

Urban Green Newcastle Safeguarding Adults Policy and Procedures

Title	Safeguarding Adults Policy
Version	1.0
Date of document	7 December 2020
Owned by	Board of Trustees
Responsible officer	Jon Riley, Operations Director (Designated Adult Safeguarding Manager)
Review date	December 2021
Application	Board of trustees, directors, staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of Urban Green Newcastle.
External or statutory documents	Newcastle Multi Agency Safeguarding Adults documents which are available at: https://www.newcastle.gov.uk/services/care-and-support/adults/report-suspected-adult-abuse-and-neglect/safeguarding-adults
Key contacts	<p>Designated Adult Safeguarding Manager: Operations Director, Jon Riley 0191 814 4570</p> <p>Deputy Designated Adult Safeguarding Manager: Business Manager, Richard Turner 0191 814 4577</p> <p>If not available, then contact: Community Health and Adult Social Care Direct: 0191 278 8377 Out of Hours, Emergency Duty Team: 0191 278 7878</p> <p>Safeguarding Adults Unit: 0191 278 8156 Please note that this is an advice service ONLY.</p> <p>Northumbria Police Phone 101 and ask for Local Area Police Station or Protecting Vulnerable Persons (PVP) Team</p>

Purpose

This policy and procedures have been drawn up to enable Urban Green Newcastle to:

- Promote good practice and work in a way that can prevent harm to and abuse of adults at risk
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- Stop that abuse occurring.

Application

The policy and procedures relate to the safeguarding of **adults at risk**.

Adults at risk are defined as individuals aged 18 or over who:

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

Urban Green Newcastle will:

- ensure that all directors, staff, board of trustees and volunteers are familiar with this policy and procedures;
- work with other agencies within the framework of the Newcastle Safeguarding Adults Policy and Procedures, issued under Care Act 2014 statutory guidance;
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency;
- pass information to the Local Authority when more than one person may be at risk. For example, if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children;
- inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent;
- make a safeguarding adults' referral to the Local Authority as appropriate;
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults;
- ensure that the Designated Adult Safeguarding Manager (DASM) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police / Local Authority).

Safeguarding Adults Procedures

Introduction

These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Urban Green Newcastle. The procedures recognise that adult abuse can be a difficult subject for people to deal with. Urban Green Newcastle is committed to the belief that the protection of adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that directors, trustees of the organisation, staff and volunteers act appropriately in response to any concern around adult abuse.

Preventing abuse

Urban Green Newcastle is committed both to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and ensuring that all those involved in Urban Green Newcastle will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Equal Rights and Diversity
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection
- Any other policies which are relevant

Urban Green Newcastle is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This will include Disclosure and Barring Service (DBS) checks for staff and volunteers as appropriate, ensuring references are taken up and provision of adequate training about Safeguarding Adults.

Urban Green Newcastle will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy and procedures will be available to service users and their carers/families.

Recognising the signs and symptoms of abuse

Urban Green Newcastle is committed to ensuring that all staff, the trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Urban Green Newcastle will ensure that the Designated Adult

Safeguarding Manager and other relevant members of staff, trustees and volunteers have access to training about Safeguarding Adults provided by the Newcastle Safeguarding Adults Board.

Abuse includes:

- **Discrimination**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence**

Including any incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, financial abuse; so called 'honor' based violence, forced marriage and Female Genital Mutilation (FGM).

- **Financial or material**

Including theft, fraud, internet scamming, exploitation, coercing in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery**

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- **Neglect and acts of omission**

Includes ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Organisational (sometimes referred to as institutional)**

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person's own home. This may range from one off incidents to ongoing ill treatment. It can be through neglect or poor professional practices a result of the structure, policies, processes and practices within an organisation.

- **Physical**

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

- **Psychological (sometimes referred to as emotional)**

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercing, harassment, verbal abuse, cyber-

bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

- **Sexual**

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressurised into consenting. It also includes sexual exploitative situations, contexts and relationships where the person receives "something" (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

- **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

- **Radicalisation**

Urban Green Newcastle, in the exercise of their functions, have "due regard to the need to prevent people from being drawn into terrorism" and are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, to have This is duty is known as the Prevent Duty. Please see appendix 3 The Prevent Duty.

