



Crea Norfolk Children and Adult Safeguarding 2024-25 Policy

Latest version: November 2024

CREA Norfolk abides by the duty of care to safeguard and promote the welfare of children and young people and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of children is paramount in all the work we do and in all the decisions we take
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation has an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- All parents/carers of children and young people under 16 are requested to complete a registration form, in which they are asked to confirm that they have read our Safeguarding policy. Our registration form will inform parents that we have a legal duty to assist other agencies with Safeguarding enquiries and we will share information if we have concerns about the welfare of their child. We do not have to seek parental consent if there are serious concerns about harm or likely harm to their child. All young people 16+ years are requested to complete a registration form to join our Discord server, as part of this process they confirm that they have read our Safeguarding policy.

**Name and contact details of Designated Safeguarding Officer (DSO) and
Deputy:**

Designated Safeguarding Officer: Charlie Wall BA (Hon), Dip.Couns

Email address: operations@creanorfolk.co.uk Telephone number 07930 142068 8am-10pm

Deputy Safeguarding Officer: John Kramarchuk

Email address: john.kramarchuk@creanorfolk.co.uk Telephone number 07472 060909 8am-6pm

If the DSO or deputy are unavailable, anyone with a safeguarding concern can contact The Children's Advice and Duty Service (CADS). A staff member or volunteer can call (0344 800 8021). A member of the public or parent can call (0344 800 8020).

Purpose:

CREA Norfolk will:

- Protect children and young people who receive CREA West Norfolk services from harm. This includes the children of adults who use our services
- Provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

Crea Norfolk has a Declaration Sheet for Crea Norfolk Policies 2024-25, which is a record of confirmation that the undersigned have read and agreed to the named policies, including the Safeguarding policy, of Crea Norfolk CIC. This is included in the Induction Programme for all staff and volunteers.

This policy applies to anyone working on behalf of CREA Norfolk, including Project Leads and the Board of Directors, paid staff, Freelance Representatives, volunteers, sessional workers, agency staff and students. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Staff and volunteers have a code of conduct to follow which sets out standards of acceptable behaviour, which they sign to show acceptance to follow this.

Definitions:

The Children Act 1989 definition of a child is: anyone who has not yet reached their 18th birthday, even if they are living independently, are a member of the armed forces or is in hospital.

Adult at Risk:

- An adult who has needs for care and support (whether or not the authority 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 himself or herself against the abuse or neglect or the risk of it.

Child and Adult Abuse: Children and adults may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. There are 4 main categories of abuse, which are: sexual, physical, emotional abuse, and neglect.

From Working Together to Safeguard Children 2018 Types of Abuse:

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

Child protection is defined as: Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

What is abuse and neglect?

A form 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 (e.g. 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

Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can 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:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

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

It is important to be aware of more specific types of abuse that fall within these categories, they are:

- Bullying and cyberbullying
- Child sexual exploitation
- Child Criminal exploitation
- Child trafficking
- Domestic abuse
- Female genital mutilation
- Grooming
- Historical abuse

For more information on some of these additional safeguarding concerns see Appendix 2.

Online abuse

We recognise that:

- The online world provides everyone with many opportunities; however it can also present risks and challenges to children and young people.

- Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices

- Online abuse can happen anywhere online that allows digital communication, such as:

Social networks

Text messages and messaging apps

Online chats

Comments on live streaming sites

Voice chat in games

- Children may experience several types of abuse online:

Bullying/cyberbullying

Emotional abuse which can include emotional blackmail

Sexting pressure or coercion to create sexual images

Sexual abuse

Sexual exploitation

Grooming perpetrators may use online platforms to build a trusting relationship with the child to abuse them

Online safety

- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online

- We have a responsibility to help keep children and young people safe online, whether or not they are using Crea's network and devices

- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety

- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

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Crea Norfolk has an Online Safety Policy which describes how we seek to keep young people safe from abuse online. All staff and volunteers sign a declaration that they have seen, read and understood the policy, and parents, carers, young people and other stakeholders can view the policy via our website policy zone:

<https://creanorfolk.co.uk/policy-zone>

Crea Norfolk has an Online Acceptable Use Agreement for Staff and Volunteers, which must be signed by staff and volunteers, other stakeholders can view the policy via our website policy zone:

<https://creanorfolk.co.uk/policy-zone>

Procedures for Handling Disclosures

A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say and be very careful not to 'lead' the child or influence in any way what they say.

