


Services covered by this policy:	General Pre-school Children's Service	The Hamlet at Home Adult Services
Post holder(s) responsible for this policy:	Registered manager and Senior Manager	
Date approved:	15 th July 2025	
Approved by:	Lorraine Ewing - Registered Manager	
Signed:		
To be reviewed:	March 2027	

A. Policy statement

Our belief is that everyone at The Hamlet:

- should be happy and safe
- is unique and valued
- can explore choice and opportunities
- is encouraged to unlock their potential
- can communicate in their own way
- is part of the wider community.

This policy is sets out the key arrangements and systems that The Hamlet has in place for safeguarding and promoting the welfare of adults at risk. Adults are those aged 18 years and over. See [Safeguarding Children and Child Protection Policy](#) for under 18's.

This policy reflects Norfolk Safeguarding Adults Board policies and procedures.

B. Purpose of this policy and why we have it

The Hamlet shares and is committed to the vision of the Norfolk Safeguarding Adults Board which is to empower and protect adults who are at risk of abuse and neglect, as defined in legislation and statutory guidance.

The Hamlet understands that local safeguarding arrangements and developments follow a government strategy based on:

- Empowerment - supporting people to make decisions and have a say in their care
- Protection - support and representation for those in greatest need
- Prevention - it is better to take action before harm occurs
- Proportionality - safeguarding must be built on proportionality and a consideration of people's human rights
- Partnership - local solutions through services working with their communities

- Accountability - safeguarding practice and arrangements should be accountable and transparent.

Staff will be strongly encouraged to read this policy in its entirety to ensure they understand the risks to the Hamlet Users we support and their role and responsibilities when they have concerns.

The person(s) responsible for safeguarding at The Hamlet are:

Service	Designated Safeguarding Lead
Adult Services	Lorraine Ewing / Jen Inglis
The Hamlet at Home	Lorraine Ewing /Stacey Dorling

C. Scope of this policy

- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers including Trustees
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

D. Policy

The Hamlet recognises the definition of ‘safeguarding’ as the actions taken to keep a Hamlet User safe from harm and neglect.

The Hamlet recognises that safeguarding involves a range of responses to different forms of abuse and potential sources of harm and the different contexts in which abuse occurs. Accordingly, this policy should be read and used in association with a suite of policies all designed to make sure that users are safe from abuse and the risks of their coming to harm are kept to the minimum and well managed.

The Hamlet develops its policies and procedures in line with Norfolk Safeguarding Adults Board recommendations and guidance, as found on its website together with relevant documentation for, e.g., raising alerts and staff training.

The local multi-agency Safeguarding Adults Board to which The Hamlet relates as a partner organisation is:

Title: Norfolk Safeguarding Adults Board
 Address: Adult Social Services, County Hall, Martineau Lane, Norwich, NR1 2DH
 Email: nsabchair@norfolk.gov.uk
 Website: www.norfolksafeguardingadultsboard.info

The central aim of this safeguarding policy is to set out for all relevant parties the:

- Principles and values underlying The Hamlet’s approach to the safeguarding of Hamlet Users

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- Ways in which The Hamlet does this
- Steps taken to avoid abuse/harm taking place
- Actions taken to deal with abuse/harm if it occurs
- How it learns from incidents of abuse to prevent reoccurrence.

The Hamlet works on the principle that it is the right of Hamlet Users at risk to be kept safe from all forms of abuse/harm. Being and feeling safe will contribute a great deal to their wellbeing and quality of life. It therefore recognises that it must always protect Hamlet Users and identify and deal with specific instances of abuse/harm if they occur, following the required procedures and best practice guidance. The Hamlet will make sure that Hamlet User's wellbeing is promoted and we consider their views, wishes feelings and beliefs.

The Hamlet is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and associated risks and to deal with the issues as promptly and effectively as possible when they arise. The Hamlet will work together with other people and organisations to prevent the risk of abuse and harm and to stop them from happening.

