



SAFEGUARDING ADULTS AND CHILDREN POLICY AND PROCEDURE

Date of Issue: 28 March 2022

This replaces any previous issue of a Safeguarding Adults and Children Policy and Procedure and the Children and Vulnerable Adults Protection Policy

Community Chaplaincy Norfolk (CCN) is committed to safeguarding adults by protecting their health, wellbeing and human rights enabling them to live free from harm, abuse, and neglect. CCN does not work directly with persons under the age of 18. However, it may come into contact with children, normally in the context of them being related to a client.

1. AIM

The purpose of CCN's Safeguarding Policy is to prevent harm and reduce the risk of adults with care and support needs suffering from abuse or neglect.

This Policy is based on the fundamental principle that all adults regardless of age, disability, gender, gender identity, ethnic, cultural, racial, national origins, religious belief/non-belief or sexual orientation have the right to live safely, free from abuse and neglect.

This Policy will give clear guidance to staff, volunteers and visitors about the behaviour CCN expects and its legal responsibilities to safeguard and promote the welfare of adults at risk of abuse or neglect with whom CCN comes in contact with.

2. INTRODUCTION

CCN fully recognises the contribution it can make in protecting adults from abuse and neglect. CCN's Policy applies to all adults at risk of abuse or neglect, staff, volunteers and visitors.

Under the Care Act 2014, those aged 18 and older is considered to be an adult, and could potentially be considered under s42 of that act - which relates to the duty to carry out safeguarding adult enquiries – if the adult:

- has needs for care and support (regardless of the level of need and whether or not CCN is meeting any of those needs);

- is experiencing, or is at risk of abuse or neglect, and
- as a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

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 need is not relevant, and the young adult does not need to have eligible needs for care and support under the Care Act.

For domestic abuse the age limit is 16 years of age.

Note: To be considered as a safeguarding concern the adult must meet the criteria set out in the Care Act 2014 and detailed above.

3. CCN'S ETHOS

CCN will establish and maintain an environment where adults feel safe, secure, are encouraged to talk and are listened to. Adults will be able to talk freely to any CCN member of staff or volunteer if they are worried or concerned about something.

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

Through training – both induction and on-going refresher training - CCN will ensure that all its staff, volunteers and regular visitors:

- understand the importance of safeguarding and their role in safeguarding adults;
- recognise an adult potentially in need of safeguarding and know what action to take;
- are able to recognise a disclosure from an adult and react appropriately;
- are aware of the different forms of abuse and neglect;
- understand dignity and respect when working with individuals; and
- know how to report an adult safeguarding concern in line with this Policy.

CCN will provide information and advice to enable all the adults it works with to understand their rights and how they can obtain help and support.

At all times CCN will work in partnership and try to establish effective working relationships with clients, spouses/partners, relatives and colleagues from other agencies and organisations.

4. GENERAL PROCEDURES

When Joining the Organisation

All new staff, volunteers and regular visitors will be:

- informed of the safeguarding arrangements in place;

- given a copy of CCN's Safeguarding Policy and told who CCN's Designated Safeguarding Officer is (Paula Callam, CCN Administrator, with her Deputy Mel Wheeler, CCN Manager) and how to contact them; and
- given a copy of the recording format and guidance on how to complete it and who to pass it to.

As part of their induction, they will undertake appropriate **Safeguarding Awareness Training**.

All staff and volunteers will be asked to read this Policy annually or after it has been reviewed and updated if necessary. They will sign to confirm that they have read and understood the Policy.

Ongoing:

All regular visitors and volunteers will be:

- told where CCN's Policy is kept;
- given a set of safeguarding procedures, told who CCN's Designated Safeguarding Officer is and how to contact them or an alternative staff member; and
- told how the recording and reporting system works.

All service users, and if relevant partners, spouses, relatives and carers will be shown a precis of this Safeguarding Policy: see Appendix A.

All Clients are required to complete a consent form at the start of their involvement with the organisation. This may include vital medical and health information, contact details for the individual's Doctor and next of kin in the case of an emergency – these are optional choices. It is a requirement of the CCN Data Protection Policy (to be replaced by the Data Security Management Policy) that permission is obtained before using any personal photos in any promotional/reporting materials.

