

Child Safeguarding Policy

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SECTION 1: PURPOSE & OBJECTIVES

The Wild Hub provides nurturing, inclusive sessions for families that focus on nature-based experiences, creative arts, mindfulness, and movement. These sessions offer opportunities for parents, carers, and children to connect with each other and their community, explore wellbeing practices, and engage in meaningful, age-appropriate activities that support early development and positive relationships.

Purpose of the Safeguarding Policy

The Wild Hub is dedicated to creating a safe, nurturing, and inclusive environment for all individuals participating in our sessions, whether they are children or vulnerable adults. Safeguarding is a fundamental aspect of our operations, ensuring that all participants are protected from harm, abuse, and neglect.

The safeguarding policy is a crucial document that outlines our commitment to the safety and wellbeing of all individuals involved in our activities. It serves as a framework for identifying, responding to, and preventing any safeguarding issues that may arise. By adhering to this policy, we aim to foster a culture of vigilance and care, ensuring that everyone can participate in our sessions safely and confidently.

Reasons for the Safeguarding Policy

1. **Legal Compliance:** The policy ensures that The Wild Hub complies with UK legislation and statutory guidance related to safeguarding. This includes the Children Act 1989 and 2004, the Care Act 2014, the Safeguarding Vulnerable Groups Act 2006, and Norfolk Safeguarding Children Partnership (NSCP), Working Together to Safeguard Children 2023, among others.
2. **Protection from Harm:** It establishes clear procedures for identifying and addressing potential risks, ensuring that all participants are safeguarded from abuse, exploitation, and neglect.
3. **Promoting Wellbeing:** Safeguarding is integral to promoting the overall wellbeing of individuals. The policy supports creating an environment where everyone feels valued, respected, and safe.
4. **Building Trust:** A robust safeguarding policy helps build trust with participants, their families, and the broader community by demonstrating our commitment to safety and care.
5. **Empowering Staff and Volunteers:** The policy provides clear guidelines and training for staff and volunteers, empowering them to act confidently and appropriately when safeguarding concerns arise.

Objectives of the Safeguarding Policy

1. **Prevention:** To establish a proactive approach to safeguarding by implementing measures that prevent harm, abuse, and neglect.
2. **Protection:** To ensure immediate and appropriate action is taken to protect individuals who are at risk of harm.



3. **Support:** To provide support to individuals who have experienced harm or abuse, ensuring their needs are met and their voices are heard.
4. **Collaboration:** To work effectively with other agencies, organisations, and stakeholders to enhance the safeguarding of individuals in our care.



5. **Accountability:** To maintain a transparent and accountable safeguarding process, ensuring all incidents are documented, reviewed, and addressed in accordance with best practices and legal requirements.

By integrating these principles into our daily operations, The Wild Hub strives to create a safe, supportive, and empowering environment for all participants. This safeguarding policy is a testament to our unwavering commitment to their protection and wellbeing.

The policy is updated annually.

SECTION 2: ROLES & RESPONSIBILITIES

Role	Name	Contact details
Director <hr/> Designated Safeguarding Lead (DSL)	Viki Hughes	Email: thewildhubnorfolk@gmail.com Phone: 07902136902 Address: 56 Salts Road, West Walton Walpole St. Andrew PE14 7EJ Availability: Mon-Fri 8am-5pm
Deputy DSL	Jade Mynott	Email: jadewildhubnorfolk@gmail.com Availability: Mon-Fri 8am-5pm
<p>If the Designated Safeguarding Lead (DSL) or Deputy DSL is unavailable, anyone with a safeguarding concern should contact The Children's Advice and Duty Service (CADS).</p> <ul style="list-style-type: none"> • Mon-Fri 9am-5pm: Call CADS at 0344 800 8021. • Out of Hours: Call the Emergency Duty Team at 0344 800 8020 <p>If you feel a child is at risk of immediate harm, call the Police on 999.</p>		



Named Persons for Safeguarding

The designated persons for safeguarding at The Wild Hub are:

- **Viki Hughes- DSL**
- **JAde Mynott- Deputy DSL**



Role of the Designated Safeguarding Lead (DSL)

The DSL ensures the proper implementation and adherence to child protection and safeguarding procedures and policies. Key responsibilities include:

- **Resource for Staff and Volunteers:** The DSL is available for consultation and support, providing guidance on safeguarding matters.
- **Parent Liaison:** Parents are encouraged to approach the DSL with any concerns about the welfare of any child, whether their own or another.
- **Agency Collaboration:** The DSL liaises with Children's Services and other agencies and make referrals to The Children's Advice and Duty Service or Local Authority Designated Officer when required. Follow the Norfolk Continuum of Needs Guidance produced by the Norfolk Safeguarding Children Partnership.
- **Training and Knowledge:** Completes a higher level of safeguarding and child protection training every two years, with regular updates on relevant issues and Prevent awareness training.
- **Empowering Staff:** Ensures staff are trained and empowered to make referrals if necessary.
- **Record Keeping and Reporting:** Maintains secure and confidential records of safeguarding concerns and ensures timely reporting and follow-up on safeguarding incidents.

Role of the Deputy Designated Safeguarding Lead

In the absence of the DSL, the Deputy DSL assumes all responsibilities and functions related to safeguarding. All staff are trained and empowered to make referrals themselves if necessary.

Safeguarding Training

To ensure the highest standards of safeguarding, all staff **and volunteers** at The Wild Hub will undergo comprehensive training provided by the Safer Programme, part of the Norfolk Safeguarding Children Partnership (NSCP).

Training Requirements

- **Induction Training:** All staff and volunteers working with children or vulnerable adults will receive safeguarding and child protection training during their induction. This training covers understanding our safeguarding systems, responsibilities, and recognising signs of abuse or neglect.
- **Annual Updates:** Training will be updated annually in May, following guidance from the NSCP. The minimum requirement for all staff is the "Introduction to Safeguarding" course.

DSL Training Requirements

The Designated Safeguarding Lead (DSL) and Deputy DSL will undergo comprehensive child protection and safeguarding training at least every two years in the form of a Designated Safeguarding Person Course. Additionally, they will regularly update their knowledge and



skills. This can be achieved through various means, such as:



- E-bulletins
- Online training
- Meetings with other DSLs
- Reading and digesting new safeguarding developments

Furthermore, they will also complete Prevent awareness training to stay informed on preventing radicalisation and extremism.

Safeguarding Policy

- **Availability:** Our Safeguarding Policy is accessible on our website, with printed copies available upon request.
- **Staff Acknowledgment:** Every staff member and volunteer will be provided with a copy of the policy, which they must read and sign to confirm their understanding. This process, along with policy and training updates, will occur annually in May.

