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Reference: **Safeguarding**  
Subject: **Adult Safeguarding Policy**  
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#### Insurance company details

Reference: Charity & Community Protect Policy

**Charity Insurance: Menscraft CIO**

**Policy Number: 5307530G/19648087**

Insurer: **Access Insurance**

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## Safeguarding Adults

### Introduction

MensCraft is fully committed to and recognises the contribution the organisation can make in safeguarding adults by protecting their health, wellbeing and human rights enabling them to live free from harm and abuse.

MensCraft has a specific aim of safeguarding vulnerable adults and to prevent harm and reduce the risk of adults with care and support needs suffering from abuse or neglect, regardless of age, disability, gender, ethnic, cultural, racial, religious belief or sexual orientation.

The policy gives clear guidance to MensCraft staff, associates, trustees, volunteers and visitors about our legal responsibilities to safeguard and promote the welfare of adults who come into contact with, or work on behalf of the organisation.

The provisions outlined are informed by current legislation and accepted good practice for community organisations with safeguarding responsibilities.

Within this document, sections designated as 'policy' are mandatory. Areas identified as 'guidance' are regarded as good practice. Therefore, it is highly advisable to adhere to these guidelines.

### Safeguarding of Adults Policy

In implementing this Safeguarding of Adults Policy MensCraft will:

- Promote a culture where safeguarding is integral to the life and work of the organisation and all it does
- Promote the welfare of vulnerable adults
- Work to prevent abuse from occurring
- Endeavour to protect and respond well to those who have been abused

MensCraft will take care to identify where a person may pose a risk to others and offer support whilst taking action to reduce such risks.

MensCraft affirms that safeguarding is a shared responsibility. As such, everyone associated with MensCraft has a role to play, supported by policies promoting good practice, to ensure all Menscraft activities are carried out safely.

Based on the foundations above, MensCraft will:-

- Actively promote a safer environment and culture
- Ensure that all staff, associates, volunteers and trustees who work with adults are safely recruited, competent and suitable to do so
- Respond promptly and appropriately to every safeguarding concern or allegation
- Care for victims and survivors of abuse, and others who have been affected, who interact with the organisation

To put this policy in to action, MensCraft will:-

- Ensure that through training all staff, associates, volunteers and trustees understand their legal and moral responsibility to protect adults at risk from harm, neglect, abuse and exploitation

- Ensure that all staff, associates, volunteers and trustees understand their duty to report concerns that arise about an adult at risk to MensCraft's Designated Safeguarding Officer or their line manager as the first point of contact
- Ensure that all staff, associates, volunteers and trustees understand their duty to report concerns about worker/volunteer/trustee's conduct towards an adult at risk to MensCraft's Designated Safeguarding Officer or their line manager as the first point of contact
- Ensure that the Designated Safeguarding Officer understands his/her responsibility to refer or seek advice about any adult protection concerns to the LADO, Norfolk County Council or Norfolk Constabulary
- Ensure all staff, associates, volunteers and trustees undertake safeguarding training every three years and enable all staff, associates, volunteers and trustees to keep up to date with the most recent local and national safeguarding advice and guidance.
- Provide opportunities for staff, associates, volunteers and trustees to develop their skills and knowledge particularly in relation to the welfare of vulnerable adults
- Ensure all staff, associates, volunteers and trustees read the Safeguarding Adults Policy every year or after it has been reviewed and updated if necessary. They will sign to say that they have read and understood the policy and work at all times towards maintaining high standards of practice
- To remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention
- Ensure that service users, partners, spouses and other relatives may be made aware of our legal duty to assist other agencies with adult safeguarding enquiries
- Ensure that any safeguarding concerns relating to the conduct of staff are implemented in a consistent and equitable manner
- Ensure that stakeholders are encouraged to be involved in the work of the organisation and, when required or requested, have access to all guidelines and procedures

### **Secure, confidential record-keeping**

The MensCraft Safeguarding Officer will keep a secure, detailed log of all safeguarding-related incidents as well as conversations, actions and the reasoning behind them. In order to comply with data protection law all records will be factual, respectful, and free of interpretations and value-judgements.

