



**Safeguarding Policy for Children,
Young People and Vulnerable Adults**

Including managing allegations of abuse against a member of staff

This Policy has been written in accordance with the
Norfolk Safeguarding Children's Board (NSCB) Guidance
Working together to Safeguard Children (2015)
and the Early Years Foundation Stage Safeguarding and Welfare Requirements

Policy Statement

Little Gillies is committed to safeguarding and promoting the welfare of all children and young people and vulnerable adults and expects all staff, volunteers, students and visitors to share this commitment.'

This means we have a duty of care to:

- Keep children safe, and protect them from sexual, physical, and emotional harm and neglect.
- Treat children with dignity and respect at all times
- Take responsible steps to ensure children's safety and wellbeing. Failure to do so may be regarded as neglect
- Treat everyone as equals
- Ensure that confidential information about children is only shared when it is in the child's interest to do so, careful consideration should always be given to gaining informed consent from parents. Information should never be used to intimidate, humiliate or embarrass a child

These duties are fulfilled by:

- Developing respectful and caring relationships between all adults and children
- Consistently behaving as a professional adult way that demonstrates integrity, maturity and good judgement



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Aims and Objectives of this Policy

The aim of this Policy is to:

- To ensure every child who attends Little Gillies is safe and protected from harm.
- To ensure all staff, volunteers, students and visitors have a clear understanding of the legal responsibility to safeguard and promote the welfare of all children at all times.
- To ensure parents/carers have a clear understanding of the legal responsibilities relating to safeguarding and promote the welfare of all children.
- To prevent impairment of health or development.
- To enable children to have optimum life chances and enter adulthood successfully.

Everyone at Little Gillies has the shared objective to help keep children safe by:

- Providing a safe and secure environment for all children, young people and vulnerable adults, to ensure their rights and safety are met and to give them the very best start to life.
- Identifying children, young people or vulnerable adults who are suffering or likely to suffer significant harm and take appropriate action with the aim of making sure they are kept safe at home and at Little Gillies.
- Working with families, building up positive, trusting and supportive and professional relationships between parents and staff in the setting.
- Where abuse at home is suspected, the child and family will continue to be welcomed while investigations proceed, and will be treated the same.
- Ensuring the safety and care of the child will always be paramount.

We will achieve these objectives by:

- Ensuring all staff, volunteers, students and visitors undertake their roles in a professional manner.
- Preventing unsuitable people working with the children, young people and vulnerable adults. Following safer recruitment.
- Providing all new staff, volunteers, students and regular visitors a thorough induction which will include Little Gillies Safeguarding Policies and Procedures, which will then be signed.
- Promoting safe practices and challenging poor and unsafe practice.



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- Identifying instances in which there are grounds for concern about a child's or adult's welfare and initiating/taking appropriate action to keep them safe.
- Contributing to effective partnership working between all those involved with providing services for children and adults.
- By ensuring all staff, volunteers, students and visitors are familiar with Little Gillies Safeguarding and Whistle-blowing Policies and Procedures for reporting concerns.
- Holding regular staff meetings and supervision where there is a safeguarding element discussed by a designated safeguarding Lead.
- Ensuring nobody will be left alone/unsupervised with children or take them to the toilets unless they hold an Enhanced Disclosure and Barring Service check (DBS).
- Ensuring there will always be a minimum of 2 staff on duty at all times.
- Ensuring that a designated safe guarding lead is always available either at the setting or on the phone

Working Practices

Roles and responsibilities

All staff, volunteers, students and visitors have a statutory duty of care to safeguard all children, young people and vulnerable adults and their welfare is paramount.

This means that everyone at Little Gillies have a duty to:

- ❖ Keep children safe and protect them from sexual, physical and emotional harm and neglect.
- ❖ Treat children with dignity and respect at all times.
- ❖ Take reasonable steps to ensure children's safety and wellbeing. Failure to do so may be regarded as neglect.
- ❖ Ensure that confidential information about children is only shared when it is in the child's interests to do so. The information shared must be proportionate to the perceived risk, and consideration should always be given to gaining informed consent from parents (where doing so will not expose a child to risk of harm or further harm). Information should never be used to intimidate, humiliate or embarrass a child.



