

<b>POLICY NAME</b>	<b>Safeguarding Adults</b>
<b>APPLIES TO</b>	<b>Trustees, Staff &amp; Volunteers</b>
<b>APPROVED BY TRUSTEES</b>	<b>April 2022</b>
<b>LAST REVIEW DATE</b>	<b>October 2022</b>
<b>NEXT REVIEW DATE</b>	<b>October 2023</b>
<b>REVIEW SCHEDULE</b>	<b>Annually</b>
<b>POLICY ASSIGNED TO FOR REVIEW</b>	<b>Performance &amp; Assurance</b>
<b>STAFF NOTIFIED OF POLICY</b>	<b>October 2022</b>

## 1. Introduction

Safeguarding is a term which is broader than child and adult protection. It relates to actions taken to promote the welfare and the protection from abuse, neglect and exploitation of all children, young people and adults with needs for care and support (vulnerable adults) irrespective of age, gender, religion or belief, race, class, culture, ethnicity or sexual orientation.

Norfolk & Waveney Mind (NWM) is committed to fulfilling its legal and moral duty to safeguard adults from harm and abuse.

This document aims to ensure that there is an overarching approach to adult safeguarding embedded within Norfolk & Waveney Mind and that there is a culture where the reporting of concerns of abuse and neglect is encouraged and that staff, volunteers and members of the public feel supported to do so.

This document represents the commitment of Norfolk & Waveney Mind to ensure there is a consistent framework so that adults are safeguarded from abuse and neglect and to ensure that each adult is supported to maintain:

- Wellbeing.
- Choice and control.
- Safety.
- Good health.
- Independence.
- Dignity and respect.

whilst ensuring that:

- The human rights of any adult(s) who is experiencing, or who is at risk of, abuse or neglect are maintained.
- The needs and interests of the adult(s) are always respected.
- A proportionate, timely, professional and ethical response is offered.
- All decisions and actions are proportionate and taken in line with the statutory framework related to adult safeguarding.

NWM's Governance & Assurance department has overall accountability for ensuring that NWM fulfils its safeguarding duties responsibilities. Specific responsibility is for ensuring NWM meets its legal and moral safeguarding duties is delegated to Designated Adult Protection Officers however NWM recognises that



safeguarding is the responsibility of every employee and volunteer who work for or provide services on behalf of NWM.

## **2. Safeguarding Legislation**

The Care Act 2014 established a legislative framework for adult safeguarding.

The requirements are further detailed in the Care and Support statutory guidance specifically Chapter 14 which provides additional information and clarity in relation to adult safeguarding.

The Care Act 2014 provides the key legal framework for adult safeguarding and sets out that adult safeguarding is seen as a core function of the wider care and support system. It also confirms that partner agencies and organisations must agree how they will work together and the roles they will play, to keep adults at risk safe.

To fulfil these generic duties NWM works in partnership with other statutory and voluntary organisations involved in the protection of adults to promote safeguarding and protect them against abuse, neglect and exploitation. NWM officers attend multi organisational thematic and geographic Safeguarding Groups for both children and adults with needs for care and support. Safeguarding legislation and representation on these groups helps shape and inform NWM's response to Safeguarding.

## **3. Mind Quality Mark**

Norfolk and Waveney Mind, as part of our partnership agreement and continued affiliation to National Mind [registered charity number is 219830] committed to complying with the standards laid out in the Mind Quality Mark (MQM) assessment.

MQM is structured around the three overarching Network Futures priorities: leadership and governance, sustainability and growth, and influence and engagement.

Within each of these areas are clear themes and standards describing the requirements of best practice and legal compliance. Each standard is made up of indicators providing the detail of what needs to be in place.

### **3.1 Using MQM as a Quality tool.**

There are three aspects of MQM:

#### **3.1.1 Self-assessment:**

Using the MQM standards, Norfolk and Waveney Mind will identify strengths and areas for improvement, creating a development plan for the organisation and to keep track of actions and progress. We will seek external support and the necessary resources to ensure we are able to complete the required improvement work.

#### **3.1.2 Annual MQM Snapshot:**

Annually, we will submit our self-assessment on OpenHub, sharing an honest view of where we are in meeting the requirements of MQM. This will help us identify our strengths and where further work is needed. This will also help to embed MQM as a key management tool.