The Hamlet seeks to work in line with local safeguarding policies and procedures and guidance from the Care Quality Commission (CQC). It recognises the importance of government and national guidance and seeks to comply in all respects with current safeguarding legislation and regulations.

The Hamlet recognises that Hamlet Users who lack mental capacity are particularly at risk of being exposed to abuse/harm and exploitation. It is accordingly mindful of the need to follow the principles and practice guidance that has accompanied the Mental Capacity Act 2005. These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, e.g., through the services of independent advocates.

The Hamlet recognises that anyone who might need the help of an independent advocate when engaged in safeguarding enquiries and plans is entitled to one (as legislated for by the Care Act 2014). It will always support a person to have advocacy help where required in line with its [Advocacy policy](#).

Defining Abuse

Abuse is a violation of an individual's human or civil right by any other person. It is where someone does something to another person, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

The Hamlet works to definitions of abuse that have been developed nationally and included in the Care Act 2014 statutory guidance. It recognises that abuse/harm may take many forms including:

- Actual physical abuse/harm

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- Domestic Violence including honour based violence and FGM (female genital mutilation)
- Modern Slavery and Human Trafficking
- Financial or material exploitation/abuse/harm
- Psychological or emotional abuse/harm
- Sexual abuse/harm/exploitation
- Neglect and acts of omission
- Discriminatory abuse/harm
- Self-harm, including self-neglect
- Organisational abuse/harm.

Identifying Abusers - Those Who Harm People at Risk

The Hamlet accepts that abuse/harm can be committed by a range of possible people. It therefore accepts its responsibility to protect Hamlet Users from possible abuse from all sources, which include:

- The staff and management of The Hamlet
- Volunteers working in The Hamlet
- Visiting health and social care practitioners and other official visitors
- The Hamlet Users' relatives and friends
- Other Hamlet Users
- Strangers who have contact with Hamlet Users
- Neighbours, people on their social network or living in the community at large.

The Role and Accountability of Staff in Relation to Abuse

The Hamlet insists that all its staff have a responsibility to:

- Provide Hamlet Users with the best possible care
- Not engage in any abusive/harmful action in relation to Hamlet Users
- Report anything, they witness which is or might be abusive/harmful
- Co-operate in every possible way in any investigation into alleged abuse
- Participate in training activities relating to abuse/harm and protection from harm.

The Hamlet requires its managers to take responsibility for:

- Developing the systems and structures within which it is possible to deliver the best possible care

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- Encouraging a culture and ethos that has zero tolerance to any sort of abuse/harm
- Producing and regularly revising the policies and procedures to prevent and deal with abuse/harm
- Operating personnel policies which identify, appropriately deal with and, if necessary, exclude from practice potential or actual abusers
- Providing training for staff in all aspects of safeguarding, abuse/harm and protection
- Investigating any evidence of abuse/harm speedily and sympathetically
- Implementing improvements to procedures if an investigation into abuse/harm reveals deficiencies in the way in which the service operates
- Collaborating with all other relevant agencies in combating abuse/harm and improving the safeguarding and protection of Hamlet Users
- Liaising with the relevant safeguarding adults authority teams and following their guidance and instructions where applicable, including the issues arising from multi-agency involvement

Notifying the Care Quality Commission of all instances of abuse, alleged or suspected abuse, using CQC's online reporting procedures.

Staff must be able to:

- **Recognise:** Identify that the Hamlet User at risk may be describing abuse, even when they may not be explicit
- **Respond:** Stay calm, listen and show empathy
- **Record:** Write up notes of the conversation clearly and factually as soon as possible
- **Report** in a timely manner to the appropriate people and organisations

Recruitment Practices

The Hamlet uses Safer Recruitment practices to ensure all staff are suitable for working with vulnerable people. The Hamlet ensures that new employees employed in regulated activity have been checked against the Disclosure and Barring Service (DBS) criminal records and barred lists in line with the current requirements. (See the [Recruitment and Selection Policy](#).)