These duties are fulfilled by:

- ❖ Developing respectful and caring relationships between children and adults.
- ❖ Consistently behaving as a professional adult in ways that demonstrate integrity, maturity and good judgment.

All adults have a duty to report child protection or welfare concerns to the CADS team or the Police - See contact details within this document.

The adults who have lead responsibility for child protection in Little Gillies are:

Registered Person for Little Gillies	Helena Deakin
Safeguarding Lead Practitioner	Sarah Beresford
Deputy Safeguarding Lead Practitioner	Rachel Williams

Volunteers, Students and Regular Visitors

A volunteer, student or parent helper who is coming into Little Gillies on a regular basis will need to have an enhanced Disclosure and Baring Service check (DBS) and references where appropriate. Students will show their College DBS and a record will be taken. All volunteers, students or regular visitors will receive a full induction including safeguarding. They will sign to say they read and fully understand the policy and that they know who is the Safeguarding Lead Practitioner, (SLP), is.

Volunteers and regular visitors must:

- Be aged 17 or over with the exception of work experience who can not be included in ratio at all.
- Be considered competent and responsible



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- Receive robust induction and regular supervisory meetings. Allowing time to discuss the settings safeguarding policy and procedures and to refresh their knowledge on a regular basis, ensuring they fully understand what to do if they are worried about a child is being abused. This will be documented and added to their file.
- Know how to report safeguarding concerns about anyone working in the setting to the manager, together with the settings Whistleblowing Policy.
- Know if that concern is about the manager, then the deputy manager, or registered person should be contacted.
- Be familiar with all the settings policies and procedures
- Adhere to the code of conduct
- Demonstrate high standard of safe working practice
- Never have unsupervised access to the children at any time

Members of the Little Gillies trustees complete an EY2 form and an enhanced Disclosure and Barring Service check (DBS) when joining the committee.

Visitors are expected to show identification and this is checked thoroughly, without I.D they will not be able to enter. Visitors to Little Gillies are issued with a visitors' badge on arrival that they wear for the duration of their visit, they also sign in and out of our visitors' book, held in the Lobby. The visitors badge includes details of Little Gillies Safeguarding Lead Practitioners, as well as the fire evacuation procedures for the building.

Mobile phones will be kept in the office.

Occasional and regular visitors such as work experience students, parents or other professionals will be supervised when in contact with the children at all times.

Vulnerable Groups

Unborn Children

Unborn children may also be abused or neglected, or be in need. Concerns about the welfare of an unborn child should be dealt with as for any other child, including child protection procedures. Circumstances that may render unborn babies more at risk of significant harm include:



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- History of harm, or assessed risk, to previous children
- Parents or carers with convictions for offences against a child
- Inability of a parent to protect
- Poor parenting capacity
- Severe mental health problems or learning difficulties
- Alcohol or substance misuse
- Domestic abuse

Babies

Little Gillies recognises that babies may be particularly vulnerable to abuse, injuries suffered by babies who are not mobile should always be evaluated with concern about possible abuse or neglect in mind and if suspected referral procedures within this policy should be followed.

Children with Special Educational Needs and/or Disabilities

Little Gillies recognises children and young people with special educational needs and disabilities (SEND), can face additional safeguarding challenges. Little Gillies and its staff have a responsibility to protect and safeguard the welfare of vulnerable children and young people who, because of their needs, are more at risk of abuse than non-disabled children and young people.

Additional barriers can exist when recognising abuse and neglect in this group of children. This can include:

- assumptions that indicators of possible abuse such as behavior, mood and injury relate to the child's disability without further exploration;
- children with SEN and disabilities can be disproportionately impacted by things like bullying- without outwardly showing any signs;
- communication barriers and difficulties in overcoming these barriers



Female Genital Mutilation (FGM)

FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to female genital organs. It is illegal in the UK and a form of child abuse.

Little Gillies and its staff has a duty to notify the police of known cases of female genital mutilation where it appears to have been carried out on a girl under the age of 18. Little

Gillies will operate in accordance with the statutory requirements relating to this issue, and in line with our safeguarding procedures.

