

Norfolk County Council, Adult Learning Safeguarding and Prevent Operating Procedure

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If you require this information in large print, audio, Braille, alternative format or in a different language, please contact us and we will do our best to help



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Adult Learning Safeguarding Team Contacts

Telephone Contact Number for all Safeguarding referrals: 0344 800 8005

In an emergency do not delay - always call: 999

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Communication of the Operating Procedure

Details of the Operating Procedure will be made available to:

***All staff and volunteers** by means of induction and training or when the operating procedure and process has been reviewed and amended. Staff will sign to record they have read and understood the Operating Procedure.

All staff will as a minimum be expected to undertake Safeguarding and Prevent training and update their training in line with this operating procedure.

***Customers** will be made aware of the Operating Procedure by means of a summary published on the internet and elsewhere as appropriate.

***Partner, commissioned, or freelance providers of activities and learning sessions** will be asked by the member of Adult Learning staff leading on the activity to provide their own safeguarding and prevent and safer recruitment operating procedures along with any supporting evidence and documentation. Subcontractors and commissioned partners will be made aware of this operating procedure by the Assistant Head of Service, Finance, Funding and Performance.

Introduction

Adult Learning recognises that it has a statutory duty to report disclosures of allegations of abuse/radicalisation. It also has a moral duty to promote and safeguard the welfare of its learners who are under the age of 18, and adults at risk. This includes helping to protect them from circumstances in which they are abused.

Adult Learning is safeguarding against abuse by:

- a) Establishing a safe learning environment in which all learners can learn and develop
- b) Practicing **safe staff recruitment** procedures which meet the Norfolk Safeguarding Children's Board (NSCB) guidelines for recruiting all staff (paid or unpaid):
 - a. Obtaining full personal details and CV/application form with relevance to previous work with children and young people
 - b. Always taking up two written references
 - c. Insisting that any appointment, where staff have direct and / or unsupervised access to children and young people, will only be confirmed subject to a satisfactory Disclosure Barring Service (DBS) check at the appropriate level.
 - d. In all other cases, insisting on a disclosure about previous employment history being signed before appointment.
 - e. At interview having sound procedures and recording to ensure we are satisfied, and can evidence, that the applicant is appropriate and suitable
- c) Helping to equip learners with information and awareness to keep themselves safe
- d) Maintaining clear procedures to identify and report suspected cases of abuse
- e) Ensuring all staff are aware of these procedures and trained in their use
- f) Providing appropriate support to learners who have been abused
- g) Maintaining a comprehensive Safeguarding Risk Assessment process

Please refer to Appendix 4 for definitions of Child abuse and Appendix 5 for definitions of Adult abuse.

Adult Learning recognises its duty under the Prevent agenda and understands the positive contribution it can make towards protecting its learners from radicalisation and or violent extremism.

Adult Learning will safeguard against radicalisation by:

- a) Empowering its learners to create communities that are resilient to extremism
- b) Protecting the wellbeing of learners who may be vulnerable to being drawn into violent extremism or crime
- c) Continuing to promote the development of spaces for free debate where shared values can be reinforced

- d) Promoting values of openness and tolerance which are characteristic of British values

Maintaining a comprehensive Prevent Risk Assessment process

Please see Appendix 6 for definitions of British values, Radicalisation and Extremism.

Adult Learning recognises that it has a duty to report suspicions or disclosures about radicalisation or involvement in extremism. These concerns will be reported internally using the Safeguarding operating procedures but also be reported to the Prevent Coordinator for the Council. See Appendix 3 – External Safeguarding and Prevent contacts

Adult Learning recognises that it has a duty to report any concerns around Female Genital Mutilation (FGM). These concerns will be reported using the Safeguarding operating procedure.

Context and general principles

Adult Learning has a statutory duty under the Children Act 1989 and Section 175 of the Education Act 2002 to safeguard and promote the welfare of its learners. In fulfilling this duty, regard has been taken of the guidance in “What to do if you are worried a child is being abused” Department of Education (DfE) 2006, “Safeguarding Children and Safer Recruitment in Education” DfE 2007, “Working Together to Safeguard Children” DfE 2018 and “Keeping Children Safe in Education” DfE 2014.