#### **3.1.3 Peer review:**

At least every three years, we will have a full review undertaken by a team of peer reviewers and a member of Mind staff. The review is based on our self- assessment along with a comprehensive set of supporting documentation.

We will strive to ensure that MQM is used as an organisational improvement and development tool. To support this process the Director of Performance and Assurance will be responsible for ensuring that the

MQM Action Plan is maintained as a live document and there is regular reporting to the Executive Leadership Team on the status of current improvement plans and their progress.

#### **4. Service Quality**

As well as our commitment to organisational excellence through MQM, we are committed to service specific excellence and innovation. This includes:

- Accreditation of our staff
- Growth of services central to achievement of Organisational Strategic Goal(s)
- Regulatory compliance (Charities Commission, National Mind; etc.)
- Continuous Improvement by default & design
- Reputational Growth within Community we Serve

All of Norfolk and Waveney Mind services and projects monitor and report outcomes to the Board via the Executive Leadership Team; and where relevant external stakeholders, funders and commissioners.

We will strive to improve services and projects by regularly using feedback to inform future development and to inform learning.

##### **3.1 Service Quality Audit [SQA]**

Scheduled Service Quality Audits take place throughout the calendar year, assessing services on the key pillars of Norfolk and Waveney Mind: Inclusivity, Respect, Responsive and Integrity; along with a test of how Lean methodologies are embodied within the service.

These SQAs offer each service a total score out of 500 and aim towards continuous improvement throughout the year(s).

#### **4. Policy Statement**

Adult safeguarding is everyone's business.

The Care and Support statutory guidance states that adult safeguarding in its wider sense means 'protecting an adult's right to live in safety, free from abuse and neglect.' It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feeling and beliefs in deciding on any action'.

All agencies, organisations and individuals who work with or support adults have a role to play within this wider context of adult safeguarding. Seen in this way, effective safeguarding, means supporting the adult to live safely, promoting wellbeing and preventing the risk of abuse or neglect, this takes place within the core duties and responsibilities of health, social care, and criminal justice agencies.

Local authorities, NHS Commissioners and the Police have a lead statutory role in respect of adult safeguarding.

All safeguarding work is underpinned by the principle of upholding the human rights of individuals and groups. The Human Rights Act 1998 sets out the fundamental rights and freedoms for everyone in the UK. It incorporates the rights set out in the European Convention on Human Rights (ECHR) into domestic British law. The Human Rights Act came into force in the UK in October 2000 and contains a series of Articles, most of which are applicable in the context of safeguarding.

#### **5. Safeguarding Themes**

This policy, procedures and guidance are based on the Care Act 2014's [Six Principles of Safeguarding](#) that underpin all adult safeguarding work. These include:

<b>EMPOWERMENT</b> Presumption of person led decisions and informed consent	Adults are encouraged to make their own decisions and are provided with support and information.  <i>'I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.'</i>
<b>PREVENTION</b> It is better to take action before harm occurs	Strategies are developed to prevent abuse and neglect that promote resilience and self-determination.  <i>'I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help.'</i>
<b>PROPORTIONATE</b> Proportionate and least intrusive response appropriate to the risk presented	A proportionate and least intrusive response is made balanced with the level of risk.  <i>'I am confident that the professionals will work in my best interests and only get involved as much as needed.'</i>
<b>PROTECTION</b> Support and representation for those in greatest need	Adults are offered ways to protect themselves, and there is a coordinated response to adult safeguarding.  <i>'I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.'</i>
<b>PARTNERSHIPS</b> Local solutions through services working with their communities	Local solutions through services working together within their communities.  <i>'I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.'</i>
<b>ACCOUNTABLE</b> Accountability and transparency in delivering	Accountability and transparency in delivering a safeguarding response.  <i>'I am clear about the roles and responsibilities of all those involved in the solution to the problem.'</i>

### **Principles of Mental Capacity Act, 2005**

Section 1 of the Mental Capacity Act (MCA) 2005 sets out five key principles:

- Principle 1: a presumption of capacity - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise.
- Principle 2: the right for individuals to be supported to make their own decisions - people must be given all appropriate help before anyone concludes that they cannot make their own decisions.
- Principle 3: a person is not to be treated as unable to make a decision merely because they make what might be seen as eccentric or unwise decisions.