Symptoms may include:

- Bleeding
- Painful areas, and acute urinary retention
- Urinary infection
- Wound infection
- Septicaemia
- Incontinence
- Vaginal and pelvic infections
- Depression and post-traumatic stress disorder as physiological concerns

Prevent Duty and Promoting British Values

From 1st July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism".

This duty is known as the Prevent duty.



Indicators

Little Gillies are committed to providing a secure environment, where children feel safe and are kept safe. All adults in our setting recognise that safeguarding is everyone's responsibility irrespective of the role they undertake or whether their role has direct contact or responsibility for children or not.

Staff will be alert to issues including:

- Disclosures by children of their exposure to the extremist actions, views or materials of others outside of the setting, such as in their homes or community groups
- Graffiti symbols, writing or art work promoting extremist messages or images
- Parental reports of changes in behaviour, friendship or actions and requests for assistance
- Use of extremist or 'hate' terms to exclude others or incite violence
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture

Actions

In order to ensure that Little Gillies adhere to and achieve the Prevent duty we will:

- Provide appropriate training for staff. Part of this training will enable staff to identify children who may be at risk of radicalisation
- We will build the children's resilience to radicalisation by promoting fundamental British values and enabling them to challenge extremist views
- We will ensure that our staff understand the risks so that they can respond in an appropriate and proportionate way
- We will be aware of the online risk of radicalisation through the use of social media and the internet
- As with managing other safeguarding risks, our staff will be alert to changes in children's behaviour which could indicate that they may be in need of help or protection (children at risk of radicalisation may display different signs or seek to hide their views). Our Key Person approach means we already know our key children well so we will notice any changes in behaviour, demeanour or personality quickly



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- We will not carry out unnecessary intrusion into family life but we will take action when we observe behaviour of concern.
- We will work in partnership with NCSB for guidance and support
- We will build up an effective engagement with parents/carers and families. (This is important as they are in a key position to spot signs of radicalisation)
- We will assist and advise families who raise concerns with us.
- We will ensure that any resources used in the nursery are age appropriate for the children in our care and that our staff have the knowledge and confidence to use the resources effectively
- Little Gillies staff have completed comprehensive Prevent training.

Named Prevent Officer

Sarah Beresford

Deputy Prevent Officer

Naomi Tottle

Preventing Abuse (Including Domestic) & Neglect

Little Gillies will:

- a) Establish and maintain an ethos where children, young people and adults feel secure and safe, are encouraged to talk, and are listened to.
- b) Ensure children's, young people and vulnerable adults welfare is central and are supported by safe and effective care.
- c) Ensure children and adults are aware that there are adults at Little Gillies who they can approach if they are worried or in difficulty.
- d) Ensure all adults are well trained and knowledgeable about safeguarding issues and know Little Gillies Child Protection referral procedures.
- e) Ensure all adults are aware of Little Gillies Whistleblowing Policy and Procedures.
- f) Provide adequate and appropriate staffing resources to meet the needs of the children.
- g) The registered person or nominated board member is responsible to ensure that staff, students and regular visitors have the opportunities to discuss safeguarding policies and practice.



Vetting procedures

When employing staff that will have contact with the children, young people or vulnerable adults, Little Gillies abides by Ofsted requirements and follows a vigorous recruitment procedure, and undertakes a thorough vetting procedure through a series of checks.

These checks include;

- A thorough interview process with the management and the committee
- Enhanced Disclosure and Baring Service check (DBS). - Where applicants are rejected because of information that has been disclosed, applicants have the right to know and challenge incorrect information.
- References from suitable sources such as previous employers and/or people with relevant professional competence.
- Any other investigations the management deems necessary to satisfy the person's suitability for the job.
- We abide by the Protection of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- All staff, students and volunteers are informed that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment with us).
- We will notify the Disclosure and Baring Service of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of a child protection concern.

These checks are taken to minimise the risk that no disqualified person or unsuitable person works at the setting or has access to the children.

Little Gillies has a separate Safer Recruitment Policy and must be read in conjunction with this section of our Safeguarding Policy.