5. TRAINING

Every member of staff will undertake appropriate safeguarding training every **three years**. Training is available from a number of organisations as well as through the Norfolk Safeguarding Adults Board's (NASB) Safeguarding Training programme. Any Adult Safeguarding Training CCN uses will meet the standards of the NSAB Training.

CCN actively encourages all its staff and volunteers to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed from Norfolk Safeguarding Adults Board (NSAB) via norfolksafeguardingadultsboard.info.

The Designated Safeguarding Officer should be used as the first point of contact for any safeguarding queries or concerns within CCN.

6. RECRUITMENT

All staff, volunteers and regular visitors who come into contact with the adults CCN works with have a duty of care to prevent harm and reduce the risk of them suffering from abuse or neglect. There is a legal duty placed upon CCN to ensure that everyone who works with or on behalf of all the adults with whom CCN comes in contact is competent and suitable to do so.

CCN's recruitment practices are designed to help prevent unsuitable people from working with adults at risk of abuse or neglect. An integral part of this is the correct use of Disclosure and Barring Service (DBS) checks: There are three types:

- 1) **Standard** – which includes checks for spent and unspent convictions, cautions, reprimands and final warnings.
- 2) **Enhanced** - which includes the same checks as the Standard, plus any additional information held by local police that is reasonably considered relevant to the post being applied for.
- 3) **Enhanced with Barred List** – this includes the same checks as the Enhanced check, plus checks against the appropriate barred list to ensure that the individual has not been barred from working with adults at risk of abuse or neglect. Only members of staff involved in **regulated activities** are required to undergo a mandatory Enhanced DBS with Barred List.

It is a criminal offence to allow anyone on the adult barred list to undertake regulated activities with adults at risk of abuse or neglect.

Regulated Activities relating to adults comprise the provision of:

- health care;
- personal care;
- social work;
- assistance with cash, bills and/or shopping;
- assistance in the conduct of a person's own affairs; or
- transport to and from a place where an individual receives health, personal or social care [excludes family, friends and taxi drivers].

Further information on DBS Checks is available on:
gov.uk/government/organisations/disclosure-and-barring-service

Best Practice Recruitment

CCN is committed to reflecting best practice in recruitment by ensuring that it:

- carefully considers the job description/role profile and person specification, ensuring they accurately reflect the duties, qualifications and experience that are required;
- defines its selection criteria based on the person specification and the role;
- prepares an information pack for candidates;
- circulates details of all vacancies widely;

- asks for a written application form which includes a written declaration with regards to criminal convictions [**Note** you can only ask for details of spent convictions when role involves regulated activities, see above];
- asks for identification, which includes a photograph;
- asks to see and copy the original of any qualifications;
- conducts interviews with at least two people present;
- asks for and checks at least two references, including the most recent employer;
- obtains enhanced DBS checks where current legislation requires CCN to do so; and
- organises a comprehensive induction period which includes familiarisation with CCN's safeguarding policies, procedures and safeguarding training.

7. GOOD WORKING PRACTICES

Good practice guidance will help staff and volunteers avoid putting themselves in a situation which could put them at risk of having an allegation of abuse made against them. This includes:

- always trying to ensure, where practical to do so, that a third party is present;
- avoiding unobserved one-to-one situations with adults – keep a door open and/or ensure that you are within the hearing of others;
- not offering to transport an adult in your own vehicle;
- never allowing yourself to be drawn into inappropriate attention seeking behaviour;
- never entering a room where an adult may not be fully dressed without first clearly obtaining their consent;
- never undertaking activities of a 'personal' nature for an adult unless that is clearly defined as part of your role – this is likely to be considered a regulated activity;
- never engaging in, or allowing, any sexually provocative games, whether based on talking or touching;
- never making suggestive remarks or discriminatory comments;
- never engaging in or tolerating bullying or harassment;
- never engaging in, or tolerating, inappropriate physical activity e.g. horseplay;
- never trivialising allegations of abuse or neglect;
- doing your part in developing a culture in which everyone feels able to point out inappropriate attitudes and behaviours to each other;
- ensuring that all allegations of abuse are reported, including any made against you; and
- remembering that someone else might misinterpret your actions, no matter how well intentioned.

