

# CSF COMMITMENT TO SAFEGUARDING CHILDREN & ADULTS AT RISK STATEMENT

The Community Sports Foundation are committed to creating and maintaining the safest possible environment for children and vulnerable adults. We believe that it is always unacceptable for a child/adult to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of all children/adults.

'Child' is defined as a person under the age of 18 (Children act 1989).

'Vulnerable Adult' is defined as any person aged 18 or over who is or may be in need of community care services by reason of; frailty, learning, physical or learning impairment, age or illness who is or maybe unable to take care of him or herself; or unable to protect him or herself against significant harm or exploration. (No Secrets).

This commitment applies to all our staff including part time, volunteers and visitors.

We recognise that:

- The welfare of the child/adult is paramount.
- All children/adults regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse and have the right to freedom from abuse.
- All our staff need to be carefully selected and trained, and accept responsibility for safeguarding children/adults in their care.

We are also committed to ensuring that our Safeguarding Children & Vulnerable Adults policies are live documents that are continually reviewed and updated.

We have a fantastic relationship with the NSCB Safer Programme team who constantly assess how we continue to work with the Norfolk community in a safe and professional manner. Our procedures match those of the NSCB.

Our parents are informed on our programmes and through our website as to how we follow Norfolk's safeguarding procedures and how to make a referral through the Foundation.

The Foundation follows the principles, legislation, rules, regulations and guidance that underpin the safeguarding policies and procedures of Norwich City Football Club, the EPL, the FA, EFL and Affiliated Football's Safeguarding Policy. The Foundation seeks to actively promote safeguarding within all partnership arrangements.

# SAFEGUARDING PROCEDURES AND CHILD PROTECTION POLICY

## Aim

The purpose of Norwich City Community Sports Foundation's safeguarding policy is to ensure every child at our organisation is safe and protected from harm.

This means we will always work to:

- Protect children from maltreatment
- Prevent impairment of children's health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes

This policy will give clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at our organisation.

## Introduction

Our organisation fully recognises the contribution it can make to protecting children from harm and supporting and promoting the welfare of all children. The elements of our policy are prevention, protection and support. Our policy applies to all children, volunteers, visitors and staff. A child is someone under the age of 18 years old.

## Our Ethos

Our organisation will establish and maintain an ethos where our children feel secure, are encouraged to talk, are listened to and are safe. Children will be able to talk freely to any member of staff, volunteer or regular visitor to our organisation if they are worried or concerned about something.

All staff, volunteers and regular visitors will, either through training or induction, know how to recognise a disclosure from a child and will know how to manage this. We will not make promises to any child and we will not keep secrets. Every child will know what the adult will do with whatever they have been told.

We will provide activities and opportunities that will equip our children with the skills they need to stay safe.

At all times we will work in partnership and try to establish effective working relationships with parents, carers and colleagues from other agencies and organisations.

## General procedures

When new staff, volunteers or regular visitors join our organisation they will be informed of the safeguarding arrangements in place. They will be given a copy of our organisation's safeguarding policy and told who our Designated Safeguarding Lead for Safeguarding is. They will also be shown the recording format, given information on how to complete it and who to pass it to.

Every new member of staff or volunteer will have an induction period that will include essential safeguarding information. This programme will include safeguarding training through the Safer Programme relating to signs and symptoms of abuse, how to manage a disclosure from a child, how to record and issues of confidentiality.

The induction will also remind staff and volunteers of their responsibility to safeguard all children and the remit of the role of the Designated Safeguarding Lead.

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

We will display the reporting and referral flowchart when our organisation is operating.

All regular visitors and volunteers to our organisation will be told where our policy is kept, they will be given a set of safeguarding procedures, they will be told who our Designated Safeguarding Lead and alternate staff members are and what the recording and reporting system is.

All parents and carers will be asked to sign a distribution list confirming they have seen and read our safeguarding policy. Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to make a referral to Children's Services.

Parents will sign a consent form at the start of their child's involvement with the organisation, which includes any vital health or otherwise notable information. It also requests permission for photographs to be taken for promotional purposes only.

### **Safeguarding Training**

Every member of staff will undertake appropriate safeguarding, first aid and DBS training through the FA every three years & receive annual refresher training through the Foundations 'safer' training programme.

We actively encourage all of our staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via [www.norfolkscb.org](http://www.norfolkscb.org)

The Designated Safeguarding Lead should be used as a first point of contact for concerns and queries regarding any safeguarding concern in our organisation and it is also responsible for managing the staff risk register.

### **Safer Staff and volunteers**

All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.

We ensure we adhere to the principles of safer recruitment as per our policy and also the guidance from Norfolk Safeguarding Children Board.