By adhering to these protocols, The Wild Hub ensures that all staff and volunteers are well-equipped with the knowledge and skills necessary to safeguard children effectively.

SECTION 3: SAFEGUARDING

Introduction

In addition to safeguarding vulnerable adults, this policy is designed to protect children from maltreatment, prevent the impairment of their health or development, and ensure they grow up in conditions that provide safe and effective care. The overarching aim is to create an environment where children can thrive and reach their full potential.

Child protection involves specific actions taken to protect children who are suffering, or are likely to suffer, significant harm. This proactive approach is crucial to ensuring their immediate safety and long-term wellbeing.

Effective child protection is a vital component of broader efforts to safeguard and promote the welfare of children. All agencies and individuals involved with The Wild Hub should strive to proactively safeguard and promote the welfare of children, reducing the necessity for reactive measures to protect them from harm. This preventive approach helps create a safer community and supports the healthy development of all children in our care.

Safeguarding Approach

At The Wild Hub, we adopt the mindset that 'it could happen here'. When concerns arise regarding the welfare of a child, our staff and volunteers are committed to prioritising the child's best interests. Any concerns will be immediately raised with The Wild Hub's Designated Safeguarding Lead, **Viki Hughes**.

Every allegation or suspicion of abuse, whether originating from within or outside our organisation, will be treated with utmost seriousness. Such matters will be promptly referred to appropriate external agencies, such as The Children's Advice and Duty Service, the Local





Officer (LADO), the Police, or the NSPCC, without prior internal investigation by our team. This ensures that all cases are handled by qualified professionals who can provide the necessary intervention and support.

Children's Rights

At The Wild Hub, we firmly believe that every child, regardless of age or circumstance, has an absolute right to feel safe and protected from any situation or practice that could cause physical or psychological harm. Ensuring the safety and wellbeing of children is our highest priority, and we are committed to providing the right help at the right time to mitigate risks and prevent issues from escalating.

Our actions are aligned with the principles of the European Convention on Human Rights, which underpin our safeguarding practices:

- **Article 3:** Every child has the right to freedom from inhuman and degrading treatment.
- **Article 8:** The right to respect for private and family life includes a duty to protect individuals' physical and psychological integrity.
- **Article 14:** All rights and freedoms must be protected and applied without discrimination.

Working in Partnership with Children and Families

The Wild Hub is dedicated to fostering strong partnerships with children, parents, carers, and other family members, as well as the wider community. We emphasise the importance of developing cooperative working relationships to ensure that parents and caregivers feel respected, informed, and confident in sharing vital information about their children, themselves, and their circumstances.

Our commitment to working in partnership includes the following principles:

- **Courtesy, Dignity, and Respect:** We treat all family members with the utmost courtesy, dignity, and respect, recognising their integral role in the wellbeing of the child.
- **Honesty and Transparency:** We strive to be honest and open in our communications with children and families, ensuring they are fully informed and engaged in the process.
- **Consent and Best Interests:** Whenever possible, we seek the consent of the child and family, ensuring our actions are consistent with the child's best interests.
- **Respect for Rights:** We respect the rights of all family members, acknowledging their perspectives and involving them in decision-making processes.

Code of Conduct

Parents/carers will have a Code of Conduct to follow which sets out expectations for attending our sessions. Parents will also be asked to sign to confirm the following:



- That they have been made aware of, and have read, the safeguarding policy



- That they understand TWH has a legal duty to assist other agencies with safeguarding enquiries, and they understand what happens if TWH contacts the Children's Advice and Duty Service (CADS).
- That they understand that TWH will need to share information with the relevant authorities if they have concerns about the welfare of their child, and that they do not have to seek their consent if there are serious concerns about harm or likely harm to their child.

Listening to Children

At The Wild Hub, we are committed to actively listening to children and responding to their views. It is crucial that children's voices are heard directly and that we do not make assumptions about their communication abilities. Wherever possible, children should express their views in their own words and through their preferred methods of communication. When recording their views, we ensure their words are accurately captured to reflect their true perspectives.

Equal Opportunities

The Wild Hub is dedicated to promoting equal opportunities and practicing anti-oppression. We believe every child has the right to achieve their full potential.

Recognising the unique challenges in Norfolk, where minority groups may be small and isolated, we affirm that all children, including those from minority backgrounds, deserve equal protection from abuse. Cultural factors neither justify nor excuse abuse or neglect; children from any background can be affected.

Our anti-discriminatory practices value each child as a unique individual, acknowledging that certain groups may be more vulnerable but ensuring all children receive the same level of protection. Vulnerable groups may include:

- Children with special educational needs or disabilities
- Young carers
- Children who are looked after or post-looked after
- Children facing discrimination due to race, ethnicity, religion, gender identity, or sexuality
- Children with English as an additional language
- Children living in challenging situations, such as temporary accommodation or environments with substance abuse or domestic violence
- Children at risk of FGM, sexual exploitation, forced marriage, or radicalisation
- Asylum seekers



Information Sharing & Confidentiality

Research and practical experience have demonstrated that ensuring the safety of children necessitates the sharing of information among professionals and relevant parties. This includes information about children, their parents or carers, and others who may pose a risk of harm. Often, it is only through the aggregation of information from various sources that the full extent of the risk to a child becomes evident.

The Wild Hub will seek parental consent to share information **unless** doing so would place the child or others at significant risk of harm or compromise a criminal investigation. This ensures the child's safety remains our top priority while maintaining necessary confidentiality.

Safeguarding concerns will be handled with strict confidentiality, shared only on a need-to-know basis. The Designated Safeguarding Lead (DSL) is responsible for maintaining the confidentiality of all child protection records, disclosing information only to those necessary for safeguarding and promoting children's welfare. The DSL will work closely with police and other relevant parties, sharing all relevant information for child protection investigations.

Further information can be found at [Information sharing advice for safeguarding practitioners - GOV.UK](https://www.gov.uk/government/consultations/information-sharing-advice-for-safeguarding-practitioners)

SECTION 4: DEFINITIONS OF ABUSE & NEGELECT

“Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children”.
From: Working Together to Safeguard Children 2023

Four main types of abuse are identified in Working Together to Safeguard Children 2023: Neglect, Sexual, Emotional and Physical.

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy 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 from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment



- provide suitable education It may also include neglect of, or unresponsiveness to, a child's basic emotional needs



Possible Signs of Neglect

- **Poor Appearance and Hygiene:** This may include consistently dirty clothing, unwashed hair, poor dental hygiene, and an overall lack of cleanliness.
- **Health and Development Problems:** Signs include untreated medical issues, frequent illnesses, delayed physical or cognitive development, and malnutrition.
- **Housing and Family Issues:** This could involve living in an unsafe or unsanitary environment, being left alone or unsupervised, and experiencing instability or frequent moves.
- **Changes in Behaviour:** Noticeable alterations in behaviour, such as withdrawal, aggression, anxiety, or significant changes in academic performance, may be signs of neglect.