Preventing Abuse from Occurring

The Hamlet is committed to taking all possible steps to prevent abuse or harm of Hamlet Users from occurring, including:

- Setting out and making widely known the procedures for responding to suspicions or evidence of abuse/harm. This includes using the Accessible

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Information Standard to provide easy to understand information for Hamlet Users

- Employee policies which ensure that all potential staff in regulated activity are rigorously checked, by the taking up of references and clearance through DBS criminal records and barred list checks, with equivalent checks for staff employed from overseas
- Incorporating material relevant to abuse/harm into staff training at all levels
- Maintaining vigilance concerning the possibility of abuse/harm of Hamlet Users from whatever source
- Encouraging among staff, Hamlet Users, and all other stakeholders, openness and awareness so that its possible to pass on concerns about behaviour that might be abusive or that might lead to abuse/harm
- Maintaining robust procedures for support staff to follow when supporting Hamlet Users with money
- Communicating any concerns to the Local Authority
- Helping Hamlet Users as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse/harm.

Identifying Actual or Possible Abuse

The Hamlet aims to identify any instances of actual or possible abuse/harm involving Hamlet Users by all possible means including:

- Fostering an open and trusting communication structure so that staff, Hamlet Users, and others feel able to discuss their concerns
- Ensuring that all staff and Hamlet Users know whom they may turn to for advice and action if they become aware or suspect that abuse/harm is occurring.
- Encouraging staff to recognise that a commitment to the highest possible standards of care must, when necessary, overrule loyalty to colleagues
- Making it clear to staff that failing to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings.
- Operating systems of management, supervision, internal inspection and quality control that have the potential to reveal abuse/harm where it exists.

Involving Others in Decisions About Hamlet Users at risk and over 18 (16 if Domestic abuse)

Hamlet Users retain the right to take decisions about the risks they choose to take. In decisions about care or risk-taking we will only involve others - family members, friends, representatives, or other professionals - with the specific permission of the Hamlet User, or if they are assessed to lack capacity. See [Mental Capacity Act Policy](#)

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Any action taken to safeguard a Hamlet User who is at risk using this policy and its procedures should ensure the participation of the person throughout the process wherever possible.

All staff are expected to respect the right of the adult at risk to make their own decisions regarding their present and future circumstances wherever that adult can make informed choices. This must include decisions relating to situations perceived by professionals or others to be risky or dangerous. In such cases, the person should be given information about the options available to them that could protect them from abuse. Whatever their decision, however, a Hamlet User's wishes must never be allowed to undermine the service's responsibility to act.

Inter-service Working

The Hamlet recognises the complexity often involved in working for the protection of adults at risk of harm and is aware of the benefits to be gained from good multi-disciplinary and inter-service working. All staff are required to work actively together with other agencies on the prevention, identification, investigation, and treatment of alleged, suspected or confirmed abuse and management of risk. The local safeguarding authority will be contacted in line with its safeguarding policies and procedures.

E. Procedures and monitoring

Procedures for when Abuse Has Occurred or is Alleged to Have Occurred

If abuse/harm is clearly occurring or is alleged to have occurred, The Hamlet takes swift action to limit the damage to Hamlet Users and to deal with the abuse, as follows.

Initial procedures

- A staff member who witnesses a situation in which a Hamlet User is in actual or imminent danger must use their judgment as to the best way to stop what is happening without further damage to anyone involved including themselves, either by immediately intervening personally or by summoning help.
- Any staff to whom actual or suspected abuse/harm is reported - usually the manager or a senior staff member - must immediately take any further action necessary to provide protection, support or additional care to a Hamlet User who has been harmed.
- The onsite or on-call manager will discuss with the known or suspected abused/harmed person what actions they consider to be appropriate. In some circumstances, the person might not wish any action to be taken or agree to a referral being made on their behalf.