- Principle 4: best interests - anything done for or on behalf of an adult who lacks capacity must be in their best interests.
- Principle 5: least restrictive intervention – before the act is done or decision made, regard must be had to whether the purpose for which it is needed can be effectively achieved in a way that is less restrictive of the adults rights and freedom of action.

### **Principles of equality and diversity**

Agencies and organisations should express their commitment to equality and diversity by:

- Respecting the ethnic, cultural, and religious practices of people who use the service and making practical provision for them to be observed as appropriate.
- Reassuring people who use the service that their diverse backgrounds enhance the quality of experience of everyone who lives and works in any service provided by it.
- Protecting people's human rights – treating them and their family and friends, fairly and with respect and dignity.
- Accepting adults who use the service as individuals.
- Supporting people to express their individuality and to follow their preferred lifestyle, also helping them to celebrate events, anniversaries or festivals which are important to them.
- Showing positive leadership and having management and human resources practices that actively demonstrate a commitment to the principles of equality and diversity.
- Developing an ethos throughout its service that reflects these values and principles.
- Expecting all staff to work to equality and diversity principles and policies and to behave always in non-discriminatory ways.
- Provide training, supervision and support to enable staff to do this.
- Having a code of conduct that makes any form of discriminatory behaviour unacceptable. This applies to both staff, people who use services and their family and friends, which is rigorously observed and monitored accordingly.

These principles, often called the FREDA principles should be at the heart of adult safeguarding:

- Fairness.
- Respect.
- Equality.
- Dignity.
- Autonomy (choice and control).

It is every person's human right to live a life free from abuse and neglect. Every adult has an equal right to support and protection regardless of individual differences or circumstances.

### **Principles of duty of care**

The 'duty of care' refers to the obligations placed on people to act towards others in a certain way, in accordance with certain standards. The term can have a different meaning depending on the legal context in which it is being used.

Everyone has a clear moral and/or professional responsibility to prevent or act on incidents or concerns of abuse or neglect. A duty of care to adults at risk is fulfilled when all the actions reasonably expected of a person in their role have been carried out with appropriate care, attention and prudence. Duty of care will involve actions to keep a person safe from harm when they are in your care, using services or exposed to your activities and will also include respecting the person's wishes and protecting and respecting their rights. To discharge the legal duty of care, the worker must act in accordance with the relevant standard of care.

This is generally assessed as the standard to be expected of an ordinarily competent worker performing that task or role. Failure to discharge the duty to this standard may be regarded as negligence.

The nature of a worker's duty of care will vary according to their role. In all cases however, it will involve taking allegations or concerns seriously, and owning one's responsibilities to safeguard adults at risk.

### **Principle of wellbeing**

Section 1 of the Care Act 2014 introduces a general duty on local authorities, in providing care and support, to promote the person's wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as 'the wellbeing principle' because it is a guiding principle that puts wellbeing at the heart of care and support. The wellbeing principle applies whether carrying out care and support functions, or making a decision, or safeguarding. It applies to adults and their carers.

'Wellbeing' is a broad concept, and relates to the following areas in particular:

- Personal dignity (including treating people with respect).
- Physical and mental health and emotional wellbeing.
- Protection from abuse and neglect.
- Control by the individual over day-to-day life (including care and support and the way it is provided).
- Participation in work, education, training or recreation.
- Social and economic wellbeing.
- Domestic, family and personal relationships.
- Suitability of living accommodation.
- The individual's contribution to society.

The promotion of wellbeing should be considered at all times and particularly in cases where the decision is made that a possible safeguarding concern may not constitute a statutory section 42 enquiry. Safeguarding adults as an activity is not simply concerned with responding to what's gone wrong but trying to intervene before it does, or at least once the warning signs are recognised.

### **Principles of prevention**

The term 'prevention' or 'preventative' measures can cover many different types of support, services, facilities or other resources. There is no single definition for what constitutes preventative activity and this can range from wide scale, whole population measures aimed at promoting health, to more targeted individual interventions aimed at improving skills or functioning for one person or a particular group or lessening the impact of caring on a carer's health and wellbeing.

All partners share a common aim to promote safety, prevent abuse, and protect adults at risk of abuse and neglect. Through strong prevention measures, the aim should be to enable adults to live an independent life free from harm, whilst making their own choices and decisions. The SAB recognise that prevention of abuse and neglect starts with public information and awareness as well as safe commissioning and provision of services from all partners, from the specification of services, through to training of staff and volunteers and quality and contract monitoring.