8. ROLES AND RESPONSIBILITIES

Any concern for an adult's safety or welfare will be recorded in writing and given to the Designated Safeguarding Officers (Paula Callam, CCN Administrator and her Deputy Mel Wheeler, CCN Manager).

The Designated Safeguarding Officer is responsible for:

- liaising with Adult Social Services and other agencies where necessary and making referrals using the agreed procedures detailed below;
- ensuring that all staff and volunteers are aware of CCN's Policy and the procedures they need to follow;
- ensuring that all staff, volunteers and regular visitors have received appropriate safeguarding information and training during induction and this training is refreshed every three years;
- ensuring that CCN's Safeguarding Policy is in place, is reviewed annually and follows the guidance provided by the NSAB; and
- ensuring that at all times safer recruitment practices are followed.

CCN undertakes to remedy without delay any weakness regarding its safeguarding arrangements that are brought to its attention.

9. DEALING WITH ALLEGATIONS OF ABUSE/NEGLECT AGAINST CCN'S STAFF

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. CCN also recognises that many allegations are genuine and there are some people who harm or abuse adults.

As part of CCN's commitment to safeguarding the adults with whom it works and whom it supports, CCN will follow the policies and guidance from Norfolk Safeguarding Adults Board.

All the people who work and volunteer with CCN will be made aware of the procedures that will be followed if an allegation of abuse or neglect is made against them.

CCN 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 CCN must be reported on to Norfolk County Council within one **working day**.

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

If a concern involves immediate or serious risk or injury, CCN 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 CCN about the appropriate course of action.

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

10. HANDLING A DISCLOSURES OF ABUSE

An adult may tell someone they trust that they are being abused or neglected. They will often not be aware of sources of help and support. It takes courage to confide in someone – the way in which staff/volunteers respond can be crucial.

Do:

- remain calm and receptive;
- listen without interrupting;
- make it clear that you are taking the matter seriously;
- acknowledge their courage in telling you;
- let them know you will do what you can to help;
- try to get their permission for you to share the information on a need-to-know basis to enable them to receive the help and support they need;
- record, using ink, what was said as soon as possible – signing and dating it;
- contact the Designated Safeguarding Officer immediately; and
- seek support.

Do not:

- allow your shock to show;
- ask leading questions;
- probe for more information;
- make assumptions or speculate;
- make negative comments about the abuser;
- make promises you cannot keep; or
- give assurances of absolute confidentiality – particularly in those situations where other adults may be at risk.

What to do if the adult asks you to keep the information secret:

- If the adult has **mental capacity**, the **public interest test applies** [if someone else could be a victim of the alleged perpetrator it is in the public interest to report it with or without the victim's consent].
- If they do not have mental capacity, you have a duty to report it without their consent.

Full and accurate notes (i.e., word for word) must be written as soon as possible, using pro forma if available (Appendix B). Records should be as accurate as possible as they may be invaluable to the investigation and used as evidence in court.

If in doubt, ask your Designated Safeguarding Officer or equivalent

11. MAKING A SAFEGUARDING REFERRAL

CCN is clear that the local authority (Norfolk County Council) (and the police where a concern relates to a potentially criminal matter) must lead all investigations into any allegation regarding safeguarding.

Telephone Norfolk County Council: **0344 800 8020** [operates 24 hours a day 365 days a year] – follow the prompts to take you to the Safeguarding Option.

State that it is an adult safeguarding matter and explain your concerns.

Clarify with them what action should be taken and by whom.

Make a note of the person you spoke to including the guidance they gave you, their name and contact details on the reporting form. Guidance on the information required when making a referral is available on the NSAB website – see Raising a Safeguarding Adults Concern: Checklist

If CCN is unsure if a referral should be made, CCN will contact Norfolk County Council Adults Social Care and ask for advice. This can be anonymous on the part of the adult to help establish the level of concern and any action advised.

12. RECORDS AND CONFIDENTIALITY

If CCN is concerned about the safety or wellbeing of any adult within CCN, it will record our concerns immediately using its agreed reporting form and give this to the Designated Safeguarding Officer.

