SAFEGUARDING POLICY

Version: 29th September 2026

Safeguarding policy – staff and volunteers	
Author	Jasmine Toombs, Head of Governance & Finance
Division	Senior Management Team
For use by	Staff and Volunteers
Purpose	To set out the policy and reporting procedures to be followed to safeguard adults to whom the Charity provides services
Key related documents	Other policies relating to safeguarding e.g. DBS Checks; Whistle Blowing Policy
Version	29th September 2026
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10th March 2026	Updated: Flowchart – Appendix 3, Internal Safeguarding Report form – Appendix 4	Jasmine Toombs Head of Governance & Finance	Ann Donkin, Chief Executive
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4th August 2026	Referral Flowchart, Internal Report form and Appendices 1 & 2 refreshed	Jasmine Toombs Head of Governance & Finance	

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10th August 2026	Minor amendments from J Asbury at Item 8.1	Jasmine Toombs Head of Governance & Finance	
7th September 2026	Addition of Inherent Jurisdiction	Jasmine Toombs Head of Governance & Finance	
29th September 2026	Final EDITOR and spellcheck pre-SMT approval		

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1. POLICY CONTEXT

1.1 The *Charity Commission* guidance *Safeguarding and protecting people for charities and trustees* published on 6th December 2017 and last updated 1st June 2022, states that Trustees must be assured that all policies, procedures, and practice are checked and challenged to ensure they are fit for purpose. The guidance Safeguarding and protecting people for charities and trustees - GOV.UK (www.gov.uk) contains links to resources and a particularly useful one-page summary of 10 safeguarding actions for Trustees in terms of their legal duties.

1.2 In addition, the *Norfolk Safeguarding Adults Board* (*NSAB*), operating under the auspices of *Norfolk County Council*, is the formal arrangement which brings together statutory and non-statutory organisation's to actively promote effective working relationships between different organisations and professional groups to address the issue of abuse and harm. *NSAB* is a strategic board, with an excellent website of resources designed to support the multi-agency safeguarding adults' partnership in Norfolk with a wide range of information, guidance, and useful links: Norfolk Safeguarding Adults Board (NSAB)

1.3 Age UK Norfolk (AUKN) is absolutely committed to safeguarding adults by protecting their health, wellbeing and human rights enabling them to live free from harm, abuse, and neglect.

2. POLICY AIMS

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

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

2.4 This policy also gives clear guidance to staff, volunteers and visitors about the behaviour expected and AUKN's legal responsibilities to safeguard and promote the welfare of adults at risk of abuse or neglect who are in contact with AUKN.

3. INTRODUCTION

3.1 AUKN fully recognises the contribution the organisation can make in protecting adults from abuse and neglect. This policy applies to all adults at risk of abuse or neglect, staff, volunteers, and visitors.

3.2 Under the *Care Act 2014*, anyone aged 18 and older is considered to be an adult, and could potentially be considered under section 42 of that *Act* - which relates to the

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duty to carry out safeguarding adult enquiries – if the adult:

- Has needs for care and support (regardless of the level of need and whether or not the council is meeting any of those needs)
- Is experiencing, **or** is at risk of abuse or neglect, **and**
- As a result of those needs, is unable to protect themselves against abuse or neglect or the risk of it.

3.3 Where someone over 18 is still receiving children's services, for example in an education setting until the age of 25, and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements. Children's safeguarding and other relevant partners should be involved as appropriate. The level of need is not relevant, and the young adult does not need to have eligible needs for care and support under the Care Act.

3.4 The Care Act 2014 does not set out a specific definition of abuse. Abuse can consist of a single or repeated act(s); it can be intentional or unintentional or result from a lack of knowledge. Types and signs of abuse and neglect are listed at **Appendix 1.**

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

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

4. ETHOS

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

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

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

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

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

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

5. GENERAL PROCEDURES

5.1 When joining the organisation all new staff, volunteers and regular visitors will be:

- informed of the safeguarding arrangements in place
- given a copy AUKN's safeguarding policy and told who the Designated Safeguarding Officer / s is / are and how to contact them
- given a copy of the recording format and guidance on how to complete it and who to pass it to.

