

Safeguarding Adults at Risk Policy

Policy Title	Safeguarding Adults at Risk Policy
Organisational Lead	Chief Executive
Policy Owner	Creative Programmes and Audiences Director
Approved by	Board of Trustees
Date Reviewed	24/4/19, 16/12/2020, 5/2/2022, 22/2/23, 17/4/24, 12/2/25, 26/3/26
Supporting / Related Documents (where relevant)	Safeguarding Children Policy and Procedures Recruitment Policy Disciplinary Policy, Grievance Policy Whistleblowing Policy Incident Report Form : Adult Safeguarding

Scope
This Policy is applicable to Employees, Volunteers, Freelancers, Contractors and Visitors. This policy may be amended from time to time in line with best practice and any changes in legislation or applicable codes of practice. Unless otherwise stated, this policy does not form part of your Employment Agreement (contract of employment) save as required by law.

Contact Details
Designated Safeguarding Officer (DSO) Name: Wendy Ellis, Creative Programmes Director Phone: 01603 598610 Email: wendy.ellis@norwichtheatre.org Deputy DSOs Sam Dawson, Head of Creative Engagement 01603 598 622 Elspeth Hunter, Creative Engagement Project Manager 01603 598 623 Hayley Murrow, Creative Learning Partnerships Manager 01603 598 624 James MacDonald, Head of Visitor Services 01603 598 500 Matt Dyball, Visitor Services Manager 01603 598 500 Senior lead for safeguarding Stephen Crocker, CEO and Creative Director Out of Office Hours Contact: 07554 871058 Email safeguarding@norwichtheatre.org If the DSO, Deputy DSOs, and the Out of Hours Mobile are unavailable, anyone with an urgent and/or time sensitive safeguarding concern can contact The Children's Advice and Duty Service (CADS) Employees and volunteers can call 0344 800 8021

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Members of the public can call 0344 800 8020

Policy Statement

Norwich Theatre is committed to creating and maintaining a safe and positive environment for all people involved in its activity; through the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns. We accept our responsibility to assist in the welfare of all people and to safeguard them from poor practice, abuse and bullying.

All individuals within the organisation including employees, volunteers and practitioners have a responsibility to help ensure the safety and welfare of adults.

This policy and procedures outlines what adult safeguarding is and what to do if you have a concern. The safeguarding children and young people policy, for those under the age of 18, is covered in a separate document.

Norwich Theatre recognises that any policy and procedure is only as effective as the ability and skills of those who operate it. We are therefore committed to:

- adhering to safer recruitment practices
- training and supervising all colleagues (including freelancers, contractors and volunteers) to adopt best practice to safeguard and protect adults at risk against abuse, neglect and exploitation and protect themselves against allegations being made against them
- ensuring colleagues and volunteers are made aware of this Safeguarding Adults Policy at induction
- ensuring all Norwich Theatre activities are planned and organised with adult welfare and safety as a priority
- storing contact information, images, records and correspondence securely
- taking all suspicions and/or allegations of harm from abuse, neglect or exploitation seriously, and responding to these swiftly and appropriately through the provision of adult safeguarding procedures
- sharing information about concerns with those relevant agencies which have a legal duty to act, and involving, where appropriate, parents, guardians, family members etc when there is a need to know
- providing appropriate support to colleagues and volunteers
- signposting to other agencies who can help when we are unable to, and the matter is not one that requires an adult protection referral.

An adult at risk is an individual aged 18 years and over who:

- (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- (b) is experiencing, or at risk of, abuse or neglect, AND;
- (c) 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.

(Care Act, 2014 England)

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Policy Aims

This policy and accompanying procedures aim to:

- promote zero-tolerance of harm to all adults from abuse, exploitation or neglect;
- embed a culture which recognises every adult's right to respect and dignity, honesty, humanity and compassion in every aspect of their life;
- prevent and reduce the risk of harm to adults, while supporting people's right to maintain control over their lives and make informed choices free from coercion;
- establish clear guidance for reporting concerns that an adult is, or may be, at risk of being harmed or in need of protection and how these will be responded to;
- promote a continuous learning approach to adult safeguarding.

Policy Principles

The guidance is based on the following principles:

- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- Norwich Theatre will seek to ensure that our activities are inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
- The rights, dignity and worth of all adults will always be respected.
- We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs
- We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns.
- All allegations will be taken seriously and responded to quickly in line with Norwich Theatre Safeguarding Adults Policy and Procedures.
- Norwich Theatre recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.

Roles and Responsibilities

All Staff, Volunteers and Freelance Practitioners

All Employees, Volunteers and Practitioners have a responsibility to raise any concerns they have in relation to the safety and welfare of adults and children and young people (see separate policy for children and young people). This applies to concerns regarding our colleagues and team members as well as our customers and participants.

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If you have a concern, you must report it immediately, if you are unsure report it anyway as not reporting something could lead to risk of further harm.

Concerns in relation to an adult's safety and welfare should be reported immediately to the Designated Safeguarding Officer.