Dealing with Abuse (Including Domestic) & Neglect

Procedure for dealing with disclosures

Little Gillies acknowledges that disclosures are sensitive and serious situations. The procedure for dealing with disclosures is as follows:

- The person hearing the disclosure will listen carefully to what is said.
- They will not comment or lead the conversation.
- They will take every step possible to ensure privacy during disclosure without halting the process of disclosure by disruption.
- They will not judge the disclosure or offer an opinion.
- They will ask only open ended questions sufficient to understand what is being said.
- Ensure the child or adult is reassured and feels secure.
- Will not make promises that cannot be kept and will make it known to the child that they will have to share the information with other adults in order to help. This should be accompanied by reassurance and allowing the child to know who will be told.

The referral flow chart, is clearly displayed for all staff in the staff room and the office and staff has their own copy of resources about referral and the procedure for what to do if they are worried a child is being abused. These are updated where necessary and offered to volunteers and students as well, depending on their role and responsibilities within the group.

For a professional to make a Referral to the CADS team
they should call 0344 800 8021

Disclosures/concerns are recorded ensuring the following details are noted:

- A record of the child's name, address, date of birth, the room that the child receives care in.
- Date and time of the observations or disclosure and the name of the person the disclosure was made to.



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- Details of the disclosure/concern in full using child's exact own words wherever possible.
- Details of any apparent injuries. Body map to be completed if appropriate.
- The name of the person who was notified of the allegation being made, the time they were made aware of it, the date and their location.
- Name of any other person who was present during the allegation coming to light.
- Clear legible writing is crucial.
- It is important to first record disclosures on anything at hand so that they are exactly as said.

This information is recorded by the person who is raising the concern or witnesses the incident, on our child protection record of concern forms.

This form is then given to the Safeguarding Lead Practitioner.

The Safeguarding Lead Practitioner will immediately follow the 'What to do a flow chart for referral procedure.'

The Safeguarding Lead Practitioner will then;

- Ensure all necessary details are present, signed and dated and kept in a separate confidential file. All records will be kept in a locked filing cabinet and only available to authorised personnel.
- If a referral is made the trustee chair is informed that a referral has been made.
- Advice given by the Norfolk Safeguarding Children's Board or CADS will be followed.
- Little Gillies will fully co-operate in any subsequent investigations; in some cases, this may mean the police or another agency identified by the Norfolk Safeguarding Children Board.

Confidentiality

Confidentiality is of paramount importance when working with children, and all staff, volunteers, students and visitors of Little Gillies will have regard to the following:

- We recognize that all matters relating to safeguarding children are confidential and staff is informed on a need to know basis.



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- All staff to be aware that they keep concerns confidential and only share them with those that need to know in order to protect children in line with the referral process.
- All staff to be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Norfolk Safeguarding Children's Board.
- Any information is shared under the guidance of the Norfolk Safeguarding Children's Board.
- Children's records are kept secure and accessible only to those who need to know in order to protect children.
- All staff must be aware that they cannot promise a child confidentiality.
- All staff will sign the Safeguarding Policy which will show they fully understand the Little Gillies Policy and Procedures which includes the requirement of confidentiality.

Working with other agencies

- Little Gillies works closely with a range of other agencies. While respecting confidentiality we do share pertinent information regarding children's wellbeing within a process of safeguarding the children in our care.
- Little Gillies SLP or Deputy represents the setting at multi agency meetings concerning individual children.
- We work within the Norfolk Safeguarding Children's Board guidelines.
- Details are provided next to every telephone of the telephone numbers and procedures to follow if a consultation or referral needs to be made.
- We notify our registration authority Ofsted of any incident or accident and any changes in our arrangements which may affect the well-being of our children.



Accidents and injuries received at home or at Little Gillies

Accidents at home

If a child has an accident at home and/or comes to the setting with a physical injury the parent/carer must share this information with the child's key person.

The child's key person will complete an existing injury awareness form, detailing the parent's/carer's explanation of how the accident/injury occurred and the parent/carer will ask to sign it. This form will be kept in the child's personal file, held in a locked filing cabinet

in the office which only authorised people have access to. Existing injury forms are monitored to highlight any pattern that may occur

If the explanation that the parent/carer does not adequately explain the injury occurred then a safeguarding concern may arise; if this is the case the completed form will be used in the best interest of the safety of the child.