All information is confidential and must be managed and stored within CCN in line with the Data Protection Act 2018 and General Data Protection Regulation (GDPR). However, CCN understands that where there are concerns that an adult may be at risk of harm or abuse, information can be shared with other agencies, for example, Adult Social Care, the Police and where appropriate the Care Quality Commission.

13. WHAT IS ABUSE AND NEGLECT

The Care Act 2014 does not set out a specific definition of abuse. Abuse can consist of a single or repeated act(s); it can be intentional or unintentional or result from a lack of knowledge. Abuse and neglect:

can take many forms:

- it may be an isolated incident, a series of incidents or a long-term pattern of behaviour;
- it could affect one person or many more;
- it may be in someone's home, in public or in an institutional setting;
- it may be deliberate or the result of negligence or ignorance;
- exploitation in particular is a common pattern in abuse and neglect; and

- the degree or lack of intent will inform the response which will be appropriate and proportionate to the concerns that have been raised.

can happen anywhere - including:

- in a person's own home and/or other people's homes;
- in public places or in the community;
- in clubs;
- at work;
- In schools and colleges of further education;
- in hospitals, surgeries or other health centres;
- in care homes and or supported housing;
- in places of worship;
- via electronic media including the intranet; and
- in day centres.

Patterns of abuse vary - and include:

- **Serial abusing** in which the perpetrator seeks out and 'grooms' individuals – sexual abuse sometimes falls into this pattern, as do some forms of financial abuse and radicalisation.
- **Long-term abuse** in the context of an ongoing family relationship such as domestic violence between partners/spouses or generations or persistent psychological abuse.
- **Opportunistic abuse** such as theft occurring because money or jewellery has been left lying around.
Situational abuse which arises because pressures have built up and or because of difficult or challenging behaviour.
- **Neglecting** a person's needs because the carer has difficulties. These could be debt, alcohol, or mental health related or the specific demands resulting from caring for someone.

Anyone can be an abuser or neglect someone – including:

- spouses/partners;
- other family members;
- carers / support workers;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploits adults their perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers.

14. TYPES OF ABUSE AND NEGLECT

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 CCN does do not limit its 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; and
- 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; and
- 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; and
- 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; and
- 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) because of them performing, or others performing on them, sexual activities; and
- 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 or supported housing for example, or in relation to care provided in one's own home;
- may range from one off incidents to on-going ill-treatment; and
- 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; and
- 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 identify, ethnic, racial, cultural, or national origin, religious belief/non-belief, or sexual orientation; and
- ***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 an 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, economic, emotional abuse;
- 'so called honour' based violence; female genital mutilation;
- forced marriage; and
- 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; and
- 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, their criminal history, 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; and
- 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.

Signs and Indicators of Abuse/Neglect/Human Trafficking

The signs of abuse are not always clear. The following may, however, suggest the possibility of abuse:

- disclosures by the victim;
- concern expressed by a third party;
- admissions by the perpetrator;
- someone expressing fears that abuse might happen;
- evidence of unreported injuries;
- signs of fear or distress;
- injuries suggesting a possible non-accidental cause;
- explanations that are incompatible with injuries presented or where conflicting explanations are given;
- a history of persistent illness, infection, or injury;
- inappropriate use of medication;
- possessions or money going missing, or bills not being paid;
- property being sold without the owner's consent or understanding;
- sudden or unexpected removal of an individual from a care setting;
- a person is uncharacteristically withdrawn, without apparent reason;
- a person is found alone and at risk without adequate explanation;
- a long time lapse between injury or illness and obtaining medical or other care;
- abrupt or frequent changes of doctor or caring agency;
- unexplained weight loss;
- uncharacteristically unkempt appearance or surroundings;
- agencies have repeated difficulty in gaining access to see someone;
- it is made difficult to speak to a person alone without their carer/another person present;
- evidence of avoidance, including regularly missed appointments, refusal of help, etc;
- evidence of alcohol or other substance misuse;
- signs of stress;
- history of previous abuse or violence in the family;
- unexplained pain, itching, infection, or injury in the anal, genital, or abdominal areas;
- torn, stained or bloody underclothing; and

- multiple unrelated people living at one address living in overcrowded private rental accommodation.

