Friends of Kett's Heights: Safeguarding procedure

INTRODUCTION

About Friends of Kett's Heights

Friends of Kett's Heights (FKH) manages the historic site of Kett's Heights in partnership with Norwich City Council, with the aims of creating a welcoming space, celebrating the site's long history and encouraging biodiversity. FKH was established in 2015 and is a registered charity (charity number 1191607).

Safeguarding policy statement (companion to this Safeguarding procedure)

FKH is committed to creating a safe and welcoming space for members of the public and volunteers, ensuring the safety of all groups with whom it comes into contact. In particular, FKH prioritises keeping vulnerable adults and children safe while visiting Kett's Heights and/or when participating in events hosted by FKH (at Kett's Heights or at St Matthew's Church, Thorpe Hamlet).

Purpose of the Safeguarding procedure

This document aims to ensure that everyone involved in FKH knows what the safeguarding concerns are in relation to children and vulnerable adults, and how to recognise, respond to, report and record any safeguarding concerns.

We should not expect to see many of the types of abuse and neglect described below in our FKH environment. Nevertheless, there is a requirement to be vigilant, as our safeguarding duty to everyone who visits Kett's Heights and/or takes part in our events.

Structure of the Safeguarding procedure

The structure of the Safeguarding procedure is as follows.

Part 1 is about safeguarding children.
It describes common concerns about neglect and abuse, and specific signs to look out for, followed by the steps to take in raising a concern.

Part 2 is about safeguarding vulnerable adults.
It describes common concerns about neglect and abuse, and general signs to look out for, followed by the steps to take in raising a concern.

Part 3 provides key contact details.

PART 1: SAFEGUARDING CHILDREN

Children are defined as individuals who have not yet reached their 18th birthday. This definition applies to all children, living in any circumstances, including at home with their birth parents or other family members, in kinship arrangements including special guardianship, children who are adopted and looked after children who may live with foster carers or in residential settings.

1.1. How to recognise child abuse and neglect

The following descriptions of child abuse and neglect are based on NSPCC guidance. (There are other forms of ill-treatment, but these are the most likely to encountered when children are visiting places such as Kett's Heights, away from home or school settings.)

Neglect

What it is:

Neglect is the most common type of child abuse, often happening at the same time as other types of abuse: not meeting a child's basic physical and/or psychological needs: physical neglect, educational neglect, emotional neglect, medical neglect.

How to recognise:

Neglect can be difficult to identify, a pattern of behaviour from a child's caregiver that shows a lack of care or failure to care. Isolated signs might not be significant, but multiple and persistent signs could indicate a serious problem.

Physical abuse

What it is:

Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. It is also physical abuse if a parent or carer makes up or causes the symptoms of illness in children.

How to recognise:

Most children have trips, falls and accidents which may cause cuts, bumps and bruises, usually on bony areas such as elbows, knees and shins that are not usually a cause for concern. Injuries that are more likely to indicate physical abuse include: bruises that are not on bony areas, burns or scalds, and multiple injuries.

Sexual abuse

What it is:

Sexual abuse is forcing or enticing a child to take part in sexual activities. It does not necessarily involve violence and the child may not be aware that what is happening is abuse. Child sexual abuse can involve contact abuse (in person) and non-contact abuse (in person or online).

How to recognise:

Physical signs (such as bruising around the genital area) would not be obvious in a fully-dressed child. Changes in behaviour might be easier to identify, especially a child showing sexual behaviour that is inappropriate for their age.

Child sexual exploitation

What it is:

Child sexual exploitation is a type of sexual abuse. Young people may be coerced or groomed into exploitative situations and relationships. They may be given things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities.

How to recognise:

Sexual exploitation can be very difficult to identify. Young people who are being sexually exploited may, for example, hang out with groups of older people, be involved in gangs or anti-social groups, or have older boyfriends or girlfriends.

Emotional abuse

What it is:

Emotional abuse takes many forms, including humiliating the child, threatening them, trying to control their lives or ignoring them.

How to recognise:

There are not usually any obvious physical signs of emotional abuse but there may be changes in a child's actions or emotions. There may also be behaviours which appear to be out of character for the individual child or are particularly unusual for their stage of development.