Abusers

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

Designated Adult Safeguarding Manager

Urban Green Newcastle has appointed an individual (and deputy) with responsibility for leading safeguarding adults work in the organisation.

Designated Adult Safeguarding Manager:

Jon Riley, Operations Director – 0191 814 4570

Deputy Designated Adult Safeguarding Manager:

Richard Turner, Business Manager - 0191 814 4577

Should either of these designated people be unavailable then Directors, Trustees of the organisation, staff and volunteers should contact Adult Social Care directly, notifying a Director of this action.

The roles and responsibilities of the designated person(s) are to:

- ensure that all staff and volunteers and trustees are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing or has experienced abuse or neglect;
- ensure that concerns are acted on, clearly recorded and referred to Adult Social Care direct or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adult referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the Safeguarding adult process;
- reinforce the utmost need for confidentiality and ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;
- ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision;
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998. They will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

Responding to people who have experienced or are experiencing abuse

Urban Green Newcastle recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

If you witness abuse or abuse has just taken place the priorities will be:

- To ensure that the alleged victim and you are safe from immediate harm
- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff and service users safe
- To inform your line manager or the Designated Adult Safeguarding Manager.
- To record what happened in *Sessional record under Safeguarding concerns or on individual case files* where safeguarding adults concerns will be recorded.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investigate or ask detailed or probing questions
- Do not promise to keep it a secret

All situations of abuse or alleged abuse should be discussed **as soon as possible** with a manager and/or the Designated Adult Safeguarding Manager. If anyone feels unable to raise their concern with their line manager or Designated Adult Safeguarding Manager then concerns can be raised directly with Adult Social Care.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Adult Social Care. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the Designated Adult Safeguarding Manager should try to seek the views from the adult (or appropriate representative) about what they would like to happen as a result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The Designated Adult Safeguarding Manager should refer to the Newcastle Safeguarding Adults Board multi-agency policy and procedures and may also take advice from Adult Social Care and/or the Safeguarding Adults unit and/or other advice giving organisations such as the Police (see **useful contacts**).

Making a safeguarding adults referral

All safeguarding adults referrals should be made by telephone initially to:

Community Health and Adult Social Care Direct 0191 278 8377

(Monday to Friday 8.00am till 5.00pm. Out of Hours Service: 0191 278 7878)

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others are unsafe or have urgent social care needs.

The telephone call should be followed up in writing to the Adult Social Care Team using a safeguarding **Adults Initial Enquiry Form**. This form can be found at the end of these procedures (Appendix 1) and also at <https://www.newcastle.gov.uk/services/care-and-support/adults/report-suspected-adult-abuse-and-neglect/safeguarding-adults>