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

5.3 All staff and volunteers will be asked to read this policy after it has been reviewed. They will sign to say they have read and understood the policy.

5.4 Ongoing, all regular visitors and volunteers will be:

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

5.5 All service users, partners, spouses, relatives, and carers will be:

- informed of the Charity's legal duty to assist colleagues in other agencies with adult safeguarding enquiries, **and**
- what happens should there be cause to make a safeguarding referral to Adult Social Care.

5.6 All adults or, where the adult does not have capacity, their partner / spouse, relatives, or Legal guardians will be required to give consent at the start of the adult's involvement with the organisation. This may include contact details for the individual's Doctor and next of kin in the case of an emergency, where appropriate. It may also contain a section requesting permission for photographs to be taken and used for promotional purposes only, should the need arise.

6. TRAINING

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

6.2 AUKN actively encourages all staff and volunteers to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via norfolksafeguardingadultsboard.info.

6.3 The Designated Safeguarding Officer / s should be used as the first point of contact for any safeguarding queries or concerns in AUKN in relation to the application of this policy.

7. RECRUITMENT

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

7.2 AUKN's recruitment practices are designed to help prevent unsuitable people from working with adults at risk of abuse or neglect. An integral part of this is the correct use of *Disclosure and Barring Service (DBS)* checks. Full details are set out in the *DBS* policy.

8. GOOD WORKING PRACTICES

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

- not offering to transport an adult in your own vehicle
- never allowing yourself to be drawn into inappropriate attention seeking behaviour
- never entering a room where an adult may not be fully dressed without first clearly obtaining their consent
- never undertaking activities of a 'personal care or friendship' nature for an adult unless that is clearly defined as part of your role – this is likely to be considered a regulated activity
- never engaging in, or allowing, any sexually provocative games, whether based on talking or touching
- never making suggestive remarks or discriminatory comments
- never engaging in, or tolerating bullying or harassment
- never engaging in, or tolerating, inappropriate physical activity e.g. horseplay

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- never trivializing allegations of abuse or neglect
- doing your part in developing a culture in which everyone feels able to point out inappropriate attitudes and behaviours to each other
- ensuring that all allegations of abuse are reported, including any made against you
- remembering that someone else might misinterpret your actions, no matter how well intentioned.

9. ROLES AND RESPONSIBILITIES

9.1 It is the responsibility and duty of any member of staff, volunteer, and visitor to AUKN to properly **report and record** safety or welfare concerns in accordance with the procedures set out in this policy at section 11.

9.2 The DSO/s is/are responsible for:

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

9.3 AUKN undertakes to remedy without delay any weakness regarding its safeguarding arrangements that are brought to AUKN's attention.

10. DEALING WITH ALLEGATIONS OF ABUSE / NEGLECT AGAINST STAFF & VOLUNTEERS

10.1 Allegations of abuse or neglect can sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. AUKN recognises that many allegations are genuine and there are some people who harm or abuse adults.

10.2 As part of AUKN's commitment to safeguarding adults AUKN works with and supports, AUKN will follow policies and guidance from *NSAB*.

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

10.4 AUKN will support anyone who, **in good faith**, reports his or her concerns that an

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adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

10.5 If an allegation of abuse, neglect or financial abuse is made about you, AUKN will follow a fair, transparent and supportive process. You can expect the following:

- **The allegation will be explained to you clearly**, including what has been reported and why it is being looked into
- **The matter will be handled fairly**, in line with safeguarding procedures and without assumptions about the outcome
- **Confidentiality will be respected**, and information will only be shared with those who need to know
- **You may be suspended while the investigation takes place.** This is a neutral act to protect all parties and does not imply wrongdoing
- **Support will be available to you**, including a named contact who can answer questions and provide updates
- **The expected timelines will be explained**, so you understand each stage of the process
- **AUKN will communicate with you regularly** to keep you informed of progress
- **You will be told the outcome of the investigation** and any next steps