These signs, as outlined by the NSPCC, help identify children who may be experiencing neglect and ensure timely intervention and support.

Sexual abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Possible Signs of Sexual Abuse

- **Avoidance and Fear:** The child may avoid being alone with certain people or appear frightened of someone they know.
- **Inappropriate Language or Sexual Behaviour:** The child may use language or exhibit sexual behaviour that is unusual for their age or situation.
- **Nightmares or Bed-Wetting:** Frequent nightmares or bed-wetting can be indicators of stress or trauma.
- **Substance Misuse:** Misuse of alcohol or drugs can be a sign of coping with abuse.



- **Self-Harm:** The child may engage in self-harming behaviours.
- **Changes in Eating Habits:** Noticeable changes in eating patterns, including developing eating disorders, can be indicative of distress.
- **Mood Changes:** The child may exhibit changes in mood, such as increased irritability, anger, or any behaviour that is out of the ordinary.
- **Physical Injuries:** Bruises, especially in areas that are not typically prone to injury from everyday activities.
- **Genital or Anal Injuries:** Bleeding, discharge, pain, or soreness in the genital or anal area can be signs of sexual abuse.

These signs, as highlighted by the NSPCC, are crucial for identifying potential abuse and ensuring that the child receives the necessary support and protection.

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Possible Signs of Emotional Abuse

- **Overly Affectionate:** The child may exhibit excessive affection towards strangers or people they don't know well.
- **Lack of Confidence:** The child may seem unconfident, wary, or anxious in general.
- **Poor Parental Bond:** The child may not have a close relationship or bond with their parent.
- **Aggressive Behaviour:** The child may display aggression or cruelty towards other children or animals.

These behaviours, identified by the NSPCC, are crucial indicators that may require further investigation to ensure the child's safety and wellbeing.



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. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Possible Signs of Physical Abuse

- **Bruises:** Unexplained or frequent bruising in various stages of healing.
- **Broken or Fractured Bones:** Evidence of fractures or broken bones, particularly if they occur repeatedly or without a clear explanation.
- **Burns or Scalds:** Burns or scald marks, especially those that appear in patterns or on unusual parts of the body.
- **Bite Marks:** Distinctive bite marks, potentially from an adult or another child.
- **Swelling:** Unexplained swelling on the body.
- **Seizures:** Seizures or convulsions without a known medical cause.
- **Unusual Behaviours:** Behaviours such as increased irritability, difficulty feeding, or other changes in normal activity patterns.

These signs, highlighted by the NSPCC, are critical for identifying potential abuse and ensuring appropriate intervention and support for the child.

Contextual Safeguarding

The Wild Hub is committed to considering the specific needs of children and young people in difficult circumstances. The Designated Safeguarding Lead (DSL) will ensure that these additional needs are addressed according to local authority arrangements and contextual safeguarding practices. This approach includes recognizing the wider social factors that might pose a threat to the safety and wellbeing of children and young people, ensuring a holistic and effective response to their needs.

Child Criminal Exploitation

Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting, or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others.

Domestic Abuse

Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate



relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, wellbeing, development, and ability to learn.

Radicalisation

Refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. **Refer to Appendix 4 for “The Prevent Duty in Norfolk” procedure.**

Child on Child Abuse

All staff should be aware that children can abuse other children (often referred to as child-on-child abuse).

Sexting

Sexting is the creation and sharing of sexual photos/videos of under-18s and is illegal.

When such an incident involving youth produced sexual imagery comes to a member of staff’s attention, this will be shared with the designated safeguarding lead with a view to referring to appropriate agencies following the referral procedures.

Child Sexual Exploitation (CSE)

CSE is a type of sexual abuse in which children are sexually exploited for money, power or status. Children or young people may be tricked into believing they are in a loving, consensual relationship.

Sexual violence and sexual harassment between children

Sexual violence and sexual harassment can occur between two children of any age and sex. It can also occur through a group of children sexually assaulting or sexually harassing a single child or group of children. It can occur online and offline (both physically and verbally).

So-called ‘honour-based’ violence

Encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing.

Children with special educational needs and disabilities

Children with special educational needs (SEN) and disabilities can face additional safeguarding challenges, which include:

- **Misattribution of Signs:** There can be assumptions that indicators of possible abuse, such as changes in behaviour, mood, or injuries, are solely related to the child's disability. It is crucial to explore these signs further to rule out potential abuse.
- **Increased Isolation:** Children with SEN and disabilities may be more prone to isolation from their peer groups compared to their peers without disabilities.



- **Bullying:** These children can be disproportionately impacted by bullying. Often, they may not outwardly show signs of distress, making it harder to identify.
- **Communication Barriers:** They may face significant communication barriers, making it difficult for them to express their experiences or seek help. Overcoming these barriers is essential for effective safeguarding.

Definition of Terms

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

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

Forced Marriage: Forced marriage is when someone faces physical pressure to marry (for example, threats, physical violence or sexual violence), or emotional and psychological pressure (e.g. if they're made to feel like they're bringing shame on their family).

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

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

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

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

Children may experience several types of abuse online: cyberbullying, emotional abuse (which can include emotional blackmail), sexting-pressure or coercion to create sexual images.



Signs of Sexual Abuse, Exploitation, and Grooming

Perpetrators may use online platforms to build trusting relationships with children for the purpose of abuse. Be aware of the following signs that a child may be experiencing online sexual abuse, exploitation, or grooming:

- **Increased or Decreased Online Activity:** The child may spend significantly more or less time than usual online, texting, gaming, or using social media.
- **Emotional Changes:** The child may seem distant, upset, or angry after using the internet or texting.
- **Secrecy:** The child may become secretive about who they are talking to and what they are doing online or on their mobile phone.
- **New Contacts:** The child may have many new phone numbers, texts, or email addresses on their mobile phone, laptop, or tablet.

It's important to note that some signs of online abuse can be similar to those of other types of abuse. Stay vigilant and attentive to any changes in behaviour or patterns that may indicate a child is at risk.

SECTION 5: MANAGING SAFEGUARDING CONCERNS AND DISCLOSURES

Early identification of abuse and neglect is crucial. If a child is in immediate danger, it is imperative that concerns are addressed swiftly. Anyone with a concern should first speak to the Designated Safeguarding Lead (DSL) to escalate the matter.