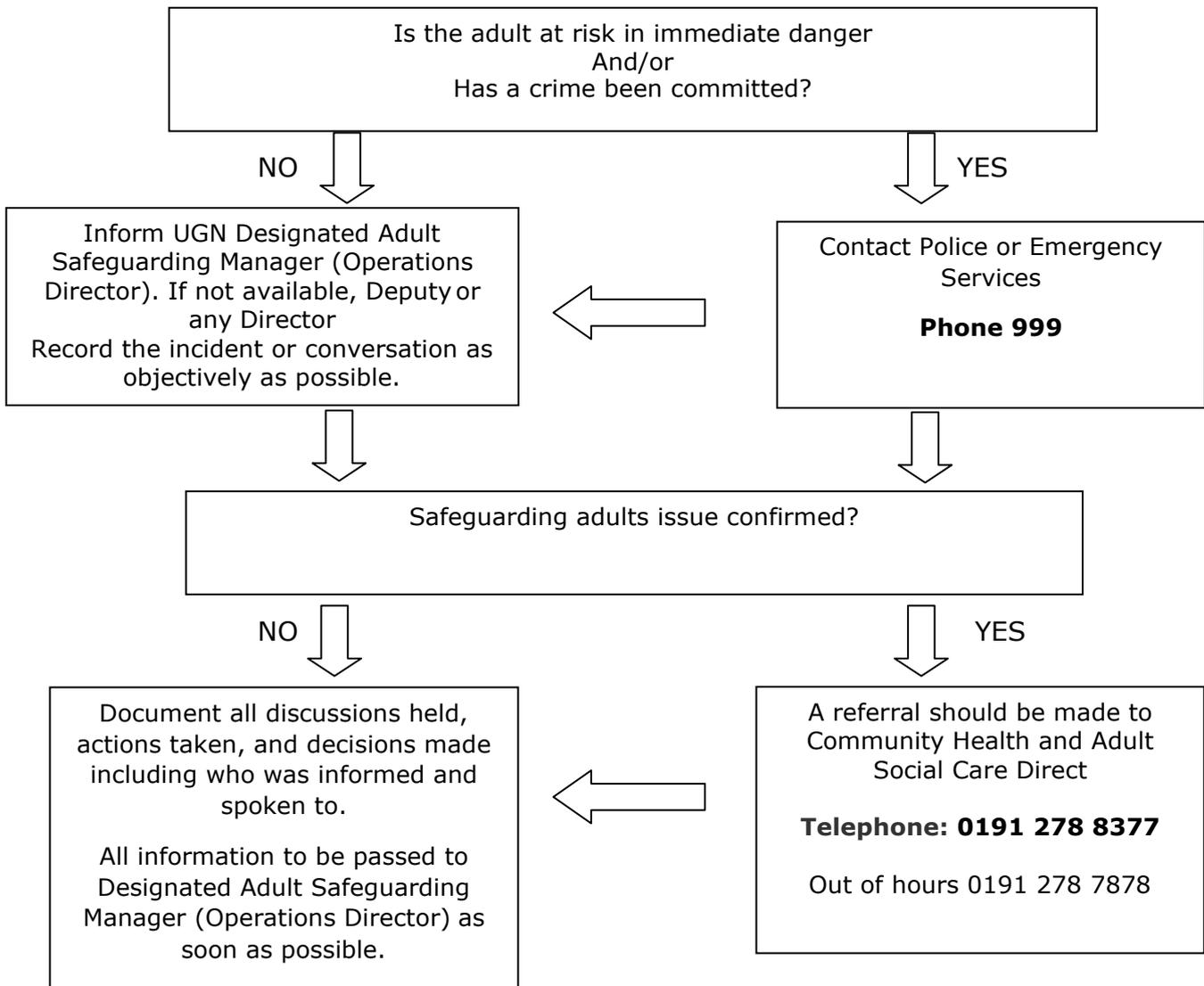
A Safeguarding Adults Manager (a Team Manager from Adult Social Care) will then decide what enquiries need to be undertaken. Responsibility lies with Adult

Social Care. Feedback will be given to the person who made the safeguarding adults referral.

If the concern relates to a significant risk of (or actual) harm the concern will progress to Stage 2 of the Safeguarding Adults Enquiry and further information will be gathered (see appendix 2 for an overview of the multi-agency safeguarding adults process).

Within Urban Green Newcastle, the Designated Adult Safeguarding Manager will offer all relevant support to the person who identified the concern and to the investigation process.

Safeguarding Adults Flowchart



Managing an allegation made against a member of staff or volunteer

Urban Green Newcastle will ensure that any allegations made against a member of staff are dealt with swiftly.

Any allegations made against a member of staff must be reported to the Designated Adult Safeguarding Manager as soon as possible. Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police will be contacted immediately.

The safety of service users is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for the alleged perpetrator to continue in their role or any other role within the service whilst the investigation is undertaken.

The line manager and/or Designated Named Person will liaise with the Adult Social Care to discuss the best course of action and to ensure that Urban Green Newcastle disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Urban Green Newcastle has a whistle blowing policy and will ensure staff are aware of and supported to use this policy.

Recording and managing confidential information

Urban Green Newcastle is committed to maintaining confidentiality wherever possible and information about safeguarding adults issues should be shared only with those who need to know. For further information, see Confidentiality Policy.

All allegations/concerns should be recorded in a single record under safeguarding concerns or on individual case files where safeguarding adults concerns will be recorded. The information should be factual and not based on opinions: record what the person tells you, what you have seen and witness if appropriate.

The information that is recorded will be kept secure and will comply with data protection requirements.

Disseminating/Reviewing policy and procedures

The Designated Adult Safeguarding Manager will be responsible for:

- Dissemination and review of this document
- Ensuring that the policy and procedures remain fully compliant with Newcastle City Council policy and procedures
- Assuring the Board that all relevant and appropriate training is undertaken by directors, staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of Urban Green Newcastle.