11. HANDLING A DISCLOSURE OF ABUSE

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

<u>Do:</u>

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

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- contact the DSO immediately
- Seek support.
- Ask questions to clarify points, when needed

Do not:

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

12. MENTAL CAPACITY AND CONSENT

12.1 The Mental Capacity Act 2005 (legislation.gov.uk) align the following principles:

- AUKN staff and volunteers must presume capacity – most people can make some decisions
- A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because they make an unwise decision. A decision may be unwise; this does not make it wrong
- An act done, or decision made, for or on behalf of a person must be done, or made, in their best interests.
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

12.2 A vulnerable adult's consent to information being shared is another key element in considering any onward safeguarding disclosure to another agency. It is important in helping us to take appropriate and proportionate action in response to a concern.

12.3 Where an individual does not give express consent for their disclosure to be reported through official channels or if they specifically request that they do not wish for this to be reported the following must be considered:

- If they are in physical danger or at significant risk of harm
- If it is in the interest of others to report or there is risk of harm to others if a report is not made
- If It is the considered opinion of the GP or Mental Health professional that the individual is unable/incapable of making an informed decision for themselves. We are not in a position to formally assess mental capacity and therefore should adhere to the principles of the Mental Capacity Act.

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12.4 In these cases, it should be noted the conversations had on charity log and the safeguarding report to be uploaded on charity log, along with the refusal or inability to consent and the action taken as a result in consultation with line manager and, if appropriate, a designated safeguarding lead. An ongoing report to the appropriate agency may go against the express wishes of the vulnerable individual with consideration to the best interest principles.

12.5 In any case, the reporting of safeguarding concerns should not be unduly delayed, and a referral made or advice sought thereof as soon as practicably possible through the official channels of the Norfolk County Council Adult Safeguarding Team.

12.6 If the vulnerable adult has mental capacity refuses consent for us to report our concerns, and is a low risk to themselves and others, this should be expressly noted on charity log including further actions agreed to provide continuing support to the individual and a discussion had around consenting to further action in the future along with any independent support the individual may have in place.

12.7 If the vulnerable adult has mental capacity, refuses consent for us to report our concerns, and is a high risk to themselves and others, refer to a Safeguarding Lead for guidance in escalating the concern.

12.8 If there are any concerns or doubts about how to proceed, a Designated Safeguarding Officer (DSO) should be consulted.

13. MAKING A SAFEGUARDING REFERRAL

13.1 The process for making a safeguarding referral is shown in the flowchart **at Appendix 3.**

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

- Where there is a high/serious risk contact emergency services 999
- To make a Safeguarding referral to the local authority go to the Adult Social Care Online portal **Professionals home page**
- Refer to a Dedicated Age UK Norfolk Safeguarding Officer (DSO) for support and guidance
- Ensure actions are logged on Charity Log
- Ensure an internal Safeguarding alert is raised.

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14. RECORDS AND CONFIDENTIALITY

14.1 Is there is concern about the safety or wellbeing of any adult in the organisation, these concerns should be reported immediately to the DSO.

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

15. RELEVANT GUIDANCE AND LEGISLATION

15.1 Inherent Jurisdiction: A common law principle that grants the High Court power to intervene and protect vulnerable people. In safeguarding, it is typically used as a protective measure for adults who have mental capacity but are unable to make free decisions due to coercion, undue influence, or duress https://www.norfolksafeguardingadultsboard.info/document/1025/7MB-Inherent-Jurisdiction.pdf?t=f15f1f8e7296fe3c26bf1f4b16c51cfd2c01f081

15.2 Further safeguarding legislation can be found in **Appendix 2.**

16. USEFUL CONTACTS

- **Norfolk Police:**
  - Non-Emergency **Tel: 101**
  - In an Emergency **Tel: 999**

- **Care Quality Commission** (CQC) **Tel: 0300 061 6161**
- **NHS and Social Care Whistleblowing Helpline: 0800 072 4725**

There are a number of ways to report a **hate incident**:

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

17. AGE UK NORFOLK NAMED DESIGNATED SAFEGUARDING OFFICERS (DSOs)

17.1 The named Designated Safeguarding Officers (DSOs) AT 29th September 2026 are:

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- Jo Asbury, Head of Community Wellbeing Services
  email: safeguardingsafeguarding@ageuknorfolk.org.uk

  Tel: 01603 787111 ext. 224

- Emma Harkness, Head of Informing & Advising
  email: safeguardingsafeguarding@ageuknorfolk.org.uk
  Tel: 01603 787111 ext. 218

- Ann Donkin, CEO
  email: safeguardingsafeguarding@ageuknorfolk.org.uk
  Tel: 01603 787111 ext. 240

17.2 The dedicated safeguarding reporting mailbox is:

safeguardingsafeguarding@ageuknorfolk.org.uk

18. APPENDICES

- **Appendix 1 – What is Abuse?**
- **Appendix 2 – Legislation**
- **Appendix 3 – Safeguarding Internal Flowchart**
- **Appendix 4 – Internal Safeguarding Report form**

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APPENDIX 1

WHAT IS ABUSE AND NEGLECT?

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

Can take many forms

- It may be an isolated incident, a series of incidents or a long-term pattern of behaviour
- It could affect one person or many more
- It may be in someone's home, in public or in an institutional setting
- It may be deliberate or the result of negligence or ignorance
- Exploitation in particular is a common pattern in abuse and neglect
- The degree or lack of intent will inform the response which will be appropriate and proportionate to the concerns that have been raised.

Can happen anywhere

- In a person's own home and/or other people's homes
- In public places or in the community
- In clubs
- At work
- Schools and colleges of further education
- In hospitals, surgeries, or other health centres
- Care homes
- In places of worship
- Via electronic media including the intranet
- Day centres

Patterns of abuse vary and includes:

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

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Anyone can be an abuser or neglect someone including:

- Spouses/partners
- Other family members
- Carers
- Neighbours
- Friends
- Acquaintances
- Local residents
- People who deliberately exploits adults whom they perceive as vulnerable to abuse
- Paid staff or professionals
- Volunteers and strangers

TYPES OF ABUSE AND NEGLECT

The statutory guidance in the Care Act 2014 lists ten types of abuse.

Physical Abuse - includes:

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

Psychological & Emotional Abuse includes:

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

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

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

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Sexual Abuse includes:

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

Sexual Exploitation is a subset of sexual abuse, it involves:

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

Organisational Abuse includes:

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

Neglect and Acts of Omission includes:

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

Discriminatory Abuse – includes:

- forms of harassment, slurs, or maltreatment because of someone's actual or perceived age, disability, gender, gender identify, ethnic, racial, cultural, or national origin, religious belief / non-belief, or sexual orientation
- **hate incidents** are a form of discriminatory abuse

Domestic Abuse defined in The Domestic Abuse Act 2021

- is as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse by someone who **is or has been 'personally connected'** (so no longer just intimate partner or family member) regardless of gender or sexuality. For this type of abuse **the age range is extended down to 16**. It includes:
- psychological, physical, sexual, financial, emotional abuse
- 'so called honour' based violence

- female genital mutilation
- forced marriage
- it also includes being a witness to domestic abuse of another person

Modern Slavery and Human Trafficking encompasses:

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

Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment. They may use concerns about an individual's immigration status or concerns that their families may be at risk if they resist exploitation.

Self-neglect covers a wide range of behaviour including:

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

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

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

SIGNS AND INDICATORS OF ABUSE / NEGLECT / HUMAN TRAFFICKING

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

- disclosures by the victim
- concern expressed by a third party
- admissions by the perpetrator
- someone expressing fears that abuse might happen
- evidence of unreported injuries
- signs of fear or distress
- injuries suggesting a possible non-accidental cause
- explanations that are incompatible with injuries presented or where conflicting explanations are given