Concerns in relation to "poor practice or misconduct" whereby an individual may not been treated in the correct way or has behaved inappropriately should be reported to the People and Culture team; they will determine if this needs to be escalated further to the Designated Safeguarding Officer.

If you are not sure whether it is safeguarding or "poor practice / misconduct" then report it to one or both of the above and the correct process will be followed. You are not responsible for or expected to decide on how the concern is treated however **you are responsible for reporting your concerns.**

For further details on reporting your concerns please refer to the Safeguarding Adults at Risk Procedures.

Designated Safeguarding Officer (DSO)

The DSO has primary responsibility for putting into place procedures to safeguard adults at risk of harm from abuse, neglect or exploitation, contacting outside agencies where appropriate and for managing concerns about adults at risk. Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment.
- Playing a leading role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.
- Coordinating the dissemination of the Safeguarding Adults at Risk policy, procedures and resources throughout the organisation.
- Contributing to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults.
- Advising on the organisation's training needs and the development of its training strategy.
- Receiving reports of and managing cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Managing liaison with, and referrals to, external agencies for example adult social-care services and the police.
- Being a central point of contact for internal and external individuals and agencies concerned about the safety of adults within the organisation.

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Deputy Designated Safeguarding Officers (DDSO)

The DDSOs will:

- Act as the first or second point of contact for staff or volunteers concerned about the safety and welfare of an adult at risk.
- Be responsible for contacting external organisations in cases where an adult is at risk of harm in the absence of the DSO
- Be familiar with Norwich Theatre's Safeguarding Adults at Risk policy and procedures
- Advise and provide guidance to staff concerned about a safeguarding issue
- Support staff/volunteers after they have shared their concerns about an adult at risk
- Keep accurate records of concerns about adults at risk and actions taken
- Contribute to the review and update of the safeguarding policy and procedures

Organisational Lead for Safeguarding

Organisational Lead for Safeguarding leads upon *policy and procedure oversight*, including:

- Contributing to the review and update of the safeguarding policy and procedures.
- Providing guidance to the DSO regarding concerns serious safeguarding incidents.
- Being kept informed of all serious safeguarding incident forms and feeding in as necessary. Reporting to Trustees upon relevant observations and/or findings concerning safeguarding.

Department Managers

Department Managers will

- Be familiar with Norwich Theatre's safeguarding policy and procedures
- Act as the first point of contact for staff or volunteers concerned about the safety and welfare of an adult at risk.
- Ensure freelance or contracted staff are informed about the person to contact if they have a concern about the safety and welfare of an adult at risk.
- Ensure that all staff/volunteers know where they can find the safeguarding policy and procedures
- Communicate to staff/volunteers any changes in policy and procedures
- Ensure that new staff/volunteers understand the safeguarding policy and procedures during their induction period

Legislation

The practices and procedures within this policy are based on the principles contained within the UK legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures They take the following into consideration:

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010

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- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998

Wellbeing Principle (Care Act 2014)

The concept of 'wellbeing' is threaded throughout UK legislation and is part of the law about how health and social care is provided.

Being able to live free from harm from abuse, neglect and exploitation is a key element of wellbeing. The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk of harm from abuse, neglect or exploitation from their own home when there were other ways of preventing harm. For that reason any actions taken to safeguard an adult must take their whole wellbeing into account and be proportionate to the risk of harm.

Making Safeguarding Personal (Care Act 2014)

The legislation also recognises that adults make choices that may mean that one part of our wellbeing suffers at the expense of another – for example, we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand what matters to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.

Organisations work to support adults to achieve the outcomes they want for themselves.

The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

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The Six Principles of Adult Safeguarding

The Care Act 2014 sets out the following principles that should underpin safeguarding of adults

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding

Mental Capacity and Decision Making (Mental Capacity Act 2005)

We make many decisions every day, often without realising. UK law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

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Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity; but their parent, who is their carer, won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened. However, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves using the following principles;

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

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There may be times when an organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them
- Stopping them being in contact with the person causing harm.

Roles and Responsibilities

The responsibility for managing this policy lies with Norwich Theatre's **Designated Safeguarding Officer (DSO)**, supported by the **Organisational Lead for Safeguarding** and **Deputy Designated Safeguarding Officers (DDSOs)**.

All Staff, Volunteers and Freelance Practitioners

Everyone has a responsibility to help safeguard adults from abuse, neglect and exploitation by:

- Treating all adults with dignity and respect, listening to and taking account of their views, wishes and feelings, and taking concerns about their welfare seriously.
- Uphold the six principles of adult safeguarding: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.
- Upholding the principles of adult safeguarding, recognising that every adult has the right to live free from abuse, neglect, discrimination and exploitation.
- Being aware that this policy applies to adults aged 18 and over who have care and support needs and may be unable to protect themselves from abuse or neglect.
- Promoting a person-centred approach by supporting adults to make informed decisions wherever possible and respecting their rights, choices and independence.
- Remaining vigilant for signs that an adult may be experiencing, or be at risk of, abuse, neglect, self-neglect or exploitation.
- Reporting any safeguarding concerns or disclosures as soon as possible to the Designated Safeguarding Officer or a Deputy Designated Safeguarding Officer.
- Maintaining appropriate professional boundaries and ensuring that relationships with adults remain safe, respectful and appropriate.
- Cooperating with safeguarding enquiries and investigations where required.
- Completing safeguarding training appropriate to their role and applying learning in practice
- Respect adults' rights to make their own decisions wherever they have capacity, while recognising when information may need to be shared without consent to prevent serious harm or where required by law.