Any changes to this policy and procedures (other than contact details) must be agreed by the Urban Green Newcastle Board.

Useful Contacts

Community Health and Adult Social Care Direct

Phone: 0191 278 8377

Fax: 0191 278 8312

Available: Monday- Friday, 8am-6pm

Out of Hours Service: 0191 278 7878 (for emergency social care needs)

Safeguarding Adults Unit

Phone: 0191 278 8156

Available: Monday – Friday, 8am-6pm

Please note that this is an advice service ONLY. All referrals should be raised with Community Health and Social Care Direct.

Northumbria Police

Phone: 101

Ask for Local Area Police Station or Protecting Vulnerable Persons (PVP) Team

Appendix 1

Safeguarding Adults Initial Enquiry Form

(formerly the SAMA1 form)

This form is to be used to notify Adult Social Care of suspected or actual instances of abuse or neglect and is the start of a Safeguarding Adults (Section 42) Enquiry under the Care Act. Details of how and who to send this form to are available on page 4. Please attach further pages if necessary.

This form should be completed as fully as possible in order that robust decisions can be made about the progression, or otherwise, of the Safeguarding Adults Enquiry.

Person completing the form:		Role of Person:	
Date of referral to Adult Social Care:		Organisation:	
Phone Number:		Type of service:	
Details of incident/suspected/actual abuse or neglect			
Date of alleged incident:		Who reported the Alert/concern?	
Time of alleged incident:		Date of report:	
Where did the incident occur?			
Details of the adult at risk			
Name:		Date of Birth:	
Telephone:		Ethnicity:	
Address:			
What is the adult's primary reason for needing care and support? (please tick)			
Physical support:	<input type="checkbox"/>	Sensory support:	<input type="checkbox"/>
Learning disability support:	<input type="checkbox"/>	Asperger's syndrome support:	<input type="checkbox"/>
Mental health support:	<input type="checkbox"/>	Social support includes support for carers/substance misusers):	<input type="checkbox"/>
Other health condition:	<input type="checkbox"/>	Please specify:	
Any other details about the adult at risk:			

Details of the alleged perpetrator (where relevant)			
Name:		Relationship to victim:	
Date of birth:		Ethnicity:	
Address:		Telephone:	
If the alleged perpetrator is a staff/volunteer, provide details (e.g. employer, job role, work address):			
Are they an adult with care and support needs?	Yes	No	
Details of care and support needs (if applicable):			
Any other details about the alleged perpetrator(s):			

Description of the alleged incident/harm			
<p>Please give a detailed description (including times), all people involved, witnesses and other comment you feel are relevant. If the concern relates to physical abuse please provide a body map.</p>			
Type of abuse (tick all that apply):			
Physical		Sexual	
Financial/material		Neglect/omission	
Organisational/institutional		Self-neglect	
Modern slavery		Radicalisation/extremism	
		Psychological/emotional	
		Discriminatory	
		Domestic abuse/violence	
		Other	
If other, please specify:			
Is the victim at risk of further abuse/neglect (please tick)	Yes	No	
<p>What has been done to ensure the immediate safety of the alleged victim(s) and others? Completing and submitting this form does not constitute management of immediate risks.</p>			
Were the police called?	YES	No	
Please provide the outcome of the Police action and Police log number (if available):			

If the incident relates to domestic abuse/violence, has the MARAC (Multi Agency Risk Assessment Conference) checklist (CAADA-DASH) been completed?				Yes		No	
If yes, has a referral to MARAC been considered? Please provide details, including discussions with your agency's Single Point of Contact (SPOC) for MARAC:				Yes		No	
Please provide details of other agencies involved that will be able to help with the safeguarding adults enquiry:							
Are you aware that there have been any previous referrals made in relation to this adult at risk or alleged perpetrator?				Yes		No	
If yes, please provide details (e.g. dates, types of abuse, action taken):							
Are there any risks to others (other adults, children)?		Yes		No		Unknown	
Please provide details (also include who this information has been shared with – e.g. Police, Children's social Care, MAPPA. If there are risks to children you must notify Children's Social Care.							
Involvement of the adult(s) at risk							
The following section is crucial to determining the next steps in the safeguarding adults enquiry and every attempt should be made to complete it as fully as possible.							
Has the adult(s) at risk given consent for this referral?				Yes		No	
If no, please confirm why you have not sought consent or are overriding consent (please tick):							
Public interest (risks to others)			Risk of serious harm			Suspected serious crime	
Adult at risk lacks mental capacity to provide consent (best interest decision made)			Ability to consent is affected by threatening behaviour			Seeking consent would increase risks to the adult or others.	
Other, please provide details below:							
Do you think the adult at risk has mental capacity in relation to making decisions about their safety?				Yes		No	
If no, has a mental capacity assessment been undertaken?				Yes		No	
Do you think the adult at risk would have substantial difficulty in participating in the safeguarding adults process?				Yes		No	
If yes, is there a suitable person who could represent them? (e.g. family member, friend, advocate)		Yes		No		Unknown	
Please provide the name and contact details of this suitable person:							