Signs an individual may be led into extremism:

The following may indicate that an individual is at risk of being radicalised or is being exposed to extremist views:

- being in contact with extremist recruiters and/or spending increasing time in the company of other suspected extremists;
- loss of interest in other friends and activities not associated with the extremist ideology, group, or cause;
- accessing extremist material online, including through social networking sites;
- possessing or accessing materials or symbols associated with an extremist cause.
- justifying violence to address social issues;
- graffiti symbols, writing or artwork promoting extremist messages or images;
- significant changes to appearance and/or behaviour increasingly centred on an extremist ideology, group, or cause;
- changing their style of dress or personal appearance to accord with the group;
- attempts to recruit others to the group/cause; and
- using insulting or derogatory names for another group.

Hate Incidents

A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. Hate incidents / crime can be anything from name calling, physical attack, vandalism or stealing a person's property, motivated by prejudice, hostility, or hatred towards that individual because they are 'different'. It may or may not be a crime and it may or may not be linked to a safeguarding concern. There is a number of ways to report a hate incident:

- In an emergency always phone 999.
- Contact the police via email: enquiries@norfolk.pnn.police.uk or visit their website: norfolk.police.uk
- Going to any Norfolk County Council public building such as libraries and reporting it, where staff will be able to assist if needed.
- Going to your district council, local police station or anywhere you see the 'Hate Incident Reporting Place' logo.

15. RELEVANT GUIDANCE AND LEGISLATION

Human Rights Act 1998

Disability Discrimination Act 1998

Public Interest Disclosure Act 1998

Data Protection Act 2018

Care Standards Act 2000

Sexual Offences Act 2003

Domestic Violence Crime and Victims Act 2004

Domestic Abuse Act 2021
Mental Capacity Act 2005
Modern Slavery Act 2015
'Safeguarding Adults' National Framework 2005
The Safeguarding Vulnerable Groups Act 2006
Equality Act 2010
The Protection of Freedom Act 2012
Care Act 2014
Section 26 and 29 of the Counter Terrorism and Security Act 2015
Serious Crime Act 2015 – Section 76 – Domestic Abuse.

16. OTHER RELEVANT POLICIES

To underpin the values and ethos of CCN and its intent to ensure the adults with whom it works and whom CCN supports are appropriately safeguarded each of the following policies is included within one or other of CCN's adopted Policies:

- Bullying and Harassment;
- Code of Conduct;
- Complaints;
- Confidentiality and Data Protection;
- Equality Opportunities;
- First Aid;
- Good Working Practices (Lone Working);
- Hate Incidents;
- Health and Safety;
- Recruitment and Selection; and
- Whistle Blowing.

17. USEFUL CONTACTS

Norfolk County Council (for concerns about adults and children) **0344 800 8020**

Norfolk Police:

- Non-Emergency **101**
- In an Emergency **999**

Norfolk Safeguarding Adults Board norfolksafeguardingadultsboard.info

Care Quality Commission (CQC) **0300 061 6161**

NHS and Social Care Whistleblowing Helpline **0800 072 4725**

18. SAFEGUARDING CHILDREN

CCN does not work directly with persons under the age of 18. However, CCN may come into contact with children, normally in the context of them being related to a client.

For information on the most recent local and national safeguarding advice and guidance, access the Norfolk Safeguarding Children Partnership (NSCP) via www.norfolkscb.org

What are the signs of child abuse?

The signs of child abuse aren't always obvious, and a child might not feel able to tell anyone what's happening to them. Sometimes, children don't even realise that what's happening to them is abuse. There are different types of child abuse and the signs that a child is being abused may depend on the type. For example, the signs that a child is being neglected may be different from the signs that a child is being abused sexually.

Common signs

Some common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality;
- becoming withdrawn;
- seeming anxious;
- becoming uncharacteristically aggressive;
- lacks social skills and has few friends, if any;
- poor bond or relationship with a parent;
- knowledge of adult issues inappropriate for their age;
- running away or going missing; and
- always choosing to wear clothes which cover their body.

These signs don't necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour – but CCN can help you to assess the situation.

You may also notice some concerning behaviour from adults who you know have children in their care, which makes you concerned for the child / children's safety and wellbeing.