With regard to Prevent Section 21 of the Counterterrorism and Security Act 2015, (the Act) places a duty on certain bodies, including schools, colleges, Further Education providers and Local Authorities, to have ‘due regard to the need to prevent people from being drawn into terrorism’.

For safeguarding and child protection purposes, a child is classed as a person under the age of 18. Adult Learning has included adults at risk in the scope of this operating procedure.

Adults at risk are people aged 18 and over who are affected by mental ill health, have a learning difficulty, disability, a physical disability, or impairment.

Adult Learning is clear that it is not the responsibility of any member of staff to investigate any suspected cases of abuse. All cases must be referred to a member of the Safeguarding Team.

Prevent

To safeguard individuals from radicalisation, Adult Learning works to the Prevent element of the Government’s Counter Terrorism Strategy, and where appropriate

seeks external support for learners through referrals to the Channel Programme via the Multi-Agency Safeguarding Hub (MASH).

This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any sector of society and is not particular to any racial, ethnic, or social group.

It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others. The Prevent agenda includes influence on individuals by groups on the far right.

As a Further Education provider, Adult Learning also has a Prevent Action plan in place and adheres to the Strategy that has been put in place by the [Norfolk County Community Safety Partnership](#):

People with responsibility for safeguarding

The Adult Learning Safeguarding Team comprises:

- a) Safeguarding Lead – Head of Service
- b) Deputy Safeguarding Lead – Assistant Head of Service, Operations and Learner Services
- c) Deputy Safeguarding Lead – Curriculum Manager
- d) Deputy Safeguarding Lead – Learner Services Manager

The Safeguarding Lead has the responsibility of ensuring that the Safeguarding children and adults at risk operating procedure is adopted by the Senior Leadership Team and Steering Group and fully implemented.

All Adult Learning staff have a responsibility to report their concerns to the Safeguarding Lead where possible, or to another member of the Safeguarding Team, if they suspect that abuse is taking place. This can be reported by telephone, face to face or by completing the Record of Concern form (Appendix 2).

Learners are made aware of who the Safeguarding Team are, how they will support them and what their responsibilities to safeguarding within Adult Learning are, through the Adult Learning Learner Handbook, the website, informational displays, and class induction by their tutor.

Safeguarding procedure for staff – handling disclosures

If an adult/learner tells a member of staff that abuse is taking place they should be acknowledged, taken seriously, and listened to.

As soon as it becomes clear that the adult/learner is talking about a situation of abuse, they should be gently stopped and informed that if they continue, all staff members have a **legal obligation** to pass information on to the Safeguarding Team and other appropriate organisations. **Staff cannot promise confidentiality to a learner.**

The guiding principle is wherever possible staff should seek the consent of the adult to make a safeguarding referral. People who have mental capacity to make decisions for themselves should be consulted before a referral is made and their consent sought. If the person does not have capacity and has been harmed or is likely to be, then staff **must** make a safeguarding referral.

If the alleged abuser has contacts with other adults at risk of harm, a referral **must** be made so that these adults can be safeguarded. If the alleged abuser is a formal or informal carer for another person, then a referral **must** be made in the public interest, as other adults may be at risk of harm from them. In these circumstances, a referral should be made regardless of whether the person has given consent.

In an emergency call 999.

Where the subject is a child, and a staff member believes or suspects the **child** is suffering, or is likely to suffer significant harm, a referral **must** be made. If the child is in **immediate danger** staff should call the police on 999. In these situations, informing the Safeguarding Team or making a referral does not require consent from the child or person with parental responsibility.

Where a staff member has concerns about a child, but these concerns are not related to immediate or significant harm, the staff member should contact the Safeguarding Team for advice using the central Safeguarding number: **0344 800 8005**.

It is important not to ask too many questions as staff **must not under any circumstances investigate any accusations**. As soon as possible, staff should write down the factual details of what has been said using the Record of Concern form.

There should be only one copy of this that **must** be given to the Safeguarding Lead or named Deputies. No other paper or electronic copies should be kept.

Staff must contact the Safeguarding Lead or named Deputies as soon as possible, but certainly the same day, to explain the situation and pass on the written notes.