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Designated Safeguarding Officer (DSO)

The Designated Safeguarding Officer is responsible for leading adult safeguarding across Norwich Theatre by:

- Reviewing and updating the Adult Safeguarding Policy annually, or sooner where legislation or organisational needs require.
- Acting as the lead contact for Adult Social Care, the Police and other statutory agencies where there are concerns that an adult is experiencing, or is at risk of, abuse or neglect.
- Taking immediate action where necessary to reduce or prevent further risk to an adult or others.
- Ensure safeguarding referrals, decisions and outcomes are recorded, monitored and reviewed to identify learning and improve safeguarding practice.
- Managing safeguarding concerns, allegations and complaints relating to staff, volunteers, freelance practitioners or others acting on behalf of Norwich Theatre.
- Providing advice and guidance to managers and staff on safeguarding matters.
- Referring significant safeguarding issues to the Organisational Lead for Safeguarding where appropriate.
- Maintaining accurate, confidential safeguarding records in accordance with data protection legislation and organisational procedures.
- Monitoring safeguarding activity across the organisation to identify trends and areas for improvement.
- Promoting a positive safeguarding culture throughout Norwich Theatre.
- Supporting safer recruitment practices and ensuring safeguarding requirements are embedded within recruitment and induction processes.
- Ensuring staff, volunteers and freelance practitioners receive safeguarding training appropriate to their roles.
- Supporting and advising Deputy Designated Safeguarding Officers.

Deputy Designated Safeguarding Officers (DDSOs)

The Deputy Designated Safeguarding Officers will:

- Act as the first or second point of contact for staff, volunteers or freelance practitioners with concerns about the safety or welfare of an adult.
- Be responsible for contacting Adult Social Care, the Police or emergency services where an adult is at immediate risk and the DSO is unavailable.
- Be familiar with Norwich Theatre's Adult Safeguarding Policy and procedures.
- Provide advice and guidance to colleagues who have safeguarding concerns.
- Support staff, volunteers and freelance practitioners after they have raised safeguarding concerns.
- Share safeguarding information with Heads of Department and Directors where appropriate and in line with confidentiality requirements.
- Maintain accurate records of safeguarding concerns, decisions and actions taken.
- Contribute to the review and development of safeguarding policies and procedures.
- Promote awareness of safeguarding procedures among participants, carers and partner organisations where appropriate.

Organisational Lead for Safeguarding

The Organisational Lead for Safeguarding provides strategic oversight by:

- Contributing to the review and development of safeguarding policies and procedures.

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- Providing advice and support to the DSO on complex or serious safeguarding matters.
- Being informed of serious safeguarding incidents and providing oversight where appropriate.
- Reporting significant safeguarding themes, learning and recommendations to the Chief Executive and Trustees.
- Supporting continuous improvement of safeguarding practice across the organisation.

Department Managers

Department Managers will:

- Be familiar with Norwich Theatre's Adult Safeguarding Policy and procedures.
- Act as an initial point of contact for staff, volunteers or freelance practitioners who have safeguarding concerns.
- Ensure freelance practitioners, contractors and volunteers know who to contact if they have a safeguarding concern.
- Ensure all staff and volunteers know where to access safeguarding policies and procedures.
- Communicate updates to safeguarding policies and procedures.
- Ensure safeguarding forms part of induction for all new staff, volunteers and freelance practitioners.
- Provide appropriate supervision and support to staff and volunteers working directly with adults who may have care and support needs.
- Foster an open culture in which safeguarding concerns can be raised promptly and without fear of reprisal.

Where urgent safeguarding concerns arise, Department Managers have the authority, in consultation with Human Resources or, where unavailable, the Organisational Lead for Safeguarding, to take immediate action to safeguard adults, including the temporary suspension of staff or volunteers where necessary to protect individuals from harm. The suspending manager will notify the Chief Executive and the Designated Safeguarding Officer immediately.

Policy Promotion and Review

Policy Promotion

We ensure that our safeguarding policies and procedures are distributed through a variety of means;

- Included in HR software, with confirmation from employee that the policy and procedures have been read and understood.
- Copy on employee noticeboards and employee meetings
- Induction Pack
- Available on Global Drive
- Included in Safeguarding Training
- Updates sent to all volunteers and staff on distribution list
- Information packs sent to parents/carers

Policy Review

This will have an annual formal review by end April 2027