There are certain situations where staff or volunteers at The Wild Hub must directly and immediately contact The Children's Advice and Duty Service (CADS) or the Police.

If you feel a child is at risk of immediate harm, call the Police on 999.

If you are concerned that a child experiencing or likely to suffer significant harm telephone (CADS) immediately on 0344 800 8021 Mon-Fri 9am-5pm or the Out of Hours Emergency Duty Team: 0344 800 8020

Circumstances Requiring Immediate Contact with CADS or Police

1. **Immediate Danger:** If a child is at imminent risk of serious harm or is in immediate danger.
2. **Physical Abuse:** Visible signs of physical injury or if a child discloses physical abuse.
3. **Sexual Abuse:** Any disclosure or evidence suggesting a child is being sexually abused.
4. **Neglect:** Severe neglect where the child's basic needs (food, shelter, medical care) are



5. **Emotional Abuse:** Evidence or disclosure of severe emotional abuse that is causing significant harm to the child's mental health.
6. **Unresponsive or Inaccessible DSL:** If the DSL or Deputy DSL is not available to escalate concerns, and immediate action is necessary.
7. **Immediate Threats:** Situations where there is a threat of violence, abduction, or any immediate danger from individuals posing a risk.
8. **Disclosure of Harm:** If a child directly discloses that they are being harmed and are in immediate danger.
9. **Domestic Violence:** Evidence or disclosure of domestic violence where the child is at risk of immediate harm.
10. **Substance Abuse:** Situations where substance abuse in the home is creating an immediate risk to the child's safety.
11. **Missing Child:** If a child goes missing under suspicious circumstances or there is reason to believe they are at risk of harm.
12. **Radicalisation:** Immediate concerns about a child being at risk of radicalization or involvement in extremist activities.
13. **Unaddressed Concerns:** When a genuine safeguarding concern has not been adequately addressed and immediate action is required to protect the child.

Next Steps

- **Document and Report:** Even after contacting CADS or the Police, ensure that all actions are documented and reported to the DSL as soon as possible. Referrals should always be made using the child's home address, not the address where the activity is taking place.
- **Stay with the Child:** If safe to do so, stay with the child until help arrives.
- **Maintain Confidentiality:** Keep the information confidential and only share with those who need to know.

If a Child Makes a Disclosure to You

If a child discloses a safeguarding concern to you, it is essential to handle the situation with sensitivity and care. Follow these steps:

- **Listen and Believe:** Allow the child to talk freely, listen attentively, and believe what they are saying. Do not ask leading questions or make judgments about the disclosure. Avoid making decisions about whether the abuse has taken place.
- **Stay Calm:** Remain calm and composed, avoiding any reactions that might show shock or upset.
- **Reassure the Child:** Affirm that they did the right thing by telling you. Avoid suggesting that they should have disclosed the information sooner.



- **Explain Next Steps:** Inform the child about what will happen next, emphasising that you need to pass the information on. Do not promise to keep the disclosure a secret.
- **Document the Conversation:**
 - Write up the conversation as soon as possible using a Concerns Form, available from the DSL or Director. Use the child's own words, stick to the facts, and avoid inserting personal judgments.
 - Complete a Body Chart form, if relevant, to indicate any injuries. **Photographs must not be taken.**
 - Records will include:
 - The child's name, full address, and date of birth
 - The date and time of the disclosure/observation
 - An exact record of the disclosure using the child's own words, utilising TED (Tell, Explain, Describe), and avoiding closed or leading questions
 - The name of the person to whom the disclosure was made
 - The name of any third-party present
 - A body map to indicate injuries, if applicable
 - The record should be signed, using names, not initials, and kept secure. Hand it to the DSL as soon as possible.
- **Sign and Date:** Sign and date your written account and pass it to the DSL. If appropriate, make a referral directly to The Children's Advice and Duty Service (CADS) or the police and inform the DSL as soon as possible that you have done so.

If You Have Concerns About a Child

1. **Contact the DSL:** Whenever possible, staff should first speak to the Designated Safeguarding Lead (DSL) to agree on a course of action. The DSL can be contacted using the information on page 6.
2. If we are concerned that a child or children is experiencing or likely to suffer significant harm, we will telephone (CADS) immediately on 0344 800 8021.
3. **Use CADS Flowchart:** When considering whether to contact CADS we will consult the CADS Flowchart and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP).
4. **Seek Advice from NSPCC:** For additional guidance, staff can contact the NSPCC at 0808 800 5000 for advice on appropriate actions.



Contacting CADS: Step by Step

- Parental Consent:** We will obtain consent from the parent to contact CADS unless doing so would place the child at further risk of harm or compromise a criminal investigation.
- Guidance from CADS:** CADS will provide advice on the necessary actions to resolve the concerns, which may involve support from partner agencies other than Children's Services or a formal referral. The level of need will determine if the referral goes to a Family Support Team or a Social Work Team.
- Consultation Feedback:** A consultation feedback letter will be provided to document all conversations, ensuring a clear audit trail of the agreed outcome.
- Non-Investigation:** We will not conduct any investigations ourselves but will be guided by the Local Authority and/or the Police.
- Record Keeping:** We will maintain written, dated records of all conversations with CADS.
- Dispute Resolution:** If we disagree with a decision made by CADS, we will follow the Resolving Professional Disagreements policy available here: [Resolving Professional Disagreements Policy | NSCP](#)

Preparing for a Conversation with CADS

When preparing to contact The Children's Advice and Duty Service (CADS), utilise the tools they have developed to support effective communication. These resources include FAQs and a flowchart to guide the conversation. See Appendix 1 for the CADS Flowchart.

When contacting The Children's Advice and Duty Service (CADS), be prepared to provide the following details:

- Child's Details:** All known information about the child.
- Family Composition:** Details about the child's family, including siblings, extended family members, and anyone significant in the child's life.
- Nature and Urgency of Concern:** A clear description of the concern and its immediacy.
- Support Provided:** Any work or support that has been provided to the child or family up to this point.
- Current Location:** Where the child is currently located.
- Parental Notification:** Whether you have informed the parents or carers about your concern. If you have not sought consent, the reasons for this should be clearly stated, to CADS and on The Wild Hub internal records.



SECTION 6: MANAGING ALLEGATIONS AGAINST STAFF & VOLUNTEERS

Recruitment Process

The recruitment of new staff at The Wild Hub will adhere strictly to 'Safer Recruitment' guidelines. This process includes:

- **Enhanced DBS Check:** All new staff will undergo an enhanced Disclosure and Barring Service (DBS) check.
- **References:** Obtaining and verifying references will be a critical part of the recruitment process.
- **Employment History:** Any gaps in employment history will be thoroughly investigated.
- **Pre-Employment Checks:** No new staff member will commence work until all necessary checks have been completed.