The Safeguarding Lead or named Deputies will outline the action that they will take so that this can be explained to the learner. It may be appropriate for the Safeguarding Team to meet the learner.

Staff must not take any further action themselves. This includes contacting parents or outside agencies. As far as possible, the wishes and views of the learner will be considered.

If a member of staff has suspicions that a learner is suffering abuse they must discuss these concerns with the Safeguarding Lead or named Deputies and **not take any independent action.**

All contact with outside agencies regarding safeguarding issues of abuse must be conducted by the Safeguarding Lead or named Deputies or another named member of the Safeguarding Team.

Support will be offered to learners through Adult Learning Learner Services or an external agency where appropriate.

Adult Learning will liaise with the police and support them with enquiries in relation to the safeguarding and well-being of learners.

Conduct of professional relationships between staff and learners

All Adult Learning employees are required to observe Adult Learning and NCC Staff Standards of conduct and behaviour at all times and are required to give due care to promoting and preserving the integrity of professional relationships between staff and learners.

Allegations of abuse against a member of staff

Any such allegations will be handled in accordance with Appendix 7 --Procedure for dealing with allegations against a member of staff

Allegations of abuse made against a person who works with children or adults at risk

The Service Lead must contact the Local Authority Designated Officer (LADO) within one working day of receiving an allegation or concern. The manager should not investigate the allegation at this stage. NCC Children's Services LADO Team can be contacted on 01603 223473.

The LADO will discuss the case with the manager and will oversee the case to its conclusion.

With regards to staff disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a way forward with Children's Services, Adult Services and or the Police. Any investigation will override the need to implement any such procedures.

Contact the MASH (Multi-Agency Safeguarding Hub) for any allegations or concerns about staff or volunteers working with adults at risk.

Sex offenders

It has become clear that a small number of adults who are convicted sex offenders have tried to enrol at other Training Providers across the country. Whilst Adult Learning has always had a role in the rehabilitation of offenders, the safeguarding of our learners must take a greater priority.

If any member of staff or learner has concerns that a sex offender may be accessing any Adult Learning site, this information must be passed to the Safeguarding Lead, Deputies or to another named member of the Safeguarding Team immediately. The Safeguarding Team will contact outside agencies to verify any accusation and decide with the Safeguarding Lead on the action to be taken.

Bullying and harassment

Adult Learning is committed to ensuring that learners receive education and training free from threat, oppression, or abuse. The learner disciplinary process reinforces the view that bullying, and harassment are unacceptable and inconsistent with Adult Learning objectives.

All staff will set a good example to learners and promote mutual co-operation and respect within Adult Learning community and make plain Adult Learning's attitude towards bullying and harassment.

Any incidents of bullying will be reported member of staff line manager who may seek advice from the Safeguarding Lead, Deputies or another named members of the Safeguarding team. Staff will act, without delay and positively, when bullying or harassment of any kind are reported or observed.

Adult Learning's learner disciplinary procedure will be instigated as appropriate.

Victims of bullying or harassment, including that occurring outside Adult Learning, will be supported by the Safeguarding Team, Learner Services or referred to outside agencies with their consent, as appropriate.

Adult Learning will identify potentially isolated locations and key times, and act to monitor them, to prevent bullying or harassment taking place.

Staff will be made aware of the issues of bullying and harassment and where to obtain procedural advice.

Forced marriage

Forced marriage is different from, and should not be confused with, an arranged

marriage. To force a person to marry someone against their will is an abuse and a criminal offence.

The government have established a Forced Marriage Unit (FMU) to offer support and guidance to agencies.

If you suspect that one of your learners is being placed in a potential forced marriage situation, please refer to the Safeguarding Team or a member of the Safeguarding Team immediately.

Guidelines for safe working practice

A further document, the “Lone Working Compliance Code” can be found on myOracle, it has been produced and should be read in conjunction with this operating procedure. This document provides valuable guidelines to all staff about how they need to conduct themselves.

Staff who are unable to access this document should request a copy from their line manager.

Training

In line with the Norfolk Safeguarding Children Board (NSCB) and Norfolk Safeguarding Adults Board (NSAB) recommendations, we have a mandatory induction and training programme

Every member of staff must complete the statutory training, as directed, when they join the service. In particular, staff will not be allowed to work with learners and learner information until they have completed the training.

