

Policy Name	SAFEGUARDING ADULTS
Approved by	BOARD
Responsible Director	DIRECTOR OF OPERATIONS
Date of Approval	DECEMBER 2025
Next Review Date	DECEMBER 2026
Staff notified of updated policy and where this can be located	DECEMBER 2025/ PEOPLE HR
Who does this Policy Apply to?	TRUSTEES, STAFF, STUDENTS ON PLACEMENT, AND VOLUNTEERS
This policy will be reviewed in accordance with the designated review schedule. It will remain live & active until such time as the review prompts necessary changes.	

Version	Date	Author	Rationale
1.5	22/07/2025	Sonja Chilvers	Review and ELT sign off
2.0	22/07/2025	Helen Turner & Sonja Chilvers	Final amends
3.0	13/08/2025	Helen Turner	QPP committee sign off
3.1	16/12/2025	Helen Turner	Amending contact details for Norfolk Adult Safeguarding Board and brand colour.
4.0	17/12/2025	Sonja Chilvers & Alex Michael	ELT sign off

1. Policy Statement

- 1.1 The purpose of Norfolk and Waveney Mind's (hereafter known as NWM) safeguarding policy is to state our commitment to keeping every adult that comes into contact with the organisation, safe and protected from harm. This policy is based on the fundamental principles that all adults regardless of age, ability, gender, gender identity, ethnicity, culture, racial, national origins, religious or non-religious beliefs or sexual orientation have the right to live safely free from the risk of abuse and neglect.
- 1.2 This Safeguarding Adults Policy is underpinned by a range of legislation and statutory guidance that establishes the legal duties and responsibilities of organisations working with adults at risk. The policy reflects the following key legal frameworks; Mental Capacity Act 2005, Care Act 2014, Human Rights Act 1998, Data Protection Act 2018, and Equality Act 2010.

1.3 This means we will strive to;

- Protect adults coming into contact with our organisation from maltreatment and harm.
- Act to enable all adults to thrive and meet the best outcomes possible.

2. Aims

- 2.1 This policy aims to give clear direction to staff, volunteers, students on placement and trustees around the expected behaviour and our legal responsibility to safeguard and promote the welfare of all adults the organisation comes into contact with.
- 2.2 NWM will establish and maintain an ethos where adults feel secure, are encouraged to talk, are listened to and feel safe. Adults will be able to talk freely to any member of staff, volunteer, student on placement within our organisation if they are worried or concerned about anything.
- 2.3 All staff, volunteers and students on placements will attend training and induction, know how to recognise a disclosure and signs of abuse/neglect and will know how and when to report this appropriately to ensure that person's safety.
- 2.4 The organisation will ensure all staff, volunteers, students on placements and trustees know that they need to treat all individuals with dignity and respect.
- 2.5 Staff will not make any promises to any person the organisation comes into contact with, we will not 'keep secrets'.

3. Scope

- 3.1 This policy will give clear guidance to all staff, volunteers, students on placement and trustees.
- 3.2 An adult is a person 18 years of age or older.
- 3.3 We will support anyone who, in good faith, reports a concern that an adult is being abused or neglected, or at risk of abuse or neglect, even if those concerns prove to be unfounded.
- 3.4 This policy covers all work completed by the organisation, including digital, online and phone support.

- 3.5 Clear, service-specific arrangements are in place through standard operating procedures where work is delivered in partnership with other organisations.

4. What is Abuse and Neglect?

- 4.1 The Care Act 2014 defines abuse as any action that harms another person, particularly those who are vulnerable and in need of care and support.

- 4.2 Safeguarding - Safeguarding adults with care and support needs, as defined by the Care Act 2014, is the process of protecting adults (aged 18 and over) from abuse and neglect, while also promoting their wellbeing. This involves preventing and responding to abuse, ensuring their right to live in safety, and considering their views, wishes, and beliefs.

- **Physical abuse**

Any form of physical force or violence that results in injury, pain, impairment, or bodily harm. This may include hitting, slapping, pushing, punching, kicking, using objects to inflict harm. It also encompasses actions that restrict movement, such as inappropriate restraint or deprivation of liberty.