If over a period of time a pattern arises in the injuries the child has received or there are a high number of injuries not common with the age and stage of the child, this may also raise cause for concern and the information gathered will be used in the best interest of the safety of the child.

This procedure also ensures the staff knows if the injury happened at home or whilst the child was at Little Gillies, so the appropriate first aid treatment and care can be given.

Accidents at Little Gillies

If a child has an accident at Little Gillies, the member of staff dealing with the accident will complete and sign an accident form; this form will also be signed by another member of staff who witnessed the accident



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The form will be handed to the parent to sign upon collection of their child and a copy will be given to them. The signed form will be kept in a file held in the setting, unless it is requested by a parent or is a head injury.

The Management team regularly reviews these forms to ensure there is no recurrent injury to any child whilst at Little Gillies or if a further risk assessment needs to be carried out.

Training and Awareness

- Training needs should be identified for all staff at inductions and supervisions. Safeguarding training must always be prioritised.
- Every member of staff, paid or unpaid, will undertake appropriate safeguarding training in line with NSCB guidance and their role; this will be updated every 3 years.
- The Safeguarding Lead Practitioners for Little Gillies, and their deputies will undertake further training in line with NSCB guidance and their role; this will be updated every 2 years.
- The registered person, or other nominated board member, will undertake training that is relevant to ensure they can carry out their responsibilities.
- Every member of staff, paid or unpaid will have opportunities to talk about safeguarding procedures/policy during staff meetings, these meetings will be minuted.
- All staff will have regular supervisions with which contains a safeguarding element carried out by a trained supervisor. Supervisions will be documented and signed by both parties.
- Regular safeguarding updates will be shared with all members of staff, paid or unpaid, by the Safeguarding Lead Practitioners or deputies at least annually.
- Safeguarding will be included in the induction of new staff, volunteers and students; they will receive a copy of Little Gillies Safeguarding Policy, which they will sign to say they have read and fully understood.

Staff Code of Conduct and Staff Behavior Policies

Little Gillies Code of Conduct and Staff Behaviour Policies helps everyone who works in any capacity at Little Gillies, paid or unpaid, directly working with children or not, to consistently maintain the highest possible standards of professional conduct and to clearly identify to service users what they can expect.



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Adults who work with children must understand that they are in a position of trust, this arises from the nature of their work and the responsibilities related to it. It is crucial that all adults that work with children know what is expected of them in terms of appropriate and safe behaviour.

Everyone who has involvement in Little Gillies in any way will have a personal responsibility to be aware of and abide by our Code of Conduct and Behavior Policies.

The government has issued the 'Guidance for safer working practice for adults who work with children and young people' September 2015.

This guidance aims to:

- Keep children safe by clarifying which behaviors constitute safe practice and behaviors that should be avoided.
- Assist adults to work safely and responsibly and to monitor their own standards and practice.
- Support managers and employers in setting clear expectations of behavior and relevant codes of practice.
- Minimise the risk of misplaced or malicious allegations against adults.
- Reduce the incidence of positions of trust being abused or misused.
- Support safer recruitment.

The Code of Conduct of Little Gillies is written to ensure compliance with this guidance.

This Code of Conduct is detailed in Little Gillies Employee Handbook and when appropriate is referenced to individual Little Gillies Policies.

Adults whose practice deviates from this code of conduct may bring into question their suitability to work with children and could result in disciplinary action.

Adults who work with children should be aware their behavior outside the work situation or in relation to their own children may be seen as having an impact on their work situation, and their suitability to work with children



Staff Behavior Policy

Little Gillies policies that staff should have particular regard to in respect of Staff Behavior Policies includes:

- ❖ Safeguarding Policy
- ❖ E Policies including - Use of Recording and Devices Policy
Mobile Phone Policy
Social Networking Policy
- ❖ Whistleblowing Policy
- ❖ Baby Sitting Policy
- ❖ Key Person Policy
- ❖ Intimate Care Policy
- ❖ Confidentiality, Record Keeping and Information Policy

Procedure for Dealing with Allegations Against Staff

If an allegation of abuse is made against a person who works with children and young people (up to the age of 18)

Little Gillies is committed to ensuring all staff, volunteers, students and visitors are committed to safeguarding children in our care by implementing our Safeguarding Policy.

