Quick guide to Norwich City Council

Safeguarding procedures (children and adults)

Scenario A	Scenario B	Scenario C	Scenario D
You identify a child, young person or adult who may be experiencing abuse or neglect.	A child, young person or adult makes an allegation of abuse or neglect.	An allegation or concern expressed about a Member, employee, volunteer or contracted service.	An allegation or concern is expressed about any other person e.g. parent, carer, other resident or service user.

In any of the safeguarding scenarios identified above, follow the five stage process below:

1. Recognise: identify when something isn't right. Is the child, young person or adult at risk of immediate	YES
significant harm?	
NO 🔸	
2. Respond: discuss with line manager / safeguarding champion and respond as agreed. Consider whether request for support from Norwich Early Help Hub (NEHH) is appropriate.	Contact the
•	police for
 3. Report: contact Adult Social Care if the adult has care and support needs or signpost them to NHS 111 / their GP if they have a health need and you are concerned for their welfare. contact CADS if your concern is about a child. 	immediate action –
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4. Refer: to relevant colleague for information / response as appropriate or alternative early intervention provider if advised by Adult Social Care or CADS.	
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5. Record: update information management system(s) (e.g. Civica, NEC) and complete a Safeguarding issues log form (SIL) on Safeguarding SharePoint.	
POLICE: 101 or 999 IN AN EMERGENCY]

- ADULT SOCIAL SERVICES: 0344 800 8020
- CHILD SOCIAL SERVICES/CADS: 0344 800 8021
- NORWICH EARLY HELP HUB: 01603 987800

Produced by Norwich City Council – updated 04/2024 www.norwich.gov.uk