As specified in the table below, staff will be required to undertake approved Safeguarding and Prevent training appropriate to their roles and within defined timescales. Non-teaching staff who are on contracts of less than 0.5 FTE and teaching staff who are on a variable hours contract, may claim additional pay for the time they spend completing the mandatory training. Teaching staff on annualised contracts may use the hours within their contract to complete the mandatory training.

Evidence of completion of training must be scanned and submitted to the following email address: al.payandrec@norfolk.gov.uk

Evidence of training will be recorded on the service’s Single Safeguarding Record and available for inspection.

Who?	What training?	When?
All Staff	<p>Non-management staff: Training accessed via: Education and Training Foundation Online 'Safeguarding in FE' course and assessment.</p> <p>From 1st August 2023 - all staff who have a previous Safeguarding Assessment will be asked to undertake this course. This course will be undertaken by staff every 2 years.</p>	At induction
All Staff with a line management role	<p>Staff with a line management role: Training accessed via: Education and Training Foundation Online 'Safeguarding and Safer Recruitment in FE' course and assessment.</p> <p>From 1st August 2023 - this course will be undertaken by staff every 2 years.</p>	At induction
All Staff	<p>Everyone undertakes the HM Government 'Prevent' Course</p> <p>From 1st August 2023 - this course will be undertaken by staff every 2 years.</p>	At induction

Who?	What training?	When?
All staff	<p>Continuing Information and Updates for all staff:</p> <ul style="list-style-type: none"> a) Quarterly Staff Briefing Information and Updates on Safeguarding. This will include an annual refresh to all staff on the process for reporting a concern b) Safeguarding and Prevent will be discussed on every team meeting agenda across the service c) Termly discussion points prepared by the Safeguarding team and discussed through smart surveys and Teams 	As requested

Who?	What training? (In addition to the 'All Staff', 'Family Learning' and 'All existing staff with a line management role' training requirements:)	When?
Service Safeguarding Lead and Deputy Leads	Introduction to Child Protection Training Part of the 'Safer Programme' run by the Norfolk Safeguarding Children Board	On appointment to a Lead/Deputy Lead role
Service Safeguarding Lead and Deputy Leads	Designated Child Protection Officer Training Part of the 'Safer Programme' run by the Norfolk Safeguarding Children Board	On appointment to a Lead/Deputy Lead role and then every 2 years
Service Safeguarding Lead and Deputy Leads	Safeguarding Adults Awareness Course Delivered by and accessed via: St. Thomas Training	On appointment to a Lead/Deputy Lead role and then every 2 years
Adult Learning Steering Group	Steering Group members will attend a Safeguarding and Prevent Workshop at induction, with a refresh once every two years.	Every 2 years

Data protection and record keeping

Confidential records will be kept for all stages of alleged or suspected child abuse. No records of situations of alleged or suspected abuse must be kept in curriculum areas, all e-mail communications must be deleted.

Any information about individuals will be kept confidential.

Any data that is retained, will comply with Adult Learning's Data Protection procedure [which can be found under our operating procedures and statements of intent webpage.](#)

Annual Audit

The Safeguarding Lead and Deputy Safeguarding Leads and named will undertake at least an annual review of this operating procedure.

Information sharing and confidentiality

Information received in relation to safeguarding is often confidential and Adult Learning complies with the relevant parts of:

- a) The Human Rights Act 1998
- b) The Common Law of Confidentiality
- c) The Data Protection Act 2018 (incorporating GDPR)
- d) The Children Act 1989
- e) The Children Act 2004
- f) The Care Act 2014

Adult Learning acts appropriately regarding confidentiality whilst still complying with our duties of cooperation and integrated working between ourselves and appropriate external agencies, including Social Services and the Police while acting in the best welfare interests of our clients and service users.

Confidential information will not be shared without prior consent except in specific circumstances where Adult Learning's legal duties prevent this. Information will be used only by the Safeguarding Team members in connection with their duties.

At times this may include disclosure to other relevant professionals such as social services and the Police.