Child criminal exploitation and county lines

What it is:

Child criminal exploitation is a form of child abuse where a child or young person is forced or coerced to engage in criminal activity or commit any type of crime.

County lines is a type of criminal exploitation. Urban gangs persuade, coerce or force children and young people to store drugs and money and/or transport them to suburban areas, market towns and coastal towns.

How to recognise:

The signs that a young person is being groomed or exploited for county lines are similar to those of other forms of criminal exploitation.

This includes behavioural signs such as going missing, frequent travel to different locations, being unwilling to explain their whereabouts, changes in mental health and use of drugs and alcohol.

There may be physical signs that a young person is being exploited. This includes unexplained injuries, having a dishevelled appearance or being physically unwell.

1.2. How to report signs of child abuse or neglect

If the situation is urgent:

Call 999. Make sure the safeguarding lead (Cavan Stewart, FKH chair) is informed about the emergency as soon as possible (contact details below).

If the situation is not urgent:

Speak to the safeguarding lead (Cavan Stewart, FKH chair) or deputy (David Howarth, FKH vice-chair) to raise your concern. (Contact details below.)

If neither of these people is available, call Norfolk County Council Customer Services: 0344 800 8020 (the main contact point for Children's Services in Norfolk).

Make sure that the safeguarding lead knows about your concern, while taking care to protect confidential information as far as possible. (Note that UK GDPR and Data

Protection Act 2018 allow the lawful sharing of data to protect a child or adult at risk. Safeguarding overrides data privacy when someone faces serious harm or abuse.)
If you are not sure:
Call the NSPCC helpline: 0808 800 5000 10am-4pm Monday-Friday
See also: Norfolk Safeguarding Children Partnership:
norfolklscp.org.uk/people-working-with-children/how-to-raise-a-concern

1.3. Recording concerns of child abuse or neglect
The safeguarding lead (Cavan Stewart) keeps an ongoing record of any concerns raised about child abuse or neglect. This record is kept in a secure location, separately from general FKH records. Concerns are recorded as follows:
Name of child (if known), date, location, details of the concern, action taken, status (ongoing or closed).

Contact details for raising concerns about safeguarding children
The Designated Safeguarding Lead is Cavan Stewart, chair of Friends of Kett's Heights.
Email: cavancstewart@gmail.com
Telephone: 07919 250915

The Deputy Safeguarding Lead is David Howarth, vice-chair of Friends of Kett's Heights.
Email: david.thorpegate@gmail.com
Telephone: 07517544499

Other contact details:
Concerns about children: Call Norfolk County Council Customer Services: 0344 800 8020

PART 2: SAFEGUARDING VULNERABLE ADULTS

Vulnerable adults, as defined in the Care Act 2014:

- have needs for care and support (whether or not the local authority is meeting any of those needs),
- are experiencing, or are at risk of, abuse (including sexual abuse) or neglect, and
- as a result of those needs are unable to protect themselves against the abuse or neglect or the risk of it.

2.1. How to recognise vulnerable adult abuse and neglect

The following descriptions are based on Norfolk Safeguarding Adults Board (NSAB) guidance. (There are other forms of ill-treatment, but these are the most likely to encountered when vulnerable adults are visiting places such as Kett's Heights, away from home or care settings.)

Physical abuse

What it is:

Physical abuse includes:

• hitting, pushing, pinching, shaking, grabbing, biting, hair-pulling, scalding
• misusing medication
• withholding food or drink, force-feeding
• restraint or inappropriate physical sanctions
• failing to provide physical care or aids to living – for example glasses or a walking stick

Psychological and emotional abuse

What it is:

Psychological and emotional abuse includes:

• threats of harm or abandonment
• deprivation of contact
• radicalisation (being exploited by those who would want them to embrace terrorism)
• humiliation, blaming, controlling
• intimidation, coercion
• harassment, verbal abuse and cyber bullying
• isolation or unreasonable and unjustified withdrawal of services or support

Financial or material abuse

What it is:

Financial or material abuse can happen in isolation, but it is often present with other forms of abuse and includes:

• theft and fraud
• misuse or misappropriation of property, possessions or benefits

Sexual abuse and sexual exploitation

What it is:

Sexual abuse includes sexual acts that the adult has not consented to, was unable to consent to, or was pressured into consenting to.