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- In such cases, the onsite or on-call manager will consider whether there are reasons for overriding the person's wishes, e.g., because it is in the public interest and to prevent further harm This could include seeking advice on the correct action to take on an anonymous basis from the Safeguarding Adults' Authority.
- Any adult victim whom it is thought might lack mental capacity to give their consent for the abuse/harm to be reported will be assessed for their capacity to decide and a "best interests" decision will be taken in line with Mental Capacity Act procedures.
- At the earliest opportunity, any Hamlet staff member involved must complete a [Safeguarding Record form](#) on Access Care Planning.
- Once a person has consented to further action being taken, or for someone unable to give their consent, it has been decided that it is in their best interests to do so, the onsite or on-call manager will then alert the Local Authority and follow its procedures and guidance from that point on. This will usually involve a strategy meeting and an action plan to be implemented from the strategy meeting.
- The specific procedures to be followed and referral forms are available here: www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern
- If we are unsure if a referral should be made, we will contact Norfolk County Council Adults Social Care and ask for advice. This can be anonymous on the part of the adult to help establish the level of concern and any action advised.
- In some instances, the onsite or on-call manager might need to report the matter directly to the police and take guidance from them on the measures to be taken.
- The onsite or on-call manager must take steps to ensure that there is no further risk of the victim being abused/harmed by the alleged or suspected perpetrator.
- The onsite or on-call manager must ensure that the needs of the alleged victim of the abuse/harm for any special or additional care, support or protection or for checks on health or wellbeing are met at the outset and subsequently throughout the proceedings.
- If the alleged abuser is a staff member, the onsite or on-call manager will suspend the person from duty pending the outcome of a disciplinary investigation. The onsite or on-call manager will receive guidance on the steps to be taken following the local safeguarding adults/children authority strategy meeting, which will be held following the reporting of the abuse or suspected abuse/harm.
- If the evidence is insufficiently strong to warrant suspension, the staff member against whom the allegation has been made will be instructed not to have

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

further unsupervised contact with any Hamlet Users until the matter is resolved.

- However, it should be noted that in the event of a referral being made to the police because a criminal offence might have been committed the police investigation will take precedence and no action should be taken that might jeopardise its enquiries, which might contaminate the evidence it is seeking and collecting.

Investigating alleged abuse

Investigations are based on a person-centred approach in which the wellbeing of the victim or alleged victim is the central focus of all the activities involved. In many cases, an investigation will be carried out or led by a member of an external agency in line with the action plan determined by the initial strategy meeting convened by the Local Authority. If a staff member is expected to carry out an investigation, the following guidance should be followed.

- An investigating officer will be appointed by the senior management team (this will be either a safeguarding lead or management). They will usually consult the person who may have been abused/harmed to hear their account of what has occurred and their views about what action should be taken, involving the Hamlet User's relatives, friends, or representatives if that is appropriate and in line with the wishes of the Hamlet User.
- The investigating officer is expected to take into account in his or her conducting of the investigation:
 - the fears and sensitivity of the abused/harmed person
 - any risks of intimidation or reprisals
 - the need to protect and support witnesses
 - any confidentiality or data protection issues
 - the possible involvement of other agencies, including the police, local safeguarding team and the CQC
 - the obligation to keep the abused/harmed person and in specific instances the alleged perpetrator informed on the progress of the investigation.
- The investigating officer will assure the person who may have been abused/harmed that they will be taken seriously, that the comments will as far as possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of actions taken and of the outcome.
- The investigating officer will consider if the Hamlet User needs independent help or representation, including the services of an independent advocate, in presenting their evidence and, in conjunction with the registered manager if

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

necessary, will arrange for the appropriate help or support to be made available.

- If the abused/harmed person expressly states a wish that no further action should be taken, the investigating officer will consider whether:
 - a danger to others exists from not investigating further
 - in the light of that assessment, it is possible to follow the person's wishes
 - in any case precautionary measures should be taken to protect others from the possibility of abuse from the same source.

The person will be informed of what is to happen.

- If it is decided that an investigation should proceed, the investigating officer will, as discreetly and confidentially as possible, look into all aspects of the situation.
- The investigation will include interviewing the staff involved in the incident or circumstances up to that point, hearing and assessing evidence from any others who might be in a position to supply information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.
- Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights.
- The alleged victim of the abuse/harm, and where appropriate their relatives, friends, or representatives, will at all times be kept as fully informed as possible of what is happening regarding the suspected abuse/harm.
- The investigation will be carried out as quickly as possible and the findings presented to the local safeguarding adults/children strategy group, which will then decide what further action to take, e.g., that a safeguarding plan should be developed and implemented.