Has the adult at risk's family been informed of the concerns (where the adult has consented to this)?	Yes		No	
If you think the adult at risk may need support to participate in the safeguarding adults process, please provide details of what support may be require:				
Signed:		Date:		
Printed;		Time:		

What happens next?

The local authority will use the information in this form to make an assessment of the level of harm and vulnerability of the adult at risk. Further information may be needed from you and other organisations involved. This assessment, alongside the desired outcomes of the adult at risk (or their representative) will determine whether the Safeguarding Adults Enquiry continues. The initial decision to progress, or not, is made by a manager in the local authority. Feedback will be provided to the person who completed this form, unless specified otherwise. **It is your responsibility to challenge decisions that you disagree with.** Please contact the local authority manager with your concerns. If you remain unhappy with the decision that has been made, please escalate your concerns to the Safeguarding Adults Unit, 0191 278 8156.

This document contains personal and sensitive information when completed and should be stored securely according to your own organisation's procedures. It is your responsibility to ensure that this is done.

Information about how this document should be sent safely and securely

Once completed, this document contains personal and sensitive information.

Sending the information to Adult Social Care

- The form should either be sent to Adult Social Care or to the adult at risk's allocated Social Worker if you are aware that they have one. It is best practice to telephone prior to sending the form, this is particularly important if you are faxing the form (see below).
- The form should be sent on the next working day following concern. It is not necessary to contact or the send the form to the Out of Hours Service. However, the Out of Hours Service can provide help with urgent social care if that is required (0191 278 7878).
- It is intended that you complete the form electronically and then either send it via email or print a copy and fax or post it. If you handwrite the form, please make sure that your handwriting is legible. Prior to printing a copy off you may wish to increase the box sizes or add further sheets if you are completing it by hand.