All new staff members will be required to undertake online training via the Norfolk Safeguarding Children Partnership (NSCP) 'Safer Programme.'

Reporting Concerns

If there are concerns about the behaviour of a staff member or volunteer, the following steps should be taken:

- **Report to DSL/Director:** Concerns should be reported to the Designated Safeguarding Lead (DSL) or the Director, who will follow the procedures outlined in the Safer Recruitment and Whistleblowing guidelines, if appropriate.
- **Direct Contact with LADO and NSPCC:** If a staff member feels unable to raise their concerns with the DSL or Director, they should contact the Local Authority Designated Officer (LADO) directly. Additionally, they can reach the NSPCC whistleblowing helpline at 0800 028 0285 (available from 8:00 AM to 8:00 PM, Monday to Friday) or via email at help@nspcc.org.uk.

Managing Allegations about Staff or Volunteers

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend our setting. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children. We work to the thresholds for harm as set out in *'Working Together to Safeguard Children'* (2023).

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

- behaved in a way that has harmed a child, or may have harmed a child and/or;
- possibly committed a criminal offence against or related to a child and/or;



- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The 4th bullet point above recognises circumstances where a member of staff (including locum or supply staff) or volunteer is involved in an incident outside of setting/agency/work place which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.

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

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

If an allegation is made or information is received about *any* adult who works/ volunteer in our setting which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information will inform *DSL/Director* immediately. This includes concerns relating to agency, supply and specialist staff, students and volunteers. Should an allegation be made against the Director, the DSL must be informed. If the DSL is unavailable, the Deputy DSL will handle the matter.

The DSL, should within 1 working day, report the allegation to the LADO in accordance with this procedure, by completing a LADO referral form.

The LADO referral form can be downloaded here under the LADO tab, along with more information: <https://norfolkscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see [NSCP Protocol 8.3 Allegations Against Persons who work/volunteer with children](#) and [The Management of Allegations Against People Working with Children Procedure](#)

Confidentiality and Support

- Allegations must be treated as confidential.
- The accused person will be informed of the allegation as soon as possible after consultation with the designated officer.
- Appropriate support and a representative will be provided to keep the accused informed of the progress of the case.
- Suspension is not an automatic response; all options will be considered, prioritising the safety and welfare of the child and ensuring a fair investigation.

Code of Conduct

Detailed guidance is provided to staff to ensure their behaviour and actions do not place pupils or themselves at risk of harm or allegations. This is outlined in our 'Code of Conduct Policy.'



Legal Duty to Make a Barring Referral

If an allegation is made against a staff member or volunteer, The Wild Hub has a legal duty to make a barring referral to the Disclosure and Barring Service (DBS) if the following conditions are met:

Condition 1

- **Withdrawal of Permission:** You withdraw permission for a person to engage in regulated activity with children and/or vulnerable adults. This may occur in cases of dismissal, re-deployment, redundancy, or retirement.

Condition 2

- **Relevant Conduct:** You believe the person has engaged in relevant conduct towards children and/or vulnerable adults. This includes actions or inactions that have harmed or put a child or vulnerable adult at risk of harm.
- **Harm Test:** The individual has satisfied the harm test, indicating that their conduct poses a significant risk.
- **Relevant Offence:** The individual has received a caution or conviction or has been convicted of a relevant offence.

Additional Information and Support

- **More Information:** Detailed information on making a barring referral can be found online on the DBS website.
- **Guidance:** For assistance with making a barring referral, contact the East of England DBS Outreach Advisor.
- **Online Referral:** A barring referral can be completed online via the DBS website. The DSL will make the barring referral, unless it is about them, then the deputy DSL will make the barring referral.

Discretionary Referrals to the DBS

There may be circumstances where we consider making a referral to the Disclosure and Barring Service (DBS) in the interest of safeguarding children, even if the legal duty to refer has not been met. This could occur in the following situations:

- **Professional Advice:** Acting on advice from the police or a safeguarding professional.
- **Insufficient Evidence:** When there is not enough evidence to dismiss or remove a person from working with vulnerable groups, but concerns about their suitability remain.

The DBS is required by law to consider any information submitted from any source, including situations where the legal referral conditions are not met. If we decide to make such a discretionary referral, we will ensure it complies with relevant employment and data protection laws.



SECTION 7: RECORDS & INFORMATION SHARING

Records

Accurate written notes will be kept of all incidents and child protection or child in need concerns relating to the child. This information may be shared directly with other agencies as appropriate. All CP records are kept securely in a locked file by the DSL. They may only be accessed by the DSL and their deputy.

It is an expectation that our organisation will seek consent to share information first unless to do so would place somebody at risk of harm or undermine a criminal investigation. Our organisation cannot guarantee confidentiality if there is a child safeguarding concern, as we will need to share these concerns with the Children's Advice and Duty Service.

All safeguarding concerns, discussions, decisions made and the reasons for those decisions, must be recorded in writing. If staff are in any doubt about whether to record something, it should be discussed with the DSL.

Safeguarding records relating to individual children will be retained until they are 25 years old.

The Wild Hub's staff and volunteers will consult the Government's document entitled 'The 7 Golden rules to sharing information' for guidance.

SECTION 8: SAFER RECRUITMENT

To ensure the safety and protection of children at The Wild Hub, we are committed to the meticulous selection, screening, supervision, and training of our staff and volunteers.

- **Selection and Screening:** Staff and volunteers are rigorously selected through a comprehensive process to ensure suitability for working with children.
- **Collaboration with Agencies:** We conduct checks in partnership with relevant agencies, including the Disclosure and Barring Service (DBS). Staff and volunteers will be enrolled in the DBS automatic update service, which is checked annually.

Required Checks

The following checks will be conducted for all staff and volunteers:

- **Identity Verification:** Confirming the individual's name and current address.
- **Right to Work:** Verifying the right to work in the UK.
- **Qualification Verification:** Ensuring all necessary qualifications are valid.
- **Police Checks:** Conducting comprehensive police checks through the DBS.
- **Children's Barred List:** Checking against the children's barred list.
- **Overseas Checks:** Conducting checks for individuals who have lived or worked abroad.
- **References:** Obtaining references in accordance with the Safer Recruitment Policy.



- **Medical Fitness:** Assessing the individual's medical fitness to work.
- **Childcare Disqualification Regulations 2009:** Ensuring compliance with regulations for staff (excluding "disqualification by association").
- **Digital Screening:** Performing online searches as part of due diligence on shortlisted candidates.