#### **We ensure that we:**

- Carefully consider the job description and person specification
- Circulate all vacancies widely
- Prepare an information pack
- Ask for a written application form
- Define our selection criteria
- Ask for a written declaration with regards to criminal convictions, spent or otherwise
- Ask for identification
- Ask for originals of any qualifications

- Conduct interviews with at least two people present
- Ask for at least two written references, including the last employer
- Gain enhanced DBS checks where current Government guidance requires us to
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training through the Safer Programme.

Our aim is to provide a safe and supportive environment which secures the well being and very best outcomes for our children. 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 will take all possible steps to safeguard our children and to ensure that the adults in our organisation are safe to work with our children. We will always ensure that the Norfolk Safeguarding Children Board's procedures are followed. All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made. We will seek appropriate advice from the MASH within 24 hours of a concern or allegation being made. The MASH can be contacted on 01603 223473. We then follow up these concerns in writing within a further 24 hours. Up to date procedures are always available at [www.norfolkscb.org](http://www.norfolkscb.org)

Staff will not investigate these matters. We will seek and work with the advice that is provided. Should an allegation be made against the Designated Safeguarding Lead or Deputy, this will be reported by the staff member or volunteer raising the concern directly to the LADO.

There are sensible steps that every adult should take in their daily professional conduct with children. This can be found in the NSCB Safer Programme Safer Working Practice (this guidance is on the NSCB website and also included in our procedures).

### **Records and confidentiality**

If we are concerned about the welfare or safety of any child in our organisation we will record our concerns immediately on the agreed report form and give this to the Designated Safeguarding Lead at the Foundation.

Any information recorded will be kept in a separate named file, in a secure cabinet and not with the child's file. These files will be the responsibility of the Designated Safeguarding Lead and information will only be shared within the organisation on a need to know basis for the protection of the child.

Any safeguarding information will be kept in the file and will be added to. Copies of referrals will be stored in the file.

All information is confidential, however if there is a safeguarding or child protection concern about a child, then information can be shared with other agencies, namely the Police or Children's Services.

Reports of a concern to the Designated Safeguarding Lead must be made in writing and signed and dated by the person with the concern.

### **Roles and responsibilities**

Our Designated Safeguarding Lead will liaise with Children's Services and other agencies where necessary, and make referrals to Children's Services using the procedure below.

Any concern for a child's safety or welfare will be recorded in writing and given to the Designated Safeguarding Lead who will be responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow.

The Designated Safeguarding Lead will ensure that all staff, volunteers and regular/repeat visitors have received appropriate child protection information during induction and have been trained by the Safer Programme.

Referrals against the Designated Safeguarding Lead will be made direct to the Senior Safeguarding Manager. Any referrals against the Senior Safeguarding Manager are to be made direct to the Designated Safeguarding Lead.

The Designated Safeguarding lead will ensure that our safeguarding policy is in place and is reviewed annually. The content of our policy has been written following consultation with the Safer Programme and the Senior Safeguarding Manager at the Foundation.

At all times the Designated Safeguarding Lead will ensure that safer recruitment practices are followed.

Our organisation undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention.

### **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.

It is important that the adult remembers to:

- 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

We are clear that the Local Authority and Police must lead any investigation into any allegation regarding safeguarding. Child protection and safeguarding referrals should be made to the Multi Agency Safeguarding Hub and followed up in writing, preferably on an NSCB1 within 24 hours. Telephone 0344 800 8020. Ask for the MASH.

Referral forms sent to:

**Email:** mash@norfolk.gcsx.gov.uk

**Fax:** 01603 762445

**Post:**

The MASH Team Manager,  
Floor 5, Vantage House, Fisher's Lane,  
Norwich NR2 1ET

For specialist Police advice you can contact the Duty Detective Sergeant within the MASH.

**Email:** MASHSupervisors@norfolk.pnn.police.uk

**Call:** Direct dial 01603 27(6151)

If we are unsure of whether to make a referral we can request a professional consultations via the MASH on 0344 800 8020. This can be anonymous on the part of the child or family to establish the level of concern and any action advised from the MASH.

Any concern, referral or consultation with the MASH or Police must take place immediately, it is important we do not delay.

### **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 (including via the internet). 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.

### **Safeguarding and promoting the welfare of children**

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**

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.

### **Relevant guidance and legislation**

- Working Together 2015
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- Care Act 2014
- Framework for the Assessment of Children in Need and their Families
- The FA, Premier League, EFL & EFL Trust safeguarding policy

### **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 Practice, Code of Conduct, Confidentiality, Health and Safety, Whistle Blowing, Complaints, First aid.