How to approach a disclosure:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next (the safeguarding process must be followed)
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink.
- Contact the designated person immediately
- Seek support

Contacting The Children's Advice and Duty Service (CADS)

- If we are concerned that a child or children is experiencing or likely to suffer significant harm we will telephone (CADS) immediately on 0344 800 8021

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- When considering whether to contact CADS we will consult the CADS Flowchart in Appendix 1 and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP)
- We will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.
- CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.
- A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.
- We will not investigate and will be led by the Local Authority and/or the Police.
- We will keep written dated records of all conversations with CADS.
- We understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolklscp.org.uk/>
- Members of the public or parents can contact CADS on 0344 800 8020

We have a link on our website home page (www.creanorfolk.co.uk) for anyone to report concerns directly to our Designated Safeguarding Officer. We report any concerns about adults working with children directly to the Local Authority Designated Officer (LADO).

In safeguarding children, CREA Norfolk is committed to the principles outlined by the Norfolk Safeguarding Children's Partnership. (<https://norfolklscp.org.uk/>) and Norfolk Safeguarding Adults Board (norfolksafeguardingadultsboard.info).

Safeguarding Concerns about an Adult

If we have concerns about a vulnerable adult, the Designated Safeguarding Officer will report this to Norfolk Adult Social Services 0344 800 8020.

In an emergency we will call 999.

Further information on safeguarding adults can be found at:

[Protecting adults | Norfolk Safeguarding Adults Board](#)

Management of Allegations Against People Working with Children

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend our setting. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children. We work to the thresholds for harm as set out in 'Working Together to Safeguard Children' (2018)]. "Safeguarding Vulnerable Acts 2006" and "Children's Act 2004".

An allegation may relate to a person who works / volunteers with children who has:

- behaved in a way that has harmed a child, or may have harmed a child and/or;
- possibly committed a criminal offence against or related to a child and/or;
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The 4th bullet point above recognises circumstances where a member of staff (including locum or supply staff) or volunteer is involved in an incident outside of setting/agency/work place which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.

At Crea Norfolk we recognise our responsibility to report / refer allegations or behaviours of concern and / or harm to children by adults in positions of trust known to us, but who are not employed by our organisation to the LADO service directly at lado@norfolk.gov.uk .

We will take all possible steps to safeguard our children and to ensure that the adults at Crea Norfolk are safe to work with children. When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#) are adhered to and will seek appropriate advice.

If an allegation is made or information is received about any adult who works/ volunteer in our setting which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information will inform our Designated Safeguarding Officer, Charlie Wall, immediately. This includes concerns relating to agency, supply and specialist staff, students and volunteers.

Should an allegation be made against the Directors this will be reported to the LADO by the Safeguarding Lead, Charlie Wall, and/or by any of the other Directors, John Kramarchuk, Alison Kramarchuk and Kirsten Murray.

The referral form can be downloaded here, along with more information:
<https://norfolklscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#)

Making a Barring Referral to the Disclosure and Barring Service

If an allegation has been made about a staff member or volunteer, then our organisation has a legal duty to make a barring referral if the following conditions are met:

Condition 1

- you withdraw permission for a person to engage in regulated activity with children and/or vulnerable adults. Examples: dismissed, re-deployed, retired, been made redundant or retired.

Condition 2

You think the person has carried out 1 of the following:

- engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm or;
- satisfied the harm test
- received a caution for, or a conviction for, or been convicted for a relevant offence

More information on Barring Referrals can be found [online](#)

If we need guidance on making a Barring Referral, we will contact the [East of England DBS Outreach Advisor](#) for support.

A Barring Referral can be completed online via the DBS [website](#)

Crea Norfolk's Designated Safeguarding Officer Lead is responsible for making the barring referral. If the allegation is against the Designated Safeguarding Officer, the barring referral will be made by another Director.

There could be times when we might consider that we should still make a referral in the interests of safeguarding children even if the legal duty to refer has not been met. This could include acting on advice of the police or a safeguarding professional, or in situations where there may not be enough evidence to dismiss or remove a person from working with vulnerable groups. DBS are required by law to consider any and all information sent to them from any source. This includes information sent to them where the legal referral conditions are not met. If we do make a referral to DBS where the referral conditions are not met, we will do so in consideration of relevant employment and data protection laws.