MensCraft will keep records for 50 years. In the event of MensCraft closing down the records will be transferred to another centre/charity to keep with their own confidential safeguarding logs.

Reviewing our policies annually

This document was adopted by the trustees of 26 April 2023 and will be reviewed and will reviewed and if necessary updated by the Safeguarding Officer and trustees on or before 30<sup>th</sup> April 2024.

**Safeguarding Trustee name:** Dr Georgia Philip



**Signature**

**Date 10.05.23**

**Safeguarding Officer's name:** Tim Allard



**Signature**

**Date 10.05.23**

## Safeguarding Adults Guidance

### Introduction

The Norfolk Safeguarding Adults Board (NSAB) recognises the vital role that all agencies play in safeguarding adults in Norfolk.

NSAB are the strategic body stipulated by the Care Act (2014) and have responsibility to oversee and ensure the consistent development and implementation of the multi-agency policy and associated procedures in Norfolk.

They set out the multi-disciplinary and multi-agency framework for safeguarding adults across Norfolk.

The prime objective is for statutory agencies and those in the independent and not for profit sector to work together in both preventing abuse and/or neglect and ensure that any such abuse is responded to effectively.

MensCraft has committed to the good practice principles and procedures of the NSAB and to ensure that they continue to review to take account of best practice and lessons learnt.

### Guiding Principles

The government established six principles that should underpin all adult safeguarding work. The principles are set out in the Care Act (2014) and should be adhered to. These are:

- Empowerment – presumption of person led decisions and informed consent
- Prevention – it is better to take action before harm occurs
- Proportionality – proportionate and least intrusive response that is appropriate to the risk presented
- Protection – Support and representation for those in greatest need
- Partnership – Local solutions through services working within their community
- Accountability – Accountability and transparency in delivering safeguards

### Who is Vulnerable Adult?

Under the Care Act 2014 18 and older is considered to be an adult and could potentially be at risk of abuse or neglect if she or he:

- Has needs for care and support (regardless of the level of need and whether or not the local authority is meeting any of these needs)
- Is experiencing, or is at risk of abuse or neglect, and
- As a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect

### Forms and Patterns of Abuse and Neglect

Abuse and neglect can take many forms and could be an isolated incident, a series of incidents or a long-term behaviour pattern. It can be intentional or unintentional or result from lack of knowledge.

It could:

- Affect one person or more
- Be deliberate or the result of negligence or ignorance. Exploitation, in particular, is a common theme.
- Be in someone's home, in public or in an institutional setting

Patterns of abuse and neglect vary and include:

- Serial – seeking out and grooming by gaining trust over time – sexual abuse sometimes falls into this pattern as do some forms of financial abuse and radicalisation
- Long term – in context of an ongoing relationships such as domestic violence between spouses or generations of persistent psychological abuse
- Opportunistic – such as a theft occurring because money or jewellery has been left lying around
- Situational abuse – arises due to a build-up of pressures and/or because of difficult or challenging behaviour which may lead to neglect of a person's needs because the carer has difficulties. These could be debt, alcohol or mental health or the specific demands resulting from caring for a vulnerable person e.g. isolation, illness, communication difficulties

### Categories and Types of Abuse

The Care Act 2014 lists a number of types of abuse and although not exhaustive can be considered as a guide to the sort of behaviours which may give rise to safeguarding concerns.

