates, Safeguarding Co-ordinator and in turn to the Chief Executive (Lorraine Gore). Safeguarding reports are also presented to the Management Team on a regular basis.

Approved: 30 August 2022

Last updated: 30 August 2022

Next review: 30 August 2023

Appendix H.1

The membership of the Safeguarding Group comprises:

- Debbie Gates (Executive Director)
- Becky Box (Assistant Director, Central Services)
- Charlotte Marriott (Policy Officer, Central Services)
- Mark Whitmore (Assistant Director, Health, Wellbeing and Public Protection)
- Ross Hefford (Housing Operations Manager)
- Jo Stanton (Revenues and Benefits Manager)
- Dave Robson (Environmental Health Manager)
- Nathan Johnson (Public Open Spaces Manager)
- Neil Gromett (Managing Director, Alive West Norfolk)
- Allison Bingham (Property Services)
- Lisa Skinner (West Norfolk Help Hub Co-ordinator)
- Philippa Smith (Environmental Health Manager)
- David Morton (Business Operations Manager)
- Siobhan Cleeve (Head of Leisure, Alive West Norfolk)
- Claire Thompsett (Operations Manager)

Note: each member should nominate a deputy, who will attend if they are not available to do so.

Membership statement: Members are expected to be a safeguarding 'champion' within their own service area, working to ensure that safeguarding considerations are embedded throughout the services they offer.