- **Emotional and psychological abuse**

Behaviour or actions aimed at causing emotional pain, distress, or anguish. This can include verbal insults, threats, intimidation, humiliation, isolation, or manipulation.

- **Sexual abuse**

Any unwanted or non-consensual sexual activity or behaviour imposed upon an adult. This can range from sexual assault or rape to unwanted touching – including through clothing, coercion, or harassment.

- **Financial or material abuse**

Exploitation or misuse of an adult's financial resources, assets, or property without their consent or in a manner that is not in their best interest. This may involve theft, fraud, coercion, undue influence, or unauthorized use of funds.

- **Neglect and acts of omission**

Failure to provide necessary care, support, or protection for an adult's physical, emotional, or financial well-being. This can include neglecting basic needs such as food, shelter, medical care, hygiene, or social interaction.

- **Exploitation**

Taking advantage of an adult's vulnerability or dependency for personal gain, profit, or benefit. This may involve manipulation,

deception, coercion, or undue influence to exploit the adult's resources, labour, or decision-making authority.

- **Spiritual or religious abuse**

Using religious or spiritual beliefs, practices, or institutions to manipulate, control, or harm an adult. This can include forced conversion, indoctrination, or coercion to comply with certain beliefs or practices.

- **Organisational abuse**

Neglect and poor care practice within an institution or specific care setting such as a hospital, supported housing or care home for example or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill treatment, it can be through neglect or poor professional practice within an organisation.

- **Domestic abuse**

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 immediate partner or family member) regardless of gender or sexuality. The age range is extended down to 16 for this type of abuse. This includes so called 'honour' based violence, female genital mutilation, forced marriage and also being a witness to domestic abuse of another person.

- **Modern slavery and human trafficking**

This encompasses;

- Sexual exploitation including prostitution and adult entertainment.
- Forced labour- commonly in agriculture, construction, food processing, hospitality industries, factories, car washes and nail bars.
- Domestic servitude
- Organ harvesting
- Forced criminality -includes cannabis cultivation, street crime, forced begging, burglary, metal theft and benefit fraud.

- **Self-neglect**

Covers a wide range of behaviours include neglecting to care for one's own personal hygiene, health, safety or surroundings as well as behaviours such as hoarding.

- **Prevent and vulnerability to Radicalisation and Extremism**

Prevent is the multi-agency set of arrangements aimed at preventing individuals and groups from engaging in violent extremist behaviour. Not aimed at suppressing freedom of thought and expression.

5. Responsibilities

- 5.1 The Director of Operations supported by the Board of Trustees are responsible for ensuring that appropriate resources and training, policies and procedures are in place to safeguard adults the organisation may come into contact with.
- 5.2 Staff, volunteers and students on placement have a duty to ensure they are familiar with this policy, that they undergo appropriate training and adhere to NWM safeguarding policies and procedures at all time.
- 5.3 A designated safeguarding lead is be appointed to oversee the implementation of the appropriate safeguarding policies and procedures, provide guidance and support and ensure and oversee compliance with all safeguarding legal requirements for the organisation.
- 5.4 The Board understand and exercises oversight in relation to safeguarding and receives regular reports through the Quality, People and Performance Committee.

6. Safer recruitment and Selection:

- 6.1 NWM is responsible for implementing and overseeing robust recruitment and selecting processes, including background checks, obtaining references and completing warner interviews, as well as competency-based interviews. This ensures that all staff, volunteers and students on placements working with adults and vulnerable adults are both safe and suitable.
- 6.2 The recruitment process is designed to help prevent unsuitable people from working with adults at risk of abuse and neglect and an integral part of this is ensuring we have robust processes in place regarding the Disclosure and Barring Service (DBS) checks.
- 6.3 NWM has conducted a risk assessment determining which roles, (including trustees) are required to have which level of Disclosure and Barring Service (DBS) checks and frequency of updates.
- 6.4 DBS checks are carried out and kept up to date. All DBS's are renewed every two years. There is a procedure in place for managing positive DBS disclosure.