### **Safeguarding contacts**

<b>CONTACT</b>	<b>NUMBER</b>
Children's Services 24 hours	0344 800 8020
Norfolk Safeguarding Adults Board / MASH	0344 800 8020
Norfolk Police	101
EFL Trust - Clare Taylor	07964 905652
FA Case Management Team	0845 210 8080
In an emergency	999

CONTACT	NUMBER
Local Authority Designated Officers (LADO) Team	01603 223473
Safer Programme	01603 228966
Norfolk Safeguarding Children Board (NSCB)	www.norfolkscb.org

#### **Named designated safeguarding officer(s)**

The following designated staff are in post;

**Senior Safeguarding Manager** - Paul Knowles CSF Chairman

**Senior Safeguarding Manager** - Gavin Coe CSF Operations Development Manager  
Telephone number - 07733 555552

**Designated Safeguarding Lead** - Lacie Pammen CSF Operations Development Officer  
Telephone number - 07799 141873

**Deputy Safeguarding Lead** - Claire Pullen CSF NCS Engagement Co-ordinator  
Telephone number - 01603 761122

#### **Commissioned work / other providers**

All providers of activity under the Foundation must adhere to the Foundation's safeguarding policy. This policy is provided for organisations of commissioned work or other providers in order to fall in line with the Foundation. Compliance to this policy is carried out by the Designated Safeguarding Lead.

#### **DBS**

All staff at the Foundation are required to complete a DBS check every 3 years. Any referrals made to DBS will be carried out by the Designated Safeguarding Lead and documented by the Foundation.

#### **Safeguarding youth board**

The Foundation will be aiming to set up a Youth board to be involved in a number of decision making including agreeing the safeguarding policy of the Foundation. The board will listen to the views and wishes of the young people accessing activities from the Foundation.

#### **Policy review**

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Children Board's guidance on [www.norfolkscb.org](http://www.norfolkscb.org)

The above policy was adopted by the Foundation's trustees on 1st December 2016.



# SAFEGUARDING ADULTS AT RISK

## Introduction

This policy introduces an enhanced and prioritised procedure for the investigation of Safeguarding Adults at Risk cases to create a framework for all staff & volunteers to provide an effective, professional and corporate level of service. The Foundation is committed to the safeguarding of Adults at Risk within Norfolk.

## Application

This policy applies with immediate effect as of the 1st January 2016. All Foundation staff and volunteers are required to be aware of this policy and to comply at all times.

## Scope

This policy applies to Adults at risk who experience abuse or have been subject to a crime that has been perpetrated on them by a person.

## Vulnerable adult

A 'Vulnerable Adult' is defined as 'a person aged 18 years or over who is or may be at risk of abuse by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.

It should be recognised that there are several forms of abuse including physical, psychological, financial, sexual or neglect. These will often constitute criminal offences. In sport this may look like, but not limited to;

- An elite footballer being sent threatening and sexually explicit text messages from their coach
- A member of a disability football team being exploited by a club member who regularly takes money from them
- A young woman confiding in her coach about a forthcoming holiday where she will be married against her will

## Need for policy

Norwich City Community Sports Foundation is committed to creating opportunities for vulnerable adults to participate in a broad spectrum of activities at the Club at the same time as maintaining a safe environment for the participants. The participation of adults at risk may be as players, coaches, employees, volunteers, officials, administrators or spectators.

The Foundation has a moral, legal and social responsibility to provide a fun and safe environment for all those participating in these activities.

The Foundation has a commitment to manage and monitor allegations of discrimination, harassment, abuse and bullying.

## Safer structures

The Safeguarding Vulnerable Adults Policy is there to react to the occasions where proactive and preventative work has failed and where harm has occurred by acts of commission or omission and where the Vulnerable Adult has not been able to safeguard his or herself.

In particular its function is to ensure that safeguards are put in place to keep the Vulnerable Adult safe and to prevent such harm occurring again, either to the same Vulnerable Adult or to other Vulnerable Adults.

## Roles & responsibilities

The Designated Safeguarding Lead is responsible for the Foundation's arrangements for the safeguarding of Vulnerable Adults and the designated person to which any sign or suspicion of abuse shall be reported. This position is supported by the Club's Safeguarding Manager & the Foundation's Safeguarding Senior Manager.

All Foundation staff & volunteers are to safeguard the welfare of Adults at risk at CSF by protecting them from any significant physical, sexual and emotional harm and from neglect, bullying and financial harm within the Foundation activities. This may include training and codes of practice amongst other strategies for reducing risk.

Report to the appropriate authorities any concerns about abuse or harm to Adults at risk whether this occurs within the Foundation activities or elsewhere and whether this be a potential criminal offence or other concern. The appropriate authorities may be internal and external to football. This will include following the Foundation's reporting frameworks.

Ensure appropriate investigations and responses to concerns about abuse or harm within the Foundation utilising the disciplinary process as appropriate. This will include work in partnership with the Police and other statutory agencies charged with investigating and responding and with the Adult at risk who is believed to be at risk or believed to have been harmed.

Following such investigations, act to put appropriate safeguards in place to safeguard the Adult at risk in the future and to reduce the risk of harm to other Adults at risk.