- a history of persistent illness, infection, or injury
- inappropriate use of medication
- possessions or money going missing, or bills not being paid
- property being sold without the owner's consent or understanding
- sudden or unexpected removal of an individual from a care setting
- a person is uncharacteristically withdrawn, without apparent reason
- a person is found alone and at risk without adequate explanation
- a significant lapse between injury or illness and obtaining medical or other care
- abrupt or frequent changes of doctor or caring agency
- unexplained weight loss
- uncharacteristically unkempt appearance or surroundings
- agencies have repeated difficulty in gaining access to see someone
- it is made difficult to speak to a person alone without their carer/another person
- present
- evidence of avoidance, including regularly missed appointments, refusal of help, etc.
- evidence of alcohol or other substance misuse
- signs of stress
- history of previous abuse or violence in the family
- unexplained pain, itching, infection, or injury in the anal, genital, or abdominal areas
- torn, stained or bloody underclothing
- multiple unrelated people living at one address living in overcrowded private rental accommodation

SIGNS AN INDIVIDUAL MAY BEING LED INTO EXTREMISM

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

- in contact with extremist recruiters and/or spending increasing time in the company of other suspected extremists
- Loss of interest in other friends and activities not associated with the extremist ideology, group, or cause
- Accessing extremist material online, including through social networking sites
- Possessing or accessing materials or symbols associated with an extremist cause
- Justifying violence to address social issues
- Graffiti symbols, writing or artwork promoting extremist messages or images
- Significant changes to appearance and/or behaviour increasingly centred on an extremist ideology, group, or cause
- Changing their style of dress or personal appearance to accord with the group
- Attempts to recruit others to the group/cause
- Using insulting or derogatory names for another group