Legal Framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England.

The following legislation and guidance has informed this policy:

- Working Together 2018
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- Norfolk Continuum of Needs Guidance 2023
[Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC \(norfolklscp.org.uk\)](#)
- Norfolk Safeguarding Children Partnership Policies and Procedures
[Policies & Procedures | Norfolk Safeguarding Children Partnership \(norfolklscp.org.uk\)](#)
- The Online Safety Act 2023

CREA Norfolk should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children and young people as well as vulnerable adults.

The Prevent Duty in Norfolk

PREVENT - Prevent is part of the UK's Counter-terrorism strategy [CONTEST](#). The aim of Prevent is to stop people from becoming terrorists or supporting terrorism.

The key terms to be aware of are as follows:

Extremism - 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.

Radicalisation - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

Terrorism - action that endangers / causes serious violence to a person/people; causes serious damage to property; or seriously interferes with / disrupts an electronic system.

Responding to a Concern-Notice – Check – Share

Notice-A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

Check

The next step is for the staff member or volunteer to speak to the manager or safeguarding lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

Share

Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

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Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and sent to:

preventreferrals-NC@Norfolk.police.uk

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.

Additional [information and guidance on Prevent](#) is available on the Norfolk County Council website.

Training and Awareness:

CREA Norfolk will ensure that all providers will complete safeguarding children level 2 and our duty officer has completed a designated safeguarding officer course level 3. Training is available to its Directors, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors).

For all employees who are working or volunteering with children/ adults, this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children.
- Recognize a child potentially in need of safeguarding and take action.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with children.
- Have knowledge of the Safeguarding Children Policy.

All staff, volunteers and directors who have any contact with members or handle their data (eg for admin purposes) must have a current enhanced DBS registered with the

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update service; copies of these are stored in the Crea Norfolk Sharepoint. Lead Safeguarding Officer Charlie Wall is responsible for annual checks on the DBS update service, once consent has been gained from each person to do so.

Confidentiality and Information Sharing:

CREA Norfolk expects all employees, Freelances entities, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Local Authority if a child is deemed to be at risk of harm or contact the police if they are in immediate danger, or a crime has been committed. For further guidance on information sharing and safeguarding see Data protection act 2018

(<https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>)

Recording and Record Keeping:

Our Safeguarding form is accessed through our website, under Crea Safeguarding “report a concern”. Once that has been submitted the report is logged onto our intranet under the Safeguarding folder, details of the disclosure are emailed to our designated officer who will advise or proceed as required, working in line with the Safeguarding policy.

This must include details of the person involved, the nature of the concern and the actions taken, decision made and why they were made.

All records must be signed and dated. All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR).

Safe Recruitment & Selection:

CREA Norfolk is committed to safe employment and safe recruitment practices, that reduce the risk of harm to children from people unsuitable to work with them or have contact with them. See our Safe Recruitment Policy.

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Important Contacts:

Norfolk Children's Advice and Duty Service (CADS) 0344 800 8021

Norfolk Children's Services 24 hours 0344 800 8020

Norfolk Police 101 / In an emergency 999

Norfolk Adult Social Services 0344 800 8020

Norfolk Safeguarding Adults Board [Norfolk Safeguarding Adults Board \(NSAB\)](#)

Local Authority Designated Officers (LADO) Team lado@norfolk.gov.uk

Norfolk Safeguarding Children Partnership (NSCP) norfolklscp.org.uk

Safer Programme 01603 228966 safer@norfolk.gov.uk

The Disclosure and Barring Service Regional Outreach Service [The DBS Regional Outreach service - GOV.UK \(www.gov.uk\)](#)

NSPCC Helpline 0808 800 5000

Other relevant policies

To underpin the values and ethos of our organisation and our intent to ensure our children/young people are appropriately safeguarded the following policies are also included under our safeguarding umbrella;

Safer recruitment

Bullying

Safer Working Practices

Code of Conduct

Confidentiality

Health and Safety

Whistle blowing

Complaints

First Aid

Signed and approved by Directors of CREA Norfolk in November 2024