SECTION 9: SAFER WORKING PRACTICE

Lone working

Staff and volunteers should make every effort to avoid situations where they are alone with a child. If such a situation is unavoidable, it is crucial to ensure visibility to others. Here are the steps to follow:

- **Maintain Visibility:** Always ensure you are visible to passers-by by leaving the door open whenever possible.
- **Open Door Policy:** Keep doors open or stay in view through windows to maintain transparency.
- **Public Spaces:** Whenever feasible, conduct interactions in public or semi-public areas to avoid being completely alone with a child.

Code of Conduct

Staff and volunteers are required to comply with our Code of Conduct, which outlines the expected standards of behaviour. Non-compliance with the Code can lead to a review of training needs, disciplinary measures, or even dismissal.

By adhering to these guidelines, we ensure a safe and professional environment for both the children and adults involved with The Wild Hub.

Online Safety

Online safety encompasses the use of photography and video, the internet, social media sites, mobile phones, and smart watches. We recognise that technology can significantly contribute to safeguarding issues, often serving as a platform for harm. Therefore, we strive to identify, intervene, and appropriately escalate any incidents.

Areas of Risk

The risks associated with online safety are categorised into three main areas:

- **Content:** Exposure to illegal, inappropriate, or harmful material.
- **Contact:** Harmful online interactions with other users.
- **Conduct:** Personal online behaviour that increases the likelihood of, or causes, harm.

To mitigate these risks, we ensure that appropriate filters and monitoring systems are in place within our setting. These measures help to reduce the risk and protect all individuals involved.



By implementing these protocols, we aim to create a safe online environment and proactively address any potential safeguarding issues related to technology.

Communication and Consent Protocols

- **Emergency Contact Information:** All staff and volunteers will be provided with the telephone numbers of the Designated Safeguarding Lead (DSL) and Deputy DSL (DDSL) for emergency contact.
- **Photo Permissions:** Staff and volunteers must obtain signed written permission from parents or carers before taking any photos during sessions. These images are intended solely for promotional material, and parents or carers will be informed of this usage. Efforts should be made to avoid capturing faces, focusing instead on hands or other non-identifiable parts.
- **Use of Personal Phones:** Staff and volunteers must seek permission to use their personal phones for taking pictures, as there is no company phone available. Any pictures taken must be deleted once they have served their intended purpose.
- **Parental Responsibility for Permissions:** It is the responsibility of parents to ask for permission regarding photos and other matters. A statement will be included in the registration process to remind parents to seek permission.

SECTION 10: WHISTLEBLOWING

All staff are required to report any concerns or allegations about The Wild Hub's practices or the behaviour of colleagues that could potentially put children at risk of abuse or other serious harm. Reports should be made to the Designated Safeguarding Lead (DSL).

There will be no retribution or disciplinary action taken against staff members who report concerns in good faith.

If staff do not feel comfortable raising concerns internally regarding child protection failures, they can report their concerns to the NSPCC whistleblowing helpline.

The NSPCC whistleblowing helpline is available at 0800 028 0285 from 8:00 AM to 8:00 PM, Monday to Friday, or via email at help@nspcc.org.uk.

More information about whistleblowing can be here: [Whistleblowing for Employees](#)

Further information on how to raise concerns regarding a local authority children's service can be found using the link below: [Reporting Concerns & Whistleblowing](#)



Other Relevant Policies

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

GDPR Policy

Code of Conduct

Safer Recruitment Policy

Whistleblowing Policy

Anti Bullying Policy

Health & Safety Policy

SECTION 11: STATUTORY FRAMEWORK AND GUIDANCE

At The Wild Hub, the welfare of children is our highest priority. All concerns about child abuse are taken seriously and addressed promptly. This policy is supported by various documents and complies with the following legislation and guidance:



Legislation

- [Sexual Offences Act 2003](#)
- [Children Act 2004](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Children and Families Act 2014](#)
- [Protection of Freedoms Act 2012](#)
- [Rehabilitation of Offenders Act 1974](#)
- [Counter-Terrorism and Security Act 2015](#)
- [Equality Act 2010](#)
- [Statutory Framework for the Early Years Foundation Stage 2023](#)
- [Data Protection Act 2018](#)
- [Online Safety Act 2023](#)

Key Guidance and Standards

Child Protection

- [Special Educational Needs and Disability \(SEND\) Code of Practice 2014](#)
- [What to Do If You Are Worried a Child Is Being Abused 2015](#)
- [Keeping Children Safe in Education 2024 \(KCSIE\)](#)
- [Working Together to Safeguard Children 2018 \(WTTSC\)](#)
- [Norfolk Continuum of Needs Guidance 2023](#)
- [Norfolk Safeguarding Children Partnership \(NSCP\) Website](#)
- [NSCP Safer Programme](#)
- [LADO REFERRAL FORM ONLINE](#)
- [CADS FLOWCHART](#)

Recruitment & Training

- [Information Sharing: Advice for Practitioners](#)
- [7 Golden Rules For Sharing Information](#)
- [Childcare Disqualification Requirement 2015 and Childcare Act 2006](#)



- [Disclosure and Barring Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- [Reporting Concerns and Whistleblowing About Children's Social Care Services \(Ofsted 2019\)](#)

Terrorism & FGM

- [Channel Duty Guidance: Protecting Vulnerable People from Being Drawn into Terrorism 2015](#)
- [Statutory Guidance on Female Genital Mutilation \(FGM\)](#)
- [Prevent Duty Guidance for England and Wales 2015 \(Updated 2023\)](#)



SECTION 12: USEFUL CONTACTS & POLICY REVIEW

Children's Advice & Duty Service (CADS)	<ul style="list-style-type: none"> • Direct Line: 0344 800 8021 • Norfolk County Council's Customer Services: 0344 800 8020
Local Authority Designated Officer (LADO)	<ul style="list-style-type: none"> • Email: lado@norfolk.gov.uk • LADO Referral Form
Police	<ul style="list-style-type: none"> • Non-Emergency: 101 • Emergency: 999
Forced Marriage Unit	<ul style="list-style-type: none"> • Phone: 020 7008 0151 • Email: fmufco.gov.uk
NSPCC	<ul style="list-style-type: none"> • Main Contact: 0800 800 5000 help@nspcc.org.uk • FGM Direct Line: 0800 028 3550 • Gangs Direct Line: 0800 800 500 • Whistleblowing Advice Line: 0800 028 0285
Childline	<ul style="list-style-type: none"> • Contact: 0800 1111
Tackling Extremism & Radicalisation (PREVENT)	<ul style="list-style-type: none"> • Email: counter.extremism@education.gsi.gov.uk • Phone: 020 7340 7264



Policy Review

The Designated Safeguarding Lead (DSL) will conduct a comprehensive review of this policy annually to ensure its effectiveness and relevance.