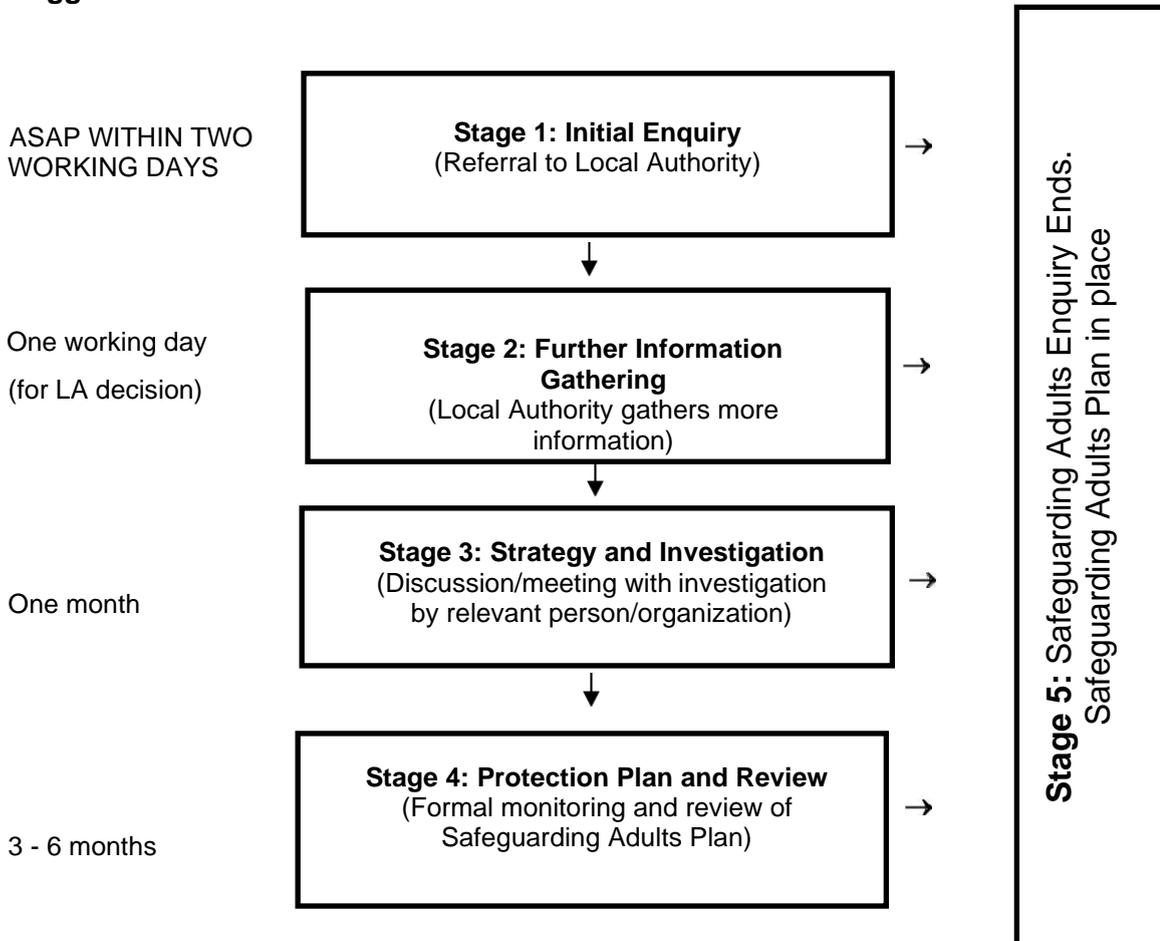
Options for sending the Safeguarding Adults Initial Enquiry Form

- **Email.** The completed form should only be sent by email if secure email addresses are used by both sender and receiver. (.pnn.police.uk' .cjsm.gov.uk' .gsi.gov.uk, .nhs.net, .gcsx.gov.uk) or the email is encrypted (contact your IT support about email encryption). The subject field of the email address should clearly be marked OFFICIAL. Internal email systems are not usually secure.
- **Where there are no secure email addresses or encryption, this document should not be sent electronically.**
- **Delivery in person.** The form can be hand delivered. You should obtain a signature from the intended recipient to confirm delivery.

Appendix 2

Overview of multi-agency Safeguarding adults process

Suggested timescales



Safeguarding adults enquiries are:

- Driven by the desired outcomes of the adult or their representative;
- Multi-agency;
- Proportionate to the level of presenting harm/risk.

The safeguarding Adults Enquiry can end at any stage, when it is felt that risks have been managed, and the desired outcomes of the adult (or their representative) have been met, as far as they possibly can be.

At every stage of the Safeguarding Adults Enquiry, risks will be assessed and a Safeguarding Adults Plan agreed.

Appendix 3

The Prevent Duty and Promoting British Values

The prevent of duty care policy is part of our wider safeguarding duties in keeping adults safe from harm, and this policy reinforces our existing duties by spreading understanding of the prevention of radicalisation therefore to ensure that we adhere to and achieve the Prevent Duty we will endeavour to:

- Provide Channel Awareness / Prevent training for staff and any other training deemed appropriate. Part of this training will enable practitioners to identify adults who may be at risk of radicalisation.
- As with managing our safeguarding risks, our staff will be alert to changes in adults behaviour which could indicate that they may be in need of help or protection (adults at risk of radicalisation may display different signs or may seek to hide their views).
- We will work in partnership with Newcastle Safeguarding Board for guidance and support.
- We will assist and advise those who raise concerns with us. It is important to assist and advise people who raise concerns and be able to point them in the right direction and the right support mechanisms.
- People from any walks of life can be drawn into radicalisation and not necessarily from a particular religion or ethnicity. Terrorism is not promoted by any religion.

What to do if you suspect that adults are at the risk of radicalisation

- Follow Urban Green Newcastle Safeguarding Procedures and discuss with the Designated Adults Safeguarding Lead, and where deemed necessary, with Social Care.
- The Adults Safeguarding Lead can also contact the local police force or dial 101 (the non-emergency number). They will then talk in confidence about the concerns and help to access support and advice.