Following the investigation

- If it seems from the investigation that on the balance of probabilities abuse/harm did indeed take place, the manager will, if the abuser is a staff member, initiate and carry through proceedings according to The Hamlet's [Disciplinary policy](#) or, if the abuser is not a member of staff, take action to involve other responsible bodies.
- If abuse/harm is proved against a staff member, the manager will initiate appropriate action, which most likely will be dismissal and referral to the DBS to prevent them from being employed further in care.

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.
- The Hamlet User or representatives will be informed of the outcome of the investigation and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them in line with The Hamlet's duty of candour.
- The manager will take appropriate steps to inform the DBS for possible inclusion of the person on its barring lists as someone who is unsuitable to work again in regulated activity with at risk adults and/or children.
- At all stages of the process, a careful record will be kept of all actions taken, paying particular attention to the sensitivity of the abused/harmed person. This documentation will be kept on Access Care Planning for Hamlet Users and will be archived if a Hamlet User leaves. A copy will also be held by the local authority in line with their policies. If related to staff documentation on the staff HR file will be held for 7 years after the staff member has left.
- Where relevant to the resolution of the situation, a plan will be drawn up to address the issues with the alleged or known perpetrator(s), particularly if they will be continuing to form part of the victim's life, directly or indirectly.

Planning further action

At the end of an incident involving possible or actual abuse/harm, managers should review what has happened with a view to assessing whether The Hamlet or its management has been in any way culpable, ineffective or negligent, learning lessons for the way The Hamlet should operate in the future, and passing on any appropriate information to other agencies.

If necessary, The Hamlet's policies, procedures and training arrangements should be modified in response to any material that has emerged from the incident or the investigation. The Hamlet might carry this out with advice and guidance from the Local Authority.

Contacts and sources of assistance

Local Authority: Norfolk County Council Customer Services	0344 800 8020
The Care Quality Commission	03000 616161
Norfolk and Suffolk Victim Care	0300 303 3706 - available between 8am and 5pm, Monday to Friday www.nsvictimcare.org

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Victim Support	0808 16 89 111 - Available 24 hours a day, 7 days a week www.victimsupport.org.uk
POhWER – Advocacy Services	0300 456 2370 www.pohwer.net/norfolk

Record Keeping

The Hamlet ensures that all details associated with allegations of abuse/harm are recorded clearly and accurately. The records are kept securely and The Hamlet's rules on confidentiality are carefully followed. Reports are made as required to the CQC and other safeguarding agencies involved.

Referrals to DBS Barred Lists

The Hamlet always complies with its legal requirement to refer a care worker, where it has evidence that the staff member in question has been guilty of misconduct by harming or putting at risk of harm a Hamlet User or other person at risk, during the course of their work, to the DBS barred lists following the procedures issued by the DBS. See [Disclosure and Barring Service Checking Policy](#)

Training

All staff receive training in safeguarding, recognising abuse or harm and carrying out their responsibilities under this policy as part of their induction programme and further training in line with the [Training and Professional Development Policy](#).

F. Regulations (Health and Social Care Act) and other legal references

- The Care Act 2014
- Care Quality Commission (Registration) Regulations 2009
- Equality Act 2010
- The Health and Social Care Act 2008
- Human Rights Act 1998
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions)
- Public Interest Disclosure Act 1998
- The Criminal Justice and Courts Act 2015
- Anti-social Behaviour, Crime and Policing Act 2014
- The Modern Slavery Act 2015
- The Counter Terrorism and Security Act 2015