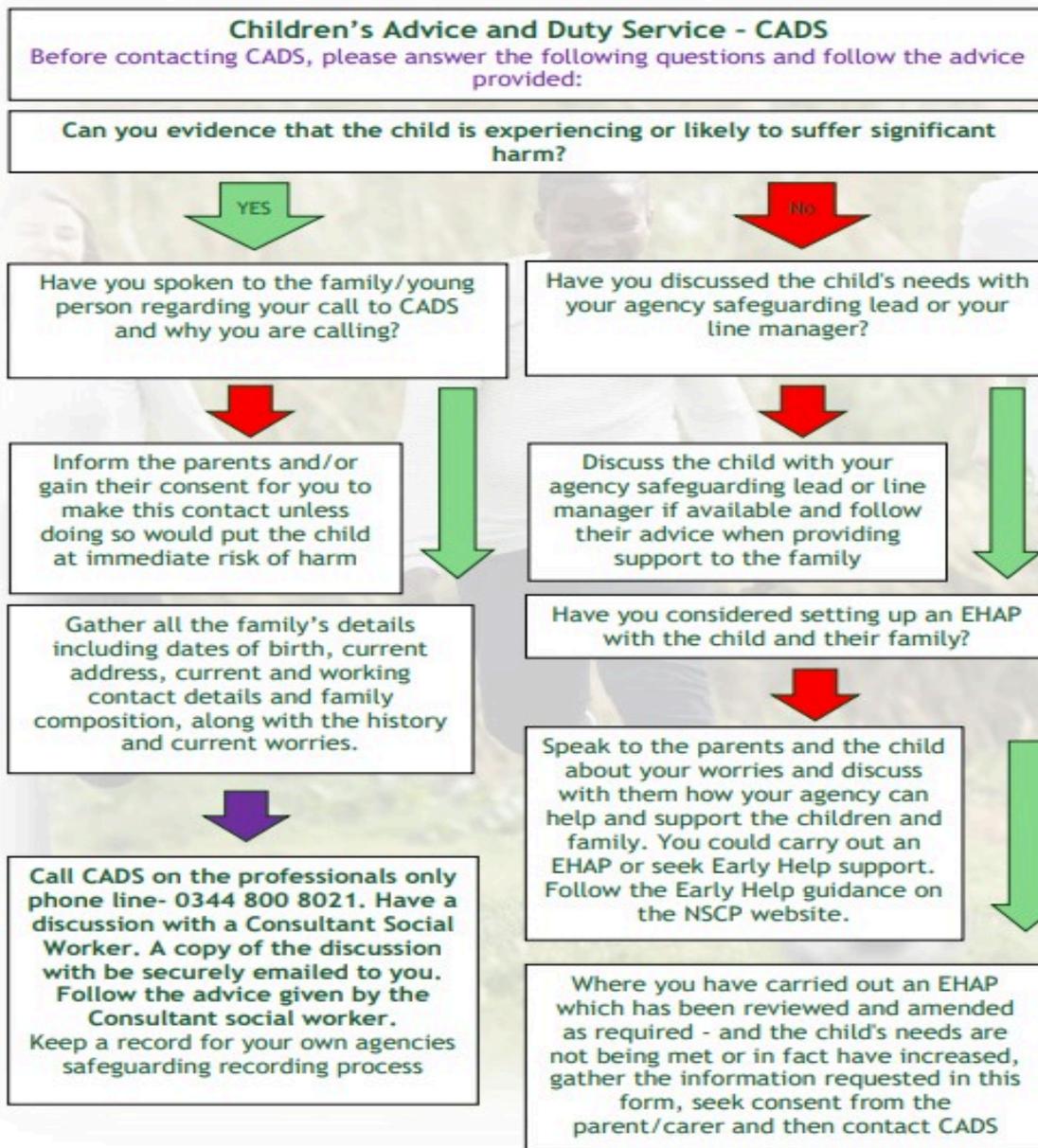
This policy was last reviewed and approved by the DSL, Viki Hughes, and the Directors of The Wild Hub (Viki Hughes, Jade Mynott & Sue Hughes) on 11/03/27. Next review scheduled for 15/04/25.

Name	Position	Date	Signature
Viki Hughes	Director & DSL	11/03/2026	



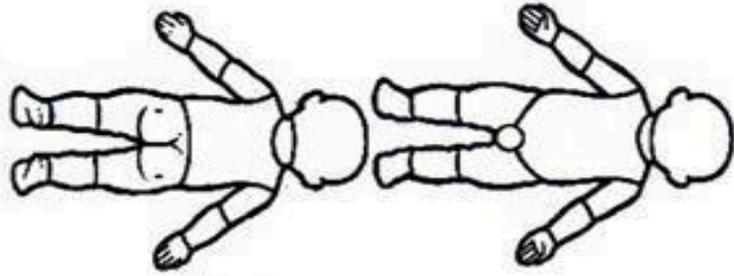
Appendix 1-The Children’s Advice and Duty Service Flowchart

Children’s Advice and Duty Service (CADS) Practice Process - Flowchart - September 2023



Young Child

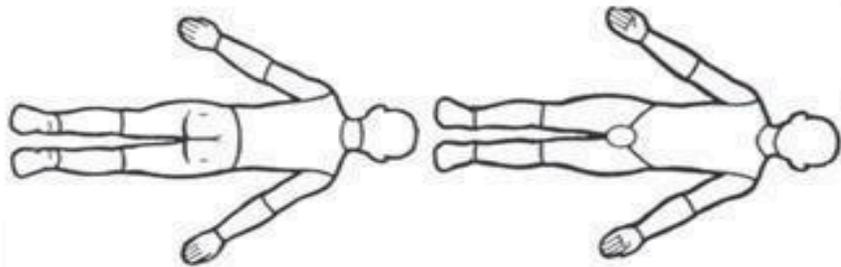
Body Map



Indicate clearly where the injury was seen and attach this to the referral form

Older Child

Body Map



Indicate clearly where the injury was seen and attach this to the referral form.

Recording Form for Safeguarding Concerns

Staff, volunteers and regular visitors are required to complete this form and pass it to the DSL or Deputy DSL if they have a safeguarding concern about a child.