All staff are aware of our Whistle-blowing Policy and staff sign to say they are clear that they have a duty of care to share concerns about staff and the procedures that they must follow.

If a member of staff is accused of an allegation of abuse they will be suspended on full pay until the allegation is fully investigated by all the relevant persons and Little Gillies has been notified by LADO of the outcome of their investigation. The Managing Director will then decide what further action needs to be taken.

- We ensure that all parents know how to complain about the behavior or actions of staff or volunteers within the setting, which may include an allegation of abuse.



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- We display the Ofsted parents' poster, on all parents' notice boards within Little Gillies and in the main foyer, which details the ways they can contact Ofsted if they have a concern or complaint. Alongside this poster we display the NDC/NDCB flow chart that is used to manage allegations and concerns about adults who work with children in a group setting.
- All allegations of abuse are treated seriously and with due sensitivity. Reports of actual or suspected abuse should be immediately brought to the attention of the Safeguarding Lead Practitioner. If an allegation against a member of staff or volunteer working in Little Gillies is made, the Local Authority Designated Officers (LADO) will be contacted.

Contact details 01603 223473 - LADO (recorded message)

Download a referral/consultation form from the LADO website

norfolklscp.org.uk

Once completed email to LADO@norfolk.gov.uk

Disciplinary action

- We abide by the Protection of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern. OFSTED will be notified of any concerns.

Other relevant Policies and Procedures

- Confidentiality
- Key Person
- Parent Partnership
- Safer Recruitment
- E Policies including: Mobile Phones
 Social Networking
 Use of Image Recording Devices
- Intimate Care / Nappy Changing
- Whistleblowing



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- Code of Conduct for Staff
- Complaints

Key Legislation and Guidance

- Children Act 1989/2004
- Working together to Safeguard Children (2015)
- What to do if you are worried if a child is being abused (2015)
- Norfolk Safeguarding Children's Board (NSCB) guidance
- Early Years Foundation Stage Safeguarding and Welfare Requirements
- Guidance for Safer Working Practice for Adults who work with Children and Young People Education Settings (2015)
- National Society for the Prevention of Cruelty to Children (NSPCC)
- Data Protection Act (1998)

All policies and procedures are implemented, reviewed and updated on an annual basis or in line with any changes to local and national guidance/legislation in conjunction with the registered person.

This policy was adopted at a meeting of Little gillies

Held on.....

Date to reviewed

Signed on behalf of the provider.....

Name of signatory.....

Role of signatory.....

Reviewed by Sarah Beresford

Date March 2024



1.1 safeguarding children and child protection

Safeguarding Lead Practitioner (SLP)

Explanation - The Safeguarding Lead Practitioner has a lead operational role for safeguarding within the voluntary sector. They receive concerns about the safety and welfare of children and young people. They make decisions about what action needs to be taken, contacting and liaising with other agencies involved in safeguarding children.

SLP for Little Gillies Sarah Beresford

Deputy SLP for Little Gillies Rachel Williams

Registered Person Helena Deakin

Norfolk Safeguarding Children's Partnership (NSCP)

Explanation - Local Safeguarding Children's Boards have a statutory duty to;

- Co-ordinate how agencies work together to safeguard and promote the well-being of children, and
- To ensure the effectiveness of safeguarding arrangements.

Contact Details: norfolklscp.org.uk

Norfolk Multi-Agency Safeguarding Hub (CADS)

Explanation - The CADS acts as the first point of contact, receiving NEW safeguarding concerns about the safety or wellbeing of any child or young person.

Contact Details: 0344 800 8020

Local Authority Designation Officers (LADO)

Explanation - LADO are the authority that manages allegations against staff and volunteers.

Contact Details: 01603 223473 (recorded message)

Download a referral/consultation form from the LADO website
Once completed email to LADO@norfolk.gov.uk