APPENDIX 1

HATE INCIDENTS

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

SAFEGUARDING POLICY

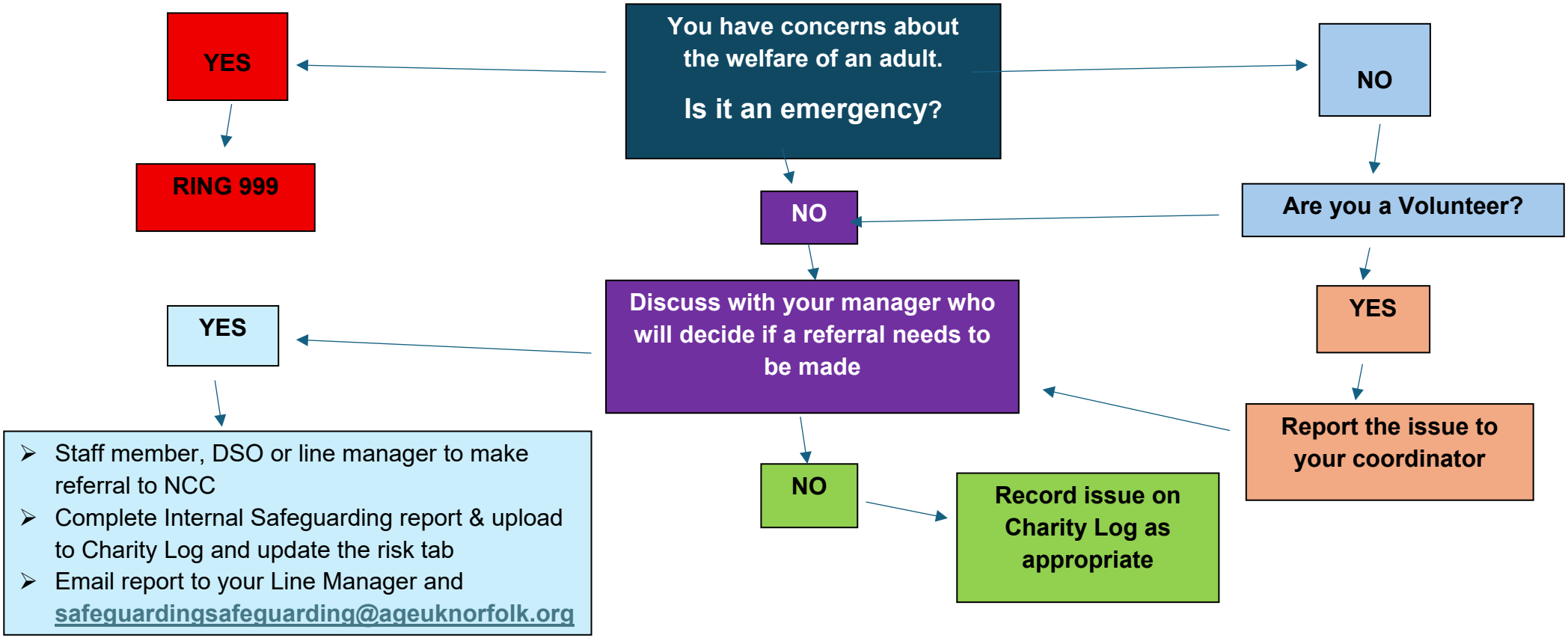
APPENDIX 2

LIST OF THE CURRENT GUIDANCE AND LEGISLATION THOUGH THIS IS NOT EXHAUSTIVE

- *Care Act 2014*
- *Domestic Abuse Act 2021*
- *Human Rights Act 1998*
- *Mental Health Act 2007*
- *Equalities Act 2010*
- *Public Interest Disclosure Act 1998*
- *Data Protection Act 2018 (and General Data Protection Regulations (GDPR))*
- *Care Standards Act 2000*
- *Sexual Offences Act 2003*
- *Domestic Violence Crime and Victims Act 2004*
- *Domestic Abuse Act 2021*
- *Mental Capacity Act 2005*
- *Modern Slavery Act 2015*
- *'Safeguarding Adults' National Framework 2005*
- *The Safeguarding Vulnerable Groups Act 2006*
- *The Protection of Freedoms Act 2012*
- *Section 26 and 29 of the Counter Terrorism and Security Act 2015* (*PREVENT* duties)
- *Crime and Disorder Act 1998*
- *Health and Social Care Act 2008*
- *Criminal Justice and Courts Act 2015*
- *Serious Crimes Act 2015*

SAFEGUARDING FLOWCHART

APPENDIX 3



Named Designated Safeguarding Officers (DSOs) at 29th September 2026:

❖ Jo Asbury	Head of Community Wellbeing Services	Tel: 01603 787111 ext. 224
❖ Emma Harkness	Head of Information & Advice	Tel: 01603 787111 ext. 218
❖ Ann Donkin	Chief Executive Officer	Tel: 01603 787111 ext. 240

INTERNAL SAFEGUARDING REPORT TEMPLATE

APPENDIX 4

Version: 29th September 2026

Department		**Name of Staff member making report**	
Charity Log No.		**Date**	
Linked Charity Log nos.			

Category *(please tick relevant column)*	**FINANCIAL**	**NEGLECT / SELF NEGLECT**	**PHYSICAL**	**SEXUAL**	**PSYCHO LOGICAL / SUICIDAL**	**DISCRIMINATORY**	**DOMESTIC**	**INSTITUTIONAL**	**EMOTIONAL**	**MODERN DAY SLAVERY**

External referral made to: *(where appropriate)*	
Summary of report *(where an external report has been made, copy & paste details)*	

Other agencies involved in care *(give details where known)*		
Actions *(Include ASSD referral codes where external report submitted)*		
Outcome (*where known)*		
Designated Safeguarding Leads (DSLs)	Jo Asbury, Head of Community & Wellbeing Services Emma Harkness, Head of Information & Advice Ann Donkin, Chief Executive Officer Internal Safeguarding reporting mailbox	Tel: 01603 787111 ext. 224 Tel: 01603 787111 ext. 218 Tel: 01603 787111 ext. 240 Email: safeguardingsafeguarding@ageuknorfolk.org.uk
Other key contacts	Norfolk County Council Norfolk Safeguarding Adults Board Norfolk Police (emergency) Norfolk Police (non-emergency) Care Quality Commission (CQC) NHS & Social Care Whistleblowing helpline	Tel: 0344 800 8020 Email: norfolksafeguardingadultsboard.info Tel: 999 Tel: 101 Tel: 0300 061 6161 Tel: 0800 072 4725