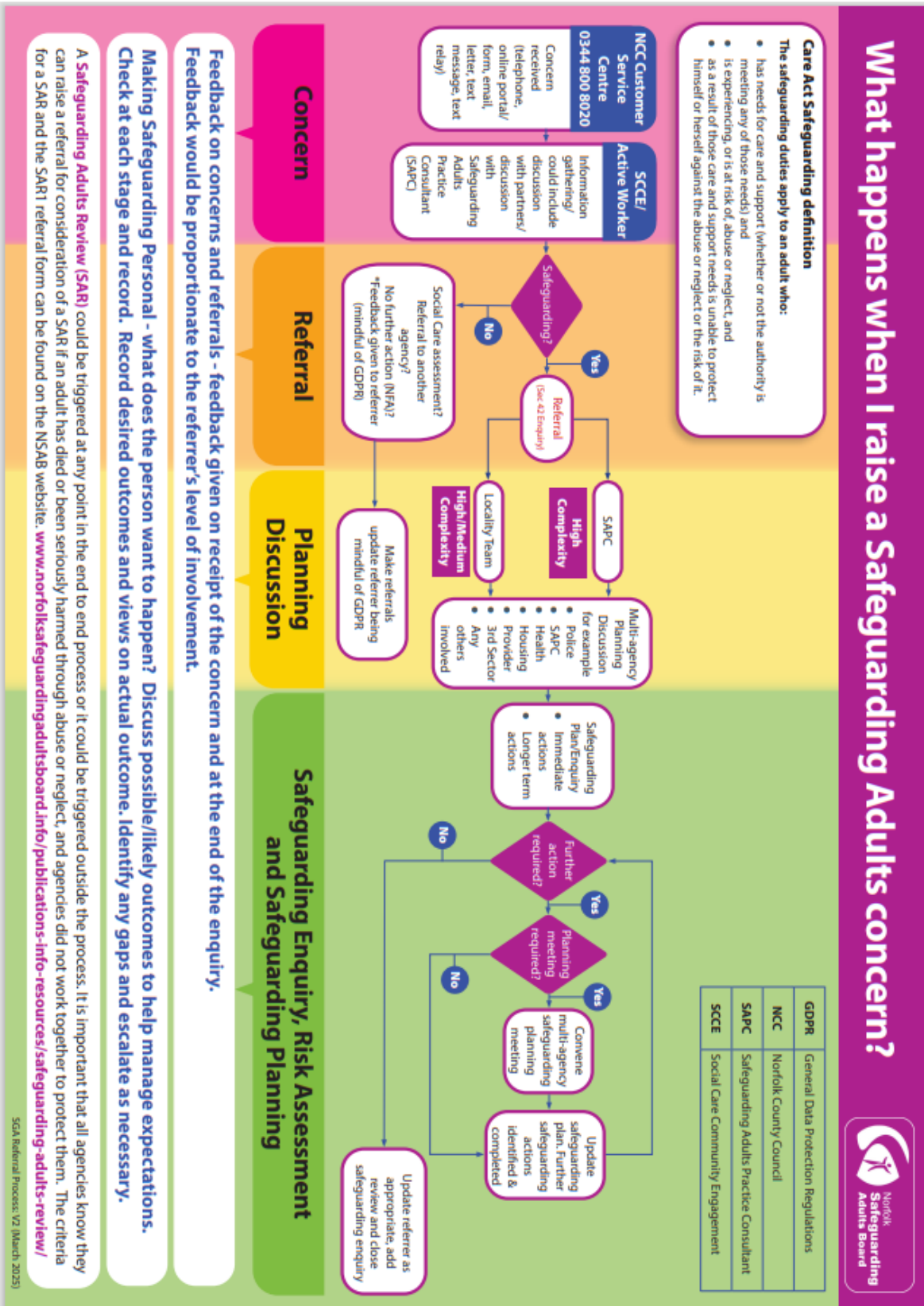
Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

- Domestic Abuse Act 2021
- Domestic Violence, Crime and Victims Act 2004
- FGM Act 2003
- Serious Crime Act 2015
- Sexual Offences Act 2003
- Data Protection Act 2018