The main forms are generally classified under the following headings (this should not be considered a definitive list):

- **Physical Abuse** – non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment
  - Can include withholding of food or drink, force feeding, misusing medication, restraint or inappropriate physical sanctions or failing to provide physical care or aids to living such as glasses or a walking stick
- **Domestic Abuse** – incident (or pattern of incidents) of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member. Domestic abuse is not just about partners but all family relationships including forced marriage. For this type of abuse the age range is extended down to 16.
  - Can include so called 'honour' based violence, female genital mutilation and forced marriage
- **Sexual Abuse and/or Exploitation**– direct or indirect involvement in sexual activity without consent
  - Can include sexual photography, subjection to pornography or witnessing sexual acts and grooming
- **Psychological (emotional) abuse** – actions of behaviour which impinge on the emotional health of, or which causes distress or anguish to individuals
  - Can include threats of abandonment, deprivation of contact, radicalisation, humiliation, blaming, controlling, cyber bullying and isolation or unreasonable withdrawal of support or services
- **Financial or Material Abuse** – Unauthorised, fraudulent obtaining and improper use of funds, property or any resources
  - Can include internet scams and may also involve the seeking out and grooming of individuals or coercion in relation to an adults financial affairs or arrangements
- **Modern Slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude and organ harvesting. Could also include forced criminality such as cannabis cultivation, street crime, begging, metal theft, benefit fraud etc
- **Discriminatory Abuse** – when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals

- **Organisational Abuse** – occurs where the culture of an organisation places emphasis on the running of the establishment and the needs of the staff above the needs and care of the adult
- **Neglect and acts of Omission** – Ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to individual(s)
  - Can include withholding necessities of life such as medication, adequate nutrition and heating
- **Self-neglect** – self neglect is unlikely to be a safeguarding issue however we must assess concerns raised balancing an individual's right to choose their lifestyle against their mental health or capacity to understand the consequences of their actions
  - This can include hoarding

This definition excludes a situation in which a mentally competent person, who understands the consequences of his/her decisions, makes a conscious and voluntary decision to engage in acts that threaten his/her health or safety as a matter of personal choice

### **Why abuse occurs**

Abuse occurs for many reasons and the causes are not always fully understood. The risks are greater when:

- The person is socially isolated
- A pattern of family violence exists or has existed in the past
- Drugs or alcohol are being misused
- Relationships are under stress
- The abuser is dependent on the victim
- Where services are provided abuse is more likely to occur where staff are inadequately trained, poorly supervised or managed, lacking support or working in isolation

### **What are the signs of abuse?**

There are a wide and varied range of indicators of possible abuse of which these are a few:

- Evidence of unreported injuries or injuries suggesting a possible non accidental cause
- Explanations that are incompatible with the injury presented or where conflicting explanations
- History of persistent illness, infection or injury
- Disclosures by the victim or concerns expressed by a third party
- Admissions by the perpetrator
- Signs of fear or distress including expression of fear that abuse might happen
- The inappropriate use of medication
- Possessions, money going missing; insufficient funds or property being sold without owner's consent or understanding
- Uncharacteristically withdrawn behaviour, without apparent reason
- A time lapse between injury or illness and seeking medical or other care
- Where a person is found alone and at risk without adequate explanation
- Abrupt, unexpected or frequent changes of doctor, care agency or other care setting

- Unexplained changes in an individual such as weight loss, comfort eating, uncharacteristically untidy appearance
- Evidence of increased alcohol consumption or substance misuse
- Avoidance, including regularly missed appointments, refusals of help
- Where agencies have difficulty gaining access or where it is made difficult to speak to a person alone
- 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 and living in overcrowded private rental accommodation

### **Maintaining professional boundaries**

Maintaining personal, professional and protective boundaries is a crucial consideration.

Professional boundaries are an essential part of MensCraft's work. How staff, trustees and volunteers present themselves, their interaction with others and their general conduct is highly significant when working directly with those accessing services. MensCraft's personal presentation and professional conduct reduces the risk of allegations and keeps individuals, staff and volunteers safe from harm.

Safeguarding, and protecting staff, trustees and volunteers from the risk of allegation is a key professional priority. Personal and professional boundary setting should seamlessly flow through all interaction and intervention across the work. Boundaries shape relationships with individuals, clients, members and professional colleagues.