## **6. What do we mean by an adult safeguarding concern?**

When making a decision to report a safeguarding concern to the local authority, then those considering reporting a safeguarding concern would have:

- a) reasonable cause to suspect that the adult may have needs for care and support (whether they are receiving care and support or not) and

- b) where there is reasonable cause to suspect that the adult is experiencing abuse or neglect.

Each person's circumstances are different, and it may therefore be necessary for those with the concerns, to gather more information to help them to determine whether the concerns are about

- a) an adult with care and support needs  
b) at risk of or experiencing abuse or neglect.

It may also be possible, in some circumstances to have enough reasonable cause to believe that the adult, due to their care and support needs is unable to protect themselves from the risk of or experience of abuse or neglect. However, this is not essential to informing the decision to raise a safeguarding concern to the local authority.

There should be no assumptions that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult. Where there are concerns about the adult's welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with the local authority and, or, the police if they believe or suspect that a crime has been committed.

It is not for front line staff to second-guess the outcome of an enquiry in deciding whether or not to share their concerns. There should be effective and well-publicised ways of escalating concerns where immediate line managers do not take action in response to a concern being raised. Concerns about abuse or neglect must be reported whatever the source of harm is. It is imperative that poor or neglectful care is brought to the immediate attention of managers and responded to swiftly, including ensuring immediate safety and well-being of the adult.

In making decisions about raising a safeguarding concern consideration needs to be given to whether the adult may have care and support needs. 'Care and support' is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have.

An adult may be:

- An older person
- A person with a physical disability, a learning difficulty or a sensory impairment.
- Someone with mental health needs, including dementia or a personality disorder.
- A person with a long-term condition.
- Someone who misuses substances or alcohol to the extent that it affects their ability to manage day to day living.

Abuse can take place in any context or setting. Adults may be abused by a wide range of people, including:

- Relatives and family members.
- Professional staff.
- Paid care workers.
- Volunteers.
- Other service users.
- Neighbours.
- Friends and associates.
- People who deliberately exploit vulnerable people.
- Strangers.

## **7. Specific Response Procedures**

The Care Act 2014 statutory guidance advises that the first priority in safeguarding should always be to ensure the safety and wellbeing of the adult.

Adults are encouraged to make their own decisions and must be provided with support and information to empower them to do so. This approach recognises that adults have a general right to independence, choice and self-determination including control over information about themselves. Staff and volunteers should strive to deliver effective safeguarding consistently with both of the above principles. They should ensure that the adult has accessible information, in a format which is preferable to them, so that the adult can be supported to understand the information given to them and make informed choices about safeguarding, what it means, the risks and benefits, possible consequences and desired outcomes.

Adults may not give their consent to the sharing of safeguarding information for a number of reasons. For example, they may be unduly influenced, coerced or intimidated by another person, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information. The following should be considered:

- Explore the reasons for the adult's objections.
- Explain the concern and why you think it is important to share the information.
- Tell the adult with whom you may be sharing the information with and why.
- Explain the benefits, to them or others, of sharing information.
- Discuss the consequences of not sharing the information.
- Reassure them that the information will not be shared with anyone who does not need to know.
- Reassure them that they are not alone and that support is available to them.
- If, after this, the adult refuses intervention to support them with a safeguarding concern or an enquiry, or requests that information about them is not shared with other safeguarding partners, in general, their wishes should be respected.

However, there are a number of circumstances where consent could be reasonably overridden including:

- The adult lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act.
- Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent.
- Other people are, or may be, at risk, including children and young people.
- Sharing the information could prevent a serious crime.
- A serious crime has been committed.
- The risk is unreasonably high, and duty of care has to be considered.
- Staff or volunteers are implicated.
- There is a court order or other legal authority for taking action without consent.

In such circumstances, it is important to keep a careful record of the decision-making process. Staff should seek advice from managers in line with their policy before overriding the adult's decision, except in emergency situations. Managers should make decisions based on whether there is an overriding reason which makes it necessary to take action without consent and whether doing so is proportionate because there is no less intrusive way of ensuring safety.

