

The North Norfolk Talking Newspaper Association (The Mardler)

Safeguarding Policy and Procedures

Principles

The Mardler believes that its responsibility to protect and safeguard the welfare of its listener and volunteer members is paramount. Listeners in particular may be regarded as vulnerable adults at risk because they are visually impaired, may be elderly and may have additional disabilities.

Purpose

The purpose of this policy and procedures is:

- To meet the statutory requirements of the Care Act 2014 in respect of our responsibilities towards adults at risk;
- To ensure liaison and co-operation as necessary with Norfolk County Council as the lead agency for receiving and managing enquiries about an adult who may be at risk of harm or abuse;
- To ensure that Trustees and Volunteer Members are aware of their responsibilities for safeguarding and have clear procedures to follow when dealing with issues concerning safeguarding;
- To ensure that Listener Members are aware that The Mardler has a safeguarding policy in place.

Glossary of Terms

Safeguarding Adults is used to describe all work to help adults at risk stay safe from abuse.

Adult at Risk means an adult at risk of abuse or neglect. This is usually an adult who has care and support needs, and who is unable to protect themselves from abuse or neglect because of their care and support needs.

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take many forms, including physical, sexual, emotional/psychological, financial, neglect, discriminatory, organisational abuse. It may also include domestic violence, modern slavery and self-neglect.

Disclosure and Barring Service (DBS) is the public body set up to help prevent unsuitable people from working with adults with care and support needs or with children. The Disclosure and Barring Service keeps a list of people who are not allowed to work with adults with care and support needs.

Information and Responsibility

- All Volunteer Members who may come into contact with Listener Members will be given a copy of this policy and procedures document.
- All Listener Members will be made aware of the policy and procedures by means of an item annually on the talking newspaper.
- As no volunteers at The Mardler carry out Regulated Activities, as defined by the DBS, there is no requirement for volunteers to hold a DBS Certificate.
- Home visits must be arranged in advance so that Listener Members can arrange for a family member, carer or friend to be present.
- One Trustee/ Volunteer will be named as the lead person for Safeguarding. This Trustee/ Volunteer will be the person to whom any Volunteer Member should report their concerns and who will decide whether to report the concerns to the multi-agency safeguarding adults contact point.
- The lead person for Safeguarding will give an annual report to the Trustees on changes to safeguarding policy; identify Volunteer Members who have received a copy of this document during the year; give the number of safeguarding incidents (without detail or name).
- This policy and procedures document will be reviewed annually by the Trustees.

Procedures

All action is taken in line with the following guidance: Norfolk Multi-Agency Safeguarding Adults Procedure

The Mardler is responsible for referral and not for investigation.

Recruitment

Volunteers who have direct contact with Listener Members will be subject to a robust assessment of their experience and suitability and, where possible, references taken up.

A thorough induction process will take place to cover:

- safeguarding, equality, and diversity;
- a review of relevant risk assessments.

Raising a Concern

Raising a Safeguarding Concern means reporting your concerns that a person over 18 years of age:

- Has or may have needs for care and support (whether or not the local authority is meeting any of those needs);
- Is experiencing, or is at risk of, abuse or neglect, and;
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Guidance for volunteers

Every person working with adults with care and support needs has a duty of care within this safeguarding adults procedure.

If a person discloses abuse to you directly, use the following principles to respond:

- Assure them that you are taking the concerns seriously;
- Do not be judgemental or jump to conclusions;
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open-ended questions;
- Do not start to investigate or ask detailed or probing questions;
- Do not confront the person you think is responsible for the abuse;
- Explain that you have a duty to tell the Lead for Safeguarding;
- If you believe that a crime may have been committed explain that you or the Lead will call the Police;
- Reassure the person that they will be involved in decisions about them;
- Make an accurate record as soon as possible noting what was said or seen, putting the event into context, and giving the date, time and location. All records must be dated and signed.

Alleged abuse by volunteers

When concerns or allegations involve Volunteers, immediately contact the Safeguarding Lead person or if not possible contact the Chairman. If neither can be contacted, call the lead agency (Norfolk County Council). See below for contact details.

If you think that a crime has been committed then call the Police on 999.

Alleged abuse by other people

Volunteers having a concern through a disclosure or some other means about a Listener receiving abuse from another person or persons, immediately contact the Safeguarding Lead person or if not possible contact the Chairman. If neither can be contacted, call the lead agency (Norfolk County Council). See below for contact details.

Contacts to raise a safeguarding concern

Lead Person for Safeguarding:

Name: Imogen Waterson
Telephone: 01263 587 610

Chair of Trustees:

Name: Christopher Wilson
Telephone: 0772 919 6357

Lead Safeguarding Agency:

Norfolk County Council
County Hall
Martineau Lane
Norwich
Norfolk
NR1 2DH
Telephone: 0344 800 8020
Website: norfolk.gov.uk

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