MensCraft recognises that men come from a range of backgrounds. They may have experienced differing and complex home lives, varying styles of parenting, and often differing, and sometimes-confused social expectations, norms and inconsistent boundary-setting. This inevitably brings professional challenges.

Boundary 'holding' does not mean that relationships should be cold and detached. MensCraft staff, trustees and volunteers can and should offer authentic warmth to support and build professional relationships without placing anyone at risk.

### **Information-sharing**

Avoid sharing personal information. Online boundary-setting is equally as important as in-person professional boundaries. Remember that social media is just that – social. Examples to avoid:

- Discussing personal lifestyle details of self, other staff or other people with an individual's consent
- Correspondence of a personal nature via any medium (phone, text, letters, email etc) that is unrelated to the staff's, trustee's or volunteer's role. This does not include general acknowledgement of celebrations – warmth and thoughtful modelling remains important
- Adopting an on-going support or welfare role, beyond the scope of your position, or a role that is the responsibility of another staff or external professional, that occurs without the permission of relevant staff
- Photographing, audio recording or filming via any medium without consent
- Using personal rather than work equipment for approved activities, unless authorised in writing by a line manager



- Correspondence or communication (via any medium) to or from men where a violation of professional boundaries is indicated and where the correspondence has not been provided to a line manager
- Facilitating or permitting access to pornographic or sexually explicit material
- Failing to intervene in sexual harassment of staff or clients
- Uploading or publishing still/moving images or audio recordings of individuals to any location without consent

### **Duty of Care**

Duty of Care refers to the responsibility of those staff members, employed within a position of trust, to provide individuals with adequate levels of protection against harm and to safeguard their welfare at all times. What constitutes 'reasonable and acceptable care' in any given case would be determined objectively by a court and will depend upon the circumstances of each case. The standard of care expected is understandably very high.

### **Appropriate language**

MensCraft staff, trustees and volunteers can and should develop good strong trusting relationships with the individuals the organisation works with, but this does not mean they should become 'friends'. On this basis thought must always be given about language used. Sensitive thought and challenge should be explored in relation to inappropriate language or terms.

Examples to avoid include:

- Use of inappropriate names or terms of endearment
- Inappropriate conversation or enquiries of a sexual nature
- Inappropriate comments about appearance, including excessive flattering or personal criticism
- Disrespectful or discriminatory treatment of, or manner towards, people based on their perceived or actual sexual orientation
- Humiliation, profanity or vilification
- Suggestive humour, banter, jokes or innuendo of a sexual nature
- Obscene or inappropriate gestures and language
- Names such as buddy, mate, pal, friend that may give confusing messages

### **Personal space**

MensCraft respects the personal space and privacy of all. Remember that people can read different interpretations into actions. It is also very easy for situations to escalate if we are not sensitively, proactively and dynamically challenging and managing boundaries. The exception to this will always be related to safeguarding and the safe management of risk.

### **Work and home**

Work and home or the personal and the professional should be held separately. Remaining 'in role' at all times minimises the likelihood of false, or unfounded allegation and ensures that professional codes of conduct are adhered to. Examples to avoid:

- Inviting, allowing or encouraging individuals to attend your home

- Allowing individuals to access to a staff member's personal internet locations and personal devices (e.g. social networking sites)
- Attending individuals homes or their gatherings on a social basis
- Transporting an individual unaccompanied without prior permission
- One-to-one tutoring, mentoring or coaching of individuals without the prior agreement of the service manager

### **Modelling positive behaviour**

MensCraft staff, trustees and volunteers will challenge discriminatory language/jokes. As role models to the men the organisation works with, it is important to promote and respect difference. MensCraft staff, trustees and volunteers also have a responsibility to challenge negative ideas, assumptions, behaviour and language whenever it occurs. This can help individuals learn new ways of thinking about themselves and others.

### **Confidentiality**

Avoid discussing information regarding others or members of staff. Be aware of being overheard while on the phone or online video call.