Legal advice should be sought where appropriate. If the decision is to take action without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why. In addition, if there are any other adults or children at risk seek advice from the safeguarding lead for the organisation.

If none of the above apply and the decision is not to share safeguarding information with other safeguarding partners, or not to intervene to safeguard the adult:



- Support the adult to weigh up the risks and benefits of different options.
- Ensure they are aware of the level of risk and possible outcomes.
- Offer to arrange for them to have an advocate or peer supporter.
- Offer support for them to build confidence and self-esteem if necessary.
- Agree on and record the level of risk the adult is taking.
- Record the reasons for not intervening or sharing information.
- Regularly review the situation.
- Try to build trust to enable the adult to better protect themselves.

It is important that the risk of sharing information is also considered. In some cases, such as domestic abuse or hate crime, it is possible that sharing information could increase the risk to the adult. Safeguarding partners need to work jointly to provide advice, support and protection to the adult in order to minimise the possibility of increasing risk of harm to the individual within the relationship or risk of retribution from the person alleged to have caused the harm.

Adult safeguarding responses must be:

**OUTCOME FOCUSED** rather than procedurally driven so that the person's wishes and desired outcomes are sought and discussed throughout.

**INCLUSIVE** of the adult with MSP and participation built into each stage.

**PROPORTIONATE** with concerns dealt with at the lowest level possible by the most appropriate organisation appropriate to the level of risk and wishes of the service user.

**TIMELY** and within agreed timescales in order to prevent drift and to provide accountability.

**STRUCTURED** with options for discussions and meetings throughout the process but undertaken flexibly to enable the meaningful participation of service users.

**FLEXIBLE** with 'Pause and Review' and 'Exit Points' at key stages throughout the process so that it can stop (where appropriate) before it reaches 'the end' so as to ensure proportionality.

**EFFECTIVE** in managing risk and engaging the adult and relevant partners in the response.

**FORMATIVE** in which the safeguarding support plan starts to be developed at an early stage and is subsequently reviewed and revised.

- When a safeguarding concern relates to an adult with needs for care and support a [Safeguarding Adults Referral Checklist](#) should be used to help ensure that all of the information required by the MASH/SCCE is collected.

To comply with safeguarding guidance, and to enable effective coordination, monitoring and reporting all safeguarding referrals made to the police or MASH by phone, email or following completion of an NSCB1 must be reported to NWM's Designated Safeguarding Officer.

### 7.1 Responding to an adult disclosing a safeguarding concern or making an allegation of abuse

By listening and taking seriously what the person is saying, you are already helping the situation. The following points are a guide to help you respond appropriately.

- Stay calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that the information will need to be shared with other people and organisations – do not promise to keep secrets.
- Allow the person to continue at their own pace.
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
- Reassure the person that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record all the details that you are aware of and what was said using the person's own words, as soon as possible. The record should include:
  - The date and time.
  - The person's name, address and date of birth.
  - The nature of the allegation.
  - A description of any visible injuries.
  - Your observations – e.g. a description of the person's behaviour, physical and emotional state.
  - Exactly what the person said and what you said. Record the person's account of what has happened as close as possible.
  - Any action you took as a result of your concerns e.g. who you spoke to and resulting actions. Include names, addresses and telephone numbers.
  - Sign and date what you have recorded.
- Follow the appropriate Specific Response Procedure

### 7.2 What are our responsibilities in relation to transitional safeguarding?

The Children and Families Act 2014 and the Care Act 2014 create a new comprehensive legislative framework for transition when a child turns 18 (the Mental Capacity Act applies once a person turns 16). The duties in both Acts are on the local authority, but this does not exclude the need for all organisations to work together to ensure that the safeguarding adults policy and procedures work in conjunction with those for children and young people.

Abuse within families reflects a diverse range of relationships and power dynamics, which may affect the causes and impact of abuse. In particular, staff may be assisted by using domestic abuse risk management tools as well as safeguarding risk management tools. Staff providing services to adults, children and families should have appropriate training whereby they are able to identify risks and abuse to children and adults with care and support needs

Where a person is 18 or over but is still receiving children's services and a safeguarding concern is raised, the matter should be dealt with through adult safeguarding arrangements. This may be, for example, when a young person with substantial and complex needs continues to be supported in a residential educational setting until the age of 25. Where appropriate, adult safeguarding services should involve the local authority's children's safeguarding colleagues as well as any relevant partners for example, the police or NHS) or other people relevant to the case.

