**Norfolk Safeguarding Adults Board - Strategic Plan 2015 to 2018**

We want people to be able to live a life free from harm, where communities:

* Do not put up with abuse
* Work together to prevent people being harmed
* Know what to do if someone is being abused

This document sets out how we are going to make this happen over the next three years.

When we talk about abuse we mean:

Emotional abuse - This is when people say bad things to hurt your feelings, shout or threaten you.

Physical abuse - This is when someone hurts you.

Sexual abuse - This is when someone touches your body or private parts in ways you do not like or want.

Financial abuse - This is when people take your money or belongings without asking.

Neglect - This is when people who are there to help you do not look after you properly.

Discrimination - This is when people treat you badly or unfairly because you are different to them.

Institutional abuse - This is when paid staff in a hospital or care home do not care for you properly or respect your rights.

Domestic abuse – This is when someone in your family hurts you or threatens you.

Self-neglect – This is when you don’t look after yourself and this puts you at risk.

Modern slavery – This is when you are forced to work or are bought or solved as if you were a piece of property.

The Norfolk Safeguarding Adults Board will make sure that the organisations involved do what they say they are going to do.

Our plan is in six sections which are all equally important.

**Empowerment – putting people’s views and experiences at the centre of safeguarding**

**We will …**

* use the Making Safeguarding Personal guidelines. This means that people in need of services are at the centre of safeguarding and we will ask them, or their advocates, for their views all through the process.
* talk to people and involve them in decisions around safeguarding so that they have more choice and control.
* make sure that we listen to the views and experiences of people who at risk of harm and use what they tell us to help us make decisions about our safeguarding strategy. We will also check to see that our partner organisations are involving local people in their safeguarding activities.
* make sure that people know their rights and can see that justice has been done.
* make sure information about safeguarding is easy to understand for everyone in Norfolk.
* make sure that our training says how important it is to listen and include the views of people at risk of harm and their advocates.
* support work that helps solve people’s problems or helps them the recover from abuse.

**Prevention – it is better to act before someone gets harmed**

**We will:**

* tell Norfolk people how to spot abuse and what to do if they think someone is being abused.
* make sure people have advice and information as early as possible so that we can try and prevent abuse.
* ask organisations to share information to help prevent abuse happening or carrying on.
* support national campaigns that help prevent abuse.
* support people and communities to help look after themselves.

**Proportionality – looking at all the risks and then take the most appropriate steps to help prevent abuse**

**We will:**

* understand that life is not free of risks. However, we will look at risks and put things in place to help prevent these risks from happening.
* make sure that if organisations need to take steps to stop abuse they will look at the risks and then choose the best options.
* learn from any mistakes and use what we find out to help improve what organisations do in the future.
* look out for times when organisations have identified a safeguarding need and not met it – if this happens we will challenge them.
* keep records to check whether the steps that organisations put in place to keep people safe are in line with what the individuals wanted and were not over the top.

**Protection – support for those in the greatest need**

**We will:**

* do all that we can to help protect people from all types of abuse.
* raise public awareness of the different types of abuse.
* make sure that groups are people who are more likely to be abused are aware of the risks.
* develop and deliver high quality training for workers.
* never accept abuse in any situation.
* make sure that our safeguarding activities meet the needs of Norfolk’s diverse communities.
* Encourage organisations to share-information that helps to protect people from harm.

**Partnerships – working with communities to develop local solutions**

**We will:**

* respect people’s confidentiality, whilst at the same time making sure that we share any information that helps prevent abuse from happening or continuing.
* encourage organisations to work together.
* involve people who have been or may be at risk of harm in the decisions we take.
* make sure that people who raise safeguarding issues can see that something has been done about them.

**Accountability – knowing who is responsible for what**

**We will:**

* help make sure that people who use safeguarding services know what these services do.
* publish an annual report telling people if we are meeting our objectives.
* publish any safeguarding adults reviews we carry out and say what we learned from them. We carry out a safeguarding adults review when someone has been seriously harmed. All the organisations involved get together to have a close look at to see what they can learn and how they can stop something similar happening in the future.
* be clear about the role of the organisations that make up the Board.
* develop a structure for the board that everyone can understand and publish it.
* constantly check our activities and report these back.
* make sure that we have the right organisations involved and that we have the right structure to make our work happen. Our members include the Locality Safeguarding Adults Partnerships, and we will make sure we include their work in our annual report. We will also ask our subgroups to feed back to make sure they are helping us to make this plan work.
* look at ways of making money to help fund our safeguarding work.
* make sure our training reaches a minimum standard so that staff know that Norfolk does not tolerate abuse, how to respond in the right way and how to listen to and record people’s concerns.