Report when appropriate to the Independent Safeguarding Authority (ISA) anybody delivering a regulated activity for Norwich City Community Sports Foundation who is believed by the Foundation to present a risk of harm to Adults at risk. Where the Foundation "withdraws permission" for a person to deliver a regulated activity they will also be reported to the ISA.

- The Foundation has the power as part of the Norwich City Community Sports Foundation Disciplinary procedures to issue a suspension, pending a risk assessment where any one or more of the following applies:
- The individual fails to comply with any part of Norwich City Community Sports Foundation's DBS and ISA Processes;
- The individual has been barred by the ISA from engaging in regulated activity relating to Vulnerable Adults;
- The individual has been convicted of, or made the subject of caution for, a serious sexual, violent offence or any other offence that NCCSF believes to be relevant to the care of Vulnerable Adults;
- Following a risk assessment, the Foundation is satisfied on the balance of probabilities that the individual poses or may pose a risk of harm to Vulnerable Adults.

### **Definitions of abuse**

There are different types of abuse and these are:

- Physical Abuse – Including hitting, slapping, pushing, kicking, misuse of medications, restraint or inappropriate sanctions.
- Sexual Abuse – Including rape and sexual assault or sexual acts to which the person has not, or could not consent and/ or was pressured into consenting.
- Psychological Abuse – Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, verbal abuse, isolation or withdrawal from supportive networks.
- Financial/Material Abuse – Including theft, fraud, exploitation – Wills, property, inheritance, possessions or benefits.
- Neglect – Ignoring medical and/or physical care needs, failure to provide access to health, social care or educational services, withholding necessities of life, e.g. medication, adequate nutrition and heating.
- Discriminatory – Including racist, sexist, based on a person's disability.

For further information please refer to 'No Secrets' - Department of Health, 2000 Bullying – either by individuals or systemically.

At one end of a scale, there may be obvious signs and symptoms of abuse, but at the opposite end, the indicators may be very difficult to detect. Combinations of factors which individually might not give cause for concern could be much more worrying when considered together. The abuse may be committed by one individual against another or be institutional in that the whole organisation colludes in abusive practices either through ignorance or choice.

### **Where harm may occur**

Harm may occur anywhere in a Norwich City Community Sports Foundation activity or it can be reported to a Foundation representative (or indicative signs noticed) when it has occurred outside a Foundation activity.

There are complex scenarios including:

Adults at risk playing, officiating, coaching, spectating or administering within a variety of activities at Norwich City Community Sports Foundation. Vulnerable Adults may be at risk of harm from other adults who may or may not be vulnerable themselves. Those doing harm to the Adult at risk may be in the Foundation activity or elsewhere in the Adult at risk network. Harm may be deliberate or result from not understanding the Adult at risk needs (commission or omission).

Adults at risk may be at risk of harming others in Foundation activities either by deliberate behaviours or by failing to understand their responsibilities to others.

On these occasions the Adult at risk may need help and support to manage his or her behaviour in a suitable way, or may need to have certain responsibilities removed from them. Safeguards may need to be put in place to protect others.

Adults who have been 'at risk' in the past who are now 'not at risk', (example: people recovering from mental health issues). Where these adults are seeking positions of responsibility at Norwich City Community Sports Foundation, but have criminal records or issues from their past which are directly related to these periods of vulnerability, detailed risk assessments will be undertaken. Assessment of suitability for their new roles requires a specific knowledge base and sensitive handling. Whilst Norwich City Community Sports Foundation promote a policy of inclusion, the risk assessments are conducted to measure the risk posed by somebody who is recovering from a previous period of vulnerability, considering other vulnerable adults and children who need safeguarding from possible harm, should the risk factors re-emerge.

Adults at risk may also be at risk of harming themselves through failing to realise and report when they need additional or different support at Norwich City Community Sports Foundation activities.

### **Training**

Every member of staff will undertake appropriate safeguarding, first aid and DBS training through the FA every three years & receive annual refresher training through the Foundations 'safer' training programme.

We actively encourage all of our staff to keep up to date with the most recent local and national adult safeguarding advice and guidance. This can be accessed via [www.norfolksafeguardingadultsboard.info](http://www.norfolksafeguardingadultsboard.info)

The Designated Safeguarding Lead should be used as a first point of contact for concerns and queries regarding any safeguarding concern in our organisation and it is also responsible for managing the staff risk register.

### **Records and confidentiality**

If we are concerned about the welfare or safety of any adult in our organisation we will record our concerns immediately on the agreed report form and give this to the Designated Safeguarding Lead at the Foundation.

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Reports of a concern to the Designated Safeguarding Lead must be made in writing and signed and dated by the person with the concern.

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**Commissioned work / other providers**

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**Policy review**

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Adult Board. The above policy was adopted by the Foundation's trustees on 15th December 2016.