It is not the level of needs that is relevant where there is a safeguarding concern. The young adult does not need to have eligible needs for care and support or be receiving any particular service from the local authority, in order for a safeguarding concern to be raised.

## **8. Confidentiality**

It is extremely important that:

- An adult who discloses a safeguarding concern or allegation of abuse is advised that a safeguarding referral has to be made and information shared with relevant people / organisations. Do not promise to keep the information secret or confidential.
- In the case of a safeguarding concern or allegation relating to a child or young person, the person with parental responsibility must be advised that NWM has a legal duty to make a safeguarding referral unless this would increase the risk of harm to the child or young person.
- Safeguarding allegations or concerns must not be discussed with anyone other than identified officers or organisations. Any breach of confidentiality could be damaging to an adult, their families and any formal safeguarding investigations.

Any individual under suspicion has the right to be notified about the cause for concern. This is likely to be done by the Police or the MASH. It is important that the timing of this does not prejudice the investigation.

Employees and volunteers against whom a safeguarding allegation or concern is raised will be supported by NWM in accordance with relevant policies and procedures. They will have the right to consult with a trade union representative, solicitor or other recognised legal advisor.

All copies of the safeguarding referral information must be sent to the designated officer to be stored electronically in a secure location to ensure confidentiality.

Safeguarding documentation in relation to an employee or volunteer against whom a safeguarding concern or allegation has been made will be stored securely by HR in accordance with NWM's Data protection Policy

If as a result of a safeguarding concern or allegation enquiries arise from the public or any branch of the media they must be directed to a relevant NWM spokesperson. Staff and volunteer must not make any comments regarding the situation and should be advised who the NWM spokesperson will be.

## **9. Recruitment and employment of staff and volunteers**

Norfolk & Waveney Mind will adhere to the Norfolk Safer Recruitment Guidance which sets out best practice to ensure that employees whose job role involves working with children, young people or adults with needs for care and support are safe and qualified to do so.

## **10. Good practice for staff and volunteers**

The following guidelines, whilst not exhaustive identifies good practice for staff and volunteers while working or engaging with adults with needs for care and support. They also identify practical actions that staff and volunteers should take to help protect themselves and reduce the likelihood of safeguarding

allegations being made against them. They will be particularly relevant to those whose work involves regular contact with adults with needs for care and support.

- Always work openly, avoid situations where a staff member or volunteer and an individual adult with needs for care and support are alone or unobserved.
- Respect the adult with needs for care and support and provide a safe and positive environment. If any form of physical contact is required it should be provided openly and according to appropriate guidelines.
- With mixed groups, supervision should be by a male and female member of staff and/or volunteer where possible.
- Staff and volunteers must respect the rights, dignity and worth of every person and treat everyone equally within the context of the activity.
- Service Managers must be informed of any incident at the earliest opportunity.
- If an adult with needs for care and support is accidentally injured as the result of a staff member or volunteer's actions, seems distressed in any way, appears to be sexually aroused, misunderstands or misinterprets something that has been done or said, the incidents should be reported verbally as soon as possible to the relevant service manager and a written Person Safety Incident Report form (PSIR) completed.

Staff and Volunteers should not:

- Spend time with adults with needs for care and support alone and away from others.
- Take adults with needs for care and support alone on a car journey.
- Take adults with needs for care and support to your home where they will be alone with you.
- Arrange to meet adults with needs for care and support outside an organised activity or service.

If any of these situations are unavoidable, staff and/or volunteers should ensure they only occur with the full prior knowledge and consent of the relevant service manager and the person with parental responsibility for the adult with needs for care and support.

Staff members and volunteers must never:

- Participate in rough physical or sexually provocative games.
- Allow or engage in inappropriate touching of any form.
- Allow adults with needs for care and support to use inappropriate language unchallenged, or use it yourself.
- Make sexually suggestive comments about an adult with needs for care and support, even in fun.
- Do things of a personal nature for adults with needs for care and support that they can do for themselves, e.g. assist with changing.
- Enter areas designated only for the opposite sex.