This information will only be shared, on a "need to know" basis, after confirming the identity and or authority of the person concerned, and where the subject is a child, with parent's prior consent, **except in circumstances where the disclosure is necessary for compliance with a legal or statutory obligation, or it is necessary to protect a child's welfare.**

Reporting and oversight

'Safeguarding Update' will be a standing agenda item at each Senior Leadership Team meeting presented by the Safeguarding Lead.

The Safeguarding lead will give quarterly anonymised safeguarding reports to Senior Leaders and Steering Group members to keep them informed of the volume of referrals and any emerging themes or patterns.

Appendix 1 - Handling Disclosures (Summary)

You may become aware of suspected or likely abuse /radicalisation by:

- a) Your own observations and concerns
- b) Being told by another person that they have concerns about a child or adult
- c) The child or vulnerable adult tells you
- d) The abuser tells you

Also remember that you may not always be working directly with the child or adult but become concerned because of difficulties experienced e.g.

- a) Domestic Violence incidents
- b) Mental Health issues
- c) Substance and Alcohol Abuse Incidents

Remember:

- a) Do not delay referral
- b) Do not investigate
- c) Seek advice from the Safeguarding Team, or in an emergency call 999
- d) Make a careful written record of anything you observe or are told

If the concern is about a child/young person in a school group or an adult from a care setting, your Designated Safeguarding Lead or a Deputy Lead will contact the Head teacher/ Manager without delay. If the school/care setting is implicated, they will contact Children's Services or Adult Services without delay for advice.

Appendix 2 - Norfolk County Council – Adult Learning, Record of Concern

Referral Form for concerns and allegations

Use this form to record concerns or allegations about children, young people, or adults at risk.

CALL: 0344 800 8005 to discuss your concern or allegation with your Designated Safeguarding Lead or a Deputy Lead.

To be completed as soon as possible by the person reporting the concern or allegation and sent immediately to your Designated Safeguarding Lead or a Deputy Lead.

- a) Record all the information you have received or observed. Attach an additional sheet if necessary.
- b) Do not write your notes in the presence of anyone related to the concern. Either: hand-write then post / scan and email; or type notes and then email. Any notes handwritten should also be passed on. The form may be used in Police / criminal investigations. Once the appropriate safeguarding lead for your service has confirmed receipt of documents please delete your copies. Send any handwritten or printed notes to them – do not put them in the confidential waste. Any emails sent should be flagged as 'Confidential'. Do not put names in the subject heading of emails and only use initials, not full names in the email itself.
- c) Do not discuss details of a concern or allegation with ANYONE apart from your line manager, your senior managers or your Designated Safeguarding Lead or a Deputy Lead.
- d) DO TALK to your Designated Safeguarding Lead or a Deputy Lead as soon as possible so that your concern or allegation can be referred to the next stage, if appropriate.
- e) If you cannot contact your Designated Safeguarding Lead or a Deputy Lead, do not delay:
 - a. If your concern relates to a child at risk, call the Children's Advice and Duty Service (CADS) on 0344 800 8021 (Monday to Friday 8am to 8pm). Out of hours call the Norfolk County Council Customer Service Centre on 0344 800 8020.
 - b. If your concern relates to an adult at risk, call the Multi Agency Safeguarding Hub (MASH) on 0344 800 8020, hold until an operator answers, say you want to make a safeguarding referral and give them the information. Follow their advice. Then pass this completed form to your Designated Service Lead so that the referral can be recorded and followed up in writing.

Always call 999 in an emergency – DO NOT DELAY

Norfolk County Council – Adult Learning, - Record of Concern Form

This form is an example of the form used by Norfolk County Council's Adult Learning service to record concerns.

Who is the concern about?

Child, young person or adult at risk name, age, address, telephone (if known):

Child, young person or adult at risk's parents/carers name, age, address, telephone (if known):

What happened?

What is the concern? Record details of concerns and any supporting evidence you or others have observed. Include where and when the incident occurred. Use exact words where possible, record any questions you asked, and who reported the concerns or allegations (This may be the child/adult at risk):

Are you aware of any previous concerns which may relate to this incident?:

Record details of anyone else who may be a witness or have relevant information about the incident:

Who have you told?