7. Training

- 7.1 The organisation is responsible for providing and overseeing the regular and appropriate training of all staff, volunteers and students on placements on

adult safeguarding, on identifying signs of abuse, neglect and exploitation and appropriate reporting procedures.

- 7.2 Staff, volunteers and students on placement undertake safeguarding for Adults and Children and Young People training at the level outlined in the organisational risk assessment.
- 7.3 All staff, volunteers and students on placements are supported with appropriate supervision (reflective practice).
- 7.4 We actively encourage all staff, volunteers and students on placements to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via www.norfolksafeguardingadultsboard.uk

8. Responding to and reporting

- 8.1 All concerns around abuse, neglect, exploitation and/or the harm of an adult must be reported immediately to the organisation's designated safeguarding officer and relevant authorities.
- 8.2 NWM will ensure that all concerns are responding to promptly to ensure the safety of adults that come into contact with the Charity.
- 8.3 All safeguarding concerns should be documented on an Incident Report and sent to the designated safeguarding officer as well as being sent through channels as outlined on the Incident management and Reporting policy and associated procedures.
- 8.4 Records are kept for incidents, disclosures and concerns. These are appropriately stored and systematically reviewed, trends outlined and the organisation obtains learning from these.
- 8.5 In some cases, it may be appropriate and/or necessary to share information with other agencies and organisations about the individual due to risk of harm of abuse for example, the police.
- 8.6 All safeguarding concerns will be reported in accordance with the procedures set out by the Norfolk Safeguarding Adults Board. These procedures follow the statutory guidance of the Care Act 2014 and set out how to raise a safeguarding concern, escalate risks, and engage with local authority safeguarding teams.

9. Managing allegations against staff, volunteers and students on placement

- 9.1 Reporting: any concerns or allegations regarding the above will be reported immediately to the appropriate Service Manager, Operations Lead and designated Safeguarding Lead.
- 9.2 Investigation: All concerns and allegations will be taken seriously and investigated promptly and impartially. Investigations will be conducted in line with the appropriate procedure and will put the safety of the person at the forefront.
- 9.3 Where this is appropriate, those facing allegations may be suspended from their duties pending investigation outcome. The results of the investigation could lead to the termination of employment, if the allegations are substantiated.
- 9.4 All information in relation to the concerns, allegations and subsequent investigation will be handled confidentially, respecting the privacy of all involved, both client and the accused. Appropriate support will be provided to all parties throughout.
- 9.5 Where appropriate and necessary, allegations will be reported to the relevant authorities, such as law enforcement agencies and/or adult protection services, in line with legal requirements.

10. Useful contacts

Norfolk

Norfolk Police: 101

In an emergency: 999

Adult Norfolk Safeguarding Team: 0344 800 8020 or submit an online referral by contacting www.norfolk.gov.uk/professionals

Care Quality Commission: 0300 061 6161

NHS and Social Care Whistleblowing Helpline: 0800 072 4725

Suffolk:

Suffolk Police: 101

In an emergency: 999

Adult Suffolk Safeguarding Team: 0800 917 1109

Named Designated Safeguarding Officers

The following designated members of staff are in post:

Designated Lead Adult Safeguarding: David Jessup

Telephone: 07593563074 Email: David.Jessup@norfolkandwaveneymind.org.uk

Designated Lead CYP Safeguarding: Keir Brisbane-Langsdon

Telephone: 07955279245

Email: keir.brisbane-langsdon@norfolkandwaveneymind.org.uk

Deputy Manager, Norfolk Safeguarding Adults Board (NSAB): Becky Booth
Telephone: 01603 989964 Becky Email: becky.booth@norfolk.gov.uk

11. Final section Monitoring and review

- 11.1 This policy will be reviewed annually and updated to reflect changes in legislation, best practice and the needs of the organisation.
- 11.2 Managers and Senior managers of NWM are committed to attending the Locality Safeguarding Adults partnership quarterly meetings.