## **11. Guidance of use of photographic and video equipment**

Unfortunately, some people use activities and events for adults with needs for care and support as an opportunity to take inappropriate photographs, mobile phone pictures or video footage. Staff and volunteers should be vigilant at all times. If there are concerns about a person using cameras, videos or other image recording equipment such as a mobile phone or tablet at events or activities organised by Norfolk & Waveney Mind which involve adults with needs they should be asked to complete a Consent Form for the use of Cameras and other Image Recorders, including mobile phones (see Appendix C).

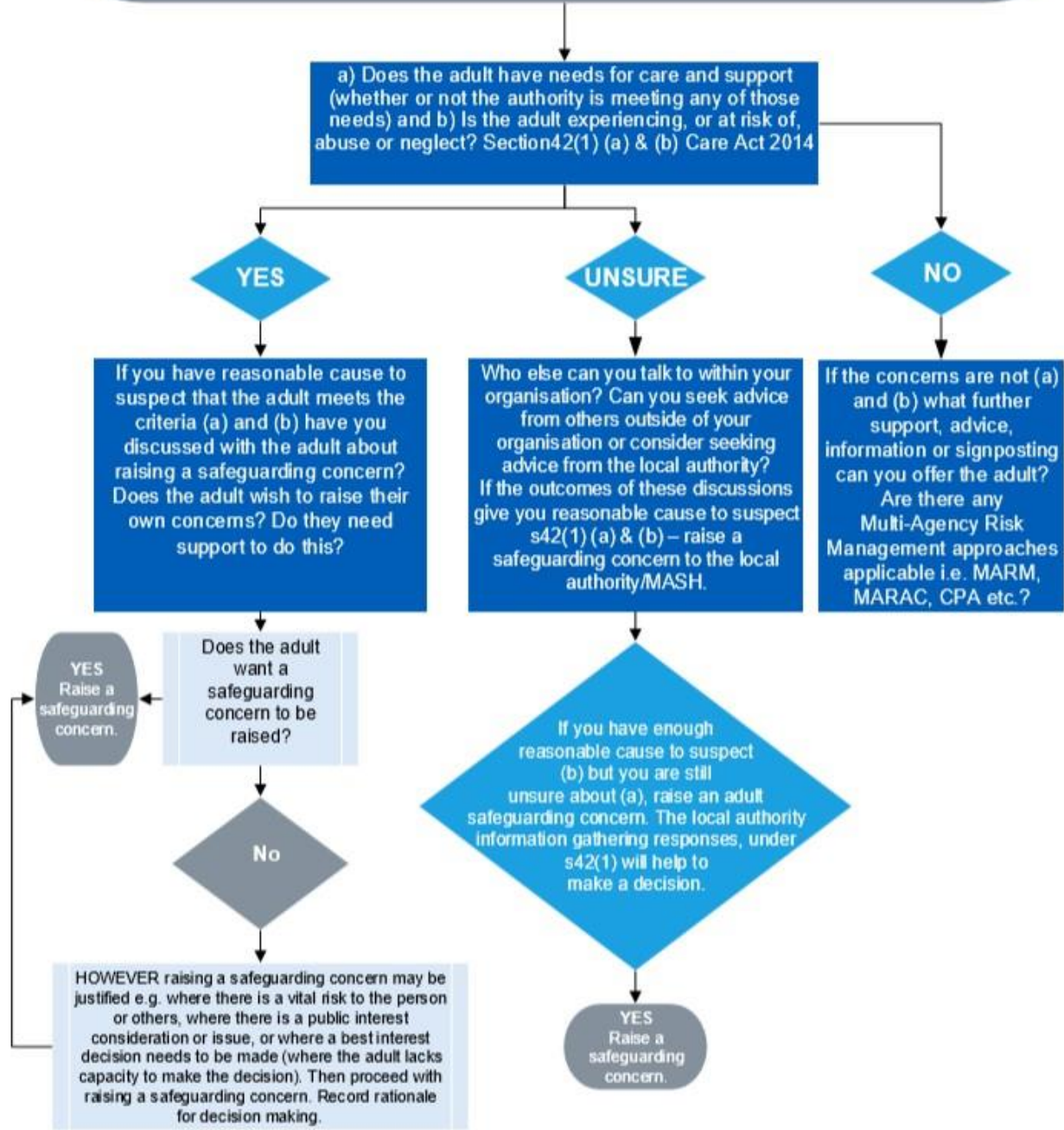


When commissioning professional photographers or inviting the press to cover NWM services, events and activities you must ensure that you make Norfolk & Waveney Mind's expectations clear in relation to protection.