Record who has been notified about the concern with the time and date:

Safeguarding Lead or a Deputy Lead – name, time, and date:

Or

Referred to:

For children and young people: The Children's Advice and Duty Service (CADS) on 0344 800 8021 (8am-8pm Monday to Friday) or Norfolk County Council on 0344 800 8020 (out of hours service)

For adults at risk: the Multi Agency Safeguarding Hub on 0344 800 8020

In an emergency for children, young people, or adults at risk: The Police on 999 – name, time, and date:

Name of person completing form:

- a) Job title:
- b) Contact number:
- c) Email address:
- d) Date:

Record of Concern End

Appendix 3 - External Safeguarding and Prevent Contacts

Use the contacts below if you are not able to get hold of your Designated Safeguarding Lead or Deputies and you need to report a concern or allegation.

Contacts

In an emergency do not delay - always call the Police Emergency Number: 999

When you are concerned that a child, young person, or adult is at risk of harm or radicalisation if action is not taken as soon as possible:

For concerns about a child

- Children's Advice and Duty Service (CADS): 0344 800 8021 (Monday - Friday 8am-8pm)
- NCC Customer Service Centre: 0344 800 8020 (Out of hours)

For concerns about an adult at risk

- Multi Agency Safeguarding Hub (MASH): 0344 800 8020 (24 hours)
- Norfolk Police - Safeguarding Support Team direct dial: 01603 276332

Secure email address for sending electronic referral documents to (always mark emails 'Confidential' to make them secure):

- Referrals relating to children: mash@norfolk.gcsx.gov.uk
- Referrals relating to adults: mashadultsafeguarding@norfolk.gcsx.gov.uk
- Norfolk Police Switchboard: 101 Contact@norfolk.pnn.police.uk

Other useful contacts

If you have a concern about the behaviour of a member of staff and/or volunteer towards a child or adult at risk, report it immediately to your Designated Safeguarding Lead.

If this is not possible, submit an online referral/consultation form to the Local Authority Designated Officer (LADO). [You can find this form on the Norfolk Local Safeguarding Board website](#)

Appendix 4 - Recognition of child abuse

Recognition of child abuse

Working Together to safeguard Children 2018 defines 'children' as anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection.

Young Carers are children and young persons under 18 who provide or intend to provide care assistance or support to another family member. They carry out on a regular basis, significant or substantial caring tasks and assume a level of responsibility, which would usually be associated with an adult. The person receiving care is often a parent but can be a sibling, grandparent or other relative who is disabled, has some chronic illness, mental health problem or other condition connected with a need for care support or supervision.

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by others for example, via the internet.

They may be abused by an adult or adults, or another child or children.

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.

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.

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women also commit acts of sexual abuse, as can other children.

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:

- a) Provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- b) Protect a child from physical and emotional harm or danger
- c) Ensure adequate supervision (including the use of inadequate care- givers)

Or

- d) Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

'Working Together to Safeguard Children' 2018, Appendix A: Glossary

Appendix 5 - Recognition of adult abuse

Recognition of adult abuse

The priority should always be to ensure the safety and protection of adults. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person/agency. The Care Act 2015 updates the scope of adult safeguarding which applies as follows:

- a) Whenever a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):
 - a. Has needs for care and support (whether or not the authority is meeting any of those needs)
 - b. Is experiencing, or is at risk of, abuse or neglect, and
 - c. As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

In effect this means that regardless of whether they are providing any services, councils must follow up any concerns about either actual or suspected adult abuse.

The 10 types of abuse defined by the Care Act 2015

These now include abuse under the following headings:

- a) Discriminatory
- b) Psychological or emotional
- c) Financial or material
- d) Organisational
- e) Neglect and acts of omission
- f) Physical
- g) Sexual
- h) Domestic
- i) Modern slavery
- j) Neglect

There are many different types of abuse and they all result in behaviour towards a person that deliberately or intentionally causes harm.

Appendix 6 - Definition of British Values, Radicalisation and Extremism

British Values

The Prevent strategy 2011 sets out British values as:

- a) Democracy
- b) The rule of law
- c) Individual liberty
- d) Mutual respect and tolerance for those with different faiths and beliefs.

Radicalisation

Radicalisation is the process by which individuals come to support terrorism or violent extremism.

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities based on race, faith, or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as 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. We also regard calls for the death of members of our armed forces as extremist.