Sexual exploitation is a form of sexual abuse. It involves exploitative situations and relationships, and can also involve serial abusing in which the perpetrator seeks out and 'grooms' individuals.

Discriminatory abuse

What it is:

Discriminatory abuse includes forms of harassment, slurs or maltreatment because of someone's actual or perceived age, disability, gender, gender identify, ethnic, racial, cultural or national origin, religious belief/non-belief or sexual orientation.

Self-neglect

What it is:

Self-neglect covers a wide range of behaviour, including neglecting to care for one's own personal hygiene, health, safety or surroundings.

The definition of self-neglect excludes a situation in which a mentally competent person, who understands the consequences of their decisions, makes a conscious and voluntary decision to engage in acts that threaten their health or safety as a matter of personal choice.

Signs and indicators of abuse/harm

The signs of abuse are not always clear. The following may, however, suggest the possibility of abuse:

- disclosures by the victim
- concern expressed by a third party
- admissions by the perpetrator
- someone expressing fears that abuse might happen
- evidence of unreported injuries
- signs of fear or distress
- injuries suggesting a possible non-accidental cause

2.2. How to report signs of vulnerable adult abuse or neglect

If the situation is urgent:

Call 999. Make sure the safeguarding lead (Cavan Stewart, FKH chair) is informed about the emergency as soon as possible (contact details below).

If the situation is not urgent:

Speak to the safeguarding lead (Cavan Stewart, FKH chair) or deputy (David Howarth, FKH vice-chair) to raise your concern. (Contact details below.)

If neither of these people is available, call Norfolk County Council Customer Services: 0344 800 8020 (the main contact point for Adult Social Care in Norfolk).

Make sure that the safeguarding lead knows about your concern, while taking care to protect confidential information as far as possible. (Note that UK GDPR and Data Protection Act 2018 allow the lawful sharing of data to protect a child or adult at risk. Safeguarding overrides data privacy when someone faces serious harm or abuse.)

If you are not sure:

See Norfolk Safeguarding Adults Board guidance:

norfolksafeguardingadultsboard.info/protecting-adults/abuse-and-neglect/raising-a-concern

2.3. Recording concerns of vulnerable adult abuse or neglect
The safeguarding lead (Cavan Stewart) keeps an ongoing record of any concerns raised about vulnerable adult abuse or neglect. This record is kept in a secure location, separately from general FKH records. Concerns are recorded as follows:
Name of vulnerable adult (if known), date, location, details of the concern, action taken, status (ongoing or closed).

Contact details for raising concerns about safeguarding vulnerable adults
The Designated Safeguarding Lead is Cavan Stewart, chair of Friends of Kett's Heights.
Email: cavancstewart@gmail.com
Telephone: 07919 250915

The Deputy Safeguarding Lead is David Howarth, vice-chair of Friends of Kett's Heights.
Email: david.thorpegate@gmail.com
Telephone: 07517 544499

Other contact details:
Concerns about vulnerable adults: Call Norfolk County Council Customer Services: 0344 800 8020

PART 3: KEY CONTACT DETAILS
The Designated Safeguarding Lead is Cavan Stewart, chair of Friends of Kett's Heights.
Email: cavancstewart@gmail.com
Telephone: 07919 250915

The Deputy Safeguarding Lead is David Howarth, vice-chair of Friends of Kett's Heights.
Email: david.thorpegate@gmail.com
Telephone: 07517544499

Other contact details:
Concerns about children or adults: Call Norfolk County Council Customer Services: 0344 800 8020

Review date
This procedure was adopted by the Friends of Kett's Heights on 8 September 2026, as a companion document to the Safeguarding policy.
The procedure is reviewed annually, or more frequently if a safeguarding issue arises.
Date for next review: 8 September 2027.

Access details
This procedure is available on the Friends of Kett's Heights website at https://www.kettsheights.co.uk/