Norfolk Premier Golf

Adult Safeguarding Policy & Procedures

Document Owner: Managing Director
Approved By: Grant Pointer
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1. Policy Statement

Norfolk Premier Golf is committed to creating a safe, respectful, and inclusive environment for all individuals.

We recognise our responsibility to safeguard adults at risk and to ensure that all staff, coaches, and volunteers understand their role in protecting individuals from abuse, neglect, or harm.

Safeguarding is everyone's responsibility and is embedded into our daily operations.

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2. Definition of an Adult at Risk

An adult at risk is someone who:

- Has care and support needs
- Is experiencing, or at risk of, abuse or neglect
- Is unable to protect themselves due to those needs

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3. Safeguarding Principles

Our approach is guided by six core principles:

- **Empowerment**
- **Prevention**
- **Proportionality**
- **Protection**
- **Partnership**
- **Accountability**

We operate a **person led and outcome focused approach**, ensuring individuals are involved in decisions affecting them wherever possible.

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4. Our Commitment

Norfolk Premier Golf will:

- Provide a safe environment for all customers, staff, and visitors
- Treat all safeguarding concerns seriously and respond promptly
- Promote a culture of openness, integrity, and accountability
- Ensure safeguarding responsibilities are understood across the business
- Work with relevant external agencies where required

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5. Responsibilities

5.1 All Staff and Volunteers

All staff must:

- Remain vigilant to signs of abuse or neglect
- Report concerns immediately
- Treat all individuals with dignity and respect
- Maintain appropriate professional boundaries

5.2 Welfare Officer

The Welfare Officer will:

- Lead on safeguarding matters
- Act as the main point of contact
- Liaise with external safeguarding bodies
- Ensure concerns are recorded and acted upon

5.3 Management

Management will:

- Ensure policies remain up to date
- Provide training where appropriate
- Maintain safe recruitment practices
- Review safeguarding performance regularly

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6. Types of Abuse

Abuse can take many forms, including:

- Physical
- Emotional or psychological
- Sexual
- Financial or material
- Neglect or omission
- Discriminatory
- Domestic abuse
- Modern slavery
- Organisational abuse
- Self neglect

Additional risks relevant to sport include:

- Cyber bullying
- Radicalisation
- Mate crime
- Forced marriage

These reflect the categories outlined in your original safeguarding document .

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7. Recognising Signs of Abuse

Indicators may include:

- Unexplained injuries
- Sudden changes in behaviour or confidence
- Withdrawal from activities
- Poor personal care or appearance

- Fear of certain individuals
- Financial irregularities
- Direct disclosure

Staff are not expected to prove abuse, only to recognise concerns and report them.

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8. Responding to Concerns or Disclosure

If an adult discloses abuse:

DO

- Stay calm and listen carefully
- Take the concern seriously
- Reassure the individual
- Explain that information may need to be shared
- Record information accurately using their words

DO NOT

- Promise confidentiality
- Investigate yourself
- Ask leading questions
- Dismiss or minimise concerns

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9. Reporting Procedures

All concerns must be reported immediately.

If there is immediate danger:

- Contact emergency services, 999

If not urgent:

- Report to the Welfare Officer
- Welfare Officer contacts the relevant safeguarding authority

All concerns must:

- Be recorded using an Incident Report Form
- Be shared on a need to know basis only

10. Consent and Information Sharing

We respect the rights of individuals to make decisions about their own lives.

However, information may be shared without consent if:

- There is a risk of serious harm
- Others may be at risk
- A crime has been committed
- The individual lacks capacity

All decisions must:

- Be recorded
- Be proportionate
- Prioritise safety and wellbeing

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11. Mental Capacity

We follow the principles of the Mental Capacity Act 2005:

- Assume capacity unless proven otherwise
- Support individuals to make decisions
- Respect unwise decisions where capacity exists
- Act in best interests where capacity is lacking
- Choose the least restrictive option

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12. Confidentiality

All safeguarding information will be handled:

- Sensitively
- Securely
- On a need to know basis

The safety and welfare of the individual will always take priority over confidentiality.

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13. Training and Awareness

Norfolk Premier Golf will:

- Provide safeguarding awareness to relevant staff
- Ensure Welfare Officers are appropriately trained
- Promote understanding of safeguarding responsibilities

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14. Monitoring and Review

This policy will be:

- Reviewed annually
- Updated in line with legislation
- Embedded within business operations

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15. Key Contacts

- **Welfare Officer:** Grant Pointer
- **England Golf Safeguarding:** 01526 351824
- **Norfolk County Council Safeguarding Adults:** 0344 800 8020
- **Emergency Services:** 999

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16. Statement of Responsibility

Norfolk Premier Golf is committed to ensuring safeguarding is not just a policy, but an active, lived responsibility across the organisation.

All staff are expected to uphold this standard at all times.

17. Sign Off

Managing Director
Norfolk Premier Golf

Signature:

Date: 01/05/2026