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

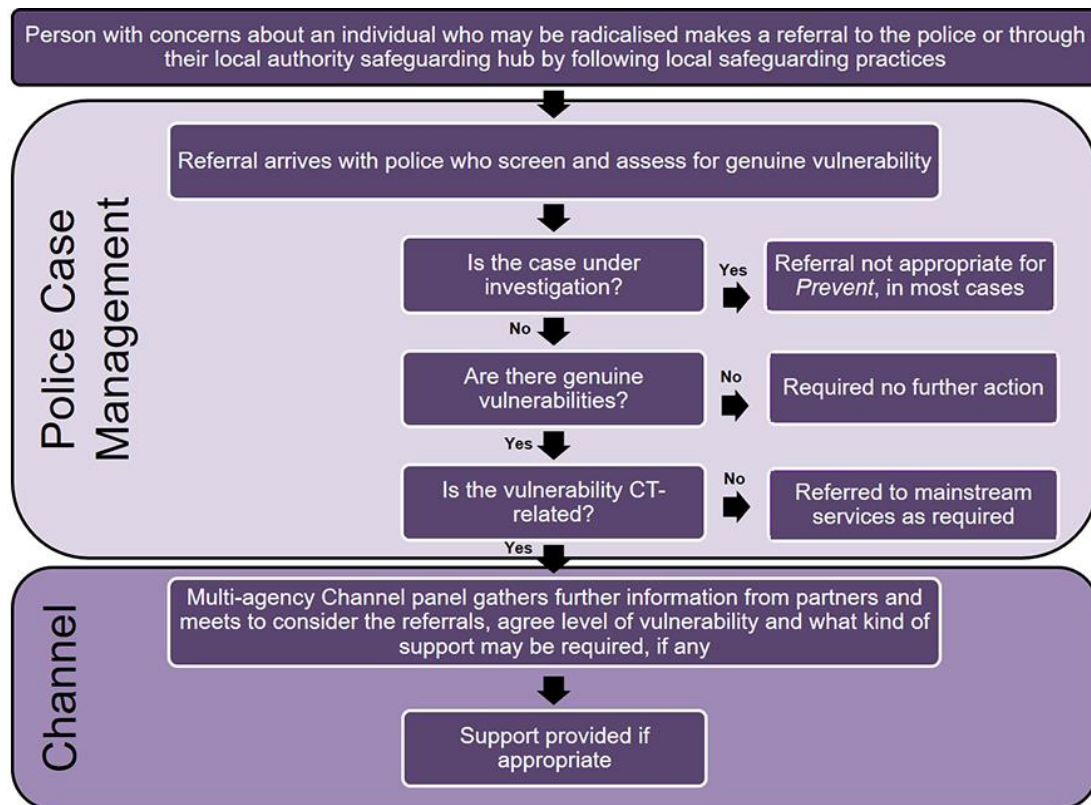
Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Appendix I



Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Appendix 2 – Prevent Referral



If you have concerns about someone being radicalised, contact the local Norfolk Police Prevent team on 01953 423905 /01953 423896 and CADS on 0344 800 8021 (internal) or via Norfolk County Council Customer Services 0344 800 8020 (external) or complete the referral form. If it is an emergency, always dial 999.

Download the Referral Form here: <https://www.norfolk-pcc.gov.uk/assets/PREVENT-National-Referral-Form-OCT-24-VERSION.pdf>

Email it to Preventreferrals-NC@norfolk.police.uk (a copy is automatically sent to the MASH where the Prevent Team work closely alongside the police and other partners to safeguard vulnerable individuals). If you have any general queries, please email prevent@norfolk.police.uk

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025

Appendix 3 – Safeguarding Leads and Safeguarding Contact details

Safeguarding Lead

Name	Main Base	Contact Details
Lorraine Ewing	Adult Services, Ella Road, Norwich NR1 4BN	Lorraine.ewing@thehamletcharity.org.uk 07707283549
Jen Inglis	Adult Services, Ella Road, Norwich NR1 4BN	Jen.inglis@thehamletcharity.org.uk 07707283550

Name of policy:	Safeguarding Hamlet Users from Abuse and Harm
Date approved:	June 2025