Information Required	Enter Information Here
Full name of child:	
Date of Birth:	
Class/activity attended by child:	
Your name & position in the organisation:	
<p>Nature of concern/disclosure:</p> <p><i>Please include where you were when the child made the disclosure, what you saw, who else was there, what the child said or did, and what you said and did.</i></p> <p><i>If there is an injury, ensure that this is recorded (size & shape), and a body map completed.</i></p> <p><i>Make it clear if you have raised a concern about a similar issue previously.</i></p>	
Time & Date of Incident:	
Name & Position of person you are passing this form to:	
Time & Date form completed:	
Your Signature:	





Time & Date form received by DSL/Deputy DSL:	
Action taken by DSL/Deputy DSL:	
Referral to LADDO? Inc date & time.	
Referral to CADS? Inc date & time	
Referral to police? Inc date & time	
Referral to another agency? Inc date & time	
Parents informed? Inc date & time	
Feedback given to person who recorded disclosure? Inc date & time	
Further action agreed?	
Full name of DSL/Deputy DSL	
Time & Date form completed:	
Signature of DSL/Deputy DSL:	



Appendix 4-The Prevent Duty in Norfolk

PREVENT - Prevent is part of the UK's Counter-terrorism strategy [CONTEST](#). The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. The key terms to be aware of are as follows:

- **Extremism** - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.
- **Radicalisation** - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.
- **Terrorism** - action that endangers / causes serious violence to a person/people; causes serious damage to property; or seriously interferes with / disrupts an electronic system.

Responding to a Concern: Notice – Check – Share

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

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

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

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



Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and sent to:

preventreferrals-NC@Norfolk.police.uk



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

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

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



Appendix 5 Procedures for safeguarding vulnerable adults

Reporting Concerns about Vulnerable adults in Norfolk

- If you are concerned about an adult, please call 0344 8008020 and follow the prompts to the Safeguarding Adults option.
- If a concern involves immediate or serious risk or injury, we will report first to emergency services using 999.

Adult at risk of abuse or neglect

Adult at risk refers to someone over 18 years old who, according to paragraph 42.1 of the Care Act 2014:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- because of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be an adult at risk

Managing Allegations Against People Working With Vulnerable Adults

Allegations of abuse or neglect can sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some people who harm or abuse adults. As part of our commitment to safeguarding the adults we work with and support, we will follow the policies and guidance from Norfolk Safeguarding Adults Board. All the people who work and volunteer with us will be made aware of the procedures that will be followed if an allegation of abuse or neglect is made against them.

We will support anyone who, **in good faith**, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

In Norfolk, the lead agency for safeguarding adults is Norfolk County Council (Adult Social Services). Any allegation raised directly with us must be reported on to Norfolk County Council within **1 working day**.

Telephone **0344 800 8020** follow the prompts to the Safeguarding Adults option.

If a concern involves immediate or serious risk or injury, we will report first to emergency services using 999.

Where any allegations are made to the police or Adult Social Care about an employee, the relevant authorities will liaise with us about the appropriate course of action.

If an individual [paid worker or unpaid volunteer is dismissed or stopped from working in our organisation because the person poses a risk of harm to adults (even if they have left e.g. resigned), we must make a referral to the Disclosure and Barring Service. It is a criminal offence to FAIL to make a referral without good reason.

Types of Abuse and Neglect for Adults

The statutory guidance in the Care Act 2014 lists ten types of abuse. However, this is not intended to be an exhaustive list but rather a guide to the sort of behaviours which could give rise to a safeguarding concern. It is important that we do not limit our view of what constitutes abuse or neglect



to those types or the different circumstances in which they can take place.

Physical Abuse - includes:

- hitting, pushing, pinching, shaking, grabbing, biting, hair-pulling, scalding
 - misusing medication
 - withholding food or drink, force-feeding
 - restraint or inappropriate physical sanctions
- failing to provide physical care or aids to living – for example glasses or a walking stick

Psychological & Emotional Abuse - includes:

- threats of harm or abandonment
 - deprivation of contact
- radicalisation [being exploited by those who would want them to embrace terrorism]
 - humiliation, blaming, controlling
 - intimidation, coercion
 - harassment, verbal abuse and cyber bullying
- isolation or unreasonable and unjustified withdrawal of services or support

Financial or Material Abuse – While it can occur in isolation, it is often present with other forms of abuse and includes:

- theft and fraud
- internet scamming
- some forms can involve the perpetrator seeking out and grooming individuals
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
 - misuse or misappropriation of property, possessions or benefits

Sexual Abuse – includes:

- rape, sexual assault or sexual acts to which the adult has not consented to, was unable to consent to, or was pressured into consenting to
 - indecent exposure; sexual harassment
 - inappropriate looking or touching
 - sexual teasing or innuendo
- sexual photography, subjection to pornography or witnessing sexual acts

Sexual Exploitation is a subset of sexual abuse. It involves:

- exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities
- can also involve serial abusing in which the perpetrator seeks out and 'grooms' individuals - Grooming is defined as developing the trust of an individual at risk of abuse and/or his or her family in order to engage in illegal sexual conduct

Organisational Abuse – includes:

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

Neglect and Acts of Omission includes:

- ignoring medical, emotional or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- withholding of the necessities of life, such as medication, adequate nutrition and heating

Discriminatory Abuse – includes:

- forms of harassment, slurs or maltreatment because of someone's actual or perceived age, disability, gender, gender identity, ethnic, racial, cultural or national origin, religious belief/non-belief or sexual orientation



- hate incidents are a form of discriminatory abuse

Domestic Abuse – The Domestic Abuse Act 2021 defines this as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been ‘personally connected’ (so no longer just intimate partner or family member) regardless of gender or sexuality.

For this type of abuse the age range is extended down to 16. It includes:

- psychological, physical, sexual, financial, emotional abuse
 - ‘so called honour’ based violence
 - female genital mutilation
 - forced marriage
- it also includes being a witness to domestic abuse of another person

Modern Slavery and Human Trafficking encompasses:

- Sexual exploitation including prostitution and ‘adult entertainment’
- Forced Labour – commonly in agricultural, construction, food processing, hospitality industries, factories, car washers and nail bars
 - Domestic servitude
 - Organ harvesting
- Forced criminality – includes cannabis cultivation, street crime, forced begging, burglary, metal theft and benefit fraud

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. They may use concerns about an individual’s immigration status or concerns that their families may be at risk if they resist exploitation.

Self-neglect covers a wide range of behaviour - including:

- neglecting to care for one’s own personal hygiene, health, safety or surroundings
 - behaviour such as hoarding.

The definition of self-neglect excludes a situation in which a mentally competent person, who understands the consequences of their decisions, makes a conscious and voluntary decision to engage in acts that threaten their health or safety as a matter of personal choice.

However, there is a need to assess your concerns - balancing the individual’s right to choose their lifestyle, considering their mental health or capacity to understand the consequences of their actions. It can often be a care or risk management issue rather than a safeguarding concern and may require a social care assessment in the first instance.