- Check credentials of any photographers and organisations present.
- Ensure identification is worn at all times, if they do not have their own – provide it.
- Do not allow photographic sessions outside of the activities or services
- The credentials of any other organisations who may ask to use photographs which have been commissioned by NWM will be checked. Parents or carers with responsibility for adults with care needs will be contacted and permission sought prior to photographs being released.
- It is recommended that the names of people should not be used in photographs or video footage, unless with the express permission of the person's parent or person with care responsibility.

## Deciding if you need to raise a safeguarding concern to the Local Authority/ Multi-Agency Safeguarding Hub (MASH)

Are you concerned that an adult is at risk of or is experiencing abuse or neglect?  
 What types of abuse or neglect are you concerned about?  
 Have you had a conversations with the adult about the concerns?  
 Have you sought the views and wishes of the adult? \*  
 Are there any immediate risks to the adult or to others including children?  
 Have you discussed and agreed next steps with the adult? \*  
 Have you provided advice, information or signposted the adult?



\* There may be circumstances where the safety of the adult or yourself prevent this from happening. If you still have concerns about abuse or neglect and it is not possible or within the scope of your role to have a conversation with the adult, then if in doubt continue with the process and raise a safeguarding concern.  
 \* Multi-Agency Risk Management (MARM) Framework, Multi-Agency Risk Assessment Conference (MARAC), Care Programme Approach (CPA).

## Legislation and Guidance

### Legislation

- [The Care Act 2014](#)
- [The Counter Terrorism and Security Act 2015](#)
- [The Equality Act 2010](#)
- [The Modern Slavery Act 2015](#)
- [The Serious Crime Act 2015](#)

### Guidance

- [Information Sharing - Advice for Practitioners](#)
- [Norfolk Safeguarding Adults Board \(NSAB\)](#)
- [Norfolk Safer Recruitment Guidance 2013 \(NSCB\)](#)

## Useful Contacts

- [Norfolk Multi Agency Safeguarding Hub \(MASH\)](#)  
Tel: Customer Service Team 0344 800 8020 or direct dial 01603 276151 Email: [MASHSupervisors@norfolk.pnn.police.uk](mailto:MASHSupervisors@norfolk.pnn.police.uk)
- [Norfolk County Council \(Adult Social Services\)](#)  
Phone: 0344 800 8020 (available 24 hours a day)
  - Text phone/minicom: 0344 800 8011
  - Text message: 07767 647670
  - Email: [SCCE@norfolk.gov.uk](mailto:SCCE@norfolk.gov.uk)
- **Norfolk Constabulary (Police)**  
In an emergency phone or text 999  
Non-emergency phone 101
- **Norfolk Local Safeguarding Children Board**  
County Hall, Room 60, Martineau lane, Norwich, NR1 2DH  
Tel: 01603 223409 Email: [nscb@norfolk.gov.uk](mailto:nscb@norfolk.gov.uk)
- **Norfolk Local Safeguarding Adults Board**  
County Hall, 8<sup>th</sup> Floor, Martineau lane, Norwich, NR1 2DH  
Tel: 0344 800 8020 Email [nsabchair@norfolk.gov.uk](mailto:nsabchair@norfolk.gov.uk)



## Consent Form for the use of Cameras and other Image Recorders

Venue/Area:.....	Ref No:.....
Description of Equipment:..... .....	
Surname:.....For names:.....	
Address:..... ..... .....Postcode:.....	
Telephone No:.....	Mobile Telephone No:.....
Fax No:.....	Email Address:.....
Name(s) of the subject(s)  1.....5..... 2.....6..... 3.....7..... 4.....8.....	
Relationship of the photographer and subject (s).....	

.....

Reason for taking photographs and/or uses the images are being, or are intended to be put to (i.e. family record/advertising etc)  
.....  
.....

I declare that the information provided is true and correct and that the images will only be used for the purposes stated.  
Signed:..... Date:.....

Authorised by:..... Date:.....  
Position held:.....

Under the Data Protection Act 1998 the information that you have provided will be used only for the purposes monitoring camera and image recorder use and will be destroyed at the end of a year.