### **Gifts, loaning and borrowing**

MensCraft staff, trustees and volunteers should avoid giving anyone gifts and lending or borrowing items. There are issues of power, control and equality involved in these areas. Individuals should be discouraged from offering gifts to staff.

### **Personal appearance**

MensCraft staff, trustees and volunteers will maintain high levels of appearance and personal self-care. This enables modelling self-respect, core values, expectations and consistent approaches.

### **Disguised compliance**

This may involve:

- Focusing on one particular issue – individuals make sure one thing goes well to deflect attention away from other areas.
- Being critical of professionals – blaming other professionals for things not happening, again deflecting
- Drawing attention away from things they have not done and seeking to split the professional group working with the family
- Failure to engage with services – promising to take up services offered but then not attend appointments due to other problems
- Avoiding contact with professionals – agreeing to certain targets and then avoiding further contact with professionals

To determine disguised compliance begin from a place of 'respectful uncertainty'. This means taking what people say seriously but then looking for other information to correlate or challenge the account. Where there is conflicting evidence this should raise concerns.

Disguised compliance can also lead to boundary drift. This is where someone moves from one role into another without undergoing the relevant safer recruitment procedures for the new role or responsibilities. This can lead to an individual becoming a high risk in an unprotected environment.

### **Signs an individual may be led into extremism**

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

- Being 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 material or symbols associated with an extremist cause
- Justifying violence to address 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 to derogatory names for another group

### **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.

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.polic.uk](mailto:enquiries@norfolk.pnn.polic.uk) or visit their website: [www.norfolk.police.uk](http://www.norfolk.police.uk)
- Going to any NCC public building such as libraries and reporting it there. Staff will be able to assist
- Going to your district council, local police station or anywhere where you see the 'Hate Incident Reporting Place' logo

## **Designated Safeguarding Officer for the Protection of Adults at Risk**

The Named Persons for the Protection of Adults at risk within MensCraft are:

Designated Safeguarding Officer:	Tim Allard
Telephone number:	07514 254200
Deputy:	Ed Roberts
Telephone number:	07851 004322

The role and responsibilities of the Named Persons are:

- To liaise with Adult Social Services and other agencies where necessary and make referrals using the agreed procedures detailed below
- To ensure that all staff, trustees and volunteers are aware of our policy and the procedures they need to follow
- To ensure that all staff, trustees and volunteers have received appropriate safeguarding information and training during induction and this training is refreshed every three years or sooner following any significant change to policy
- To ensure that a safeguarding policy is in place, reviewed annually and follows the guidance given by the NSAB
- To ensure that at all times safer recruitment practices are followed

### **What to do if you are worried about an Adult at risk.**

MensCraft has a duty to act on reports or suspicions of abuse and that the safety of the adult at risk overrides any doubts or hesitations.

If someone discloses some information to you or you witness or suspect abuse:

#### **Stage 1**

- Listen carefully to what the person is saying
- Do not ask questions other than to clarify that you understand what is being said. Do not ask leading questions
- Never investigate or take sole responsibility for a situation where someone makes a disclosure
- Do not make promises that you may not be able to keep including confidentiality – explain that you will need to share the information and what will happen next
- In cases of physical or sexual assault try to persuade the individual not to wash, bathe or shower until the Police or Doctor as seen them. Do not attempt to tidy or clean the immediate environment
- Wherever possible you should seek the consent of the adult to make a safeguarding referral. If the person does not have mental capacity and has been harmed or is likely to be you **must** make a safeguarding referral.