‘Working Together to Safeguard Children’ 2018, Appendix A: Glossary

Appendix 7 - Procedure for dealing with allegations against a member of staff

Enquiries and investigations

Safeguarding enquiries by Social Services or the Police are not to be confused with internal disciplinary enquiries by Adult Learning. Adult Learning may be able to use the outcome of external agency enquiries as part of its own procedures.

Adult Learning will hold in abeyance its own enquiries while the formal police or Social Services investigations proceed.

The Police may act independently of Adult Learning particularly where the allegation is unconnected to the member of staff's professional life. The Police may wish to interview other members of staff to enable them to gather the evidence.

Any internal enquiries will conform to Adult Learning and NCC Staff Disciplinary Procedure.

Suspension of staff

The HR staff disciplinary process will be implemented.

The disciplinary investigation

The disciplinary investigation will be conducted in accordance with the existing staff disciplinary procedures. If the outcome of the investigation results in formal disciplinary action being taken, this too will be conducted in accordance with Adult Learning disciplinary procedure.

Where a member of staff has been suspended and no disciplinary action is to be taken, the suspension should be lifted immediately, and arrangements made for the member of staff to return to work.

Adult Learning will provide informal counselling (other than in the case of dismissal). Adult Learning would also consider the appropriateness of additional support, guidance and reassurance and help, where necessary, to rebuild the member of staff's confidence. If required, Adult Learning would provide sympathetic consideration to other employment options.

The following definitions should be used when determining the outcome of an investigation: Substantiated, Malicious, False, and Unsubstantiated.

It is expected that 80% of cases should be resolved within 1 month, 90% within 3 months and all but exceptional cases within 12 months.

Cases where it is immediately clear that the allegation is unsubstantiated should be resolved within 1 week. If an allegation is invented or malicious the Safeguarding

Lead should decide whether disciplinary action against the person making allegations (learner or staff) should be pursued.

Any substantiated cases will be reviewed by the Local Authority Designated Officer (LADO) and the case manager to identify any improvements required to Adult Learning procedures. This review should include a conversation about the need to refer to the DBS.

Allegations without foundation

False allegations may be indicative of problems of abuse elsewhere. A record should be kept, and consideration given to a referral to the Norfolk Safeguarding Children Board (NSCB) or Norfolk Safeguarding Adults Board (NSAB), as appropriate, in order that other agencies may act upon the information.

In consultation with the Safeguarding and or the designated member of the Senior Leadership Team, shall:

- a) Inform the member of staff against whom the allegation is made, orally and in writing, that no further disciplinary or safeguarding action will be taken
- b) Prepare a report outlining the allegation and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken

Records

For safeguarding matters relating to staff members only, it is important that documents relating to an investigation are retained by the Safeguarding Lead, in a secure place, together with a written record of the outcome. If disciplinary action is taken, details will be retained on the member of staff's personnel file, in accordance with Adult Learning and NCC disciplinary procedures.

If a member of staff is dismissed or resigns or otherwise ceases to provide his or her services before the disciplinary process is completed, they should be informed that Adult Learning may make a referral to the DBS for consideration of inclusion on the barred list (formally list 99).

There is a legal duty to refer the dismissal / removal of a member of staff for safeguarding reasons to the Disclosure and Barring Service (DBS).

If an accused person resigns or ceases to provide services, this should not prevent an allegation being pursued. A settlement/ compromise agreement must not prevent referral to DBS.

Details of allegations found to have been malicious should be removed from personnel records. However, for all allegations, detailed records should be confidentially stored (until retirement or a period of 10 years) and provided to the accused.

Cases in which an allegation was found to be false, unsubstantiated, or malicious should not be included in employer references.

Appendix 8 - Reporting Prevent Concerns

- a) Prevent issue identified
- b) Prevent issue reported to the Safeguarding Team on 0344 800 8005. In the event of an emergency always call 999.
- c) Safeguarding Team member completes a written report
- d) Safeguarding Team member seeks advice from the Prevent Coordinator at Norfolk Police
- e) Safeguarding Team member formally refers to [Channel via Vulnerable to Radicalisation \(VTR\) form](#) sent to [Norfolk Mash](#).