Legislation relevant to safeguarding and promoting the welfare of children within the voluntary, private and community context is as follows:

- Children Act 2004.
- Education Act 2002.
- Children Act 1989.
- Childcare Act 2006.
- Crime and Disorder Act 1998.
- Mental Capacity Act 2005

Report concerns

If you are concerned about a child in Norfolk and want to speak to someone, contact the Norfolk Safeguarding Children's Partnership on 0344 800 8020. If you consider the incident to be an emergency, call 999.

It is everyone's responsibility to keep children safe and report concerns.

Where to go for help

In an emergency, always call the police on 999.

If you are worried about the safety or welfare of a child, please call the **Norfolk Safeguarding Children's Partnership** on 0344 800 8020.

If you see something or hear something that doesn't feel right – say something.

Or the CADs link to this [Report concerns - Norfolk County Council](#)

19. NAMED DESIGNATED SAFEGUARDING OFFICER

The following designated members of staff are in post:

Designated Officer: Paula Callam

Telephone Number: 078822 88348

Deputy Designated Officer: Mel Wheeler


Telephone Number: 07710 303909

The Designated Trustees is the Chair of Trustees: Rev Matthew Hutton DL

Telephone Number: 07746 644 812

20. POLICY REVIEW

CCN will always make any changes immediately to its procedures in line with Norfolk Safeguarding Adults Board's guidance norfolksafeguardingadultsboard.info and the Norfolk Safeguarding Children Partnership www.norfolkscb.org

Signed on behalf of the Board of Trustees:	
Name of Trustee:	Rev Matthew Hutton DL
Date of approval by the Board of Trustees:	17 March 2022
Date of First Review	March 2024



Safeguarding Adults and Children Policy and Procedures (Precis - Appendix A)

CCN will establish and maintain an environment where adults feel safe, secure, are encouraged to talk and are listened to. Adults will be able to talk freely to any member of staff or volunteer if they are worried or concerned about something.

CCN follows six safeguarding principles created to help better protect adults and children. Together, these principles are an aid to understanding actions that need to be taken to protect people and are agreed upon within the Care Act 2014.

1. Empowerment

CCN will provide information and advice to enable all the adults with whom it works to understand their rights and how they can obtain help and support. Empowerment gives individuals choice and control over decisions made.

2. Protection

Providing support and representation for those in greatest need. CCN has put measures in place to help stop abuse from occurring and offer help and support to those at risk.

3. Prevention

It is crucial to try and act before harm occurs, preventing neglect, harm or abuse is the primary objective. All CCN Mentors and staff have received training on safeguarding awareness to help identify abuse and work to stop abuse before it happens. Support information is easily accessible, and CCN encourages individuals to ask for help.

4. Proportionality

CCN will take a proportionate and least intrusive response to the issue presented. Proportionality ensures that CCN take each person into account when dealing with abuse. They will respect each individual and assess any risks presented.

5. Partnerships

At all times CCN will work in partnership and try to establish effective working relationships with clients, spouses/partners, relatives and colleagues from other agencies and organisations.

6. Accountability

Safeguarding is everyone's business and accountability makes sure that everyone plays their part when it comes to safeguarding vulnerable people. Everyone is accountable for their actions as individuals, services and organisations.

Disclosure

If CCN becomes aware of instances of abuse or neglect, it will have to record this and report concerns to other professionals and there may be further investigation.

If you have any questions about CCN and safeguarding, please ask Paula Callam.

There is a full Policy document and you are welcome to have a copy of this if want.

Appendix B: Pro forma for recording disclosures or signs of abuse witnessed

To be completed by person receiving disclosure or witnessing signs of abuse.

Name of person disclosing or displaying signs of abuse: _____

Date and time disclosure received/signs of abuse witnessed:

Day	Month	Year	Time
			am/pm

Gender of the person disclosing (delete as appropriate): Male Female

Date of birth of person disclosing

Day	Month	Year

Address of person disclosing
(including postcode)

Please detail what the person said (word for word) or signs of abuse witnessed:
(Continue on separate numbered sheets if necessary) Sheet 1 of

Observations / comments:

Observations / comments:

Name of person completing form: _____

Date of completion: _____

Signed: _____