## Stage 2

- Notify and discuss the situation with the Named Person for the protection of adults at risk. If the allegation involves the person you would normally report to go directly to that person's line manager of the Trustee with safeguarding responsibility.
- Make a full record of what was said as soon as possible after disclosure. All written records should be dated, signed and stored confidentially. The adult at risk's own comments should be written in their own words and not paraphrased or interpreted by the person recording the conversation. If the individual has stated what support they need to be safe, or what outcomes they wish to achieve, these must be recorded
- The Designated Safeguarding Officer is responsible for liaising with Adult Social Services and other agencies where necessary using the agreed procedures
- The person who receives the allegation or has the concern should complete the disclosure form and ensure it is signed and dated and passed to the Designated Safeguarding Officer
- Respect confidentiality and file documents securely

## Stage 3 (actions for the Designated Safeguarding officer only)

- Vulnerable adult protection and safeguarding referrals should be made to the MASH team and followed up in writing using the referral form that can be found along with guidance notes at <http://www.norfolksafeguardingadultsboard.info/assets/Provider-Folder-V3-March-2015.docx>, within 24 hours. Copies of the completed form must be kept at MensCraft with the clients records. If you need some advice before you make a referral you can also phone the number below.
  - Telephone 0344 800 8020 (24 hour service)
  - Referral forms sent to:
  - Email: [Report a concern - Safeguarding - Norfolk County Council](#)
- Some categories of abuse need to be reported directly to the police. Please see the website noted above or the noticeboard in the office for clarification of the instances when direct referral to the police is required. You can contact the Duty Detective Sergeant within the MASH.
  - Email: [MASHSupervisors@norfolk.pnn.police.uk](mailto:MASHSupervisors@norfolk.pnn.police.uk)
  - Telephone: Direct dial 01603 276151
  - Professional consultations can be sought via the MASH on 0344 8008020
- MensCraft's insurance company should be notified immediately of the allegation

## Managing Allegations Made Against a Member of Staff or Volunteer

MensCraft will ensure that any allegations made against a member of staff, trustee or volunteer will be dealt with swiftly and in accordance with these procedures:

- The staff member/trustee/volunteer must ensure that the vulnerable adult is safe and away from the person against whom the allegation is made
- The Named Person for Protection of Adults at Risk should be informed immediately. If the allegation involves the Named Person, the Trustee with Safeguarding responsibilities must be informed immediately
- The Named Person should contact the Local Authority Designated Officer (LADO) on 01603 223473 within 24 hours of an allegation being made and followed up in writing within 24 hours.
- The LADO will lead and direct any investigation not the organisation

- The LADO will provide guidance and advice to employers and voluntary organisations and liaise with police and other agencies. Outside of working hours please contact the Emergency Duty Team or Norfolk Constabulary Safeguarding team
- The full LADO Procedures can be found at [http://norfolkscb.proceduresonline.com/chapters/p\\_alleg\\_work.html](http://norfolkscb.proceduresonline.com/chapters/p_alleg_work.html)
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report which must be an accurate description. This report must be available to either the police and/or MASH
- Regardless of whether a police and/or NASB investigation follows, MensCraft will ensure that an internal investigation takes place. This may involve immediate suspension and/or dismissal dependant on the nature of the incident.
- If any individual (paid or volunteer) is removed from work which involves adults (or would have been removed if the person had not left first) then a referral must be made to the Disclosure and Barring Service

### **Storage of Referral Documents**

Where records of referrals and consultations are retained online or in paper formatted they must be stored securely

- Online - they must be stored in a secure folder with restricted access.
- Paper records – in a cupboard or drawer within a locked building or office.

Please refer to the following website for additional guidance and more detail and information:

<http://www.norfolksafeguardingadultsboard.info/>

### **Additional Relevant Guidance and Legislation**

Human Rights Act 1998

Disability Discrimination Act 1998

Public Interest Disclosure Act 1998

Data Protection Act 1998

Care Standards Act 2000

Sexual Offences Act 2003

Domestic Violence Crime and Victims Act 2004

Mental Capacity Act 2005

Modern Slavery Act 2015

‘Safeguarding Adults’ National Framework 2005

The Safeguarding Vulnerable Groups Act 2006

Equality Act 2010

The Protection of Freedom Act 2012

Care Act 2014

Section 26 and 29 of the Counter Terrorism and Security Act 2015

Serious Crime Act 2015 – Section 76 – Domestic Abuse